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: | 5482 |
| Change Title: | Replacement of reads associated to a meter asset technical details change or update (RGMA) |
| Date Raised: | 22/02/2022 |
| Sponsor Representative Details: | Organisation: | Scottish Power |
| Name: | Claire Louise Roberts |
| Email: | ClaireLouise.Roberts@ScottishPower.com |
| Telephone: | 0141 614 5930 |
| Xoserve Representative Details: | Name: | James Barlow |
| Email: | James.Barlow@xoserve.com |
| Telephone: | 0121 229 2802 |
| Business Owner: |  |
| Change Status: | [x]  Proposal | [ ]  With DSG | [ ]  Out for Review |
| [ ]  Voting | [ ]  Approved | [ ]  Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | [x]  Shipper | [ ]  Distribution Network Operator |
| [ ]  NG Transmission | [ ]  IGT |
| [ ]  All | [ ]  Other <Please provide details here> |
| Justification for Customer Class(es) selection | Under Unified Network Code (UNC) Shipper Users are responsible for updating the Supply Point Register with any known meter technical detail (MTD) changes or updates and, to provide and maintain reads for Meter Point Reference Numbers (MPRNs) in their ownership. |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |
| --- | --- |
| Problem Statement: | Shippers are required to provide MTD updates to the Central Data Service Provider (CDSP), the recognised route for this being Retail Gas Metering Arrangement (RGMA) files, JOB and UPD. The originating source of these MTD updates being the Meter Asset Manager (MAM)/Meter Equipment Manager (MEM), where they have completed an onsite activity (install, exchange or removal) or have found an inconsistency between the MTD they have issued to the Supplier, which is subsequently passed to the Shipper, and those at the site. The supplied MTDs should also include a read, for each metering asset, where there has been a physical action at site and, as such, these are used in downstream settlement processes by the CDSP (for an update (UPD) the read is not mandatory and, if not supplied to the CDSP the CDSP will issue an estimate). The reads provided via the RGMA process, or estimated as a result, cannot currently be replaced within the Supply Point Register.It has been highlighted that the RGMA files provided to Shipper Users may not always include the reads required or, those that are included, may be found to be incorrect. As the population of the source files is, in most cases, data manually obtained and entered, there is scope for human error. It is also noted that the accuracy of a read estimated by the CDSP, as a result of one not being provided within a UPD, is dependent upon the read history at the given Supply Meter Point (SMP) within the Supply Point Register. As stated above, these reads cannot be replaced, even where identified as being incorrect, which can lead to issues in settlement that can only be resolved through the consumption adjustment process which has a high level of manual effort, for both the Shipper User and the CDSP. Where the issue of an incorrect, or inaccurate, RGMA read is identified as a result of a Shipper transfer, this could result in inaccurate final and opening billing, to the end consumer, and a large delay in being able to correct this. |
| Change Description: | sponsor |
| Proposed Release: | TBC |
| Proposed Consultation Period: | [x]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 Working Days | [ ]  Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Shipper Users will be provided with the mechanism to correct inaccuracies in the read history through established processes, aiming to reduce the need for manual effort and time required to process a consumption adjustment. This will also aim to minimise the risk of read data issues being passed on to subsequent Shipper Users, following a transfer of ownership, making them increasingly difficult to resolve and, in turn, improve the end consumer switching experience.There may also be an improvement to general read quality within the Supply Point Register and related systems, as an incorrect RGMA related read that is preventing a later actual from being submitted could be corrected.As the change will support Shipper Users in ensuring SMP read histories are correct this will, potentially, improve consumption and Annual Quantity (AQ) data and, subsequently, the share of Unidentified Gas (UiG). |
| *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 following implementation, where an RGMA read on the Supply Point Register requires replacement.To enable earlier process improvements and potential benefit realisation, it may be possible for parties to seek improvements in the RGMA process prior to data being issued to the CDSP i.e. ensuring that complete and accurate data is issued from the MAM/MEM to the Supplier and this is, subsequently, passed to the Shipper. (This would be the responsibility of the parties involved in that process under the Retail Energy Code (REC) and is not within scope of this change.) |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | Ability of Shipper Users to process replacement reads and engagement between Shipper Users to correct historic data following transfers. |
| *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 – Removed (see Section C for DSG recommendations)

# A6: Service Lines and Funding

|  |  |
| --- | --- |
| Service Line(s) Impacted - New or existing  | **DS-CS SA4 – 03** - Maintenance of the Supply Point Register with regards to Meter Information Notification, Meter Information Update Notification, or Retrospective Data Update Notification**DS-CS SA4 – 16** - For Class 2 Supply Meters, the validation of a Meter Reading, a Check Read or an Updated Meter Reading**DS-CS SA4- 17** - For Class 3 and 4 Supply Meters, the validation of a Meter Reading, a Check Read or an Updated Meter Reading |
| Level of Impact | None |
| If None please give justification | Change seeks to allow replacement of a meter read with a specific source. Updated meter reads are covered by the provided service lines, which are not read source specific. |
| Impacts on UK Link Manual/ Data Permissions Matrix  | None |
| Level of Impact | None |
| If None please give justification  | No new data items are proposed to be processed |
| Funding Classes: | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment  |
| [x]  Shipper | 100% | XX % |
| [ ]  National Grid Transmission | XX % | XX % |
| [ ]  Distribution Network Operator | XX % | XX % |
| [ ]  IGT | XX % | XX % |
| [ ]  Other <please specify> | XX % | XX % |
| ROM or funding details: |  |
| Funding Comments: |  |

# A7: ChMC Recommendation

|  |  |  |  |
| --- | --- | --- | --- |
| Change Status: | [ ]  Approve | [ ]  Reject | [ ]  Defer |
| Industry Consultation: | [ ]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 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: 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/major release as proposed in section A3 (Proposer Requirements / Final (redlined) Change)? 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. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and 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: 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. |

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

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: 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 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. |
| 6.1 | In Draft | 26/03/2019 | Richard Johnson/ Alison Cross | The following minor changes were made:* Inclusion of an All ‘Impacted Parties’ option in A2
* Justification section added to section A2
* Change Description replaced with Problem Statement in section A3
* Remove ‘X’ in Release information (sections A3, A5, A7, C1 and G8)
* Updated Service Line and UK Link impacts and funding section (A6) to include further detail
* Amended questions 3 and 4 in section B
* Added Service Line/UK link Assessment in section D
* Removed Section A5
 |
| 6.2 | For approval | 14/05/2019 | Alison Cross | Following review at DSC Governance review group re-added Change Description text box |
| 7.0 | Approved | 13/06/2019 | Richard Johnson | DSC Governance Review Group changes to the template approved at Change Management Committee on 12th June 2019 |