DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured

Xoserve to fill out all of the information in the sections coloured

# A1: General Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Reference: | XRN 4955 | | | |
| Change Title: | Amendment of MDD PSR Needs Codes and Needs Code Descriptions | | | |
| Date Raised: | 28/05/2019 | | | |
| Sponsor Representative Details: | Organisation: | Wales & West Utilities | | |
| Name: | Richard Pomroy | | |
| Email: | Richard.Pomroy@wwutilities.co.uk | | |
| Telephone: | 029 2027 8552 or 07812 973337 | | |
| Xoserve Representative Details: | Name: | Simon Harris | | |
| Email: | Simon.Harris@xoserve.com | | |
| Telephone: | 0121 623 2455 | | |
| Change Status: | ☐ Proposal | | ☐ With DSG | ☒ Out for Review |
| Voting | | ☐ Approved | ☐ Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | Shipper | Distribution Network Operator |
| ☐ NG Transmission | IGT |
| Other | Suppliers |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |
| --- | --- | --- |
| Change Description: | This change has been raised to implement SPAA CP 471 Amendment of MDD PSR Needs Codes and Needs Code Descriptions which will amend the MDD to align the energy PSR Needs Codes and Needs Codes Descriptions with those used in Water. The corresponding electricity change will be implemented in April 2020. Ideally this change will come in on the same date but there is no April release so February 2020 is the preferred date. The amendments amount to 4 description enhancements (for Needs Codes 19, 20, 23 and 27), 1 Needs Code to be discontinued (code 10) and replaced by 2 new Needs Codes (35 and 36), 1 new code (37) directly related to water dependency. There are no changes to file formats but updates will be required to systems to allow new values for the data items. Suppliers will need to cleanse their data due to one Needs Code 10 “hearing and speech impairment” ceasing to be used, and being replace by new Needs Codes 35 hearing impairment and 36 speech impairment. The proposed amendment to SPAA schedule 18 (MDD) can be [**found here**](https://www.xoserve.com/media/4240/proposed-amendments-to-spaa-schedule-18-mdd.xlsx) | |
| Proposed Release: | Release X: Feb 2020 | |
| Proposed Consultation Period: | ☒ 10 Working Days | ☐ 20 Working Days |
| ☐ 30 Working Days | ☐ Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | This change will enable consistent codes to be used across energy and water and will mean that customers will no longer need to register on both energy and water Priority Service Registers. This will improve customer service for vulnerable customers which is key area of focus for GDNs. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Significant benefits will be realised when the change in introduced and then incrementally as new customers come on to the register |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | Implementation of SPAA SCP 471 |
| *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.* |

# A5: Final Delivery Sub-Group (DSG) Recommendations

|  |  |  |  |
| --- | --- | --- | --- |
| Final DSG Recommendation: | *Until a final decision is achieved, please refer to section C of the form.* | | |
| ☐ Approve | ☐ Reject | ☐ Defer |
| DSG Recommended Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | | |

# A6: Funding

|  |  |  |
| --- | --- | --- |
| Funding Classes: | Shipper | 34 % |
| National Grid Transmission | 7 % |
| ☐ Distribution Network Operator | XX % |
| ☐ IGT | XX % |
| Other Distribution Network Operator and IGT | 59 % |
| Service Line(s) | DSC Service Area: Provision of User Reports and Information  DS-NCS SA18-01 | |
| ROM or funding details: |  | |
| Funding Comments: |  | |

# A7: ChMC Recommendation – 12th June 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change Status: | Approve | ☐ Reject | | ☐ Defer |
| Industry Consultation: | ☐ 10 Working Days | | ☐ 20 Working Days | |
| ☐ 30 Working Days | | ☐ Other [Specify Here] | |
| Expected date of receipt for responses (to Xoserve) | XX/XX/XXXX | | | |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | Yes | ☐ No |
| Date Issued: | 14/06/2019 | |
| Comms Ref(s): | 2346.3 - RJ - PO | |
| Number of Responses: | Seven responses – five approvals and 2 rejections | |

# A8: DSC Voting Outcome

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Solution Voting: | ☐ Shipper | | | Please select. |
| ☐ National Grid Transmission | | | Please select. |
| ☐ Distribution Network Operator | | | Please select. |
| ☐ IGT | | | Please select. |
| Meeting Date: | Click here to enter a date. | | | |
| Release Date: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | | | |
| Overall Outcome: | ☐ No | ☐ Yes | If [Yes] please specify <Release> | |

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

Section C: DSG Discussion

# C1: Delivery Sub-Group (DSG) Recommendations

|  |  |  |  |
| --- | --- | --- | --- |
| DSG Date: | 03/06/2019 | | |
| DSG Summary: | PO stated that during industry discussions at the Safeguarding Customers Working Group (SCWG) there has been a suggestion that there should be some alignment of the vulnerable customer codes between Gas, Electricity and Water. In doing so, there has been a review of the current codes within the allowed customer codes list on how they can be changed and modified to better align across all of those sectors. Looking at the overview, SPAA change proposal 471, requirements state that four need descriptions need to be enhanced, with a further one being discontinued.            4 description enhancements (for Needs Codes 19, 20, 23 and 27)            1 Needs Code to be discontinued (code 10) and replaced by 2 new Needs Codes (35 and 36)            1 new code (37) directly related to water dependency  PO stated that in order to accommodate this, there would need to be changes made to the allowable values and descriptions within Shipper file formats (CFR, CNC & CNF) specifically the S84 record). There are no changes to file format structures however updates will be required to allowable values within files formats, so in turn, systems will need to be amended to send and receive the new values.  Suppliers/Shippers will also need to cleanse their data due to one Needs Code (10 “hearing and speech impairment”) ceasing to be used, and being replaced by new Needs Codes 35 hearing impairment and 36 speech impairment  PO also informed DSG that the utilities planned implementation date is the 1ST April 2020; this is something that has been suggested to cover Gas, Water and Electricity changes. PO stated that Xoserve has identified that this needs to be progressed and added to February 2020 release in order for the functionality to be in place in time for the implementation date.  RH confirmed that they are looking to release it within February as part of a minor release but will ensure that the 6 month notification of file format changes is conformed to.  PO asked RT if this was on the agenda for ChMC on 12th June. RT confirmed it is on the agenda for ChMC. | | |
| Capture Document / Requirements: | <Insert where appropriate> | | |
| DSG Recommendation: | ☐ Approve | ☐ Reject | ☐ Defer |
| DSG Recommended Release: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | | |

**Section D: High Level Solution Options**

# D1: Solution Options

|  |  |
| --- | --- |
| Solution Option Summary: | For XRN4955, only one system solution has been identified as viable in order to meet the prescriptive requirements that are stated in the in the Change Proposal.  **HLSO Presentation**  XRN4955 – High Level Solution Option can be [**found here**](https://www.xoserve.com/media/4381/23463-xrn4955-high-level-solution-option.pdf)  However variants of the high level solution exist with respect to converting Needs Code “10” on behalf of the Shippers as part of implementation.  Two options have been identified and are described below;  **1)** Amend PSR Need Codes/Descriptions with UK Link  File formats (CNC, CNR, CNF, CFR, EDL, IDL, EWS, CRS) needs to be updated to reflect the 3 new PSR codes (35, 36 and 37) within SAP ISU, SAP PO and Marketflow and EQL, IQL files also needs to be configured. Workflow changes are required to handle inflight scenarios where before implementation PSR Need Code “10” is received with a Go Live date on or after the Implementation date.  **2)** Amend PSR Need Codes/Descriptions with UK Link (including data conversion)  File formats (CNC, CNR, CNF, CFR, EDL, IDL, EWS, CRS) needs to be updated to reflect the 3 new PSR codes (35, 36 and 37) within SAP ISU, SAP PO and Marketflow and EQL, IQL files also needs to be configured. Workflow changes are required to handle inflight scenarios where before implementation PSR Need Code “10” is received with a Go Live date on or after the Implementation date. Additional requirement to convert current PSR Needs Code “10” to “35” & “36” on behalf of the Shipper. |
| Xoserve preferred option:  (including rationale) | **1)** Amend PSR Need Codes/Descriptions with UK Link |
| DSG preferred solution option:  (including rationale) | TBC (DSG 17th June 2019) |
| Consultation closeout: | 28/07/2019 |

Section E: Industry Response Solution Options Review

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | BUUK |
| Name: | John Cooper |
| Email: | john.cooper@bu-uk.co.uk |
| Telephone: | 01359302450 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | BUUK acknowledges the need to change the current PSR needs codes and their description to ensure better alignment across the utilities.   In terms of the options presented, Option 2 presents a more complete approach to the activity. It is worth noting that despite there being no changes to file format structures, there will still be a requirement for individual businesses to re-configure their systems to accept and interpret the new codes accordingly. This should be reflected in the implementation date (6 months lead time). | |
| Implementation Date: | Approve | |
| Xoserve preferred solution option: | Approve | |
| DSG preferred solution option: | Approve | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments; we'll take them into consideration during detailed design. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | EDF Energy |
| Name: | Eleanor Laurence |
| Email: | eleanor.laurence@edfenergy.com |
| Telephone: | 07875117771 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Option 1 - but please note final paragraph.  We do not see how option 2 could work given following requirement:  Additional requirement to convert current PSR Needs Code “10” to “35” & “36” on behalf of the Shipper  By converting into two codes an assumption is being made that code 10 was sent due to both of new codes and that is not a valid assumption. Therefore by converting CDSP could hold data that is inaccurate, which will not be updated until a change in that data or a change of Supplier is progressed.  We need to know when details of “inflight” processes will be provided as we cannot support any option if this ended as flows being rejected where code 10 with a future effective date post this change sent before change date. | |
| Implementation Date: | Approve | |
| Xoserve preferred solution option: | Approve | |
| DSG preferred solution option: | Approve | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments and providing your option preference.  We take note of your concern with option 2 and the assumption being made that both new codes will be applied for current code 10. DSG did recommend option 1 which did not apply this logic. Your preference and concerns will be raised at ChMC in July for discussion.  In terms of the inflight process, this will need to be considered as part of the detailed design change pack and taken to DSG for discussion. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | ScottishPower |
| Name: | Claire Roberts |
| Email: | Clairelouise.Roberts@scottishPower.com |
| Telephone: | 01416145930 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | ScottishPower's preferred option 1) Amend PSR Need Codes/Descriptions with UK Link. | |
| Implementation Date: | Approve | |
| Xoserve preferred solution option: | Approve | |
| DSG preferred solution option: | Approve | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | SSE |
| Name: | Megan Coventry |
| Email: | megan.coventry@sse.com |
| Telephone: | 02392277738 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | We agree with the change in principle and the preference for HLSO 1. System and process changes will be required by our organisation. Further detail required to enable full impact assessment. | |
| Implementation Date: | Approve | |
| Xoserve preferred solution option: | Approve | |
| DSG preferred solution option: | Approve | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | British Gas/Centrica |
| Name: | K Mulvany |
| Email: | kate.mulvany@centrica.com |
| Telephone: | 07789572420 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Option 2.   We are supportive of the principle of providing better cross-industry support for customers with additional needs.   We are deeply concerned about the implementation date, and the split between gas and electricity. Duel fuel households will have a given PSR status. It will be confusing and risky to require Suppliers/Shippers to hold differing needs codes for the same consumer for a window of months. The June 2020 release is very heavy, so we would not support a delaying of gas and elec changes to that date. | |
| Implementation Date: | Reject | |
| Xoserve preferred solution option: | Reject | |
| DSG preferred solution option: | Reject | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments and providing us with your option preference, In relation to your concerns about the implementation date we understand your preference to align between gas and electicity . As you know, the CDSP currently have 3 Major Releases scoped (February (for admin), June and November). The February Release was stated within the Change Proposal as the closest release to align with the electricity implementation (and the SPAA CP). There has been discussions at DSG and ChMC around moving this date to align with electricity but this has not been decided or approved.  We will make sure you concerns on the implementation date are raised and discussed at the ChMC in July. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Northern Gas Networks |
| Name: | Helen Chandler |
| Email: | [HChandler@Northerngas.co.uk](mailto:HChandler@Northerngas.co.uk) |
| Telephone: | 07580 704 123 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Our preference is for Option 1) Amend PSR Needs Codes / Descriptions within UK Link and Shippers perform their own data conversion exercise for the split of Needs Code 10 into Needs Codes 35 and 36. This is because Shippers and Suppliers are able to facilitate any required communication with the end consumer to confirm the accuracy of the Needs Codes to be used, whereas Xoserve are not in a position to do this. | |
| Implementation Date: | We agree with a February 2020 Major Release or an ad-hoc release in April to align with the corresponding change in Electricity. | |
| Xoserve preferred solution option: | Xoserve prefers Option 1) Amend PSR Needs Codes/Descriptions with UK Link with Shippers/Supplier performing their own data cleanse | |
| DSG preferred solution option: |  | |
| Publication of consultation response: | |  | | --- | | Yes, can be published | | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments. |

# E1: Organisation’s preferred solution option

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | Npower Ltd |
| Name: | Richard Vernon |
| Email: | [Richard.vernon@npower.com](mailto:Richard.vernon@npower.com) |
| Telephone: | 07825608088 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | At this time we support the objective but reject the solution and implementation date. Discussions have been held at other industry forums, where our views have been put forward in more detail.  Extending PSR to water feels like the right thing to do from a customer perspective, however we would be interested in any customer insight to back this up – possibly from ENA or Water UK? | |
| Implementation Date: | Not in support. We don’t believe that Feb 2020 provides adequate time to implement a complex change across the gas and electricity industry. The changes have broad impacts within Supplier systems and processes and these should not be squeezed in to a restricted. | |
| Xoserve preferred solution option: | Not in support. There are a number of the proposed category changes that we are not comfortable with and or would prefer more information/working through to understand how they should be implemented, perhaps this should have been addressed as part of an Ofgem SCR?  Industry alignment is essential to this change and until the other code changes are raised we are unable to confirm we are happy that this alignment has been adequately delivered. | |
| DSG preferred solution option: | Not in support. | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

|  |  |
| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your comments. We’ll take your comments to Change Management Committee in July for consideration. |

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1 | In Progress | 11/06/2019 | Chan Singh | CP updated with DSG discussion from 3rd June 2019 |
| 2 | Out for review | 14/06/2019 | Xoserve | Solution Option added to section D for June Change Pack. |
| 3 | Voting | 05/07/2019 | Xoserve | Change Pack reps added, ready for ChMC decision on solution option and release |

# Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 3.0 | Superseded | 17/07/2018 | Emma Smith | Template approved at ChMC on 11th July 2018. |
| 4.0 | Superseded | 07/09/2018 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1. |
| 5.0 | Superseded | 10/12/2018 | Heather Spensley | Template moved to new Word template as part of Corporate Identity changes. |
| 6.0 | Approved | 12/12/2018 | Simon Harris | Cosmetic changes made. Approved at ChMC on the 12th December 2018. |

**Appendix 1**

**Change Prioritisation Variables 31%**

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.

|  |  |
| --- | --- |
| **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)** | XRN4955 |
| **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 1: Manage Supply Point Registrations |
| **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** | 31% |