DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured

Xoserve to fill out all of the information in the sections coloured

# A1: General Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Reference: | XRN4888 | | | |
| Change Title: | Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS) | | | |
| Date Raised: | 04/03/2019 | | | |
| Sponsor Representative Details: | Organisation: | BUUK | | |
| Name: | John Cooper | | |
| Email: | [John.Cooper@bu-uk.co.uk](mailto:John.Cooper@bu-uk.co.uk) | | |
| Telephone: | 01359 302450 | | |
| Xoserve Representative Details: | Name: | Paul Orsler | | |
| Email: | [Paul.orsler@xoserve.com](mailto:Paul.orsler@xoserve.com) | | |
| Telephone: | 0121 623 2060 | | |
| Change Status: | Proposal | | With DSG | Out for Review |
| Voting | | Approved | Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| NG Transmission | IGT |
| Other | <If [Other] please provide details here> |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Change Description: | As an IGT, I need Xoserve to process my address updates in order to reflect the most accurate and up to date information associated to address details held against IGT Supply Meter Points in UK Link systems.  The current duplicate address validation performed within Contact Management Service (CMS) was not designed with a full understanding of IGT address management processes, particularly those associated to the new housing development market. As such, CMS restricts IGTs in their ability to keep IGT Supply Meter Point address data up to date in line with changes that are made to plans on new housing developments.    IGTs are therefore seeking to remove the duplicate validations performed on address updates, in order to ensure address changes to IGT Supply Meter Points can be made within UK Link systems, as and when housing development plans are updated.  As part of this change enduring reports and management information (MI) will need to be developed and implemented. Reports will need to provide detail of the address amendments that have resulted in a duplicate addresses being created in UK Link systems. Reports are proposed to be issued to IGTs, who in turn will be responsible to investigate and take the relevant course of action. Management Information should also be created to demonstrate whether improvements are being made to Supply Meter Point address data quality, and to quantify whether further improvements can be made to the process.  No data migration or cleansing activities are required to be delivered as part of this change, with IGTs continuing to work closely with Xoserve operational teams to work around the limitations that exist with the current process, | |
| Proposed Release: | The proposer requests that this change be implemented as soon as possible, and supports this being assessed as a candidate for a Minor Release if necessary. | |
| Proposed Consultation Period: | 10 Working Days | 20 Working Days |
| 30 Working Days | Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | For new housing developments there are often changes which result in bulk address updates being required. For example:   * Changes to the site layout, plots being removed etc. * Changes to the street naming * removal of house numbers (such as 13) which cause consequential changes to multiple addresses.   Currently, for these bulk address updates, CMS will apply duplicate address validation to the new changes based against the existing UK link database. This validation does not, therefore, take into account the whole suite of changes being proposed by the IGT and apply validation for duplicates against the proposed addresses. The current swapped address process only accounts for instances where there is a like for like swap (i.e. 2, The Street is swapping directly with 3, The Street). If, however number 2 is becoming number 3 and number 3 is becoming number 4 and then number 4 is becoming number 2 the proposed change would fail duplicate address validation even though, once all changes are processed, there would be no duplicate addresses.  These addresses, therefore, go through 2 validation processes in Xoserve system:   * Firstly, through automation (where rejections will initially occur) and then; * Secondly, manually, where the data/addresses can be challenged and therefore amended, as required. The second part of this validation is resource intensive for Xoserve and IGTs often leads to delays and backlogs in changes being made to these addresses whilst rejections are being challenged and resolved via CMS.   The above validation is causing issues as we are still in new development stages, and therefore addresses may also need amending a 3rd/4th time, due to developer/design changes, or shipper requirements. Removing the duplicate address validation or IGT initiated changes will reduce the amount of resource being spent providing the second check on the change within UK Link systems.    IGTs would be required to proactively monitor duplicate addresses on their networks. To address this, it would be beneficial as part of this change, to develop reporting for IGTs that pulls out any genuine duplicate addresses. This would ensure that IGTs are provided information of instances where duplicate addresses occur and therefore be able to correct data. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Immediately after implementation of this change. |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | None |
| *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.* |

# A5: Final Delivery Sub-Group (DSG) Recommendations

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| --- | --- | --- | --- |
| Final DSG Recommendation: | *Until a final decision is achieved, please refer to section C of the form.* | | |
| Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | | |

# A6: Funding

|  |  |  |
| --- | --- | --- |
| Funding Classes: | Shipper | XX % |
| National Grid Transmission | XX % |
| Distribution Network Operator | XX % |
| IGT | 100 % |
| Other <please specify> | XX % |
| Service Line(s) | **DSC Service Area 2: Provide query management;** Xoserve has concluded that IGT equivalents for the following service lines are required:  DS-CS SA2 - 01 Standards of Service query management  DS-CS SA2 – 03 Non Standards of Service query management  DS-CS SA2 – 04 Network Operator Queries  DS-CS SA2 - 05 Project query services | |
| ROM or funding details: |  | |
| Funding Comments: | This change closest aligned to Service Area 2: Provide query management – However this Service Area isn’t currently funded by IGTs.  No alternative Service Areas can be used to cover a 100% IGT funded change. Agreement to be sought with Xoserve and ChMC on the most appropriate way to fund this change.  It was acknowledge at the ChMC meeting on 13th March 2019 that there is currently no DSC Service Area that indicates IGTs as being 100% responsible for the associated funding.  28/03/2019 – Xoserve is reviewing the DSC service lines to assess whether a new one is required.  11/07/2019 – Service Lines added above | |

# A7: ChMC Recommendation – 13th March 2019 / 10th April 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | Approve (10/04/2019) | Reject | | Defer (13/03/2019) |
| Industry Consultation: | 10 Working Days | | 20 Working Days | |
| 30 Working Days | | Other [Specify Here] | |
| Expected date of receipt for responses (to Xoserve) | 29/03/2019 | | | |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | Yes (initial review) | No |
| Date Issued: | 12/07/2019 | |
| Comms Ref(s): | 2264.2 – RJ – ES (initial review) / 2378.6 – RT – PO (solution review) | |
| Number of Responses: | 7 reps: 6 approvals and 1 rejection (initial review)  3 Reps: 2 Approvals and 1 approved solution rejected implementation date (solution review) | |

# A8: DSC Voting Outcome

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Solution Voting: | Shipper | | | Please select. |
| National Grid Transmission | | | Please select. |
| Distribution Network Operator | | | Please select. |
| IGT | | | Please select. |
| Meeting Date: | Click here to enter a date. | | | |
| Release Date: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | | | |
| Overall Outcome: | No | Yes | If [Yes] please specify <Release> | |

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

Section B: Change Proposal Initial Review

# B1: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Northern Gas Networks |
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| Telephone: | 07779 416 216 |

# B1: ChMC Industry Consultation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| Yes. We believe removing the duplicate validation from the Contact Management System (CMS) would create the risk of duplicate MPRNs being created on the Supply Point Register, which could lead to registration issues for Shippers and increase the number of unregistered sites. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| No. As this is an issue with the CMS system and Xoserve do these manually (one by one), we feel that taking out the validation is not the right thing to do for the industry due to the risks that could arise from its removal. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| NGN would not support implementation of this change proposal as currently drafted. | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| We agree that if this proposal were to be implemented, it should be 100% IGT funded. | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B2: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Indigo Pipelines Ltd |
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| Telephone: | 07747559101 |

# B2: ChMC Industry Consultation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| No risks or costs identified | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| Yes, the current Xoserve process is simply not fit for purpose as it was not designed to be used for the new build market that IGTs operate in. Xoserve are rejecting far too many valid IGT-initiated address updates. This does nothing to support the Ofgem drive to improve address data quality. This has been a problem area since Nexus implementation and we welcome this proposal as a step in the right direction. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| We would support this being implemented in a minor release as soon as possible | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| Yes, provided the costs are transparent and reasonable | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B3: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | BUUK |
| Name: | John Cooper |
| Email: | John.cooper@bu-uk.co.uk |
| Telephone: | 01359 302450 |

# B3: ChMC Industry Consultation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| The change proposal has been presented as an IGT only change. Xoserve are confident that they can separate the validation to only apply to IGT address updates, therefore this should limit any concerns the industry have about opening all address updates to the entire industry. We recognise that any removal or change to validation is likely to be met with caution. To allay this, the additional reporting will enable the industry to see where duplicate addresses exist on IGT networks and allow IGTs to readily resolve and therefore making IGTs accountable.  It must be noted that duplicate addresses are already an issue for the industry. BUUK are aware that address update processes are being wrongly used currently by the industry e.g. upon submitting an address update the *multi service box* is being ticked which allows duplicate address to be submitted without validation. BUUK believe that by formally requesting via the change proposal route for the removal of the validation will ensure that there is sufficient transparency and accountability of our intentions. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| The change proposed looks to positively improve the quality of address data. Ofgem have set high targets for address improvements on IGTs, specifically around plot to postal addresses. The IGT market contributes to nearly 90% of all new connections and addresses. Due to the relationship between IGTs and housing developers there are always high numbers of alterations to site plans which results in IGTs sending significant volumes of address and plot updates.  The benefits of this change are:   * Actively enhances IGT’s capabilities of updating plot addresses more efficiently, without handling large volumes of incorrect rejections. * Xoserve have been open in admitting that the current CMS system is not geared up to meet IGT requirements. This change will go some way in improving the interface and meet IGT requirements. * Much of the current processing is done manually and often leads to delays in addresses being updated. The change will significantly reduce the amount of manual processing which is required within Xoserve. Due to the current volumes of address updates IGTs are submitting on daily basis, there is a backlog at Xoserve’s end leading to a misalignment of data and delays in UK Link being updated. This change may lead to efficiency savings within Xoserve as it reduces the manual workload required to process IGT address updates. * Improve address data quality, reducing the number of plot addresses and ensuring the correct addresses are being held in UK Link. As mentioned, this is being driven by Ofgem as part of the Faster Switching Programme stage 0 data requirements. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| There would be no functional results as a result of the change required to our own internal systems. BUUK would push for a minor release or the next possible available release date. The change is required now to help support Ofgem’s Faster Switching data requirements. | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| The original intent of this change was for it to apply to IGT supply points only. Based on this, IGTs would fund 100% of the change, this would cover off both the validation change and reporting element of the CP. However, if GDNs also determine that they would see benefits from the change and wish for the validation to be removed, we would expect a funding split. This could either be a direct 50/50 IGT/GDN split or based on the proportion of new connections in a given year 19/20. | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B4: User Details

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| --- | --- | --- |
| User Contact Details: | Organisation: | Wales & West Utilities Ltd |
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| Email: | olga.batsari@wwutilities.co.uk |
| Telephone: | 02920 278579 |

# B4: ChMC Industry Consultation

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| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| We do not wish to stand in the way of a change that will improve IGT address accuracy but  we have some concerns about the consequential impacts on DN and Shipper processes.  This depends on whether f IGTs use exactly the same CMS transactions/contact as DNs and  Shippers.  The 2 CMS contacts that WWU is using for amendments of address are:  UNC contact for unregistered MPRNs  ADD contact for MPRNs confirmed by a shipper (mainly used by shippers. When  WWU submits an ADD, prior validation is required with the shipper/supplier to make  sure they agree on the ADD address details).  For bulk uploads, we use an EFT template (provided by XOSERVE) and upload files  as .QMP format.  On the “Benefits and Justification” section of the change proposal, an example is provided to  demonstrate where the current process is deemed to fail:  *“ If, however number 2 is becoming number 3 and number 3 is becoming number 4 and then*  *number 4 is becoming number 2 the proposed change would fail duplicate address validation even though, once all changes are processed, there would be no duplicate addresses*.”  On the network side, we overcome these issues by using the “MULTI” indicator on the UNC or ADD contact. See the screen print from a UNC contact below with the relevant field highlighted.  By selecting ‘MULTI’, the user can override the duplication validation rules. This of course should be used sparingly and **only** on the circumstances that is needed rather than a default setting.  In WWU, we use it only for properties that have more than one service on site.  Examples: a hospital with multiple supplies that cannot be differentiated to individual units names or examples like the one above documented by John Cooper.  Validation rules for duplicates are important for data integrity. We should try to avoid removing them and then introducing manual reporting etc. Best practice should be to remove validation rules only when there is a justification for the particular MPRN/site.  If validation is removed for IGT address we have some concern that this may result in duplicate addresses which could in turn lead to inaccuracies with CSEP data.    The field is also available on the bulk upload EFT template. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| If IGTs work on the same transaction/CMS contact as DNs and Shippers and the ‘MULTI’  indicator that already exists serves their needs, then we do not see any need for the change  request. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| If the changes do not affect in any way the way DNs submit UNCs or ADDs, then a minor release is acceptable.  However, if the CMS contacts the IGTs use are the same as the DNs and Shippers, then we would require testing and confirmation that our process has not been affected.  The processing of UNCs and ADDs affect end users and their MPRNs. Customers expect a  quick turnaround in order to organise contracts with suppliers against a PAF address, gas  meter installation or change over suppliers. | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| If the change is still required, then we agree that this should be 100% funded by IGTs. | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B5: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | ES Pipelines Ltd |
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| Telephone: | 01372 587 528 |

# B5: ChMC Industry Consultation

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| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| No, ESP believes there is no negative impact on our organisation or the market. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| Yes, ESP believes this change will bring significant benefit across IGT new connection portfolios. Large scale address updates are necessary due to site variations during the build phase of new housing developments, often determined by the build or sale progress, and the timing of postal information being returned from the local authority.  ESP believes that efficiencies can be gained by both IGTs and Xoserve by removing the existing validation. The current process is unable to support the volume of address updates required by IGTs and is causing a backlog, resulting in misaligned data within UK Link and additional issues being encountered by shippers when trying to register the supply points.  In addition, dual fuel address data quality has been identified by Ofgem as a key requirement of Faster Switching. With the imminent creation of REL addresses linking with the MPAN address in electricity it is imperative that variations on new developments are able to be updated concurrently with the electricity market. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| Yes. ESP supports a deployment within a minor release, and benefits would be seen immediately. | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| Yes, IGTs should fund 100% of the change as it only applies to IGT address updates. | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B6: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Southern Electric Gas Ltd and SSE Energy Supply Ltd |
| Name: | Megan Coventry |
| Email: | Megan.coventry@sse.com |
| Telephone: | 02392277738 |

# B6: ChMC Industry Consultation

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| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| No, we do not anticipate any material risk or cost impact. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| We believe that this change to remove duplicate validation will have a positive impact, making it easier for IGTs keep their address data up to date, therefore improving SMP address quality overall. | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| We agree that this change can be implemented as part of a minor release as soon as possible. | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| Yes we agree that this change be 100% IGT funded. | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

# B7: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | EDF Energy |
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| Telephone: | 07875 117771 |

# B7: ChMC Industry Consultation

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| --- | --- | --- | --- | --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response | | | | |
| We believe this has the potential to cause the industry an increased volume of data discrepancies in the future. Where duplicate addresses are allowed and they are not resolved in a timely manner (or worst case scenario, at all).  This could lead us into billing 2 customers for the same site and will make Meter/Address Mix-ups more difficult to validate and subsequently correct.  It is not 100% clear whether this CP is asking for relaxation of this rule for iGT addresses only or to include GT – please could this be clarified.  It is also unclear as to why this is now an issue – there will have always been issues with plot addresses as far as we understand it and are not clear why there is now a proposal to change the process. Without further understanding of the impacts & scale of issue we are unable to support this change. | | | | |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. | | | | |
| No | | | | |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) | | | | |
| No functional changes so minimum timescales could apply | | | | |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? | | | | |
| Yes | | | | |
| Change Proposal in principle: | Approve | Reject | | Defer |
| Publication of consultation response: | Publish | | Private | |

Section C: DSG Discussion

# C1: Delivery Sub-Group (DSG) Recommendations

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

|  |  |  |  |
| --- | --- | --- | --- |
| DSG Date: | 07/05/2019 | | |
| DSG Summary: | Paul Orsler (PO) – Went out for initial consultation with IGT’s, GT’s and Shippers. Current validation is quite restrictive and requires manual checking. Change was voted on in April at ChMC. PO Stated that it cannot be ruled out there won’t be a consequential impact on other Users processes but will this was the intention and will be assessed as part of High Level Solution Options.  PO – Verbal walkthrough of the change appendix 1 prioritisation of ratification score.  EL noted that the Change Proposal workaround section wasn’t completed despite Xoserve indicating that existing business processes are currently picking these up these updates manually. PO noted that the workaround section had been introduced to the Change Proposal form post Project Nexus Implementation as a way of identifying whether any functional workarounds exist to mitigate issues that were being experienced with the solution, and that these were solution options  P.O asked John Cooper (JC) about the requirements and to give some information to DSG members. JC noted that his understanding was that the change is for IGTs only, and that the suggestion to re-use Multi Service Flag to bypass existing validation rules was not appropriate as this would be misusing the purpose of the Multi Service Flag which should be to genuinely change address details for sites where multiple MPRNs are at the same premise. .  PO asked JC to confirm whether he supported the view that the existing process (whereby address changes are being processed manually due to the validation failures) would be seen by IGTs as a workaround. JC noted that this was not a workaround as it isn’t able to handle the volumes of updates – as BUUK are recorded as the Proposer of the change it was agreed to leave the workaround section blank, and to ensure any future Change Proposals have given appropriate consideration of the validity of workarounds.  Finally PO agreed to discuss reporting requirements offline with JC in order to get these established before High Level Solution Options could be presented back to the group. Action - PO/JC to clarify reporting requirements ahead of producing HLSO | | |
| Capture Document / Requirements: | <Insert where appropriate> | | |
| DSG Recommendation: | Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | | |

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| --- | --- | --- | --- |
| DSG Date: | 15/07/2019 | | |
| DSG Summary: | Paul Orsler (PO) stated that the change has come to DSG a couple of times and that there is only one viable solution option that was formulated collaboratively with the CDSP and customers getting involved. PO stated that the costs are estimated between £10,000 and £20,000 and involves some system and process impacts. PO stated that in regards to system impacts, there are low impacts to reports that involve SPA and systems SAP IS/SAP PO/AMT. There are also low impacts to the interface regarding SPA and CMS. PO added that this has been issued out in July’s Change Pack and responses would be great for providing a view. John Cooper (JC) asked Paul, there was quite a difference in cost range as it could cost £10,000 or double that to £20,000. JC asked why is there such a wide range. PO stated he will take that away for clarification. PO added that there is normally a risk margin that is added during estimate to ensure the costings are within estimate. JC also asked about the process impact assessment slide presented and asked if there is any file formats affected and what file formats would be affected. PO replied that there is no proposal to change the way in which IGT’s send their updates in to the CDSP but will be an internal CDSP process impact/change. JC PO encouraged DSG members to provide any feedback or views via the Solution Review Consultation Change Pack. | | |
| Capture Document / Requirements: | <Insert where appropriate> | | |
| DSG Recommendation: | Approve | Reject | Defer |
| DSG Recommended Release: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | | |

Section D: High Level Solution Options

# D1: Solution Options

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| Solution Option Summary: | The High Level Solution Option (HLSO) for this change is available in the following [link](https://www.xoserve.com/media/6920/xrn4888-removing-duplicate-address-update-validation-for-igt-supply-meter-points-via-contact-management-service-cms.pdf).  The HLSO outlines that Xoserve have identified one viable option (Option 1) to deliver the requirements of the change. This option requires the removal of Duplicate Address validation rules against IGT Supply Meter Points. In addition, the solution also includes monitoring reports to ensure address data quality can be regularly reviewed and improved upon.  **The link to the Change Proposal can be** [**found here**](https://www.xoserve.com/media/4162/xrn4888-cp.pdf) |
| Xoserve preferred option:  (including rationale) | Implement the solution (Option 1) as outlined in the HLSO above. |
| DSG preferred solution option:  (including rationale) | DSG members were generally supportive of the change, however some representatives raised concerns about the impact this may have on data quality and equivalent processes that other Customer Classes receive. The proposer has confirmed that they only require a solution for IGTs, and that any Xoserve solution should reflect this requirement. In addition it has been described that the existing process actually restricts the ability of IGTs to maintain accurate data, and that monitoring reports have been included within the scope of the change to ensure data quality is regularly reviewed and can be actioned if issues are identified. |
| Consultation closeout: | 26/07/2019 |

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| Impact on Service Line(s) and funding (A6) for each Solution Option: | (If differ from original assessment in A6) |

# E1: Organisation’s preferred solution option

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| --- | --- | --- | --- | --- | --- |
| User Contact Details: | Organisation: | Indigo Pipelines | | | |
| Name: | Cher Harris | | | |
| Email: | cher.harris@sse.com | | | |
| Telephone: | 07747559101 | | | |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | We support the proposed solution. The current process is simply not fit for purpose as it was never designed for the new connections market that IGTs primarily operate in. Any improvements to the process that enable Xoserve to accept more valid address updates from IGTs is welcome. | | | | |
| Implementation Date: | Approve | | Reject | | Defer |
| Xoserve preferred solution option: | Approve | | Reject | | Defer |
| DSG preferred solution option: | Approve | | Reject | | Defer |
| Publication of consultation response: | Publish | | | Private | |

# E2: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for comments.  Your response and preference will be fed back to ChMC meeting ahead of the change being voted on. |

# E1: Organisation’s preferred solution option

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| User Contact Details: | Organisation: | BUUK | | | |
| Name: | John Cooper | | | |
| Email: | john.cooper@bu-uk.co.uk | | | |
| Telephone: | 01359302450 | | | |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | BUUK agree with the proposed solution option that has been presented. This change proposal is intended to only impact IGT address amendments and address the growing inadequacy on CMS to deal with the nature and volume of IGT address updates.  As highlighted in our previous representation on this change proposal, IGTs are subject to many Developer site alterations and hence designs of sites are constantly changing. The current duplicate address validation currently in place inhibits us from updating whole sites as it recognises this wrongly as a duplicate address update, when in fact we are attempting to update a whole site.  The intended change also encompasses a set of both daily duplicate address reporting and monthly. The daily reporting is intended to flag to IGTs what duplicates were created for that given day and the monthly giving us a cumulative view. The reports will help us to cleanse genuine duplicate address where they exist and where and to be open and transparent around our performance. However, it must still be noted that there are large number of duplicate addresses on our networks that are caused by Shippers abusing the ‘multi service’ box functionality in CMS. To reiterate the point, this should only be used where there is multiple meters and connections at a single given address. This functionality clearly isn’t policed and is leading to a decline in address quality, in order to suit Shippers processes without considering the consequences of doing so. For instance, accurate addresses are integral for networks when visiting sites in cases of emergencies and also serving priority customers.  BUUK would also wish for this change proposal to be considered for a minor release. It has currently been scoped for a major release in June 2020. Considering Ofgem’s requirement for improved address quality as part of the Faster Switching Programme, in which IGTs already have stringent targets imposed on us by Ofgem, it would be prudent for this change to come in earlier so such improvements can start to be realised. | | | | |
| Implementation Date: | Approve | | Reject | | Defer |
| Xoserve preferred solution option: | Approve | | Reject | | Defer |
| DSG preferred solution option: | Approve | | Reject | | Defer |
| Publication of consultation response: | Publish | | | Private | |

# E2: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your response. We appreciate the driver for this change, and synergies that this presents with Ofgem’s targets to improve address data quality. The change is currently perceived as a candidate for June 2020 major Release, however Change Management Committee have the capability to request an earlier implementation. |

# E1: Organisation’s preferred solution option

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| --- | --- | --- | --- | --- | --- |
| User Contact Details: | Organisation: | Northern Gas Networks | | | |
| Name: | Helen Chandler | | | |
| Email: | HChandler@Northerngas.co.uk | | | |
| Telephone: | 07580704123 | | | |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | We support the proposed solution to remove the duplicate validation for IGT address updates only; however, we require confirmation of how the IGT address updates will be separated from those of GTs and what rules will be used for determining when the duplicate validations should not be applied.  We also support the creation of new IGT monitoring reports to ensure IGT data quality once the validation is removed. | | | | |
| Implementation Date: | Approve | | Reject | | Defer |
| Xoserve preferred solution option: | Approve | | Reject | | Defer |
| DSG preferred solution option: | Approve | | Reject | | Defer |
| Publication of consultation response: | Publish | | | Private | |

# E2: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for comments. In regards to your queries on how updates are separated from GT’s and IGT’s and rules round the validations, this will be considered within detailed design. |

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1 | Proposal | 05/03/2019 | Xoserve | CP Raised |
| 2 | Out for initial review | 15/02/2019 | Xoserve | Sent out for an initial review following ChMC on 13/03/2019 |
| 3 | Out for initial review | 28/03/2019 | Xoserve | Funding section updated |
| 4 | Out for initial review | 29/03/2019 | Xoserve | Reps added (initial review) |
| 5 | With DSG | 12/04/2019 | Xoserve | Outcome from ChMC on 10th April added |
| 6 | With DSG | 15/05/2019 | Xoserve | Notes from DSG meeting on 8th May |
| 7 | Out for review | 12/07/2019 | Xoserve | Funding comments added; sent out for solution review on Friday |
| 8 | Out for review | 23/07/2019 | Xoserve | CP updated with discussions from DSG meeting 15th July 2019 |

# Template

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| Version | Status | Date | Author(s) | Remarks |
| 3.0 | Superseded | 17/07/2018 | Emma Smith | Template approved at ChMC on 11th July 2018. |
| 4.0 | Superseded | 07/09/2018 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1. |
| 5.0 | Superseded | 10/12/2018 | Heather Spensley | Template moved to new Word template as part of Corporate Identity changes. |
| 6.0 | Approved | 12/12/2018 | Simon Harris | Cosmetic changes made. Approved at ChMC on the 12th December 2018. |