

# Change Order Form

for

## Citizens Advice Bureau Continued Access to DES

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**BLUE TEXT SHOULD BE OVERTYPED. PURPLE TEXT IS FOR INFORMATION/GUIDANCE**

Title	Citizens Advice Bureau Continued Access to DES
Submission date	
Service & Level of Quote/Estimate Robustness Requested	<p><i>Please insert an X in the appropriate box:</i></p> <p><b>Evaluation Services</b></p> <p><input type="checkbox"/> RULE Analysis</p> <p><input type="checkbox"/> ROM estimate for Analysis &amp; Delivery</p> <p><input type="checkbox"/> High Level Estimate for Analysis &amp; Delivery</p> <p><b>ASA Change Order Services</b></p> <p><input type="checkbox"/> Firm quote for Analysis</p> <p><input checked="" type="checkbox"/> Firm quote for both Analysis &amp; Delivery</p>
Additional Information required <i>If applicable.</i>	
Customer's change reference <i>If applicable.</i>	
Impact & Communication <i>Indicate the impacted Networks.</i> <i>Those marked as X would receive output documentation such as EQR, BER etc. Where not all Networks are selected (excluding Other) it is taken that the item is confidential to that party and would not appear within CMSG reports. However, items marked as funded from categories 1 to 4 (below) appear in CMSG reports regardless of the selection made here.</i> <i>To restrict reporting of this item at the initial Evaluation Service stage, select 'No'.</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input type="checkbox"/> All Networks (Transmission &amp; Distribution)</p> <p><i>Or select as follows:</i></p> <p><input type="checkbox"/> National Grid Transmission</p> <p><input type="checkbox"/> National Grid Distribution</p> <p><input type="checkbox"/> Scottish &amp; Southern Gas Networks</p> <p><input type="checkbox"/> Wales &amp; West Utilities</p> <p><input type="checkbox"/> Northern Gas Networks</p> <p><input checked="" type="checkbox"/> Other – all parties under FGO arrangements</p> <p><i>Report to all Industry Users (i.e. publication via the Joint Office)?</i></p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Report through DSC contract committee</b></p>
Customer view of change funding  <i>Items with a number indicates the External Spend Spreadsheet Category; for those items the proportion payable by Transmission/Distribution Networks is also shown in brackets</i>  <b>NB:</b> <i>If change is User Pays, also select the funding pot which will fund the change prior to recovery of costs from Users.</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input type="checkbox"/> 1 – RGTA Functionality (100/0)</p> <p><input type="checkbox"/> 2 – AT Link Functionality (20/80)</p> <p><input type="checkbox"/> 3 – Distribution Network Only Change (0/100)</p> <p><input type="checkbox"/> 4 – Core Changes – All Networks (11/89)</p> <p><input type="checkbox"/> 5 – Individual Network Changes (Not from Change Budget) <i>(Assumes network selected above receives 100% of charges)</i></p> <p><input type="checkbox"/> 5 – Multi-Network Changes (Not from Change Budget)</p> <p><input type="checkbox"/> User Pays - Also select the appropriate funding pot</p> <p><input checked="" type="checkbox"/> Other – all parties under FGO arrangements</p>
Change Budget approved by all Change Managers:	<p><i>Please insert an X in the appropriate box:</i></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
Customer representative	Shanna Key
Customer representative contact details	SKey@Nothernegas.co.uk
Subject matter expert / Network Lead	Joanna Ferguson
Subject matter expert contact details	JFerguson@Nothernegas.co.uk
Xoserve contact	

Change Details
<b>Change priority :</b> Standard
<b>Change driver / origin:</b> The Gas Act 1986 with the Gas Consumers' Council, and the transfer of its functions all the way to the Citizens Advice Bureau in the Public Bodies Order of 2014 (No 631). As a result the CAB need ongoing access to DES in order to be able to discharge their obligations to resolve customer queries and complaints associated with their gas supply.
<b>Change Impacts to UK Link Systems / File Formats:</b> None
<b>Change impacts to Appendix 5B of UK Link Manual:</b> None
<b>Change overview:</b> <p>CAB have existing DES accounts in order to resolve customer issues associated with their gas supply – either supplier or transporter related. Xserve have stopped providing new accounts to replace old as there was an understanding that there was not permission to provide this service, however the service has not been withdrawn for ongoing use accounts. NGN has provided a paper to show the chain of transfer of statutory obligations meaning that existing UNC permission to provide access to data under UNC TPD V5.5.2 (c).</p> <p>Xserve are requested to provide an ongoing service to CAB to provide new accounts and undertake the LSO activities associated with providing such accounts. Account numbers to be capped at 50. Should further be requested Xserve to discuss with contract managers.</p> <p>A copy of the paper is attached to the original COR email.</p>

### Change information:

Powers of investigation have been passed from the Gas Consumers' Council to the Citizens Advice Bureau through multiple acts and instruments, by way of multiple other interim bodies (i.e. the Gas and Electricity Council/EnergyWatch, and the National Consumer Council). This has left an obligation on those with a gas licence to comply with any request for information from the CAB which would aid it in carrying out its functions, particularly those of issue and complaint investigation for consumers.

The history of the transfer of functions is as follows:

In Part I: Section 33 of the Gas Act 1986 it states:

Investigatory Powers – Part I, Investigation of Complaints, etc.

33.-(1) The Council shall have power to investigate any matter (not being a matter which it is its duty to investigate under section 32 above) which-

(a) appears to it to be a matter to which subsection (2) below applies and not to be an enforcement matter within the meaning of that section ; and

(b) is the subject of a representation (other than one appearing to the Council to be frivolous) made to the Council by or on behalf of a person appearing to the Council to have an interest in that matter.

(2) This subsection applies to-

(a) any matter relating to the design, manufacture, importation or supply (whether by sale, hire or loan or otherwise) **of gas fittings used or intended to be used by persons supplied with gas** by public gas suppliers ;

(b) **any matter relating to the installation, maintenance or inspection of gas fittings** used or intended to be used by such persons ; and

(c) **any other matter relating to, or to anything connected with, the use by such persons of gas** supplied by such a supplier or the use of such fittings.

This power was transferred to the Gas and Electricity Consumer Council (GECC) in Part I:Section 2 of the Utilities Act 2000:

Part I – New Regulatory Arrangements:

2.—(1) There shall be a body corporate to be known as the **Gas and Electricity Consumer Council** (in this Act referred to as “the Council” for the purpose of carrying out the functions of the Council under this Act.

(2) The Council shall not be regarded as a servant or agent of the Crown or as enjoying any status, immunity or privilege of the Crown.

(3) The **Gas Consumers' Council** established under section 2 of the Gas Act 1986 (in this Act referred to as “the 1986 Act”) and the consumers' committees established under section 2 of the Electricity Act 1989 (in this Act referred to as “the 1989 Act”) are **abolished**.

And the following Functions of the Council were specified:

Part III, Functions of the Council:

24.—(1) The **Council may direct—**

(a) the Authority; or

(b) **the holder of a gas licence** or an electricity licence,

**to supply to it, in such form as it may reasonably specify, such information specified or described in the direction as it may require for the purpose of exercising its functions.**

(2) A person to whom a direction under this section is given shall comply with it as soon as is reasonably practicable.

(3) Before giving a direction under this section and in specifying the form in which any information is to be supplied, the Council shall have regard to the desirability of minimising the costs, or any other detriment, to the Authority or licence holder.

(4) If the Authority fails to comply with a direction under this section it shall, if so required by the Council, give notice to the Council of the reasons for its failure.

Part VI, Miscellaneous and Supplementary

105.—(1) Information which—

(a) has been obtained under or by virtue of the provisions of this Act, Part I of the 1986 Act or Part I of the 1989 Act; and

(b) relates to the affairs of any individual or to any particular business,

shall not be disclosed during the lifetime of the individual or so long as the business continues to be carried on, except as provided below.

(2) Subsection (1) does not apply to a disclosure made with the consent of the individual or the person for the time being carrying on the business.

- (3) **Subsection (1) does not apply to a disclosure if—**  
 (a) **it is made for the purpose of facilitating the performance of any functions of the Secretary of State, the Authority, the Council or the Competition Commission under the 1986 Act, the 1989 Act or this Act;**

These powers were again transferred to the National Consumer Council in the Consumers, Estate Agents and Redress Act 2007:

Part 1 Establishment of the National Consumer Council and its territorial committees:

- (1) There is to be a body corporate called the **National Consumer Council** or, in Welsh, Cyngor Defnyddwyr Cenedlaethol ("the Council").

Abolition of Consumer Bodies:

30 Abolition of "Energywatch" and "Postwatch"

- (1) The **Gas and Electricity Consumer Council** is abolished.  
 (2) The Consumer Council for Postal Services is abolished.  
 (3) Subject to any modifications made by this Act—

(a) **the functions of the Gas and Electricity Consumer Council** under the Gas Act 1986 (c. 44), the Electricity Act 1989 (c. 29) and the Utilities Act 2000 (c. 27), and

(b) the functions of the Consumer Council for Postal Services under the Postal Services Act 2000 (c. 26), **are transferred by this section to the Council.**

And finally, these powers were transferred to the Citizens Advice Bureau by the Public Bodies Order 2014 (No 631):

Explanatory Note:

This instrument **abolishes the National Consumer Council** and transfers relevant functions to the **National Association of Citizens Advice Bureaux** ("Citizens Advice") and the Scottish Association of Citizens Advice Bureaux ("Citizens Advice Scotland"). Functions of the National Consumer Council relating to consumer matters in Northern Ireland for postal services, are transferred to the General Consumer Council for Northern Ireland ("GCCNI"). **The abolition and the transfer of functions is to take place on 1st April 2014.** The instrument also transfers certain functions which relate to a consumer advice scheme from the Office of Fair Trading ("OFT") to Citizens Advice and Citizens Advice Scotland. This transfer also takes effect on 1st April 2014.

**Article 2 abolishes the National Consumer Council.**

**Article 3(1) introduces Schedule 1 to the Order. This has effect to transfer relevant functions of the National Consumer Council to Citizens Advice, Citizens Advice Scotland and GCCNI (known together as the "consumer advocacy bodies").**

Based on this, we request that Xserve continue to provide DES access for the CAB. This is to include the continuity of existing accounts and the creation and use of any new accounts they may require.

We believe that Xserve should provide the LSO functions for any CAB accounts, instead of them self-managing.

The funding for this has been placed in Pot 3, GDNs only; however, it is expected that the iGTs will be included post-FGO.