

**DSC Change Proposal**

**Change Reference Number: XRN4752**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** |
| **Change Title** | Meter Read Performance |
| **Date Raised** | 30/08/2018 |
| **Sponsor Organisation** | Xoserve |
| **Sponsor Name** | Rachel Hinsley |
| **Sponsor Contact Details** | 0121 623 2854Rachel.hinsley@xoserve.com |
| **Xoserve Contact Name** | Rachel Hinsley |
| **Xoserve Contact Details**  | 0121 623 2854Rachel.hinsley@xoserve.com |
| **Change Status** | With DSG |
| **Section A2: Impacted Parties** |
| **Customer Class(es)** | [x]  Shipper[ ]  National Grid Transmission[ ]  Distribution Network Operator[ ]  IGT |
| **Section A3: Proposer Requirements / Final (redlined) Change** |
| Section M of UNC states the read obligation for Class 2 and Class 3 Supply Meter points. Within Code this section also states: - TPDM5.7.4 Each User shall secure that the requirement in paragraph 5.7.1 is complied with in respect of at least 97.5% of Relevant Class 2 Supply Meters every Day and the CDSP shall notify each User of its performance in such respect- TPDM5.8.5 MD is the number of Relevant Class 3 Supply Meters and the CDSP shall notify each User of its performance in such respect.This states that the CDSP has an obligation to report the performance. There are service lines set up for us to provide read performance reports; we need a CP to enact this. A report specification has been created and is available here:It is proposed to provide these reports anonymously until the PARR is amended to provide non-anonymised reports to PAC (completed under UNCC; not the DSC).  |
| **Proposed Release** | **Ad-hoc – data release** |
| **Proposed Consultation Period**  | [x]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Section A4: Benefits and Justification**  |
| **Benefit Description***What, if any, are the tangible benefits of introducing this change?* *What, if any, are the intangible benefits of introducing this change?* | Allows for meter read performance to be monitored, encouraging meter read submission and transparency |
| **Benefit Realisation** *When are the benefits of the change likely to be realised?* | As soon as delivered |
| **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.* | N/A |
| **Section A5: Final Delivery Sub Group Recommendations** |
| *Until a final decision is achieved, please refer to section C of the form.* |
| **Final DSG Recommendation** | Approve / Reject / Defer |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY |
| **Section A6: Funding** |
| **Funding Classes**  | [x]  Shipper 100% [ ]  National Grid Transmission XX% [ ]  Distribution Network Operator XX% [ ]  IGT XX%  |
| **Service Line(s)** | Service Line 18 – Provision of user reports and information |
| **ROM or funding details**  | N/A |
| **Funding Comments**  | Shippers agreed for this to be 100% Shipper funded |
| **Section A7: CHMC Recommendation**  |
| **Change Status** | [x]  Approve – Issue to DSG[ ]  Defer – Issue to Consultation[ ]  Reject |
| **Industry Consultation** | [ ]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX |
| **DSC Consultation** |
| **Issued**  | [ ]  Yes[x]  No |
| **Date Issued** |  |
| **Comms Ref(s)** |  |
| **Number of Responses** |  |
| **Section A8: DSC Voting Outcome** |
| **Solution Voting**  | [x]  Shipper Approve[ ]  National Grid Transmission NA [ ]  Distribution Network Operator NA [ ]  IGT NA  |
| **Meeting Date**  | 12/09/2018 |
| **Release Date** | TBC |
| **Overall Outcome**  | Approved to proceed to DSG  |

**Please send the completed forms to:** **mailto:box.xoserve.portfoliooffice@xoserve.com**

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1.0 | Draft | 30/08/18 | Rachel Hinsley | New Change Proposal |
| 2.0 | Approved at ChMC | 14/09/18 | Rachel Hinsley | Update from ChMC meeting on 12/09 added ti A7 and A8. |
| 3.0 | DSG notes added | 20/09/18 | Rachel Hinsley | DSG notes from 17th September added |
| 4.0 | DSG notes added | 05/10/18 | Rachel Hinsley | DSG notes from 17th September updated with discussions from 1st October |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/04/2018 | Emma Smith | Template approved at ChMC on 11th July |

 **Section C: DSC Change Proposal: DSG Discussion**

**(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)**

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| **Section C1: Delivery Sub-Group (DSG) Recommendations**  |
| **DSG Date** | 17/09/18 |
| **DSG Summary** |
| The prioritisation score of 26% was presented to DSG. This change originated from the Performance Assurance Committee; the purpose of the change is to provide greater detail and context on Meter Read Performance reports.  |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |



**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.

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| **Change Driver Type**  | [ ]  CMA Order [ ]  MOD / Ofgem [ ]  EU Legislation [ ]  License Condition [ ]  BEIS [x]  ChMC endorsed Change Proposal [ ]  SPAA Change Proposal [ ]  Additional or 3rd Party Service Request [ ]  Other*(please provide details below)*  |
| **Please select the customer group(s) who would be impacted if the change is not delivered** | [x] Shipper Impact [ ] iGT Impact [ ] Network Impact [ ] Xoserve Impact [ ] National Grid Transmission Impact  |
| **Associated Change reference Number(s)** | None |
| **Associated MOD Number(s)** | MOD0664 |
| **Perceived delivery effort** | [x]  0 – 30 [ ]  30 – 60 [ ]  60 – 100 [ ]  100+ days  |
| **Does the project 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 yes please answer the next question)* [ ]  No  |
| **A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:**  | [ ]  New technology [ ]  Vulnerable customer data [ ]  Theft of Gas[ ]  Mass data [ ]  Xoserve employee data[ ]  Fundamental changes to Xoserve business[ ]  Other*(please provide details below)* *(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 from the introduction of the change?*  | [ ]  Multiple Market Participants [ ]  Multiple Market Group [ ]  All industry UK Gas Market participants [ ]  Xoserve Only [x]  One Market Group [ ]  One Market Participant  |
| **Primary Impacted DSC Service Area**  | Service Area 3: Record/submit Data in Compliance with UNC |
| **Number of Service Areas Impacted**  | [ ]  All [ ]  Five to Twenty [ ]  Two to Five [x]  One  |
| **Change Improvement Scale?** *How much work would be reduced for the customer if the change is implemented?* | [ ]  High [x]  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  |
| **Known Impact to Systems / Processes** |
| **Primary Application impacted** | [x] BW [ ]  ISU [ ]  CMS [ ]  AMT [ ]  EFT [ ]  IX [ ]  Gemini [ ]  Birst [ ]  Other *(please provide details below)* |
| **Business Process Impact**  | [ ] AQ [ ] SPA [ ] RGMA[x] Reads [ ] Portal [ ] Invoicing ☐ Other *(please provide details below)*  |
| **Are there any known impacts to external services and/or systems as a result of delivery of this change?** | [ ]  Yes *(please provide details below)*[ ]  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.**  | [x]  Shipper impact [ ]  Network impact [ ]  iGT impact [ ]  Xoserve impact [ ]  National Grid Transmission Impact |
| **Workaround currently in operation?** |
| **Is there a Workaround in operation?**  | [ ]  Yes [x]  No |
| **If yes who is accountable for the workaround?**  | [ ] Xoserve[ ]  External Customer [ ]  Both Xoserve and External Customer |
| **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)*  |
| **Change Prioritisation Score** | 26% |

**Document Control**

**Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1  | Draft  | 27/04/18  | Anesu Chivenga  |  |