

**DSC Change Completion Report (CCR)**

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| **Change Title** | MNumber Portal Enhancements |
| **Change reference number (XRN)** | XRN4626.3 |
| **Xoserve Project Manager** | Charlie Haley |
| **Email address** | Charlie.Haley@xoserve.com |
| **Contact number** | 01216232620 |
| **Target Change Management Committee date** | 06/08/19 |
| **Date of Solution Implementation** | 30/06/19 |
| **Section 1: Overview of Change Delivery** | |
| Xoserve managed a Customer Enquiry Web Service, allowing End Users to access their MPRN and Gas Supply details, by inputting their address; this is to support End Users with switching. The service went live in 2018.  In June 2019, we implemented a series of enhancements for the purpose of improving efficiency of the service, and improving the success rate of the service.  Budget was allocated as part of the Xoserve Business Plan to deliver these changes. | |
| **Section 2: Confirmed Funding Arrangements** | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Gas Industry Participant** | **BER Share of Cost** | **Actual Share of Cost** | **BER Cost Value** | **Actual Cost Value** | | **All** | 100% | 100% | £0 | £0 | | |
| **Section 3: Provide a summary of any agreed scope changes** | |
| No change | |
| **Section 4: Detail any changes to the Xoserve Service Description** | |
| No change | |
| **Section 5: Provide details of any revisions to the text of the UK Link Manual** | |
| No change | |
| **Section 6: Lessons Learnt** | |
| N/A | |

**Please send completed form 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** |
| 0.1 | For Review |  | Charlie Haley | Creation of CCR |
| 1.0 | Approved |  | Charlie Haley | Approved |

**Template Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 2.0 | Approved |  | Rebecca Perkins | Template approved at ChMC on 11th July |