

# Change Order Form

for

## Changes to the Vulnerable Customer codes

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**BLUE TEXT SHOULD BE OVERTYPED, PURPLE TEXT IS FOR INFORMATION/GUIDANCE**

Title	Changes to Vulnerable Customer Codes
Submission date	19/08/2016
Service & Level of Quote/Estimate Robustness Requested	<p><i>Please insert an X in the appropriate box:</i></p> <p><b>Evaluation Services</b></p> <p><input type="checkbox"/> RULE Analysis</p> <p><input type="checkbox"/> ROM estimate for Analysis &amp; Delivery</p> <p><input type="checkbox"/> High Level Estimate for Analysis &amp; Delivery</p> <p><b>ASA Change Order Services</b></p> <p><input type="checkbox"/> Firm quote for Analysis</p> <p><input checked="" type="checkbox"/> Firm quote for both Analysis &amp; Delivery</p>
Additional Information required <i>If applicable.</i>	Changes to elign gas and electricity vulnerable customer data and codes will be required to facilitate Ofgem and industry requirements
Customer's change reference <i>If applicable.</i>	{Insert GPINS number or any linked / previous xoserve reference number for example}
Impact & Communication <i>Indicate the impacted Networks.</i> <i>Those marked as X would receive output documentation such as EQR, BER etc.</i> <i>Where not all Networks are selected (excluding Other) it is taken that the item is confidential to that party and would not appear within CMSG reports. However, items marked as funded from categories 1 to 4 (below) appear in CMSG reports regardless of the selection made here.</i> <i>To restrict reporting of this item at the initial Evaluation Service stage, select 'No'.</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input type="checkbox"/> All Networks (Transmission &amp; Distribution)</p> <p><i>Or select as follows:</i></p> <p><input type="checkbox"/> National Grid Transmission</p> <p><input checked="" type="checkbox"/> National Grid Distribution</p> <p><input checked="" type="checkbox"/> Scottish &amp; Southern Gas Networks</p> <p><input checked="" type="checkbox"/> Wales &amp; West Utilities</p> <p><input checked="" type="checkbox"/> Northern Gas Networks</p> <p><input checked="" type="checkbox"/> Other – Independent Gas Transporters when applicable</p> <p><i>Report to all Industry Users (i.e. publication via the Joint Office)?</i></p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
Customer view of change funding  <i>Items with a number indicates the External Spend Spreadsheet Category; for those items the proportion payable by Transmission/Distribution Networks is also shown in brackets</i>  <i>NB: If change is User Pays, also select the funding pot which will fund the change prior to recovery of costs from Users.</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input type="checkbox"/> 1 – RGTA Functionality (100/0)</p> <p><input type="checkbox"/> 2 – AT Link Functionality (20/80)</p> <p><input checked="" type="checkbox"/> 3 – Distribution Network Only Change (0/100)</p> <p><input type="checkbox"/> 4 – Core Changes – All Networks (11/89)</p> <p><input type="checkbox"/> 5 – Individual Network Changes (Not from Change Budget) <i>(Assumes network selected above receives 100% of charges)</i></p> <p><input type="checkbox"/> 5 – Multi-Network Changes (Not from Change Budget) <i>{Please specify here how the charges should be split}</i></p> <p>User Pays - Also select the appropriate funding pot</p> <p><input checked="" type="checkbox"/> Other Post UK Link activity – may be a requirement to also obtain funding from iGTs</p>
Change Budget approved by all Change Managers:	<p><i>Please insert an X in the appropriate box:</i></p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
Customer representative	Joanna Ferguson
Customer representative contact details	Email: <a href="mailto:jferguson@northerngas.co.uk">jferguson@northerngas.co.uk</a>
Subject matter expert / Network Lead	{Name}
Subject matter expert contact details	{Email and telephone number}
xoserve contact	Tahera Choudhury

Change Details
<p><b>Change priority :</b></p> <p>This change looks to make the necessary changes to the UK Link systems to flow new Priority Service Register codes, with a view to being able to “go-live” in June 2017 in line with current Ofgem and industry anticipation.</p> <p>At a Data Sub-group there was general industry agreement that June 2017 would enable all gas and electricity codes to go-live at the same time and that industry participants would endeavour to encourage Ofgem to use this date as a desired go-live date. This would be in line with preferred release dated for UK Link updates, and updated SPAA schedules. This date was agreed prior to the delays to Project Nexus which will now go-live in 2017.</p>
<p><b>Change driver / origin:</b></p> <p>This work seeks to implement the Ofgem driven programme to establish better sharing mechanisms for vulnerable customer data in order to align processes across both gas and electricity.</p>
<p><b>Change overview:</b></p> <p>Ofgem has been consulting about better sharing of data relating to vulnerable customers to ensure that their needs are met in a more co-ordinated manner across the energy industry. A working group has been convened to develop the operational requirements, and Ofgem has issued draft Licence amendments to Suppliers, Gas Transporters and electricity Distribution Network Operators.</p> <p>Changes to the Gas Transportation Licence are of a minimal nature, not requiring GTs to set up and maintain a separate formal Priority Service Register (PSR), but to align to industry codes and to share vulnerable customer data in a more defined manner. This data sharing method is not prescribed to be via standard industry data flows and there are trials being conducted by GTs to consider non systematised sharing of data which have been very successful to date.</p> <p>Alignment of the codes to meet a single set agreed by gas and electricity is the key focus for implementation.</p>
<p><b>Change information:</b></p> <ul style="list-style-type: none"> <li>▪ This change requests two levels of analysis to be undertaken: <ul style="list-style-type: none"> <li>○ Change the current PSR definition codes to align to new cross sector codes</li> <li>○ Addition of new data flows to assess the cost benefit analysis versus the current non system sharing</li> </ul> </li> <li>▪ A copy of the current proposed set of codes (by way of a Master Registration Agreement CP) is attached along with presentation material from Tahera Choudhury who has been attending the working groups representing Xoserve</li> <li>▪ It should be noted that some of the needs codes may be “Not Used” in gas as they have a particular electricity focus but decisions on how best to manage this has yet to be established</li> </ul>