

**DSC Change Proposal**

**Change Reference Number: XRN4747**

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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** | Smart Meter Upgrade Notification Report  |
| **Date Raised** | 24/08/2018 |
| **Sponsor Organisation** | Npower |
| **Sponsor Name** | James Rigby |
| **Sponsor Contact Details** | James.Rigby@npower.com  |
| **Xoserve Contact Name** | Rachel Hinsley |
| **Xoserve Contact Details**  | Rachel.Hinsley@Xoserve.com  |
| **Change Status** | **Proposal** / With DSG / Out for review / Voting / Approved or Rejected |
| **Section A2: Impacted Parties** |
| **Customer Class(es)** | [x]  Shipper[ ]  National Grid Transmission[ ]  Distribution Network Operator[ ]  IGT |
| **Section A3: Proposer Requirements / Final (redlined) Change** |
| **WHAT** At a change of Supplier event the Shipper that installs the Smart Meter remains responsible for the Smart meter therefore there needs to be a mechanism to inform any new Suppliers of the outcomes where a smart meter is upgraded. Previously Npower submitted an ASR which requested a report to confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in their ownership. It was established that this report had been requested from several other Shippers which highlighted that it may be an industry requirement. This change proposes that a Shipper organisation provide the CDSP with a list of sites which they want to report on the smart meter upgrades. The reports provided to the CDSP will include MPRN and MSN reference and potentially any extraordinary queries (erroneous transfers etc.)On receipt of the Shipper list, the CDSP will send out an e-mail to the relevant contract managers for each Supplier notifying them of the changes (successful and failed upgrades)An alternative solution option may be established through the development of this change within DSG.  |
| **Proposed Release (Feb/Jun/Nov/Minor)** | NA – to be determined following the solution review |
| **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?* | The industry need to inform suppliers of successful and unsuccessful smart meter upgrades, where they have lost ownership of the MPRN they do not know the current supplier.  |
| **Benefit Realisation** *When are the benefits of the change likely to be realised?* | Immediately upon delivery |
| **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.* | None |
| **Section A5: Final Delivery Sub-Group (DSG) 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 Area 18: Provision of user reportsand information |
| **ROM or funding details**  | N/A |
| **Funding Comments**  | This will be 100% Shipper funded as only Shippers benefit from the report. |
| **Section A7: ChMC Recommendation**  |
| **Change Status** | [ ]  Approve – Issue to DSG[x]  Defer – Issue for review[ ]  Reject\*At the ChMC meeting on 10th October |
| **Industry Consultation** | [x]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Expected date of receipt for responses (to Xoserve)** | 26/10/2018 |
| **DSC Consultation** |
| **Issued** | [x]  Yes[ ]  NoFollowing ChMC on 10th October. Initial Review (Section B) |
| **Date Issued** | 12/10/2018 |
| **Comms Ref(s)** | 2102.4 – RJ – ES |
| **Number of Responses** |  |
| **Section A8: DSC Voting Outcome** |
| **Solution Voting**  | [ ]  Shipper Approve / Reject / NA / Abstain[ ]  National Grid Transmission Approve / Reject / NA / Abstain [ ]  Distribution Network Operator Approve / Reject / NA / Abstain[ ]  IGT Approve / Reject / NA / Abstain  |
| **Meeting Date**  | XX/XX/XXXX |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA |
| **Overall Outcome**  | Approved for Release X / Rejected  |

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

**Section B: DSC Change Proposal: Initial Review**

**(to be removed if no consultation is required; or alternatively collated post consultation)**

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| **User Name** |  |
| **User Contact Details** |  |
| **Section B1: ChMC Industry Consultation (based on above change proposal)** |
| 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

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| 1. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.
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| 1. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? 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)
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| 1. As currently drafted the Change Proposal impacts on service area [X]. The funding for this area is [X% Shipper funding, X% NTS, X% DNS X% IGTs]. Do you agree with the principles of this funding?
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| **Change Proposal in principle** | Approve / Reject / Defer |
| **Publication of consultation response** | Publish / Private |

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1.0 | Proposal | 27th September 2018 | Richard Johnson |  |
| 2.0 | Proposal | 2nd October 2018 | Heather Spensley | Appendix 1 added |
| 3.0 | Proposal | 5th October 2018 | Xoserve | Section C added following DSG discussion on 1st October |
| 4.0 | Proposal | 11th October 2018 | Xoserve | Updated to reflect a wider industry position |
| 5.0 | Proposal | 11th October 2018 | Xoserve | Section B added, ready to begin an initial review in Friday’s Change Pack and updates added from ChMC Meeting on 10th October 2018 |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within  |

**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** | 01/10/2018 |
| **DSG Summary** |
| RH explained that this was originally raised by Npower as individual report request, but other Shippers had already requested a similar service. It was therefore sensible to transfer the original request, from Npower, to a Change Proposal and implement the solution across the whole industry. RH explained the purpose of the requested report: a commercial report to be run in November 2018 that will confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in Shipper’s ownership.RH asked DSG for any feedback regarding the feasibility of the change before it progresses to ChMC on 10th October for approval; DSG did not provide any comments. ES predicted that ChMC will ask for this change to be issued for initial consultation. |
| **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 [ ]  ChMC endorsed Change Proposal [ ]  SPAA Change Proposal [x]  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** | [ ] Shipper Impact [ ] iGT Impact [ ] Network Impact [ ] Xoserve Impact [ ] National Grid Transmission Impact  |
| **Associated Change reference Number(s)** | **N/A** |
| **Associated MOD Number(s)** | **N/A** |
| **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)* [x]  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 [ ]  One Market Group [x]  One Market Participant  |
| **Primary Impacted DSC Service Area**  | Service Area 24: Additional Service Request or Third Party Request |
| **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 [x] 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** | [ ] BW [ ]  ISU [ ]  CMS [ ]  AMT [ ]  EFT [ ]  IX [ ]  Gemini [ ]  Birst [x]  Other *(please provide details below)* |
| **Business Process Impact**  | [ ] AQ [ ] SPA [ ] RGMA[ ] Reads [ ] Portal [ ] Invoicing [x] 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)*[x]  No |
| **Please select customer group(s) who would be impacted if the change is not delivered.**  | [ ]  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** | 41% |

**Document Control**

**Version History**

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