

**DSC Change Proposal**

**Change Reference Number: XRN 4785**

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| **Section A1: General Details** | | |
| **Change Title** | SSN Error proofing | |
| **Date Raised** | 8th October | |
| **Sponsor Organisation** | National Grid | |
| **Sponsor Name** | Cara Finn – Darren Lond | |
| **Sponsor Contact Details** | [Cara.finn@nationalgrid.com](mailto:Cara.finn@nationalgrid.com) - [Darren.Lond@nationalgrid.com](mailto:Darren.Lond@nationalgrid.com) | |
| **Xoserve Contact Name** | Paul Orsler | |
| **Xoserve Contact Details** | [Paul.orsler@xoserve.com](mailto:Paul.orsler@xoserve.com) | |
| **Change Status** | Proposal / **With DSG** / Out for Consultation / Voting / Approved or Rejected | |
| **Section A2: Impacted Parties** | | |
| **Customer Class(es)** | Shipper  National Grid Transmission  Distribution Network Operator  IGT | |
| **[Section A3: Proposer Requirements / Final (redlined) Change](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "WHAT – What is the required change? WHY – Why is the change needed? WHEN – Detail when the solution should be started/implemented.  )** | | |
| National Grid is receiving an increasing number of complaints relating to SSN where shippers are being locked out of their accounts.  Currently the only option which allows the problem to be resolved in day is a data fix by Xoserve to reset Single Sided Nominations to zero. Other than a data fix, an after the day invoice amendment can be done but this is very complex because of the fact it depends on what the TSO flowed as well as what was nominated. As well as imbalance charges, cash-out charges have to be amended down to SAP –it is not possible to establish Shipper intent and this could lead to challenges as to how charges are derived.  A tactical solution to reduce the amount of Shippers being impacted by the issue of being locked out of their accounts would be to implement functionality where by the EIC code is automatically populated. This will help shippers avoid entering non valid codes.  Longer term can we please look to address the functionality that results in the issues with SSN not being able to reschedule / stops having a DSN active at the same time.  This is linked to XRN4787, which is looking for a more enduring resolution to the issue of missing Single Sided Nominations. | | |
| **Proposed Release** | **RX / DD/MM/YYYY** | |
| **Proposed Consultation Period** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **[Section A4: Benefits and Justification](C:\\Users\\Rebecca.perkins\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\EXD06YFG\\Change_Proposal_Template v2.0.docx" \o "Benefit Description: What, if any, are the intangible and tangible benefits of the change?Benefit Realisation:When are the benefits of the change likely to be realised? Benefit Dependencies:Detail any dependencies that are outside the scope.)** | | |
| **Benefit Description**  *What, if any, are the tangible benefits of introducing this change?*  *What, if any, are the intangible benefits of introducing this change?* | | To reduce the number of SSN errors and improve the process. |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | | **As soon as the change is implemented.** |
| **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.* | |  |
| **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** | Shipper XX%  National Grid Transmission 100%  Distribution Network Operator XX%  IGT XX% | |
| **Service Line(s)** | Service Area 20: Gemini system Services | |
| **ROM or funding details** |  | |
| **Funding Comments** |  | |
| **Section A7: CHMC Recommendation** | | |
| **Change Status** | Approve –  Defer – Issue to Consultation  Reject  At the ChMC meeting on 7th November 2018, this change was approved to enter the Capture phase; ChMC agreed that it doesn’t need to  Proceed to DSG immediately, but can do once solution options are identified. | |
| **Industry Consultation** | 10 Working Days  20 Working Days  30 Working days  Other: | |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX | |
| **DSC Consultation** | | |
| **Issued** | Yes  No | |
| **Date Issued** |  | |
| **Comms Ref(s)** |  | |
| **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:** [**mailto:box.xoserve.portfoliooffice@xoserve.com**](mailto:box.xoserve.portfoliooffice@xoserve.com)

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 2 | Approved | 09/11/2018 | Xoserve | Result from ChMC meeting on 7th November added |

**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 Summary** | |
| **Meeting Date: 3rd December 2018**  Paul Orsler (PO) presented slide 23 to DSG. PO explained that SSN stands for ‘Single Sided Nomination’. In addition to the content on slide 23, PO mentioned that since the implementation of Project Nexus, there have been intermittent problems where Shippers are being locked out of their Gemini accounts; therefore, National Grid Transmission (NGT) have had additional activities to calculate invoice charges, which have to be generated after the day and have the potential to lead to challenges from Shippers.  XRN4785 was proposed by the IS Team at NGT, PO explained. XRN4785 is a tactical change with the purpose of finding a solution to reduce the number of occasions when Shippers are locked out of their Gemini accounts. PO explained that NGT are sponsoring the change and will fund it even though this change is a benefit to Shippers.  PO presented slide 23 for awareness; he explained that it is felt that the change is a ‘value add’ change for Shippers, and shouldn’t impact any systems or processes, though asked Shippers to ratify this assessment.  Eleanor Laurence (EL) wanted to know if Xoserve knew of any changes Shippers would need to make as a result of this change. PO said no, and added that Shippers only need to be kept aware regarding the progress of this change.  PO and DSG ratified the assumption that there is no Shipper Impact as a result of this change. | |
| **Final Capture Document / Requirements - DATE** | TBC |
| **Final Capture Document Requirements - DATE** | TBC |
| **Final DSG Recommended Release - DATE** | TBC |

**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  ☐ 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)** | **NA** |
| **Associated MOD Number(s)** | **NA** |
| **Perceived delivery effort** | ☐ 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  ☐ One Market Group                                     ☒ One Market Participant |
| **Primary Impacted DSC Service Area** | Service Area 20: UK Link Gemini System Services |
| **Number of Service Areas Impacted** | ☐ All               ☐ Five to Twenty          ☐ Two to Five  ☐ One |
| **Change Improvement Scale?**  *How much work would be reduced for the customer if the change is implemented?* | ☐ High           ☐ 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** | ☐BW                   ☐ ISU               ☐ CMS  ☐ AMT                ☐ EFT              ☐ IX  ☒ Gemini             ☐ Birst             ☐ Other *(please provide details below)* |
| **Business Process Impact** | ☐AQ                                  ☐SPA               ☐RGMA  ☐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.** | ☐ Shipper impact                  ☐ Network impact           ☐ iGT impact                                         ☐ Xoserve impact                 ☐ National Grid Transmission Impact |
| **Workaround currently in operation?** | |
| **Is there a Workaround in operation?** | ☐ Yes  ☐ 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** | 28% |