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: | 5569 |
| Change Title: | Contact Data Provision for IGT Customers  |
| Date Raised: | 29/09/2022 |
| Sponsor Representative Details: | Organisation: | Brookfield Utilities UK  |
| Name: | Kundai Matiringe |
| Email: | Kundai.matiringe@bu-uk.co.uk |
| Telephone: | n/a |
| Xoserve Representative Details: | Name: | Paul Orsler  |
| Email: | Paul.orsler@xoserve.com  |
| Telephone: | n/a |
| Business Owner: | n/a |
| Change Status: | [x]  Proposal | [ ]  With DSG | [ ]  Out for Review |
| [ ]  Voting | [ ]  Approved | [ ]  Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | [ ]  Shipper | [ ]  Distribution Network Operator |
| [ ]  NG Transmission | [x]  IGT |
| [ ]  All | [ ]  Other <Supplier, CDSP> |
| Justification for Customer Class(es) selection | This Change Proposal has been raised at the request of IGT Customers and seeks to assess options that allow Contact Data that is not currently provisioned to IGTs available.  |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |
| --- | --- |
| Problem Statement: | IGT Customers do not currently have full visibility of Contact Data that is held within UK Link systems against IGT Supply Meter Points that are within the relevant IGT organisations portfolio. The lack of visibility of this data can inhibit IGTs in being able to conduct associated business activities, can present challenges in being able to address queries that may exist against associated properties, and reduce the completeness of data that IGTs require to have access to in their role as Gas Transporter.  |
| Change Description: | IGTs request that Xoserve, as Central Data Service Provider, assess solutions that enable IGTs to gain access to Contact Data held against their associated IGT Supply Meter Points. Xoserve should consider the following key requirements;* ease in which that data is provided to, and processed by, IGT customers
* frequency that data is made available to IGT customers
* completeness of data to ensure a full view of all forms of Contact Data against the associated IGT Supply Meter Points is made available where necessary
* that data is provided in a secure and robust manner
* that data is provided in a efficient manner, taking into account respective IGT portfolio sizes

By taking into account these key requirements and developing a solution that provides associated capabilities to IGT Customers, the problems statement and benefits outlined within this Change Proposal can be addressed and realised.  |
| Proposed Release: | TBC |
| Proposed Consultation Period: | [ ]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 Working Days | [x]  Other [Not Applicable] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | Access to this data will allow IGT organisations to be better informed of relevant Contact Data when conducting business activities. This in turn aim to reduce efforts in resolving customer queries and will provide insight into data quality which in turn will enable data performance to be better understood and improvements to be progressed if necessary.  |
| *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 upon implementation of the change.  |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | N/A |
| *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  |  |
| Level of Impact |  |
| If None please give justification |  |
| Impacts on UK Link Manual/ Data Permissions Matrix  |  |
| Level of Impact |  |
| If None please give justification  |  |
| Funding Classes: | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment  |
| [ ]  Shipper | 100 % | 100 % |
| [ ]  National Grid Transmission | 0 % | 0 % |
| [ ]  Distribution Network Operator | 0 % | 0 % |
| [x]  IGT | 100 % | TBC |
| [ ]  Other <please specify> | 0 % | 0 % |
| ROM or funding details: | N/A |
| Funding Comments: | As the change is proposed by IGT Customers and does not seek to impact any services any other party obtains from the CDSP it is proposed that this change is funded entirely by IGT constituents |

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

Version Control

# Document

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

# Template

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks | Approved By |
| 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 |  |
| 7.1 | Approved | 03/03/2021 | Rachel Taggart | Updated the email address of where to send new CP (page 3) |  |
| 7.2 | Approved |  | Rachel Taggart | Updated CP VA version to be in line with the updates to VB. |  |
| 8.0 | Approved | 09/03/2022 | Rachel Taggart | All Change Packs and response forms removed. Sections A7 & A8 removed.  | Template approved at Change Management Committee on 09/03/2022 |