

**DSC Change Proposal**

**Change Reference Number: XRN4747**

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| **Section A1: General Details** | | |
| **Change Title** | Smart Meter Upgrade Notification Report  (AS20180412) | |
| **Date Raised** | 24/08/2018 | |
| **Sponsor Organisation** | Npower | |
| **Sponsor Name** | James Rigby | |
| **Sponsor Contact Details** | [James.Rigby@npower.com](mailto:James.Rigby@npower.com) | |
| **Xoserve Contact Name** | Rachel Hinsley | |
| **Xoserve Contact Details** | [Rachel.Hinsley@Xoserve.com](mailto:Rachel.Hinsley@Xoserve.com) | |
| **Change Status** | **Proposal** / With DSG / Out for review / Voting / Approved or Rejected | |
| **Section A2: Impacted Parties** | | |
| **Customer Class(es)** | Shipper  National Grid Transmission  Distribution Network Operator  IGT | |
| **[Section A3: Proposer Requirements / Final (redlined) Change](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "WHAT – What is the required change? WHY – Why is the change needed? WHEN – Detail when the solution should be started/implemented.  )** | | |
| **WHAT** – AS20180412   • Npower to pay for a commercial report to be run in November 2018 that will confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in Npowers ownership. This report will require Npower to provide a list of sites before the report can run.  • Reports to include MPRN and MSN reference and potentially any extraordinary queries(erroneous transfers etc)  • On receipt of Npower’s list, Xoserve would send out an e-mail to the relevant contract managers for each Supplier notifying them of the changes(successes and failures)  **WHY** – Npower need to inform suppliers of successful and unsucessful smart meter upgrades, where they have lost ownership of the MPRN they do not know the current supplier.  **WHEN** – 1st November 2018 (dry run 1st October 2018) | | |
| **Proposed Release (Feb/Jun/Nov/Minor)** | Customer requested implementation date is 1st November 2018 | |
| **Proposed Consultation Period** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **[Section A4: Benefits and Justification](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "Benefit Description: What, if any, are the intangible and tangible benefits of the change?Benefit Realisation:When are the benefits of the change likely to be realised? Benefit Dependencies:Detail any dependencies that are outside the scope.)** | | |
| **Benefit Description**  *What, if any, are the tangible benefits of introducing this change?*  *What, if any, are the intangible benefits of introducing this change?* | | Npower need to inform suppliers of successful and unsuccessful smart meter upgrades, where they have lost ownership of the MPRN they do not know the current supplier. This report will allow Npower to complete the above. |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | | Immediately upon delivery |
| **Benefit Dependencies**  *Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.* | | None |
| **Section A5: Final Delivery Sub-Group (DSG) Recommendations** | | |
| *Until a final decision is achieved, please refer to section C of the form.* | | |
| **Final DSG Recommendation** | Approve / Reject / Defer | |
| **DSG Recommended Release** | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | |
| **Section A6: Funding** | | |
| **Funding Classes** | Shipper 100%  National Grid Transmission XX%  Distribution Network Operator XX%  IGT XX% | |
| **Service Line(s)** | Service Area 18: Provision of user reports  and information | |
| **ROM or funding details** | N/A | |
| **Funding Comments** | This will be 100% Shipper funded as only Shippers benefit from the report. | |
| **Section A7: ChMC Recommendation** | | |
| **Change Status** | Approve – Issue to DSG  Defer – Issue for review  Reject | |
| **Industry Consultation** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX | |
| **DSC Consultation** | | |
| **Issued** | Yes  No | |
| **Date Issued** |  | |
| **Comms Ref(s)** |  | |
| **Number of Responses** |  | |
| **Section A8: DSC Voting Outcome** | | |
| **Solution Voting** | Shipper Approve / Reject / NA / Abstain  National Grid Transmission Approve / Reject / NA / Abstain  Distribution Network Operator Approve / Reject / NA / Abstain  IGT Approve / Reject / NA / Abstain | |
| **Meeting Date** | XX/XX/XXXX | |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | |
| **Overall Outcome** | Approved for Release X / Rejected | |

**Please send the completed forms to:** [**box.xoserve.portfoliooffice@xoserve.com**](mailto:box.xoserve.portfoliooffice@xoserve.com)

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1.0 | Proposal | 27th September 2018 | Rachel Hinsley |  |
| 2.0 | Proposal | 2nd October 2018 | Heather Spensley | Appendix 1 added |
| 3.0 | Proposal | 5th October 2018 | Xoserve | Section C added following DSG discussion on 1st October |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |

**Section C: DSC Change Proposal: DSG Discussion**

**(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)**

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| **Section C1: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 01/10/2018 |
| **DSG Summary** | |
| RH explained that this was originally raised by Npower as individual report request, but other Shippers had already requested a similar service. It was therefore sensible to transfer the original request, from Npower, to a Change Proposal and implement the solution across the whole industry.  RH explained the purpose of the requested report: a commercial report to be run in November 2018 that will confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in Shipper’s ownership.  RH asked DSG for any feedback regarding the feasibility of the change before it progresses to ChMC on 10th October for approval; DSG did not provide any comments. ES predicted that ChMC will ask for this change to be issued for initial consultation. | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |



**Appendix 1**

**Change Prioritisation Variables**

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

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| **Change Driver Type** | CMA Order  MOD / Ofgem  EU Legislation  License Condition  BEIS  ChMC endorsed Change Proposal  SPAA Change Proposal  Additional or 3rd Party Service Request  Other*(please provide details below)* |
| **Please select the customer group(s) who would be impacted if the change is not delivered** | Shipper Impact iGT Impact Network Impact Xoserve Impact National Grid Transmission Impact |
| **Associated Change reference Number(s)** | **N/A** |
| **Associated MOD Number(s)** | **N/A** |
| **Perceived delivery effort** | 0 – 30  30 – 60  60 – 100  100+ days |
| **Does the project involve the processing of personal data?**  *‘Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’ – includes MPRNS.* | Yes *(If yes please answer the next question)*  No |
| **A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:** | New technology  Vulnerable customer data  Theft of Gas  Mass data  Xoserve employee data  Fundamental changes to Xoserve business  Other*(please provide details below)*  *(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.* |
| **Change Beneficiary**  *How many market participant or segments stand to benefit from the introduction of the change?* | Multiple Market Participants  Multiple Market Group  All industry UK Gas Market participants  Xoserve Only  One Market Group  One Market Participant |
| **Primary Impacted DSC Service Area** | Service Area 24: Additional Service Request or Third Party Request |
| **Number of Service Areas Impacted** | All  Five to Twenty  Two to Five  One |
| **Change Improvement Scale?**  *How much work would be reduced for the customer if the change is implemented?* | High  Medium  Low |
| **Are any of the following at risk if the change is not delivered?** | |
| Safety of Supply at risk Customer(s) incurring financial loss  Customer Switching at risk | |
| **Are any of the following required if the change is delivered?** | |
| Customer System Changes Required  Customer Testing Likely Required  Customer Training Required | |
| **Known Impact to Systems / Processes** | |
| **Primary Application impacted** | BW  ISU  CMS  AMT  EFT  IX  Gemini  Birst  Other *(please provide details below)* |
| **Business Process Impact** | AQ SPA RGMA  Reads Portal Invoicing  Other *(please provide details below)* |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?** | Yes *(please provide details below)*  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.** | Shipper impact  Network impact  iGT impact  Xoserve impact  National Grid Transmission Impact |
| **Workaround currently in operation?** | |
| **Is there a Workaround in operation?** | Yes  No |
| **If yes who is accountable for the workaround?** | Xoserve  External Customer  Both Xoserve and External Customer |
| **What is the Frequency of the workaround?** |  |
| **What is the lifespan for the workaround?** |  |
| **What is the number of resource effort hours required to service workaround?** |  |
| **What is the Complexity of the workaround?** | Low *(easy, repetitive, quick task, very little risk of human error)*  Medium *(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)*  High *(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)* |
| **Change Prioritisation Score** | 41% |

**Document Control**

**Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1 | Draft | 27/04/18 | Anesu Chivenga |  |