

Change Proposal

Provision of a web portal to enable GDNs to access customer contact details

Mod reference (where applicable):

CDSP Reference:

Document Stage	Version	Date	Author	Status
ROM Request / Change Proposal				Choose an item.
ROM Response				Choose an item.
Change Management Committee Outcome				Choose an item.
EQR				Choose an item.
Change Management Committee Outcome				Choose an item.
BER				Choose an item.
Change Management Committee Outcome				Choose an item.
CCR				Choose an item.
Change Management Committee Outcome				Choose an item.

Document Purpose

This document is intended to provide a single view of a change as it moves through the change journey. The document is constructed in a way that enables each section to build upon the details entered in the preceding section. The level of detail is built up in an incremental manner as the project progresses.

The template is aligned to the Change Management Procedures, as defined in the CDSP Service Document. The template is designed to remove the need for duplication of information. Where information is required in one section but has been previously captured in a previous section, the previous section will be referenced.

The summary table on the front page shows the history and the current status of the Change Proposal.

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A1	Glossary of Key Terms	N/A

Section 1: Proposed Change

Please complete section 1 and 2 and specify within section 2 the output that is required from the CDSP

Originator Details			
Submitted By	Wales & West Utilities	Contact Number	029 2027 8552 or 07812 973337
		Email Address	Richard.Pomroy@wwutilities.co.uk
Customer Representative	Richard Pomroy	Contact Number	029 2027 8552 or 07812 973337
		Email Address	Richard.Pomroy@wwutilities.co.uk
Subject Matter Expert/Network Lead	Claire Edwards	Contact Number	029 2027 8629 or 07879848477
		Email Address	Claire.Edwards@wwutilities.co.uk
Customer Class		<input type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input checked="" type="checkbox"/> Distribution Network Operator <input type="checkbox"/> iGT	
Overview of proposed change			
Change Details		<p>We are proposing to raise a SPAA change proposal to mandate gas supply companies to share the names, addresses, telephone numbers and email addresses of current customers of Gas Distribution Networks (GDNs) where they have appropriate consent. The purpose of the sharing is to enable GDNs to contact individual customers in the event of an unplanned or planned disruption of supply which may affect those individuals. This information is already provided to electricity distribution networks.</p> <p>Rather than all this personal data being provided to the GDNs in the EQL and EDL files, we want to explore the cost/benefits of Xoserve retaining custody of the customer data from suppliers and building a web service to enable GDNs access data as required. Data would be retrievable by MPRN; street name and property name/number; full or part of the post code which identifies the town or district for example NP*. GDNs would then destroy this data once the need for the data ended. This limits the potential distribution of personal data to the GDN by only providing the data of interest during the query. The principle of only distributing the necessary data limits exposure and risk of misuse or breach of data protection regulations.</p> <p>The customer data to be held in the web service would be:</p> <ul style="list-style-type: none"> • MPRN • Full customer name • Customer Address • Up to 4 telephone numbers 	

	<ul style="list-style-type: none"> • Up to 4 email addresses • Customer's contact preference <p>As we have not raised the SPAA change we cannot specify how this data would be provided to Xserve but we need to understand whether the proposed web portal is feasible before we raise the SPAA change.</p>
<p>Reason(s) for proposed service change</p>	<p>“The March 2014 DECC report, “Severe Weather – Christmas 2013, a review of Electricity Industry Performance” established clear priority actions related to communication with customers who have a disruption to their power supply, to ensure that they experience as little inconvenience as possible.</p> <p>The same arrangements don't currently exist in the gas industry, potentially allowing a similar situation to occur in a large scale gas supply loss incident. The only communication opportunities that currently exist for GDNs in these scenarios are limited. GDNs communicate with customers face to face, which becomes more impractical the more properties affected and the longer the interruption goes on, as well as via post/web site/ social media and potentially local media. These methods are not accessible to all customers and therefore communication presents a significant challenge to effective service delivery.</p> <p>The challenge goes beyond unplanned work and also affects planned work. Ahead of the gas mains replacement programme (replacing metallic pipes with a more durable plastic alternative), communication is carried out in advance by post but this is often disregarded as junk mail. If GDNs had the customer contact information from suppliers, they could communicate interruption information by text/phone messages which are more efficient and cost effective.</p> <p>The concern for the GDNs is the volume of personal data which would enter their organisations as a result of this change particularly with the new GDPR requirements. If Xserve were to retain custody of the data which the GDNs could access as and when they require it, this would considerably reduce the risk of GDNs breaching data protection regulations.</p> <p>A SPAA change will be raised to require Suppliers to pass the data to Transporters through the Shipper but to provide a full view of the process end to end process in that SPAA change we need to understand whether the CDSP can support the solution requested in this change request.</p>
<p>Status of related UNC Mod</p>	<p>An SPAA change will be raised</p>
<p>Full title of related UNC Mod</p>	<p>To be confirmed</p>
<p>Benefits of change</p>	<p>Provides proportionate access to personal information which protects this data and minimises risk of breach of data protection regulations.</p>

	Further details in above section.
Required Change Implementation Date	Not before February 2019
Please provide an assessment of the priority of this change from the perspective of the industry.	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low Rationale for assessment: This change would enable Distribution networks to communicate better with consumers and replicates arrangements already in place in electricity. It is not driven by legislation and therefore is not currently high priority.

Section 2: Initial Assessment / ROM Request / Change Proposal

Service Level of Quote/Estimate Robustness Requested	Evaluation Services <input type="checkbox"/> Initial Assessment (<i>Mod related changes only</i>) <input checked="" type="checkbox"/> ROM estimate for Analysis and Delivery CDSP Change Services <input type="checkbox"/> Firm Quote for Analysis <input type="checkbox"/> Firm Quote for both Analysis and Delivery
Has any initial assessment been performed in support of this change?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Is this considered to be a Priority Service Change?	<input type="checkbox"/> Yes (Mod Related) <input type="checkbox"/> Yes (Legislation Change Related) <input checked="" type="checkbox"/> No
Is this change considered to relate to a 'restricted class' of customers? <p style="color: purple; font-size: small;">Consider if the particular change is only likely to impact those who fall under a particular customer class</p> <p style="color: purple; font-size: small;">If it impacts all customer classes (i.e. Transmission, Distribution & Shippers) then choose 'No'.</p>	<input checked="" type="checkbox"/> Yes (please mark the customer class(es) to whom this is restricted) <input type="checkbox"/> No <p>-----</p> <input type="checkbox"/> Shippers <input type="checkbox"/> National Grid Transmission <input checked="" type="checkbox"/> Distribution Network Operators <input type="checkbox"/> iGT's
Is it anticipated that the change would have an adverse impact on customers of any other customer classes? <p style="color: purple; font-size: small;">Please refer to appendix one for the definition of an 'adverse impact'</p>	<input type="checkbox"/> Yes (please give details) <input checked="" type="checkbox"/> No

General Service Changes Only (please ensure that either A or B below is completed)

A) Customer view of impacted service area(s)

For a definition of the Service Areas, please see the 'Charge Base Apportionment Table' within the [Budget and Charging Methodology](#). Please indicate the service area(s) that are understood to be impacted by the change. Please enter 'unknown' if relevant. Where the change is likely to impact more than one service area please indicate the percentage split of the impact across the impacted service areas. For example if it is split equally across two service areas then enter 50% in the 'split' against each service area.

B) If the change is anticipated to require the creation of a new service area and service line please give further details stating proposed name of new service area and title of service line:

This would be in the service area UK Link services and would be a new service line called "Web portal for

customer contact details”
Specific Service Changes Only:
Please detail the proposed methodology (or amendment to the existing methodology) for determining Specific Service Change Charges.
Please detail the proposed basis (that is, Charging Measure and Charging Period) for determining Specific Service Change Charges in respect of the Specific Service.
Impacts to UKLink System or File Formats
The aforementioned SPAA change will result in changes to UK Link System and File Formats to enable the provision of customer email address and telephone numbers but the provision of a portal as described in this change order should not in itself result in changes to UK Link System and File Formats.
Impacts UKL Manual Appendix 5b
None
Mention the updates to be captured in the Appendix 5B of the UK Link Manual due to this Change
Impacts to Gemini System
None
Please give any other relevant information.

Please send the document to the following:

Recipient	Email
Xoserve Portfolio Office	changeorders@xoserve.com
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

Section 3: ROM Request Acceptance

Is there sufficient detail within the ROM Request to enable a ROM Analysis to be produced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, please define the additional details that are required.	

If the ROM Request is not accepted. Please forward this document to the Portfolio Office for onward transmission to the Change Management Committee

Section 4: ROM Analysis

This ROM is Xoserve's response to the above Evaluation Service Request. The response is intended to support customer involvement in the development of industry changes.
Should the request obtain approval for continuance then a Change Proposal must be raised for any further analysis / development.

Disclaimer:

This ROM Analysis has been prepared in good faith by Xoserve Limited but by its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to Xoserve at the time of its preparation. Xoserve accordingly makes no representations of accuracy or completeness and any representations as may be implied are expressly excluded (except always for fraudulent misrepresentation).

Where Xoserve becomes aware of any inaccuracies or omissions in, or updates required to, this Report it shall notify the Network Operators' Representative as soon as reasonably practicable but Xoserve shall have no liability in respect of any such inaccuracy or omission and any such liability as may be implied by law or otherwise is expressly excluded.

This Report does not, and is not intended to; create any contractual or other legal obligation on Xoserve.

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ROM Analysis
<p>Change Assessment High level indicative assessment of the change on the CDSP service description, on UKLink and any alternative options if applicable</p>
<p>Change Impact: Initial assessment of whether the service change is / would have:</p> <ul style="list-style-type: none"> • a restricted class change, • a priority service change • an adverse impact on any customer classes
<p>Change Costs (implementation): An approximate estimate of the costs (or range of costs) where options are identified</p>
<p>Change Costs (on-going): The approximate estimate of the impact of the service change on service charges</p>
<p>Timescales: Details of timescale for the change i.e. 3months etc. Details of when Xoserve could start this change i.e. the earliest is release X.</p>
<p>Assumptions: Any key assumptions that have been made by Xoserve when providing the cost and or timescale</p>
<p>Dependencies: Any material dependencies of the implementation on any other service changes</p>

Constraints:

Any key constraints that are expected to impact the delivery of the service change

Please send the document to the following:

Recipient	Email
Xoserve Portfolio Office	changeorders@xoserve.com
Requesting Party	As specified in ROM Request

Section 5: Change Proposal: Committee Outcome

The Change Proposal is approved. An EQR is requested			
Approved Change Proposal version			
The change proposal shall not proceed			
The committee votes to postpone its decision on the Change Proposal until a later meeting		Date of later meeting	
The committee requires the proposer to make updates to the Change Proposal:			
Updates required:			

Section 6: Evaluation Quotation Report (EQR): Change Proposal Rejection

Change Proposal Rejection

	Yes		No	Is there sufficient detail within the Change Proposal to enable an EQR to be produced? If no, please provide further details below.
Further details required:				

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

Section 7: Evaluation Quotation Report (EQR): Notification of Delivery Date

Notification of EQR Delivery Date	
Original EQR delivery date:	
Revised EQR delivery date:	
Rationale for revision of delivery date:	

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

Section 8: Evaluation Quotation Report (EQR)

Project Manager		Contact Number	
		Email Address	
Project Lead		Contact Number	
		Email Address	

Please provide an indicative assessment of the impact of the proposed change on: <ul style="list-style-type: none"> i. CDSP Service Description ii. CDSP Systems 	
Approximate timescale for delivery of 'business evaluation report' (N.b this is from the date on which the EQR is approved.)	
Estimated cost of business evaluation report preparation This can be expressed as a range of costs i.e. 'at least £xx,xxx but probably not more than £xx,xxx'.	
Does the CDSP agree with the 'Restricted class change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Adverse Impact' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Priority Service Change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
General service changes	
Does the CDSP agree with the assessment made in the Change Proposal regarding impacted service areas? This should refer to whether the proposing party	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)

<p>considers the service change to relate to an existing service area or whether it constitutes a new service area.</p>	
<p>Specific service changes</p>	
<p>Does the CDSP agree with the proposal made in the Change Proposal regarding specific change charges?</p> <p>This should refer to the proposed methodology (or amendment to existing methodology) for determining the specific service charges and the proposed basis for determining the specific service change charges.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No (please give detail below)</p>
<p>Please provide a draft amendment of the Specific Service Change Charge Annex setting out the methodology for determining Specific Service Change Charges proposed in the Change Proposal</p>	
<p>EQR validity period:</p>	

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

Section 9: Evaluation Quotation Report: Committee Outcome

The EQR is approved			
Approved EQR version			
The Change Proposal shall not proceed. The Change Proposal and this EQR shall lapse			
The committee votes to postpone its decision on the EQR until a later meeting		Date of later meeting	
The committee requires updates to the EQR:			
Updates required:			
General service changes only (The detail upon which the response will be based is originally defined in the change proposal and potentially commented upon in the subsequent EQR)			
1.) Does the committee agree with the assessment of the service area(s) to which the service line belongs and the weighting of the impact?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.) If no, please enter the agreed service area(s) and the weighting:			
Specific service changes only (The detail upon which the response will be based is originally defined in the Change Proposal and potentially commented upon in the subsequent EQR)			
1.) Please confirm the methodology for the determination of Specific Service Change charges			
2.) Please confirm the charging measure and charging period for the determination of Specific Service Change charges			

Section 10: Business Evaluation Report (BER)

Change Implementation Detail										
1.) Detail changes required to the CDSP Service Description										
2.) Detail modifications required to UK Link										
3.) Detail changes required to appendix 5b of the UK Link Manual										
4.) Detail impact on operating procedures and resources of the CDSP										
5.) Implementation Plan										
6.) Estimated implementation costs										
6a.) How will the charging for the costs be allocated to different customer classes? (General Service Changes only)										
<p>Please mark % against each customer class:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px; border: 1px solid black; text-align: center;"><input type="text"/></td> <td>National Grid Transmission</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"><input type="text"/></td> <td>Distribution Network Operators and IGT's</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"><input type="text"/></td> <td>DN Operator</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"><input type="text"/></td> <td>IGT's</td> </tr> <tr> <td style="border: 1px solid black; text-align: center;"><input type="text"/></td> <td>Shippers</td> </tr> </table> <p><u>100%</u></p>	<input type="text"/>	National Grid Transmission	<input type="text"/>	Distribution Network Operators and IGT's	<input type="text"/>	DN Operator	<input type="text"/>	IGT's	<input type="text"/>	Shippers
<input type="text"/>	National Grid Transmission									
<input type="text"/>	Distribution Network Operators and IGT's									
<input type="text"/>	DN Operator									
<input type="text"/>	IGT's									
<input type="text"/>	Shippers									
7.) Estimated impact of the service change on service charges										
8.) Please detail any pre-requisite activities that must be completed by the customer prior to receiving or being able to request the service.										
Implementation Options										
<p>Please provide details on any alternative solution/implementation options: This should include:</p> <ul style="list-style-type: none"> (i) a description of each Implementation Option; (ii) the advantages and disadvantages of each option (iii) the CDSP preferred Implementation Option 										

Restricted Class Changes only

Is there any change in the view of the CDSP on whether there would be an 'Adverse Impact' on customers outside the relevant customer class(es)?

Yes (please give detail below)

No

Dependencies:

Constraints:

Benefits:

Impacts:

Risks:

Assumptions:

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Information Security:

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Out of scope:

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Please provide any additional information relevant to the proposed service change:

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Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

Section 11: Business Evaluation Report: Committee Outcome

The BER is approved and the change can proceed			
Modification Changes Only			
Please ensure that the Transporters are formally informed of the Target Implementation Date			
Approved BER version			
The change proposal shall not proceed and the BER shall lapse			
The committee votes to postpone its decision on the BER until a later meeting		Date of later meeting	
The committee requires updates to the BER:			
Updates required:			

Section 12: Change Completion Report (CCR)

Change Overview

Please include detail on the following for the chosen implementation option: modifications to UKLink, impact on operating procedures and resources of the CDSP.
 Actions required of the customer prior to the commencement date

Please detail any differences between the solution that was implemented and what was defined in the BER.

Detail the revised text of the CDSP Service Description reflecting the change that has been made

Were there any revisions to the text of the UK Link Manual?

Yes (please insert the revised text of the UK Link manual below)

No

Proposed Commencement Date		Actual Commencement Date	
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Please provide an explanation of any variance

Please detail the main lessons learned from the project

Service change costs

Approved Costs (£)		Actual Costs (£)	
--------------------	--	------------------	--

Reasons for variance between approved and actual costs:

Please send the document to the following:

Recipient	Email
Change Management Committee Secretary	enquiries@gasgovernance.co.uk

Section 13: Change Completion Report: Committee Outcome

The implementation is complete and the CCR is approved	
Approved CCR version	
The committee votes to postpone its decision on the CCR until a later meeting	Date of later meeting:
The committee requires further information	
Further information required:	
The committee considers that the implementation is not complete	
Further action(s) required:	
The proposed changes to the CDSP Service Description or UK Link Manual are not correct	
Amendments to CDSP service description / UKLink manual required:	

Section 14: Document Template Version History

The purpose of this section is to keep a record of the changes to the overall version template and the individual sections within. It will be updated by the CDSP following approval of the template update by the Change Management Committee.

Version History:

Version	Status	Date	Author(s)	Summary of Changes
1.0	Approved		CDSP	Version Approved by Change Committee

--- END OF DOCUMENT ---

Appendix One: Glossary

Term	Definition
Adverse Impact	<p>A Service Change has or would have an Adverse Impact on Customers of a particular Customer Class if:</p> <p>(a) Implementing the Service Change would involve a modification of UK Link which would conflict with the provision of existing Services for which such Customer Class is a Relevant Customer Class;</p> <p>(b) the Service Change would involve the CDSP disclosing Confidential Information relating to such Customers to Customers of another Customer Class or to Third Parties;</p> <p>(c) Implementing the Service Change would conflict to a material extent with the Implementation of another Service Change (for which such Customer Class is a Relevant Customer Class) with an earlier Proposal Date and which remains Current, unless the Service Change is a Priority Service Change which (under the Priority Principles) takes priority over the other Proposed Service Change; or</p> <p>(d) Implementing the Service Change would have an Adverse Interface Impact for such Customers.</p>
General Service	A service provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.
Non-Priority Service Change	A Service Change which is not a Priority Service Change
Priority Service Change	<p>A Modification Service Change;</p> <p>or</p> <p>A Service Change in respect of a Service which allows or facilitates compliance by a Customer or Customers with Law or with any document designated for the purposes of Section 173 of the Energy Act 2004 (including any such Law or document or change thereto which has been announced but not yet made).</p>
Relevant Customer class	A Customer Class is a Relevant Customer Class in relation to a Service or a Service Change where Service Charges made or to be made in respect of such Service, or the Service subject to such Service Change, are or will be payable by Customers of that Customer Class
Restricted Class Change	Where, in relation to a Service Change, not all Customer Classes are Relevant Customer Classes, the Service Change is a Restricted Class Change ;
Service Change	<p>A change to a Service provided under the DSC (not being an Additional Service), including:</p> <p>(i) the addition of a new Service or removal of an existing Service; and</p> <p>(ii) in the case of an existing Service, a change in any feature of the Service specified in the CDSP Service Description, and any related change to the CDSP Service Description</p>
Specific Service	A service (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer.