



CMS Rebuild Update

January Updates

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CMS Rebuild - Progress to date

Activities since last Update in December

- Workshops continued at pace and in December we facilitated three Duplicate Meter Points (DUP) Process workshops and a combined Isolation & Dead To Live (ISO /DTL) workshop.
 - 43 attendees across these four workshops
 - 62 requirements captured across these two processes *we are still refining and this figure may change based on removal of duplication etc
 - 66 Pain points identified and captured *this may include duplication
- During the first week of Jan the following workshops have taken place *this may include duplication)
 - Management of Unregistered sites
 - 8 attendees
 - 24 Requirements
 - 14 Pain Points
 - Gas Safety Regulations
 - 11 attendees
 - 58 Requirements
 - 32 Pain Points
- At the time of submission the Theft of Gas Workshop was yet to be completed
- All Workshop outputs will be published here:

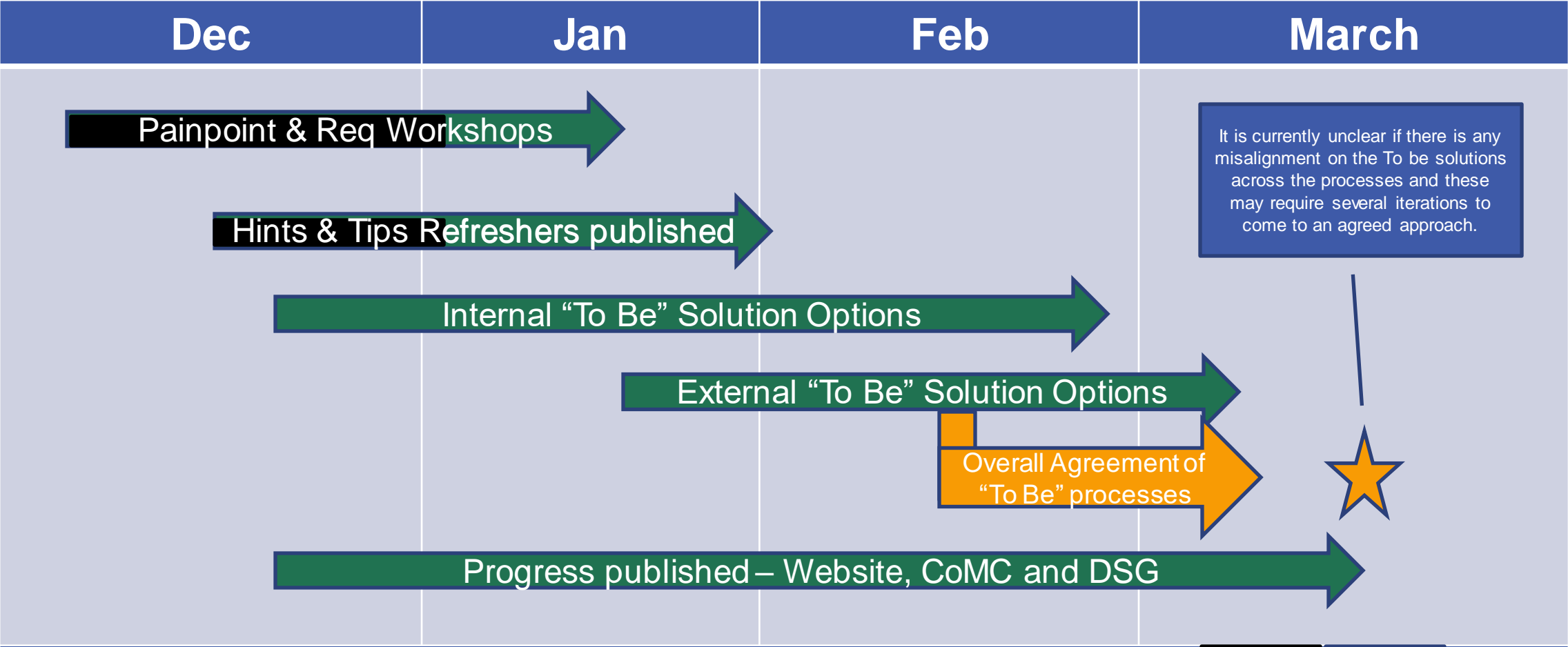
<https://www.xoserve.com/systems/contact-management-service/contact-management-service-cms-rebuild-project/>

Next Steps

- Must Reads Workshops W/C 18/01/2021 will be slightly different format due to the previous workshops in July / August
- Continue with planned workshops
- Schedule a consumption Adjustment Workshop with Distribution Networks
- Compile a full list of the requirements which:
 - Remove duplication
 - Add our understanding to that requirement
 - Encourage customers to help prioritise
- Schedule Ideal state workshops both internal and external

Key Milestones	Due
Initial Workshops Completed	22/01/2021
Ideal Workshops Commence	24/01/2021
HLSO – Target Date	March

CMS Rebuild Next Steps



Commentary

Completed
On Track
At Risk

Workshops to date have recieved great feedback to date and the findings are consitent accross the board