

**DSC Change Proposal**

**Change Reference Number: XRN4635**

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| **Change Title** | Provision of a Consumer Enquiry Service Web Portal (Mnumber) | |
| **Date Raised** | 05/06/2018 | |
| **Sponsor Organisation** | Xoserve Ltd | |
| **Sponsor Name** | Sandra Simpson | |
| **Sponsor Contact Details** | [sandra.l.simpson@xoserve.com](mailto:sandra.l.simpson@xoserve.com) | |
| **Xoserve Contact Name** | Simon Harris | |
| **Xoserve Contact Details** | [simon.harris@xoserve.com](mailto:simon.harris@xoserve.com) (01216232455) | |
| **Change Status** | **Proposal** / With DSG / Out for Consultation / Voting / Approved or Rejected | |
| **Section A1: Impacted Parties** | | |
| **Customer Class(es)** | Shipper  National Grid Transmission  Distribution Network Operator  iGT | |
| **[Section A2: 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.  )** | | |
| **Requirement to provide an alternative method (in addition to the existing telephone service) for end consumers to gain information relevant to their gas supply / transporter. It is Xoserve’s intent to provide this service via the internet (additional to the exisiting telephone service).**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | ASGT-NC SA16-06 | Provision of relevant data to domestic customers or persons acting on their behalf (but not gas shippers or their agents) or to any customer of a gas supplier in relation to premises occupied, or to be occupied, by the customer | Receipt of request from a domestic customer or a person acting on their behalf (but not a gas shipper or its agents) for relevant data referred to at paragraphs 3(a)(iii), 3(b)(iii) and 3(b)(iv) of Standard Special Condition A31 of the Transporter's Licence or receipt of request from a customer of a gas supplier for any relevant data referred to at paragraph 3 (e) of Standard Special Condition A31 of the Transporter's Licence which relate to the premises occupied, or to be occupied, by the customer. Receipt of a request from a gas customer for the provision of the identity of the GT to the premises in question | Telephone or web service | Standard Special Condition A31 paragraph 2(c) and 2(e). | a) 100,000 per calendar month . b) 100,000 Reportable Calls per month | a) Provide supply point information and relevant data to appropriate customers between Monday to Friday 8.30am to 5pm (excluding bank holiday) b) Answer 90% of Reportable Calls to the M Number service within 30 seconds of the call being offered to a call handler. The performance is measured over a financial year. | | | |
| **Proposed Release** | **Outside of major release** | |
| **Proposed Consultation Period** | **10WD** | |
| **[Section A3: 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?* | | **Ability to provide an alternative customer experience that is more efficient and with increased availability.** |
| **Benefit Realisation**  *When are the benefits of the change likely to be realised?* | | **Upon implementation** |
| **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.* | | **None identified at present** |
| **Section A4: Delivery Sub-Group (DSG) Recommendations** | | |
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| **DSG Recommendation** | Approve / Reject / Defer | |
| **DSG Recommended Release** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY | |
| **Section A5: DSC Consultation** | | |
| **Issued** | Yes / No | |
| **Date(s) Issued** |  | |
| **Comms Ref(s)** |  | |
| **Number of Responses** |  | |
| **Section A6: Funding** | | |
| **Funding Classes** | ☐ Shipper XX%  ☐ National Grid Transmission XX%  ☐ Distribution Network Operator XX%  ☐ iGT XX% | |
| **Service Line(s)** |  | |
| **ROM or funding details** |  | |
| **Funding Comments** |  | |
| **Section A7: DSC Voting Outcome** | | |
| **Solution Voting** | ☐ Shipper Approve / Reject / NA / Abstain  ☐ National Grid Transmission Approve / Reject / NA / Abstain  ☐ Distribution Network Operator Approve / Reject / NA / Abstain  ☐ iGT Approve / Reject / NA / Abstain | |
| **Meeting Date** | XX/XX/XXXX | |
| **Release Date** | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | |
| **Overall Outcome** | Approved for Release X / Rejected | |

**Please send the completed forms to:** [**mailto:box.xoserve.portfoliooffice@xoserve.com**](mailto:box.xoserve.portfoliooffice@xoserve.com)

**Document Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
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**Template Version History**

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| **Version** | **Status** | **Date** | **Author(s)** | **Summary of Changes** |
| 2.0 | Approved | 01/05/18 | Emma Smith | Layout and cosmetic changes made following internal review |