Business Requirements Document - Ofgem Switching Programme Sustaining Change to Xoserve Systems

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1. Background and Context

1.1 Introduction to the Ofgem Switching Process

This section provides a high level overview of the Ofgem Switching Programme with regards to its impacts upon the gas industry, UK Link, Shipper, GT and iGT systems. The purpose of this section is to set the scene for the modification 0630 Review Group and help the group understand its scope.

The Ofgem Switching Programme aims to implement a suite of systems designed to deliver faster (next day) more reliable switching. A new system the Central Switching System (CSS) will provide the switching functionality for gas and electricity switches. Where possible, gas and electricity switching processes will be harmonised.

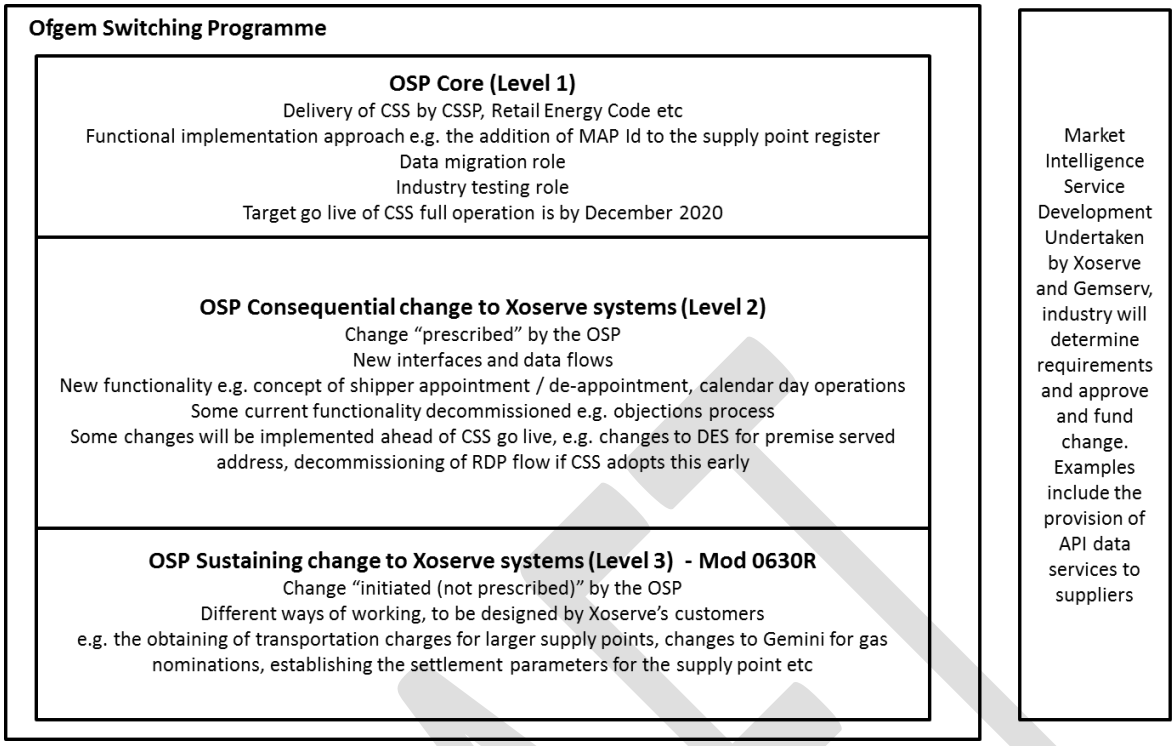
For gas, Suppliers, not Shippers, will initiate switch requests on the CSS. CSS will provide outputs to UK Link and Shippers to manage Shipper registration to the Supply Point. UK Link will still hold a Supply Point Register for GTs and iGTs. The Supplier's Shipper will still be registered to the Supply Point for the purpose of gas settlement and other activities.

Gas Transporters (GTs and iGTs) will retain responsibility for the Supply Meter Point lifecycle - the creation and eventual end of the service pipe in the ground. Supply Meter Points will be created on UK Link and will be sent to the CSS to enable the registration processes and switching activities to occur.

The name of the thing that is being switched in the CSS (as to be defined in the new Retail Energy Code) is the Registrable Measurement Point (RMP) – for comparison purposes the name of the thing switched between Shippers in the UNC is the Supply Meter Point or Supply Point. The reference number of a RMP is the Supply Meter Point Reference Number (MPRN). The MPRN is used as the unique identifier for relevant UK Link transactions. For transactions on the CSS the unique identifier of a RMP is the MPRN. The same reference number is being used to ensure UK Link and the CSS records can be correctly synchronised, and to allow transactions in CSS to be reflected in transactions in UK Link.

When a Supplier submits a registration, switch, or withdrawal transaction on the CSS, the transaction will include the Supplier's Shipper. As the transaction progresses on CSS, notifications are provided to the relevant Shippers and UK Link. When the transaction results in a Supplier registration activity to a RMP the transaction will result in the corresponding Shipper registration activity at the Supply Point in UK Link. This will ensure the registration activities are co-ordinated across the two systems.

The following diagram sets out the Ofgem Switching Programme in three levels. The first is the core CSS, the second is the changes required to be made in UK Link to enable the CSS to work, the third are consequential changes as a result of the CSS which are required to sustain gas and UK Link operations. The fourth box, the Market Intelligence Service (MIS) is shown as supporting all three levels. The MIS is not being delivered as part of the Ofgem Switching Programme, it is being developed under a joint gas and electricity working group.



1.2 Ofgem Switching Programme 'Core' Changes

Ofgem Switching Programme Core Changes will be required to deliver changes as a result of the programme and the introduction of the CSS. These are substantial changes to deliver the functional requirements of the programme, including changes to Xoserve systems, for example, file flows from Xoserve to the CSS. These changes will be managed through the Ofgem Switching Process through a project team within Xoserve. These changes will not be further explored within this document however may be referred to. The changes will be covered within the document [Ofgem Switching Programme Core Changes]

1.3 Ofgem Switching Programme Consequential Changes to Xoserve Systems

Ofgem Switching programme Consequential Changes will be required to deliver changes as a result of the programme and the introduction of the CSS. These are substantial changes that are as a result of the programme which impact on Xoserve systems and processes, for example, within the Ofgem Switching process it is likely the objection process will be decommissioned therefore there will be file flows decommissioned and processes requiring amendment. These changes will be managed through the Ofgem Switching Process through a project team within Xoserve. These changes will not be further explored within this document however may be referred to. The changes will be covered within the document [Ofgem Switching Programme Consequential Changes]

1.4 Ofgem Switching Programme Sustaining change to Xoserve and Industry Participant Systems

The area of work for the 0630 Review Group is at level three. This document will go on to record each topic area, requirements, solution options etc. to enable the industry to select the ways forward. Owing to the changing nature of the Ofgem Switching Process this document is designed to evolve throughout the iterations and additional changes that may arise through the programme.

1.5 Related Documents

Additional information and background to the Ofgem Switching Programme can be found on the Ofgem website by using the following link:

https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme

1.6 Scope

In Scope:

1. Sustaining changes required as a result of Ofgem Switching programme
2. Changes required for UNC and iUNC parties
3. Consideration of gas cross code impacts

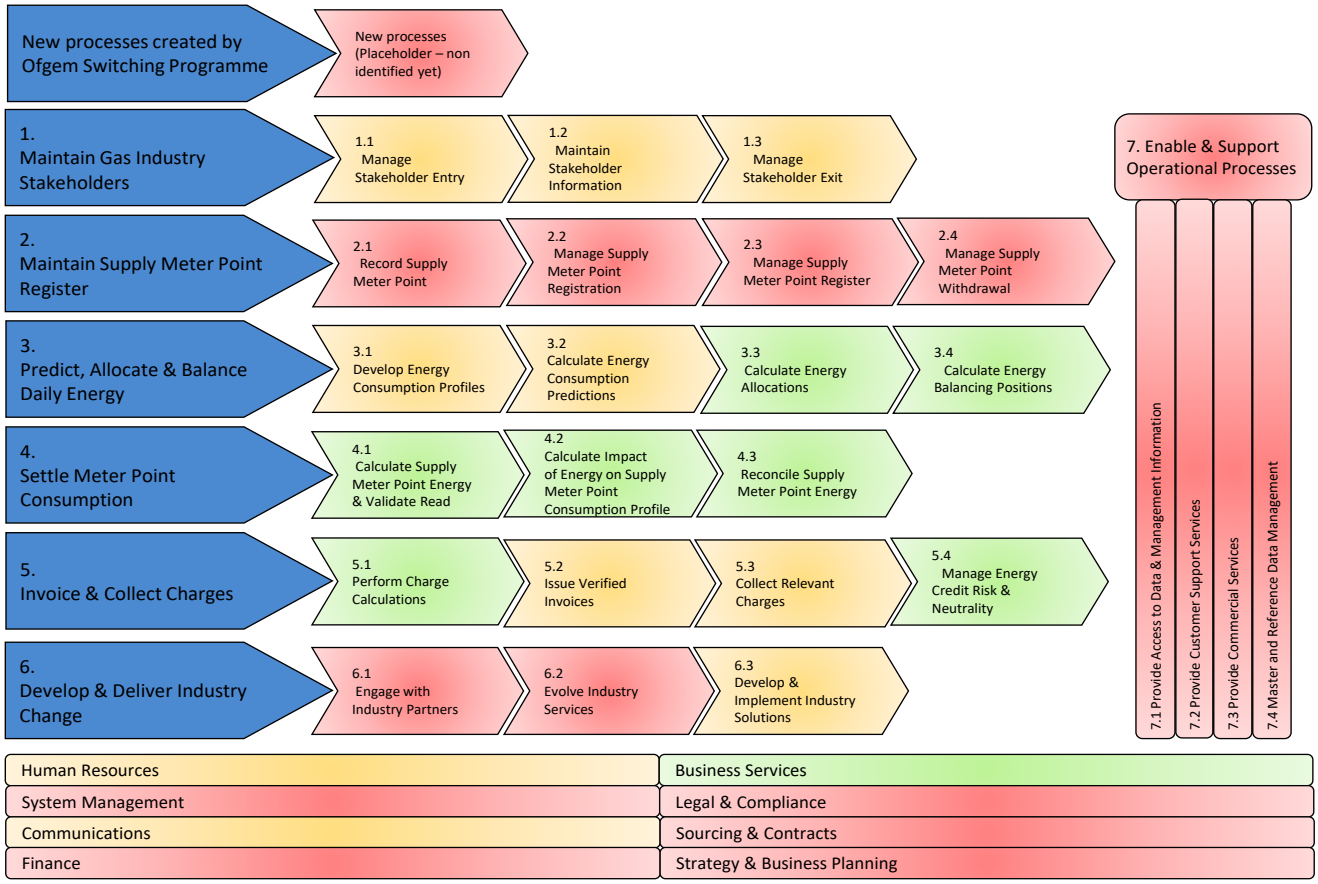
Out of Scope:

1. Core changes from the Ofgem Switching Programme e.g. the delivery of the Central Switching System, the development of the Retail Energy Code etc
2. Consequential changes as a result of the Ofgem Switching Programme - those changes that Xoserve must make in order for the industry-wide switching arrangements to work. This includes, for example, the development of file formats (or equivalent) for data flows between UK Link and the CSS.
3. The Ofgem Switching Programme scope does not include the registration / switching service for Supply Points directly connected to the National Transmission System are outside of the scope of this review.

1.7 Xoserve Impacted Processes:

Below is a draft heat map which represents the areas of Xoserve that are impacted by the Ofgem Switching Programme. This is provided for Users to understand the scope and impact of the change. Currently where a change is identified this includes core changes, consequential changes and changes proposed through 0630R.

The sections that are highlighted red within this heat map signify considerable substantial, high impact changes to his area; the yellow areas will create medium impact and no impacts have been identified within the green areas.



2.0 Topic Areas

Topic No	Title	Impact	0630 Review Group Consideration	Impacted Parties	Date identified	Actions Required for 0630R	Do nothing option	OSP Change Level
3.2	Transportation Charges	How Shipper Users may obtain details of relevant transportation charges. The CSS switch event does not envisage the use of the Supply Point Nomination process.	Potential to explore whether this is still required and an alternative method to complete this process.	Shippers, DNs	02/11/17	Confirm requirements		3
3.3	Opening Meter Read	How and when the incoming Shipper User is provided with the latest recorded Meter Information onto UK Link in order to validate the Opening Meter Reading before submission. This is applicable for Class 2, 3 and 4 Opening Meter Reads.	Currently certain file flows will not be issued at a change of supplier event for example the TRF which contains this information.	Shippers	02/11/17	Consideration of options to share this information		3
3.4	Gemini Updates	The timing of the transfer of information between UK Link and Gemini. A switch could occur as late as D-1 Calendar Days at 17:00 however the transfer of switching information from UK Link to Gemini currently takes place at D-2 Business Days.	The timeliness of the transfer and information to be submitted to Gemini	Shippers, NTS	02/11/17	Consideration of options i.e. there a way to flow this information prior to a switch		3
3.5	Shipper Registration Event – settlement data	How Shipper Users can obtain and process UK Link data items currently submitted to the CDSP at a change of Shipper User event. For example – Supply Point Class, Daily Capacity (SOQ), Hourly Capacity (SHQ), Meter Reading Frequency. Taking	None of the mandatory data items will be present in CSS flows.	Shippers	02/11/17	Consideration of options i.e. a 'Shell record' or a default set of values	No	3

		consideration of timings of flows.						
3.6	Supplier / Shipper Relationship Table	There is a requirement for a Shipper and Supplier (and possibly Transporter) relationship table to be maintained that will facilitate the appointing and de-appointing of Shipper Users.	It is likely that the table will be administered within UK Link.	Shippers	02/11/17	Refer to Level 1 discussions but ensure no level 3 impacts	No	1
3.7	Capacity Referral	How to manage a Capacity Referral as part of a switch.	This is a normal flow from Shipper to Transporter and not in the remit of CSS; This cannot be part of the switch event.	Shippers, DNs	02/11/17	Consideration of the changes to the process required outside of CSS		3
3.8	Supplier or Shipper Change	The management of an event where the Supplier changes Shipper User. In this scenario the customer does not switch and the Supplier remains the same, but the Supplier updates the CSS with their new Shipper User details. Alternatively, consideration needs to be given to the scenario where the Shipper stays the same but the Supplier switches.	Initiated through the CSS but impacts on UK Link, both scenarios are dealt with as a switch by the CSS.	Shippers	02/11/17	Consideration of options to share this information		3
3.9	Map Identity	The recording of the MAP identity against the Supply Meter point.	This is not considered as part of the switch with the CSS however needs to be shared and provided to UK Link.	Shippers	02/11/17	Refer to Level 1 discussions but ensure no level 3 impacts		1
3.10	Emergency Contact Details	The recording of Emergency Contact details. On large supply points Emergency contact details are	Not considered within the CSS, UK Link needs to record the emergency contact	Shippers, DNs	02/11/17	Consideration of options to share this information		3

		mandatory.	details and pass them on to the relevant Network.					
3.11	CSS Switch Cancellations	CSS Switch cancellations. The ability to cancel a switch event.	If information has been shared with UK Link how will this be retracted. Can be cancelled up to our CO status at D-2 (referred to as secured status within CSS), similar to a withdrawal.	Shippers, DNs	02/11/17	Consideration of options how to reverse a switch		3
3.12	Vulnerable Customers	Vulnerable Customers being registered on UK Link and notified to Networks.	Not considered within the CSS, UK Link needs to record details for vulnerable customers and pass them on to the relevant Network.	Shippers, DNs	02/11/17	Consideration of options to share this information		3
3.13	Market sector code - will come from CSS in future	Networks and Shippers will need to be sent the Market Sector Code which will now be received by UK Link from the CSS.	Updates will be sent from the CSS to UK Link, UK Link will need to retain the data item.	Shippers, DNs	15/12/17	Refer to Level 2 discussions but ensure no level 3 impacts	No	2
3.14	Delayed synchronisations	The management of an event whereby a Switch has occurred within CSS and UK Link has not been notified. There are no principles of retrospective confirmation on UK Link.	If a confirmation or registration on CSS is achieved but the flows are not updated within UK Link (process or system failure) how this can be resolved	Shippers, DNs, iGTs	15/12/17	Refer to Level 1 or 2 discussions but ensure no level 3 impacts	No	1 or 2
3.15	DES Data	New data items that may be relevant to DES will need including i.e. CSS Switch Status.	Consideration of new data items and where they should be stored or visible on DES. What data is expected to be held within DES	Shippers, DNs, iGTs	15/12/17	Refer to Level 1 or 2 discussions but ensure no level 3 impacts	No	1 or 2
3.16	Isolation and Withdrawals	This process will commence in the CSS but will rely on UK Link data e.g.	Consideration can be given to how it is intended to work	Shippers	26/01/18			3

		Isolation Status	and any level 3 considerations including the meter point status					
3.17	Construction of flows within UK Link systems	Originally file flows were created in 1996. File flows were not fundamentally amended at Nexus.	Discussion regarding whether all file flows are amended as part of the OSP	All Users	26/01/18			3

*Any relevant cross code impacts should be considered throughout 0630R including, for example, Smart Energy Code (SEC) the Supply Point Administration Agreement (SPAA) and the iGT UNC.

3.0 Business Requirements per Topic Area

3.1 *Example template – one per topic area*

Title	*XXXX*
Issue description	*Description of the issue*
Impacted Parties	☐ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Current Process	
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	*Requirements of the change*

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1			
2			
3			
4			

Implementation timescales	☐ Can be implemented after the CSS implementation date ☐ Implementation upon the CSS implementation date ☐ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training Considerations	
Cost implications	

3.2 Transportation Charges

Title	Transportation Charges
Issue description	During a Supply Point Nomination or a Supply Point Enquiry the Shipper will receive notification of the transportation charges applicable for the Supply Meter Point which they are enquiring about. Owing to the nature of the pace that a Supply Meter Point will switch, Supply Point Nomination or Supply Point Enquiry is no longer a part of the switch process as outlined by the CSS. It is proposed the workgroup explore whether this process is still required. If so a solution needs to be agreed to allow this process to continue outside of the change of Supplier.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs ☒ NTS ☐ Other - Please specify
Current Process	Shippers will submit an S48 (SMP_NOMINATION_REQ) record request to the CDSP which requests the transportation charges. A response record, the S64 (OFFER_DETAILS) is provided to the Shipper which details the transportation charges alongside other data items. Alternatively for a Supply Point Enquiry the S47 (SUPPLY_ POINT_ ENQUIRY_ REQ) record will be sent to the CDSP and S59 (ACCEPT_SMP_ENQUIRY) record issued in response. The Supplier and Shipper liaise with regards to this information and a contract is established with the customer. The switch event is then initiated by the Shipper with the CDSP.
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	TPDG.1.16, TPDG.2.1
Business Process Model Diagram	 125262- 2.07 Manage Contract Nor
Requirements Description	• For Shipper Users to be able to access transportation charges

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1	Transportation charges to be published	Transportation charges will be visible –this could have commercial implications	• Where to publish the transportation charges, whether these need to be secure
2	Assessment across the industry that the nominations enquiry process is still applicable	No nomination enquiry process if removed	• Implications of removing the nomination enquiry process
3	An API solution could be developed to allow the	Shippers will be able to obtain transportation charges	• Implications of the new service

	sharing of the transportation charges	however a new API service will need to be developed	
4	Do nothing but allow the process to continue outside of the CSS event	No impacts to current processes	• Timing issue as the switch event will occur and the window to provide an opening read may not suit the timeframes.

Implementation timescales	☐ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date May be implemented independently of the CSS.
Development Dependencies	None identified
Implementation Risks	None identified
Design Constraints	Should the information be required to be confidential access will need to be granted to specific Users
Design Assumptions	• It is assumed the transportation charges are still required • It is assumed the information needs to remain commercially confidential • It is assumed no system changes to implement this change however some records may be decommissioned based on the solution option
Testing Considerations	None identified
Training Considerations	None identified
Cost implications	None identified

Process Timeline:

3.3 Opening Meter Read

Title	Opening Meter Read
Issue description	UNC differentiates between the Classes and the requirements of the Opening Meter Read performance. The requirements are different based on the different Classes. Class 1 Supply Meter Points: Responsibility for obtaining Class 1 Opening Reads resides with the Transporter. The UNC reference 5.13.4: *(a) where the Supply Meter Point is or (following the Supply Point Confirmation) will be in Class 1 or Class 2, 16:00 hours on the 5th Day after the Supply Point Registration Date;* Class 2 Supply Meter Points: Responsibility for obtaining Class 2 Opening Reads resides with Shipper Users. The UNC reference 5.13.4: *(a) where the Supply Meter Point is or (following the Supply Point Confirmation) will be in Class 1 or Class 2, 16:00 hours on the 5th Day after the Supply Point Registration Date;* Class 3 Supply Meter Points: Responsibility for obtaining Class 3 Opening Reads resides with Shipper Users. The UNC reference 5.13.4: *(b) except as provided in paragraph (a), 16:00 hours on the 10th Business Day after the Supply Point Registration Date.* Class 4 Supply Meter Points: Responsibility for obtaining Class 4 Opening Reads resides with Shipper Users. The UNC reference 5.13.4: *(b) except as provided in paragraph (a), 16:00 hours on the 10th Business Day after the Supply Point Registration Date.* During a Switch Event for Class 2, 3 and 4 the incoming Shipper is obliged under UNC to provide an opening read to the CDSP. The incoming Shipper needs to validate the opening read they have obtained, whether it is an actual or an estimate, based on the last read and the last reading date on UK Link. This is not considered within the CSS therefore an alternate means of obtaining this read needs to be considered. If modification 0647 is approved Class 1 sites will come into scope of this change.
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Current Process	During a change of Supplier the latest meter reading and the read date is provided to the Incoming Shipper within the S15 (TRANSFER_OF_OWNERSHIP)

	record. The Shipper uses this read to validate the opening read before submitting the read to the CDSP. This is provided within the TRF (Supply Meter Point Ownership Notification File) at D-2.
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	TPDM. 5.13
Business Process Model Diagram	
Requirements Description	• There is a requirement for the incoming Shipper to receive the last read and read date on UK Link to validate the opening read before submission

Solution options

No	Description	Impacts (including UNC reference)	Considerations
1	A process is established whereby Shippers send flows between each other of the last read and read date	No impact on core system All based on relationships between Shippers and having a means to communicate	• How to communicate between Shipper organisations • Timeliness of information provided
2	This information is requested outside of the switch event within a new record and UNC timeframes extended	New records, system impacts on Xoserve and Shippers Change to UNC	• Content of new record • Timeliness of the information

Implementation timescales	☐ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date
Development Dependencies	None identified
Implementation Risks	None identified
Design Constraints	
Design Assumptions	• It is assumed the last read are still required as soon as possible after a switch to allow the opening read to be submitted within the specified time (as set out by UNC)
Testing Considerations	None identified
Training Considerations	None identified
Cost implications	System developments

Process Timeline:

3.4 Gemini Updates

Title	Gemini Updates
Issue description	Updates to Gemini currently occur at D-2 Business Days. With next day, and calendar day operations, the Gemini updates on current timescales i.e. D-2 Business Days will not include Shipper portfolio changes as a result of switch events that occur after D-2 Business Days. Therefore gas nominations and allocations will not be based upon the live Shipper portfolio.
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☒ NTS (as owners of the Gemini system) ☐ Other - Please specify
Current Process	
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	• For Gemini to be updated with SOQ and SHQ values prior to a switch occurring

Solution options

No	Description	Impacts (including UNC reference)	Considerations
1	Up front activity prior to a switch event whereby the Shipper sends the notifications to UK Link prior to the switch	No impact on core systems All based on relationships between Shippers and having a means to communicate	• The Shipper and Supplier will need to communicate to ensure the relevant file flows are submitted prior to the switch
2	Do nothing	Flows to Gemini will be after the switch event	• Allocations in Gemini will be inaccurate
3	Default values to be sent to Gemini	Default values may be inaccurate however reduces requirement for additional communications and upfront activity	• Inaccurate values in Gemini, incorrect allocations
4	Increase frequency of updates to Gemini		

Implementation timescales	☐ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date
Development Dependencies	Any system impacts on Gemini need to be taken into account with the Gemini change schedule for example resource, testing environments. There is a Gemini re-platforming within the Business Plan – can this change be incorporated into this change.
Implementation	Failure to implement a solution risks allocations in Gemini

Risks	
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training Considerations	
Cost implications	

Process Timeline:

3.5 Shipper Registration event

Title	Shipper Registration event
Issue description	At a Change of Shipper event mandatory settlement data information is submitted to the CDSP in the UK Link file formats, this is to establish the settlement parameters for the Supply Point e.g. Supply Point Class, SHQ, SOQ etc. The Change of Shipper files currently include the Supply Meter Point Class, System Offtake Quantity (SOQ) and Supply Hourly Quantity (SHQ), the meter read frequency. These data items are required to complete a change of supplier event on the CSS and so are not present in the registration / switch request from the Supplier. However, the Shipper still needs to provide the settlement parameters for the Supply Point. It is expected these settlement parameters are required for D, where not provided by D there is a suggestion that the existing settlement parameters would be used. However, the rolling forward of settlement criteria may not be how the Supplier / Shipper has established arrangements with the customer and supplier agents e.g. meter reading agent. Several of these data items are billing attributes and therefore this has impacts on downstream processes and invoicing.
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Current Process	LSP: Within the nomination files these data items are sent to Xoserve. SSP: Within the S42 (SSP_CONFRMATON) record the data items are submitted including market sector code, Supplier Organisation Id, Supply Meter Point Class, meter read batch frequency.
Impacted process on the Xoserve Heat Map	
Level of change	*High*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	*Requirements of the change*

Solution options

No	Description	Impacts (including UNC reference)	Considerations
1	Introduction of a 'Shell record' that contains the information required for UK Link for submission to UK Link prior to gate closure on the switch event date	This creates a new record for submission from Shippers to UK Link therefore impacts both Shipper systems and UK Link	• Timing – this will need to be submitted [x] hours prior to gate closure • Information needs to be available to the incoming Shipper
2	Amend the data items to not be mandatory, determines	Required mandatory data items will not be provided	• Required data will not be available and will

	default values, incoming Shipper will provide data items they feel are mandatory		impact on downstream processes
3	Default to the data items from the previous Shipper	For consideration as a solution option and also a default position where a 'shell record' is not submitted	•
4	Default to Class 4 and default values SOQ, SHQ and MRF for all Supply Meter points	For consideration as a solution option and also a default position where a 'shell record' is not submitted	• Default values for the SOQ and SHQ • Locks Shippers out of benefits of other Classes

Implementation timescales	☐ Can be implemented after the CSS implementation date ☐ Implementation upon the CSS implementation date ☐ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training Considerations	
Cost implications	

Process Timeline:

3.6 Supplier / Shipper Relationship Table – Level 1 change

Title	Supplier / Shipper Relationship Table
Issue description	There is a requirement for a Shipper and Supplier (and possibly Transporter) relationship table to be maintained that will facilitate the appointing and de-appointing of Shipper Users. The table needs to take into account which Supplier can ship through which Shipper to ensure the accurate arrangements are maintained. This table will be maintained within UK Link and will require validations to be completed against it. Additionally a process needs to be established to allow for management of the table and ease to change the relationships as and when required. Non-domestic Supplier cannot obtain a domestic site – cannot be a simplistic table, needs to include relationships.
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Level 3 impacts identified	☒ Yes ☐ No If yes a full template needs to be considered
Additional information	*Where applicable*

3.7 Capacity Referral

Title	Capacity Referral
Issue description	Capacity referrals are required upon a confirmation whereby the Distribution Networks and iGTs need to assess whether the system is capable of supplying the proposed SOQ and SHQ for the Supply Meter Point. The timelines in which capacity referrals are completed does not align to faster switching. The capacity referral will need to be completed prior to the switch request to the CSS.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs ☐ NTS ☐ Other - Please specify
Current Process	Where a referral notice is given the Distribution Networks and iGTs currently have an obligation to respond within 12 business days to not less than 97% of the referred nomination requests per calendar month.
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	TPDG4.1
Business Process Model Diagram	*Embedded process model*
Requirements Description	• To ensure a process is set up to allow for capacity referrals prior to a switch

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1	Completion of the capacity referral prior to the switch request		
2			
3			
4			

Implementation timescales	☐ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training Considerations	

Cost implications	

3.8 Supplier or Shipper Change

Title	Supplier or Shipper Change
Issue description	The management of an event where the Supplier changes Shipper needs to be considered. In this scenario the customer does not switch and the Supplier remains the same, but the Supplier updates the CSS with their new Shipper details. Alternatively, consideration needs to be given to the scenario where the Shipper stays the same but the Supplier switches. These scenarios are classified as a switch within the CSS. The details will need to be updated within UK Link. This may be considered alongside topic area 3.6 - Supplier / Shipper Relationship Table, which is a level 1 change
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Current Process	
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	*Requirements of the change*

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1			
2			
3			
4			

Implementation timescales	☐ Can be implemented after the CSS implementation date ☐ Implementation upon the CSS implementation date ☐ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training	

Considerations	
Cost implications	

3.9 Map Identity – Level 1 change

Title	Map Identity
Issue description	The recording of the MAP identity against the Supply Meter point. There is a CSS requirement for UK Link to provide the MAP ID to a RMP to the CSS. Therefore UK Link is required to hold the MAP ID for the Supply Meter Point. This is essential to be Live prior to 'go-live' for the CSS, this will include a data migration activity.
Impacted Parties	☒ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Level 3 impacts identified	☒ Yes ☐ No If yes a full template needs to be considered
Additional information	*Where applicable*

3.10 Emergency Contact Details

Title	Emergency Contact Details
Issue description	On large supply points Emergency contact details are mandatory however this is not considered within CSS therefore the details need to be updated outside of the switch. Emergency contact details are submitted by a Shipper and notified to the Distribution Networks and iGTs.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs ☐ NTS ☐ Other - Please specify
Current Process	Upon submission of the S38 (LSP CONFIRMATION) record a Shipper will indicate that a site is manned 24 hours for the purposes of an emergency. The details can be updated through the S66 (CONTACT DETAILS) record.
UNC References	*Where applicable*
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
Business Process Model Diagram	*Embedded process model*
Requirements Description	• To ensure emergency contact details are submitted to UK Link

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1	Retain current process and complete the activity outside of a switch	Minimal impacts as current process is retained	• Needs to be taken into consideration within the timeframes
2	Include emergency contact details within the 'shell record' if introduced	One record can be introduced to support mandatory data items being submitted to UK Link for a switch	• New file flow
3			
4			

Implementation timescales	☒ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training	

Considerations	
Cost implications	

3.11 CSS Switch Cancellations

Title	CSS Switch Cancellations
Issue description	Consideration for the ability to cancel a switch event. If information has been shared with UK Link and a switch is cancelled the information will need to be retracted. Switches can be cancelled up until 17:00 on the day prior to the switch becoming effective. Consideration needs to be given to any matters that may arise from the short notice of a cancellation event. Consideration also needs to be factored in how Shippers are notified of the cancellation. This topic area will link to impacts to Gemini that have already occurred prior to the cancellation.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs ☐ NTS ☐ Other - Please specify
Current Process	
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	*Requirements of the change*

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1			
2			
3			
4			

Implementation timescales	☐ Can be implemented after the CSS implementation date ☐ Implementation upon the CSS implementation date ☐ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training Considerations	
Cost implications	

3.12 Vulnerable Customers

Title	Vulnerable Customers
Issue description	Details for vulnerable customers are mandatory however this is not considered within CSS therefore the details need to be updated outside of the switch. Vulnerable customer details are submitted by a Supplier through their Shipper and notified to the Distribution Networks and iGTs.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs (TBC) ☐ NTS ☐ Other - Please specify
Current Process	Vulnerable customer need codes are submitted within the S83 (END CONSUMER) record and the S84 (PRIOIRTY SERVICES) record. These are then notified to the Distribution Networks and iGTs.
Impacted process on the Xoserve Heat Map	
Level of change	*High / medium / low*
UNC References	*Where applicable*
Business Process Model Diagram	*Embedded process model*
Requirements Description	• To ensure vulnerable customer details are submitted to UK Link

Solution options			
No	**Description**	**Impacts (including UNC reference)**	**Considerations**
1	Retain current process and complete the activity outside of a switch	Minimal impacts as current process is retained	Needs to be taken into consideration within the timeframes
2	Include vulnerable customer details within the 'shell record' if introduced	One record can be introduced to support mandatory data items being submitted to UK Link for a switch	New file flow
3			
4			

Implementation timescales	☐ Can be implemented after the CSS implementation date ☒ Implementation upon the CSS implementation date ☒ Implementation prior to the CSS implementation date
Development Dependencies	*Dependencies on this change*
Implementation Risks	*Any associated risks*
Design Constraints	*Any associated constraints*
Design Assumptions	*All assumptions*
Testing Considerations	
Training	

Considerations	
Cost implications	

3.13 Market sector code decommissioning – Level 2 Change

Title	Market sector code decommissioning
Issue description	Distribution Networks and Shippers will need to be sent the Market Sector Code which will now be dealt with by the CSS. The Supplier will provide the market sector code to the CSS and this information will flow to UK Link. A mechanism for notifying the Distribution Networks, iGTs and Shippers needs to be established so the data can be sent.
Impacted Parties	☒ Shipper Users ☒ DNs ☒ iGTs ☐ NTS ☐ Other - Please specify
Level 3 impacts identified	☐ Yes ☐ No If yes a full template needs to be considered
Additional information	*Where applicable*

3.14 Delayed synchronisations – Level 1 or 2 change

Title	Delayed synchronisations
Issue description	*Description of the issue*
Impacted Parties	☐ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Level 3 impacts identified	☐ Yes ☐ No If yes a full template needs to be considered
Additional information	*Where applicable*

3.15 DES Data – Level 1 or 2 change

Title	DES Data
Issue description	*Description of the issue*
Impacted Parties	☐ Shipper Users ☐ DNs ☐ iGTs ☐ NTS ☐ Other - Please specify
Level 3 impacts identified	☐ Yes ☐ No If yes a full template needs to be considered
Additional information	*Where applicable*

4.0 Non –Functional Business Requirements

[To be inserted]

5.0 Appendices

Excel spreadsheet of all level 1, level 2 and level 3 changes

6. Defined Terms and Glossary

Term / Acronym	Definition
SHQ	Supply Hourly Quantity
SOQ	System Offtake Quantity (daily offtake)
Switch Event	Upon first registration A change of Supplier / Shipper as set out by the CSS

7. Document Control

7.1 Version History

Version	Status	Date	Author (s)	Summary of Changes
0.1	Initial Draft	06/12/17	Xoserve	OSP Sustaining Change to Xoserve Systems BRD creation
0.2	Draft	19/01/18	Xoserve	Updates following meeting on 15th December

DRAFT