

**DSC Change Proposal**

**Change Reference Number: XRN4790**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** | | |
| **Change Title** | Introduction of winter read/consumption reports and associated obligation (MOD0652) | |
| **Date Raised** | 8th October | |
| **Sponsor Organisation** | npower | |
| **Sponsor Name** | John Welch | |
| **Sponsor Contact Details** | John.Welch@npower.co.uk | |
| **Xoserve Contact Name** | Emma Smith | |
| **Xoserve Contact Details** | Emma.Smith@Xoserve.com | |
| **Change Status** | Proposal / With DSG / Out for review / 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.  )** | | |
| The change seeks to introduce a number of industry reports, to be sent to users and the performance assurance committee (PAC)to provide visibility and support to the winter consumption process that is linked to the production of accurate WAR bands for supply points in EUCs 03 – 08. These reports would highlight to users when a read has not been submitted in either of the relevant windows, allowing the user to take action and submit a read in the following month. Furthermore, reports for the Performance Assurance Committee would also highlight when reads were not successfully submitted, with an additional obligation being placed on users to undertake a data update to allow the winter annual ratio to be calculated.  Please refer to MOD for details on reports requirements, and timeline during the gas year:  <https://www.gasgovernance.co.uk/sites/default/files/ggf/book/2018-09/Modification%200652%20v5.0.pdf> | | |
| **Proposed Release (Feb/Jun/Nov/Minor)** | **As soon as possible – not expected to require a major release.** | |
| **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?* | | **Aim to reduce the number of meter points in the default war band by providing greater visibility on those meter points that do not have a winter consumption calculated. Greater number of meter in the correct war bands should increase the accuracy of the demand estimation algorithm, which leads to increased levels of temporary UIG.** |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | | **Gas Year 2019-20** |
| **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.* | | **Submission and acceptance of meter reads during the winter months in order to reduce meter points in the default war band.** |
| **Section A5: Final Delivery Sub-Group (DSG) Recommendations** | | |
| *Until a final decision is achieved, please refer to section C of the form.* | | |
| **Final DSG Recommendation** | Approve / Reject / Defer | |
| **DSG Recommended Release** | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY | |
| **Section A6: Funding** | | |
| **Funding Classes** | Shipper 100%  National Grid Transmission XX%  Distribution Network Operator XX%  IGT XX% | |
| **Service Line(s)** | Service Area 3: Record, submit data in compliance with UNC  (DS-NCS SA03-01)  Service Area 6 Annual Quantity, DM supply point capacity, commodity, reconciliation, ad-hoc adjustment and balancing invoices | |
| **ROM or funding details** |  | |
| **Funding Comments** | Further analysis confirms this is service area 6 which is 100% shipper funded, though this is a zero costed change. | |
| **Section A7: ChMC Recommendation** | | |
| **Change Status** | Approve – Issue to DSG  Defer – Issue for review  Reject  At the ChMC meeting on 7th November, this change approved to go to DSG for solution development work. | |
| **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** | 15/02/2019 | |
| **Comms Ref(s)** | 2234.7 – RJ – ES | |
| **Number of Responses** | 4 (approvals) | |
| **Section A8: DSC Voting Outcome** | | |
| **Solution Voting** | Shipper Approve  National Grid Transmission NA  Distribution Network Operator NA  IGT NA | |
| **Meeting Date** | 12/12/2018 / 13/03/2019 | |
| **Release Date** | April 2019 - adhoc | |
| **Overall Outcome** | 12/12/2018 - Xoserve presented the solution options and the Change Proposal to ChMC for discussion only. Xoserve requested Shipper voting members to approve the release of the first report required (no read received in November) in an aim to get the maximum benefit from the change. The remainder of the reports will continue to be developed with DSG and PAC. Shipper User approved this approach.  13/03/2019 – ChMC approved the solution option and release date (see section F) | |

**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** | 19/11/18 |
| **DSG Summary** | |
| LW presented the Change Proposal to DSG. LW explained that this Change Proposal was approved at the ChMC meeting in November to proceed to DSG. The Change Proposal was raised by Npower. LW provided an overview of the requirements specified in the Change Proposal; its purpose is about producing reporting information on read performance for the winter period.  LW asked DSG to consider the requirements based in the Change Proposal to support the development of solution options.  **Action 1113: DSG to support Xoserve with the development of requirements for XRN4790 (Introduction of winter read consumption reports and associated obligation).**  SC wanted to know of how the reports are sent out at the moment. Simon Harris (SH) stated that all kinds of reports are sent out in relation to the subject associated with this new Change Proposal.  LW stated that Xoserve would like to have an integrated, self-service tool for customers to use to generate their own reports, but LW wanted to know what customers required, but observed that customers seem to have multiple and varied requirements for reporting information.  Claire Louise Roberts (CLR) wanted to know the difference between Birst and Huddle. SH explained that Huddle is a platform used for downloading information, similar to SharePoint. Birst is an application which provides visual representation of statistical information and is dynamic and tailorable to the user’s inputs.  Richard Johnson (RJ) talked DSG through Appendix One, which indicates that this Change Proposal has a prioritisation score of 40%.  LW asked DSG if they had any further questions; DSG raised no further questions | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

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

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| **Section C2: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 03/12/18 |
| **DSG Summary** | |
| ES presented slides 47 to 50 to DSG. ES explained that there is a Mod and a Change Proposal in place for this change. This change will result in several reports to be sent to Shippers and PACs. ES presented two aims for this agenda item on slide 47:  • Agree the data items that will be provided in the Shipper User reports (not PAC) and delivery mechanisms.  • Assess proposal to issue one of the reports in December  ES stated that one of the reports (report 1) can be delivered in December, pending approval at the December ChMC meeting. The reports will support the recipients with correct assignment of WAR bands.  ES mentioned the purpose of report 1 (supply points for which a read was not submitted in November each year to each user). ES presented the data items to be included in the report, and asked DSG if they would like to see any additional data items in the report. SC said that she will provide an email response. ES explained that report 1 would be issued in December every year and then in the subsequent April, only where no read was provided in March.  ES asked if Xoserve should deliver report 1 as an extract, or a complete fresh report. ES did consider that there could be Meter Point sites below the threshold, and there would be other sites in the EUC 3 to 8 ranges. ES and LW concluded that a change of EUC should be added to the report.  Action 1123: Regarding agenda item 13a. XRN4790 (Introduction of winter read consumption reports and associated obligation), DSG to consider any additional Data Items they would like to see in the reports.  The conversation turned to the potential delivery mechanism for the reports (slide 49). ES presented the three different delivery mechanism options:  • On-Line business intelligence portal (new external portal – logon required with download capability) – timelines for roll currently unknown  • Email data out separately (could be delivered with above or prior to above being available)  • Adding to existing reporting suite i.e. shipper performance pack (undergoing review)  There was some discussion regarding Xoserve’s initiatives for its MI reporting. LW mentioned that Xoserve’s reporting is being reviewed, and that the UIG produce and distribute a lot of reports.  ES said that the option in the first bullet point is a long term view. Eleanor Laurence reiterated her support for Huddle, citing its use in the M Number DVD Service. Emma said that this will be considered at ChMC. | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

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| **Section C3: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 17/12/2018 |
| **DSG Summary** | |
| LW presented and stated that this change was raised by Npower, supporting MOD0652. LW explained that although the MOD wasn’t implemented, the UIG Taskforce was already developing War Band Reports. There are 8 reports in the change; the first report has been sent out to tell Shippers where they haven’t procured a read in November. The War band needs a read to be procured in December before the next 2 reads in the New Year. If you don’t procure the read in December it will defer to the following year. LW confirmed that we will keep DSG updated with solutions. | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

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| **Section C4: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 04/02/2019 |
| **DSG Summary** | |
| ES presented this agenda item to DSG, and started off by providing a summary of the change: MOD sets the obligation to provide the reads and submit amended Winter Consumption where one has failed to calculate. This is expected to be a zero cost change as UIG resources are building the reports. The reports are expected to deliver via business intelligence service but can also be distributed via email.  Within an excel document on slide 57, ES presented the requirements for each of the reports. DSG provided no comments and therefore seem to be in support of the requirements for each report.  ES intends to include this change within a Solution Review Change Pack in February. The change is expected to be implemented in April. | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

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| **Section C5: Delivery Sub-Group (DSG) Recommendations** | |
| **DSG Date** | 17/12/2018 |
| **DSG Summary** | |
| ES presented this agenda item to DSG, and started off by providing a summary of the issue identified: MOD sets the obligation to provide the reads and submit amended Winter Consumption where one has failed to calculate. ES stated that there has been some analysis and update and went through the Winter consumption Calculation on slides 111 & 112.  The job is scheduled to run in mid-May, however the read window for class 4 reads is 25 business days and therefore some reads may miss the winter consumption calculation process. Therefore UNC Actual Reads submitted with a read date on or before 30th April but submitted after the winter consumption calculation job has commenced will not be considered. Slide 115 states the considerations raised at ChMC and ChMC stated to continue with May and produce reports then decide if a new CP needs to be raised for 2020. In summary, to continue as is and look at the numbers impacted.  SC asked if there’s any other work arounds that can be considered. ES stated that there have been no work arounds so far, however there will be plenty of points along the way to amend the volume as there is a lot of reporting coming out for this change. The MOD has a timeline of reports.  **Action 19 – 0217 Create a timeline with reports for XRN4790**  This was the end of February 18th DSC Delivery Sub Group meeting.  Next Meeting: **04th March 2019**  If you have any questions relating to the above meeting minutes, please email [**uklink@xoserve.com**](mailto:uklink@xoserve.com) | |
| **Capture Document / Requirements** | N/A |
| **DSG Recommendation** | N/A |
| **DSG Recommended Release** | N/A |

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

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| **Section D1: Solution Options** | |
| **High Level summary options** | |
| Aim: Shipper Users to review the reporting data items to be issued to support each Shipper User report (reports 1, 3, 7) and confirm if any additional data items would be required.  Solution Option One (as providing data and set requirements are set out in MOD652) there is only one solution option with two delivery mechanisms):  Provide a selection of reports to the Registered User and add reporting to the Performance Assurance Report Register (PARR) schedule for the Performance Assurance Committee (PAC) to provide information around the submission of reads to generate a Winter Consumption Calculation. Where reads were not available, submission of Winter Consumption Correction, in order that a Supply Meter Point in EUC03-09 has a calculated or corrected Winter Consumption Value each year and is not assigned a default War Band.  Xoserve has already issued a report in December 2018 for ‘no read in November’ and aims to issue out the ‘no read in March’ report in April to improve the performance for 2018/19 Winter Consumption recalculations.    Delivery Sub-Group (DSG) recommends the reports are issued via a new business intelligence service; do reviewers support this delivery mechanism? (the rollout of business intelligence service is being managed via XRN4833) Xoserve will also maintain the capability to email the data to Users.  This is a zero costed change.  The attached document details the data items that will be supplied in each report. | |
| **Implementation date for this solution option** | April 2019 |
| **Xoserve preferred option; including rationale** | Option One |
| **DSG preferred solution option, including rationale** | Option One |
| **Consultation close out date** | 1st March |

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

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| **User Name** | Lorna Lewin | |
| **User Contact Details** | [lolew@orsted.co.uk](mailto:lolew@orsted.co.uk) 0207 451 1974 | |
| **Section E1: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| We support Xoserve & DSG’s recommended option. | | |
| **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. |

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| **User Name** | Kirsty Dudley | |
| **User Contact Details** | [Kirsty.Dudley@eonenergy.com](mailto:Kirsty.Dudley@eonenergy.com) | |
| **Section E2: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| We are happy to support this change.  We request that any Shipper reports are issued with the Shipper Packs, even as a separate attachment rather than stand alone. | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | Approve |
| **Publication of consultation response** | | Publish |
| **Section E2: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. |

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| **User Name** | **Amie Charalambous** | |
| **User Contact Details** | **07917271763** | |
| **Section E3: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| As the proposer, we are fully supportive of this change. We believe that All shippers would benefit from having a greater insight as to how their initial exposure to UiG will evolve via amendment.   As such, it should be seen as a priority alongside other root cause solutions to UiG, as promoted by the relevant UiG workgroups / DSC / UNC Committees.  We also feel that a minor release would be sufficient and preferable – there is no functional change required for shippers. | | |
| **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, Southern Electric Gas Limited, SSE Energy Supply Limited** | |
| **User Contact Details** | [**Megan.coventry@sse.com**](mailto:Megan.coventry@sse.com)**, 02392277738** | |
| **Section E4: Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.** | | |
| We agree with solution option 1. | | |
| **Implementation date for this option** | | Approve |
| **Xoserve preferred solution option** | | Approve |
| **DSG preferred solution option** | | Approve |
| **Publication of consultation response** | | Publish |
| **Section E4: Xoserve’ s Response to Organisations Comments** | | Thank you for your comments. |

**Section F: DSC Change Proposal: Approved Solution Option**

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| **Section F1: Solution Option for XRN4790** | |
| Solution Option One (as providing data and set requirements are set out in MOD652) there is only one solution option with two delivery mechanisms):    Provide a selection of reports to the Registered User and add reporting to the Performance Assurance Report Register (PARR) schedule for the Performance Assurance Committee (PAC) to provide information around the submission of reads to generate a Winter Consumption Calculation. Where reads were not available, submission of Winter Consumption Correction, in order that a Supply Meter Point in EUC03-09 has a calculated or corrected Winter Consumption Value each year and is not assigned a default War Band. | |
| **Implementation date** | Adhoc – April 2019 |
| **Approved by** | Change Management Committee |
| **Date of approval** | 13/03/2019 |

**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)** | **N/A** |
| **Associated MOD Number(s)** | **0652** |
| **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)*  Business Reporting in the impacted business area |
| **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** | 40% |

**Document Version History**

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| --- | --- | --- | --- | --- |
| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 0.1 | For Approval | 19/10/18 | Emma Smith | N/A |
| 0.2 | For Approval | 14/11/18 | Heather Spensley | Appendix added |
| 2.0 | With DSG | 23/11/18 | Rachel Taggart | Notes from DSG |
| 3.0 | With DSG | 10/12/18 | Richard Johnson | Notes from DSG |
| 4.0 | With DSG | 14/12/18 | Richard Johnson | Notes from ChMC on 12th December added |
| 5.0 | With DSG | 27/12/18 | Richard Johnson | Notes from DSG on 17th December added |
| 6.0 | With DSG | 11/02/19 | Richard Johnson | Notes from DSG on 4th February added |
| 7.0 | Out for review (solution) | 15/02/19 | Richard Johnson | Sent out for Solution Review on 15th February |
| 8.0 | Out for review (solution) | 26/02/19 | Charan Singh | Notes from DSG on 18th February 2019 |
| 9.0 | Out for review (solution) | 04/03/19 | Richard Johnson | Reps added |
| 10 | Approved | 15/03/19 | Richard Johnson | Outcome from ChMC on 13th March added. |

**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |