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: | XRN4997 |
| Change Title: | Introducing new charge codes for pro-active payment of GSoP 3 & GSoP 13 |
| Date Raised: | 26/07/2019 |
| Sponsor Representative Details: | Organisation: | Northern Gas Networks |
| Name: | Joanna Ferguson |
| Email: | jferguson@northerngas.co.uk |
| Telephone: | 07883 099616 |
| Xoserve Representative Details: | Name: |  |
| Email: |  |
| Telephone: |  |
| Change Status: | [x]  Proposal | [ ]  With DSG | [ ]  Out for Review |
| [ ]  Voting | [ ]  Approved | [ ]  Rejected |

# A2: Impacted Parties

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

# A3: Proposer Requirements / Final (redlined) Change

|  |  |
| --- | --- |
| Change Description: | Gas Transporters are required to pay Guaranteed Standards of Performance payments on application from a consumer for:* Failure to offer alternative cooking & heating to priority (vulnerable) customers (GSoP3)
* Failure to provide notice of a planned interruption (GSoP13)

NGN, and potentially other GDNs are proposing to move this to a proactive payment to simplify the process for consumers by removing the necessity to make a claim within a defined timeframe. In order to carry this out NGN is proposing that two new charge codes are created – one for each GSoP and utilise the existing functionality used to process GSoP2 (failure to reinstate premises).This functionality uses the existing Request to Bill (RTB) template for the network to specifically advise Xoserve of the shipper and level of compensation to be processed on an ad-hoc invoice. Identification of the specific MPRNs can be either on the RTB itself, or using a separate supporting data set that is sent to Xoserve alongside the RTB.This change is to create the 2 new charge codes and to change the RTB template to include these charge codes.For the avoidance of doubt, this compensation is intended to be passed on to the relevant consumer via the shipper and supplier. |
| Proposed Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY - ASAP |
| Proposed Consultation Period: | [x]  10 Working Days | [ ]  20 Working Days |
| [ ]  30 Working Days | [ ]  Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Enables more efficient payment of compensation without the network needing to know the consumer details |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Benefits will be immediate upon networks utilising the process |
| *When are the benefits of the change likely to be realised?* |
| 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.* |

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

|  |  |
| --- | --- |
| 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 | XX % |
| [ ]  Other <please specify> | XX % |
| Service Line(s) |  |
| ROM or funding details: |  |
| Funding Comments: |  |

# A7: ChMC Recommendation

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

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | [ ]  Yes | [ ]  No |
| Date Issued: | Click here to enter a date. |
| Comms Ref(s): |  |
| Number of Responses: |  |

# 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

Section B: Change Proposal Initial Review

To be removed if no consultation is required; or alternatively collated post consultation

# B1: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: |  |
| Name: |  |
| Email: |  |
| Telephone: |  |

# 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 |
|  |
| 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. |
|  |
| 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) |
|  |
| 4. As currently drafted the Change Proposal impacts on service area [X]. The funding for this area is [X% Shipper funding, X% NTS, X% DNS X% IGTs, X% Other]. Do you agree with the principles of this funding? |
|  |
| Change Proposal in principle: | [ ]  Approve | [ ]  Reject | [ ]  Defer |
| Publication of consultation response: | [ ]  Publish | [ ]  Private |

Please send the completed forms to: uklink@xoserve.com

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: | Click here to enter a date. |
| DSG Summary: |  |
| 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

|  |  |
| --- | --- |
| Solution Option Summary: |  |
| Xoserve preferred option:(including rationale) |  |
| DSG preferred solution option:(including rationale) |  |
| Consultation closeout: | Click here to enter a date. |

Section E: Industry Response Solution Options Review

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: |  |
| Name: |  |
| Email: |  |
| Telephone: |  |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. |  |
| 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

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: |  |

Section F: Approved Solution Option

# F1: Approved Solution Option

|  |  |
| --- | --- |
| XRN Reference: | XRN#### |
| Solution Details: |  |
| Implementation Date: | Click here to enter a date. |
| Approved By: |  |
| Date of Approval: | Click here to enter a date. |

Section G: Change Pack

# G1: Communication Detail

|  |  |
| --- | --- |
| Comm Reference: |  |
| Comm Title: |  |
| Comm Date: | Click here to enter a date. |

**G2: Change Representation**

|  |  |
| --- | --- |
| Action Required: |  |
| Close Out Date: | Click here to enter a date. |

# G3: Change Detail

|  |  |
| --- | --- |
| Xoserve Reference Number:  |  |
| Change Class: |  |
| ChMC Constituency Impacted: |  |
| Change Owner:  |  |
| Background and Context: |  |

# G4: Change Impact Assessment Dashboard (UK Link)

|  |  |
| --- | --- |
| Functional: |  |
| Non-Functional: |  |
| Application: |  |
| User(s): |  |
| Documentation: |  |
| Other: |  |

|  |
| --- |
| Files |
| File | Parent Record | Record | Data Attribute | Hierarchy or FormatAgreed |
|  |  |  |  |  |

# G5: Change Design Description

|  |
| --- |
|  |

# G6: Associated Changes

|  |  |
| --- | --- |
| Associated Change(s) and Title(s): |  |

# G7: DSG

|  |  |
| --- | --- |
| Target DSG discussion date: | Click here to enter a date. |
| Any further information: |  |

# G8: Implementation

|  |  |
| --- | --- |
| Target Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY |
| Status: |  |

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

# H1: Change Representation

(To be completed by User and returned for response)

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: |  |
| Name: |  |
| Email: |  |
| Telephone: |  |
| Representation Status: |  |
| Representation Publication: | [ ]  Publish | [ ]  Private |
| Representation Comments: |  |
| Confirm Target Release Date? | [ ]  Yes | [ ]  No | If [No] please specify alternative |

Please send the completed representation response to uklink@xoserve.com

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.

## Change Details

|  |  |  |
| --- | --- | --- |
| Change Driver Type: | [ ]  CMA Order | [ ]  MOD / Ofgem |
| [ ]  EU Legislation | [ ]  License Condition |
| [ ]  BEIS | [ ]  ChMC endorsed Change Proposal |
| [ ]  SPAA Change Proposal | [ ]  Additional / 3rd Party Service Request |
| [ ]  Other | <If [Other] please provide details here> |
| Customer group(s) impacted if the change is not delivered: | [ ]  Shipper | [ ]  IGT | [ ]  Network |
| [ ]  Xoserve | [ ]  NG Transmission | [ ]  NTS |
| [ ]  Other | <If [Other] please provide details here> |
| Associated Change Ref Number(s): |  | Associated MOD Number(s): |  |
| Perceived delivery effort (days): | [ ]  0-30 | [ ]  30-60 |
| [ ]  60-100 | [ ]  100+ |
| Does the change 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 selected please answer the next question) |
| [ ]  No |
| A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios: | [ ]  New Technology  | [ ]  Theft of Gas |
| [ ]  Mass Data | [ ]  Xoserve Employee Data |
| [ ]  Vulnerable Customer Data | [ ]  Fundamental changes to Xoserve |
| [ ]  Other | <If [Other] please provide details here> |
| (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 this change?* | [ ]  Multiple Market Participants  | [ ]  Multiple Market Group |
| [ ]  All UK Gas Market Participants | [ ]  Xoserve Only |
| [ ]  One Market Group | [ ]  One Market Participant |
| Primary Impacted DSC Service Area: | Choose Item |
| Number of Service Areas Impacted: | [ ]  One | [ ]  Two to Five |
| [ ]  Five to Twenty | [ ]  All |
| Improvement Scale? | [ ]  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 |
| Primary Application impacted: | [ ]  BW | [ ]  ISU | [ ]  CMS |
| [ ]  AMT | [ ]  EFT | [ ]  IX |
| [ ]  Gemini | [ ]  Birst | [ ]  API |
| [ ]  Other | <If [Other] please provide details here> |
| Business Process Impacted: | [ ]  AQ | [ ]  SPA | [ ]  RGMA |
| [ ]  Reads | [ ]  Portal | [ ]  Invoicing |
| [ ]  Other | <If [Other] please provide details here> |
| Any known impacts to external services and/or systems as a result of this change? | [ ]  Yes | <If [Yes] please provide details here> |
| [ ]  No |

## Workaround Details

|  |  |  |
| --- | --- | --- |
| Workaround in operation? | [ ]  Yes | If [No] please do not continue completing the [Workaround Details] section |
| [ ]  No |
| Who is accountable for the workaround? | [ ]  Xoserve | [ ]  External Customer | [ ]  Both |
| 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)*  |

## Prioritisation Score

|  |  |
| --- | --- |
| Change Prioritisation Score: |  |

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |

# Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 3.0 | Superseded | 17/07/2018 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Live | 07/09/2018 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |
| 5.0 | Draft | 11/12/2018 | Simon Harris | Template moved to new Word Template as part of Corporate Identity changes |