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 5144		
Change Title:	Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions		
Date Raised:	27/03/2020		
Sponsor Representative Details:	Organisation:	Xoserve	
	Name:	David Addison	
	Email:	David.addison@xoserve.com	
	Telephone:		
Xoserve Representative Details:	Name:		
	Email:		
	Telephone:		
	Business Owner:		
Change Status:	☐ Proposal	☒ With DSG	☐ Out for Review
	☐ Voting	☐ Approved	☐ Rejected

A2: Impacted Parties

Customer Class(es):	☐ Shipper	☐ Distribution Network Operator
	☐ NG Transmission	☐ IGT
	☒ All	☐ Other <Please provide details here>
Justification for Customer Class(es) selection	Supplier short codes are used to identify individual suppliers. This change would allow a single supplier short code to be re-assigned to an appointed Supplier of Last Resort (SoLR) rather than each individual supply meter point undergoing a standard change of supplier event. Impact assessment is required to understand whether this impacts individual market participants.	

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	The Ofgem Switching Programme Design Baseline 4 published in June 2018[1] indicated that following the implementation of the Central Switching Service (CSS), the preferred implementation of SoLR directions would be given effect using a Market Participant Identifier (MPID) transfer e.g. re-assignment of the failing supplier's short code to the appointed SoLR. This would effectively transfer responsibility for all supply meter points registered against the failing supplier's short code to the SoLR. In making this statement it was acknowledged that the impacts to CDSP and Transporter systems would need to be determined. Following a further Ofgem review, it is understood that this approach is to be followed as the CSS NFRs would not support a large scale Supplier failure – and would be inefficient to scale systems for such an event. This approach would materially vary the treatment of organisations in UK Link systems. This approach is set out in the MDD Market Participant Identity Verification Approach Document. This currently does not allow short codes to be re-used. Therefore, a change is required to enable this in certain circumstances, specifically to give effect to a SoLR direction. For the avoidance of doubt, it is not intended that the reuse of a Shipper Short Code is proposed. A Change of Shipper activity will need to be undertaken in the event that the Shipper entity is changed. Where a supplier short code is associated to a shipper short code (as they are linked to the same organisation), reassignment of the supplier short code will mean that the link between the supplier and shipper will be broken. Impact assessment is required to understand whether breaking this link will affect UK Link and market participant systems and each parties' processes.	
Change Description:	The Change Proposal will require changes to the MDD Market Participant Identity Verification Approach Document. This includes changes to the business rules in section 4 to clarify that supplier short codes can be re-assigned as part of a SoLR event and that a single Market Participant Identity could be assigned to different legal entities where the associated supplier and shipper are different.	
Proposed Release:	Release: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY	
Proposed Consultation Period:	☐ 10 Working Days	☐ 15 Working Days
	☒ 20 Working Days	☐ Other [Specify Here]

[1] https://www.ofgem.gov.uk/system/files/docs/2018/02/reform_package_summary_spreadsheet.xlsx

A4: Benefits and Justification

Benefit Description:	This proposal is required to facilitate delivery of the switching arrangements as set out in the DB4 Baseline. Historically, supplier short code re-assignment has only been used to facilitate transfer of customers as a result of a trade sale, where historic rights and obligations are also transferred. In considering this option for implementation of SoLRs under the new switching arrangements the benefits of this approach have been highlighted, particularly in terms of reliability for consumers by ensuring that all supply meter points associated with the failing supplier's short code are transferred in a single transaction. Amending the MDD Market Participant Identity Verification Approach Document will clarify the rules associated with supplier short code re-assignment. It is therefore proposed that this change be made in advance of CSS go live so that it can be utilised under the current arrangements, where deemed appropriate.
	What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?
Benefit Realisation:	Following the change to the MDD Market Participant Identity Verification Approach Document, supplier short code re-assignment could be used in order to implement SoLR directions, where this is deemed to be the most appropriate approach. Following CSS go live, it is expected that a supplier short code re-assignment will be used where possible, noting that this will not be an effective solution whether a failing supplier's portfolio is to be split between multiple SoLRs.
	When are the benefits of the change likely to be realised?
Benefit Dependencies:	This change is not dependent on any other events / projects. However, a separate change is expected to be progressed under the switching programme to facilitate the timely change of shipper activities also required as a result of a SoLR direction, in order to minimise the time lag between the appointment of the SoLR and the associated change of Shipper where required.
	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 – Removed

(see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	

Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix			
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☐ Shipper	XX %	XX %
	☐ National Grid Transmission	XX %	XX %
	☐ Distribution Network Operator	XX %	XX %
	☐ IGT	XX %	XX %
	☐ Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation

Change Status:	☒ Approve	☐ Reject	☐ Defer
Industry Consultation:	☐ 10 Working Days	☐ 15 Working Days	
	☐ 20 Working Days	☐ Other [Specify Here]	
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX		

DSC Consultation Issue:	☐ Yes	☐ No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

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: 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

Section B: Change Proposal Initial Review

To be removed if no consultation is required; or alternatively collated post consultation

B1: User Details

User Contact Details:	Organisation:	
	Name:	
	Email:	
	Telephone:	

B1: ChMC Industry Consultation

1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response			
2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.			
3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor/major release as proposed in section A3 (Proposer Requirements / Final (redlined) Change)? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months)			
4. Do you agree with the principles of this funding as indicated in section A6 (Service Lines and Funding)?			
Change Proposal in principle:	☐ Approve	☐ Reject	☐ Defer
Publication of consultation response:	☐ Publish	☐ Private	

Please send the completed forms to: uklink@xoserve.com

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

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

DSG Date:	Click here to enter a date.		
DSG Summary:			
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	☐ Approve	☐ Reject	☐ Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

Section D: High Level Solution Options

D1: Solution Options

Solution Option Summary:	
Xoserve preferred option: (including rationale)	
DSG preferred solution option: (including rationale)	
Consultation closeout:	Click here to enter a date.

Impact on Service Line(s) and funding (A6) for each Solution Option:	(If differ from original assessment in A6)

Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

User Contact Details:	Organisation:		
	Name:		
	Email:		
	Telephone:		
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.			
Implementation Date:	☐ Approve	☐ Reject	☐ Defer
Xoserve preferred solution option:	☐ Approve	☐ Reject	☐ Defer
DSG preferred solution option:	☐ Approve	☐ Reject	☐ Defer
Publication of consultation response:	☐ Publish	☐ Private	

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	

Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN####
Solution Details:	
Implementation Date:	Click here to enter a date.
Approved By:	
Date of Approval:	Click here to enter a date.

Section G: Change Pack

G1: Communication Detail

Comm Reference:	
Comm Title:	
Comm Date:	Click here to enter a date.

G2: Change Representation

Action Required:	
Close Out Date:	Click here to enter a date.

G3: Change Detail

Xoserve Reference Number:	
Change Class:	
ChMC Constituency Impacted:	
Change Owner:	
Background and Context:	

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	
Non-Functional:	
Application:	
User(s):	
Documentation:	
Other:	

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed

G5: Change Design Description

G6: Associated Changes

Associated Change(s) and Title(s):	

G7: DSG

Target DSG discussion date:	Click here to enter a date.
Any further information:	

G8: Implementation

Target Release:	Release: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
Status:	

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:		
	Name:		
	Email:		
	Telephone:		
Representation Status:			
Representation Publication:	☐ Publish		☐ Private
Representation Comments:			
Confirm Target Release Date?	☐ Yes	☐ No	If [No] please specify alternative

Please send the completed representation response to uklink@xoserve.com

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 Details

Change Driver Type:	☐ CMA Order	☐ MOD / Ofgem	
	☐ EU Legislation	☐ License Condition	
	☐ BEIS	☐ ChMC endorsed Change Proposal	
	☐ SPAA Change Proposal	☐ Additional / 3rd Party Service Request	
	☐ Other	<If [Other] please provide details here>	
Customer group(s) impacted if the change is not delivered:	☐ Shipper	☐ IGT	☐ Network
	☐ Xoserve	☐ NG Transmission	☐ NTS
	☐ Other	<If [Other] please provide details here>	
Associated Change Ref Number(s):		Associated MOD Number(s):	
Perceived delivery effort (days):	☐ 0-30	☐ 30-60	
	☐ 60-100	☐ 100+	
Does the change 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 selected please answer the next question)	
		☐ No	
A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios:	☐ New Technology	☐ Theft of Gas	
	☐ Mass Data	☐ Xoserve Employee Data	
	☐ Vulnerable Customer Data	☐ Fundamental changes to Xoserve	
	☐ Other	<If [Other] please provide details here>	
	(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 this change?*	☐ Multiple Market Participants	☐ Multiple Market Group	
	☐ All UK Gas Market Participants	☐ Xoserve Only	
	☐ One Market Group	☐ One Market Participant	
Primary Impacted DSC Service Area:	Choose Item		
	☐ One	☐ Two to Five	

Number of Service Areas Impacted:	☐ Five to Twenty	☐ All	
Improvement Scale?	☐ 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		
Primary Application impacted:	☐ BW	☐ ISU	☐ CMS
	☐ AMT	☐ EFT	☐ IX
	☐ Gemini	☐ Birst	☐ API
	☐ Other	<If [Other] please provide details here>	
Business Process Impacted:	☐ AQ	☐ SPA	☐ RGMA
	☐ Reads	☐ Portal	☐ Invoicing
	☐ Other	<If [Other] please provide details here>	
Any known impacts to external services and/or systems as a result of this change?	☐ Yes	<If [Yes] please provide details here>	
	☐ No		

Workaround Details

Workaround in operation?	☐ Yes	If [No] please do <u>not</u> continue completing the [Workaround Details] section	
	☐ No		
Who is accountable for the workaround?	☐ Xoserve	☐ External Customer	☐ Both
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)*	

Prioritisation Score

Change Prioritisation Score:	

Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	With DSG	14/04/2020	Jai Le Resche	Updated with ChMC outcome from the meeting on 8th April

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.
6.1	In Draft	26/03/2019	Richard Johnson/ Alison Cross	The following minor changes were made: - Inclusion of an All 'Impacted Parties' option in A2 - Justification section added to section A2 - Change Description replaced with Problem Statement in section A3 - Remove 'X' in Release information (sections A3, A5, A7, C1 and G8) - Updated Service Line and UK Link impacts and funding section (A6) to include further detail - Amended questions 3 and 4 in section B - Added Service Line/UK link Assessment in section D - Removed Section A5
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group re-added Change Description text box
7.0	Approved	13/06/2019	Richard Johnson	DSC Governance Review Group changes to the template

				approved at Change Management Committee on 12th June 2019