





# DSC Change Proposal

Change Reference Number: XRN4752

Customers to fill out all of the information in this colour ■

Xoserve to fill out all of the information in this colour ■

<b>Section A1: General Details</b>	
<b>Change Title</b>	Meter Read Performance
<b>Date Raised</b>	30/08/2018
<b>Sponsor Organisation</b>	Xoserve
<b>Sponsor Name</b>	Rachel Hinsley
<b>Sponsor Contact Details</b>	0121 623 2854 <a href="mailto:Rachel.hinsley@xoserve.com">Rachel.hinsley@xoserve.com</a>
<b>Xoserve Contact Name</b>	Rachel Hinsley
<b>Xoserve Contact Details</b>	0121 623 2854 <a href="mailto:Rachel.hinsley@xoserve.com">Rachel.hinsley@xoserve.com</a>
<b>Change Status</b>	With DSG
<b>Section A2: Impacted Parties</b>	
<b>Customer Class(es)</b>	<input checked="" type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
<b>Section A3: Proposer Requirements / Final (redlined) Change</b>	
<p>Section M of UNC states the read obligation for Class 2 and Class 3 Supply Meter points. Within Code this section also states:</p> <ul style="list-style-type: none"><li>- TPDM5.7.4 Each User shall secure that the requirement in paragraph 5.7.1 is complied with in respect of at least 97.5% of Relevant Class 2 Supply Meters every Day and the CDSP shall notify each User of its performance in such respect</li><li>- TPDM5.8.5 MD is the number of Relevant Class 3 Supply Meters and the CDSP shall notify each User of its performance in such respect.</li></ul> <p>This states that the CDSP has an obligation to report the performance. There are service lines set up for us to provide read performance reports; we need a CP to enact this.</p> <p> Copy of Service lines relating to meter read</p> <p>A report specification has been created and is available here:</p> <p> Report Specification Template - Read perf</p> <p>It is proposed to provide these reports anonymously until the PARR is amended to provide non-anonymised reports to PAC (completed under UNCC; not the DSC).</p>	
<b>Proposed Release</b>	<b>Ad-hoc – data release</b>
<b>Proposed Consultation Period</b>	<input checked="" type="checkbox"/> 10 Working Days

	<input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
<b>Section A4: Benefits and Justification</b>	
<b>Benefit Description</b> <i>What, if any, are the tangible benefits of introducing this change?</i> <i>What, if any, are the intangible benefits of introducing this change?</i>	Allows for meter read performance to be monitored, encouraging meter read submission and transparency
<b>Benefit Realisation</b> <i>When are the benefits of the change likely to be realised?</i>	As soon as delivered
<b>Benefit Dependencies</b> <i>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.</i>	N/A
<b>Section A5: Final Delivery Sub Group Recommendations</b>	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
<b>Final DSG Recommendation</b>	Approve / Reject / Defer
<b>DSG Recommended Release</b>	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY
<b>Section A6: Funding</b>	
<b>Funding Classes</b>	<input checked="" type="checkbox"/> Shipper 100% <input type="checkbox"/> National Grid Transmission XX% <input type="checkbox"/> Distribution Network Operator XX% <input type="checkbox"/> IGT XX%
<b>Service Line(s)</b>	Service Line 18 – Provision of user reports and information
<b>ROM or funding details</b>	N/A
<b>Funding Comments</b>	Shippers agreed for this to be 100% Shipper funded
<b>Section A7: CHMC Recommendation</b>	
<b>Change Status</b>	<input checked="" type="checkbox"/> Approve – Issue to DSG <input type="checkbox"/> Defer – Issue to Consultation <input type="checkbox"/> Reject
<b>Industry Consultation</b>	<input type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
<b>Expected date of receipt for responses (to Xoserve)</b>	XX/XX/XXXX
<b>DSC Consultation</b>	
<b>Issued</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Date Issued</b>	
<b>Comms Ref(s)</b>	
<b>Number of Responses</b>	
<b>Section A8: DSC Voting Outcome</b>	
<b>Solution Voting</b>	<input checked="" type="checkbox"/> Shipper Approve <input type="checkbox"/> National Grid Transmission NA <input type="checkbox"/> Distribution Network Operator NA <input type="checkbox"/> IGT NA
<b>Meeting Date</b>	12/09/2018
<b>Release Date</b>	TBC
<b>Overall Outcome</b>	Approved to proceed to DSG

Please send the completed forms to: <mailto:box.xoserve.portfoliooffice@xoserve.com>

#### Document Version History

Version	Status	Date	Author(s)	Summary of Changes
1.0	Draft	30/08/18	Rachel Hinsley	New Change Proposal
2.0	Approved at ChMC	14/09/18	Rachel Hinsley	Update from ChMC meeting on 12/09 added ti A7 and A8.
3.0	DSG notes added	20/09/18	Rachel Hinsley	DSG notes from 17 <sup>th</sup> September added
4.0	DSG notes added	05/10/18	Rachel Hinsley	DSG notes from 17 <sup>th</sup> September updated with discussions from 1 <sup>st</sup> October

#### Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/04/2018	Emma Smith	Template approved at ChMC on 11 <sup>th</sup> July

## Section C: DSC Change Proposal: DSG Discussion

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Date	17/09/18
DSG Summary	
The prioritisation score of 26% was presented to DSG. This change originated from the Performance Assurance Committee; the purpose of the change is to provide greater detail and context on Meter Read Performance reports.	
Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A



## 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.

Change Driver Type	<input type="checkbox"/> CMA Order	<input type="checkbox"/> MOD / Ofgem
	<input type="checkbox"/> EU Legislation	<input type="checkbox"/> License Condition
	<input type="checkbox"/> BEIS	<input checked="" type="checkbox"/> ChMC endorsed Change Proposal



	<input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
<b>Associated Change reference Number(s)</b>	None
<b>Associated MOD Number(s)</b>	MOD0664
<b>Perceived delivery effort</b>	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input type="checkbox"/> No
<b>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:</b>	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other <i>(please provide details below)</i>  <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input checked="" type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 3: Record/submit Data in Compliance with UNC
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Are any of the following at risk if the change is not delivered?</b>	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
<b>Are any of the following required if the change is delivered?</b>	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
<b>Known Impact to Systems / Processes</b>	
<b>Primary Application impacted</b>	<input checked="" type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Business Process Impact</b>	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input checked="" type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input type="checkbox"/> Yes <i>(please provide details below)</i>  <input type="checkbox"/> No
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact

Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> 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?	<input type="checkbox"/> Low ( <i>easy, repetitive, quick task, very little risk of human error</i> ) <input type="checkbox"/> Medium ( <i>moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome</i> ) <input type="checkbox"/> High ( <i>complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome</i> )
Change Prioritisation Score	26%

## Document Control

### Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	27/04/18	Anesu Chivenga	