

**DSC Change Proposal**

**Change Reference Number: XRN4686**

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| **Change Title** | Smart Metering Report |
| **Date Raised** | 23/05/2018 |
| **Sponsor Organisation** | CNG |
| **Sponsor Name** | Liam Percy |
| **Sponsor Contact Details** | [LPercy@cngltd.co.uk](mailto:LPercy@cngltd.co.uk)  01423 502554 / 07540768612 |
| **CDSP Contact Name** | Alison Cross |
| **CDSP Contact Details** | [Alison.Cross@xoserve.com](mailto:Alison.Cross@xoserve.com)  0121 623 2198 |
| **Change Status** | Proposal / With DSG / Out for Consultation / **Voting** / Approved or Rejected |
| **Section 1: Impacted Parties** | |
| **Customer Class(es)** | Shipper |
| **Section 2: Proposed Change Solution / Final (redlined) Change** | |
| This change proposal is requesting a monthly report for the industry to show the churn of Smart Meters throughout the industry.  This is requested anonymously at an aggregate level reflecting NS, SMET1 and SMET 2 installations broken down by domestic and I&C.  The proposed headings are as follows, proposed to be broken down by individual NS, SMET1 and SMET2 reports:   |  |  |  | | --- | --- | --- | | **Sum of Total Confirmations** | **Sum of Smart Confirmations** | **Smart Confirmations as % of All** |   This builds on the work developed through modification 0632 which included a report 3 months following implementation however this endures and is monthly to all parties.  Although the obligation to install Smart meters is a Supplier obligation this report is intended to inform Shipper Users of the number of Confirmations and the churn at a high level; and the updates to UK Link, therefore this is progressing through DSC Change Management procedures with no requirement for the change to be discussed at SPAA. | |
| **Proposed Release** | **Ad-hoc** |
| **Proposed IA Period** | **10WD** |
| **Section 3: Benefits and Justification** | |
| * This supports the industry to ensure the figures reflected to BEIS are in line with those recorded on UK Link * Ensures Shippers are aware of volumes and how many installations are outstanding | |
| **Section 4: Delivery Sub-Group (DSG) Recommendations** | |
| This was raised as an AOB at the meeting on 9th April no concerns or objections were raised. This will be discussed in more detail following the raising of this CP. | |
| **DSG Recommendation** | Approve / Reject / Defer |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY |
| **Section 5: DSC Consultation** | |
| **Issued** | **Yes** / No (Solution Review) |
| **Date(s) Issued** | 15/02/2019 |
| **Comms Ref(s)** | 2234.1 – RJ - ES |
| **Number of Responses** | 5 (4 approve, 1 reject) |
| **Section 6: Funding** | |
| **Funding Classes** | ☐ Shipper 100% = £XXXX.XX  ☐ National Grid Transmission 0% = £XXXX.XX  ☐ Distribution Network Operator and IGT 0% = £XXXX.XX  Distribution Network Operator  ☐ iGT 0% = £XXXX.XX  TOTAL = £XXXX.XX |
| **Service Line(s)** | Service Area 3 Record, submit data in compliance with UNC |
| **ROM or funding details** |  |
| **Funding Comments** | To be 100% Shipper funded |
| **Section 7: 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** | 13/03/2019 |
| **Release Date** | TBC |
| **Overall Outcome** | ChMC agreed to defer the approval of the solution option and implementation approach for this change. Approval decision deferred to the April ChMC meeting.Npower raised some questions regarding the original justification of the change, the purpose of the reports and how customers will use them. Xoserve admitted that the value of the report is low, but will investigate the above questions before April’s ChMC meeting. |

**Please send the completed forms to:** [**.box.xoserve.portfoliooffice@xoserve.com**](mailto:.box.xoserve.portfoliooffice@xoserve.com)

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| **Section C1: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 03/09/2018 |
| **DSG Summary** | |
| Richard Johnson (RJ) presented slides 18 to 19 to DSG. RJ mentioned that Rachel Hinsley presented this change to DSG at the last DSG meeting, and asked DSG to confirm any additional requirements at the next meeting. Action 0831 was raised for DSG to confirm any additional requirements.  RJ asked DSG if there were any additional requirements; DSG did not confirm any additional requirements. Bryan Hale (BH) did ask a question regarding the driver of the change. RJ was unable to answer, but after the meeting spoke to Rachel about Bryan’s question. Rachel confirmed that CNG requested this change so they could more effectively monitor smart meter installations.  **DSG Date: 17/12/2018**  Alison Cross presented the draft Report and presentation below and requested DSG to confirm happy with the layout – no comments, and where this should be published each month – Action open until 7th January but no feedback received.    **DSG Date: 18/03/2019**  RJ stated that the change was raised by CGN and is associated with a MOD. ChMC, on 13th March 2019, asked if customers saw value in the reports and what they represent, following the completion of this change’s solution review consultation period. PO confirmed that it is showing the churn of Smart Meters throughout the industry (per supplier)..  Elly advised that she rejected the change as originally it had several data items which have been removed and now doesn’t meet requirements. This is due to commercially sensitive material being removed.  RJ opened it up to the members to see if anyone had any views. PO advised that the room had either no views or that had little benefit. RJ summarised that DSG have a view that the change is not beneficial and will go to ChMC next month to recommend that the change is rejected. | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | Approve / Reject / Defer  N/A |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY |

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

**Section D: DSC Change Proposal High Level Solution Option**

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| **Section D1: Solution Options** | |
| **High Level summary options** | |
| **Solution Option**  Please see below the draft SMART metering report that has been produced with reference to the Change requirements with Section A of the Change Proposal (above) and has been approved by the Change Proposer (CNG).    The proposed solution is to produce this SMART Metering report on a monthly basis as a snapshot as soon as reasonably practicable and published on Xoserve.com in secure area of UK link documentation in a new folder (proposed Folder 34)  The cost for delivery of this change is £1000 - £1500  Please also note change in proposed Service Line and Funding arrangements to be as below:  Direct Service: Non-Code Service  Service Area 3 Record, submit data in compliance with UNC (100% Shipper funded)  And proposed Service Line: | |
| **Implementation date for this solution option** | Ad- Hoc  Change can be implemented once Change proposal/ BER has been approved for Delivery and funding by DSC Change Management |
| **Xoserve preferred option; including rationale** | Excel report as attached. Produced on a monthly basis and published in secured area of UK Link documentation on Xoserve.com |
| **DSG preferred solution option; including rationale** | No feedback received on proposed solution at DSG. |
| **Consultation close out date** | 10 Working days – Friday 1st March 2019 |

**Section E: DSC Change Proposal: Industry Response Solution Options Review**

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| **User Name** | **Kirsty Dudley** | |
| **User Contact Details** | [Kirsty.Dudley@eonenergy.com](mailto:Kirsty.Dudley@eonenergy.com) | |
| **Section E1: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| We have no comments on the proposed formatting, we are happy to support this being issued in a minor release.  It would be preferred to be issued as part of the Shipper Pack (even as a separate attachment) rather than another adhoc report, however, we are happy to go with the majority if a separate report is preferred.  We recognise this is a 100% shipper funded. | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | Approve |
| **Publication of consultation response** | | Publish |
| **Section E1: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. At Change Management Committee on 13th March, we’ll discuss the preferred approach for the publication of this report. |

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| **User Name** | **Eleanor Laurence** | |
| **User Contact Details** | **Eleanor.laurence@edfenergy.com** | |
| **Section E2: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| Whilst cost of this change is minor, we cannot see any benefit in this report and therefore little value in creating it or in us contributing to the funding of this report.  In regards to the original intent (ensuring that supplier is fulfilling their obligation to install Smart meters) this is something that Ofgem (who will enforce the obligation) already has visibility of through the reporting they receive from Suppliers. | | |
| **Implementation date for this option** | | Reject |
| **Xoserve preferred solution option** | | Reject |
| **DSG preferred solution option** | | Reject |
| **Publication of consultation response** | | Publish |
| **Section E2: Xoserve’ s Response to Organisations Comments** | | Thank you for your representation for XRN4686 Smart Metering report. Your feedback will be presented at DSC Change Management committee as part of the approval decision to proceed into delivery. |

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| **User Name** | **npower** | |
| **User Contact Details** | **Gas.codes@npower.com** | |
| **Section E3: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| Support proposed solution | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | Approve |
| **Publication of consultation response** | | Publish |
| **Section E3: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. |

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| **User Name** | **Megan Coventry, on behalf of Southern Electric Gas Limited and SSE Energy Supply Limited** | |
| **User Contact Details** | [**Megan.coventry@sse.com/**](mailto:Megan.coventry@sse.com/) **02392377738** | |
| **Section E4: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| We support this change. The monthly Smart metering report will be useful. We envisage no impact or cost on our business. | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | N/A |
| **Publication of consultation response** | | Publish |
| **Section E4: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. |

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| **User Name** | **Centrica** | |
| **User Contact Details** | **Kate Mulvany 07789 572 420 kate.mulvany@britishgas.co.uk** | |
| **Section E5: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| 1. Please amend specific references to SMETS1 and 2, to a more generic term, such as ‘SMETS1 or above’. This would future proof the requirements in case of SMETS3 or SMETS2b 2. Can the report be broken down by Supplier ID? | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | Approve |
| **Publication of consultation response** | | Publish |
| **Section E5: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. The original Change Proposal requested the report to be broken down into SMETS1 and SMETS2. This requirement was ratified at DSG when presented there last year. Once SMETS2b or SMETS3 smart meters are introduced it may require a change to the report criteria to pick these up regardless. In respect of Supplier ID it was agreed to keep the report anonymous to retain confidentiality of data being reported. |

**Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 1 | Draft | 29/03/18 |  |  |
| 2 | In Capture |  |  |  |
| 3 | Solution Consultation Change Pack | 06/02/19 | Alison Cross | Added details of DSG discussions and sent out as Solution consultation Change Pack Feb 19 |
| 4 | Reps Added | 04/03/19 | Richard Johnson | Reps added following Solution Review |
| 5 | Voting | 15/03/19 | Richard Johnson | Outcome from ChMC on 13th March 2019 added |
| 6 | With DSG | 22/03/2019 | Charan Singh | Notes added from DSG meeting 18th March 2019 |

**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)** |  |
| **Associated MOD Number(s)** |  |
| **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 18: Provision of User Reports and Information |
| **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** | 29% |