

**DSC Change Proposal**

**Change Reference Number: XRN (4626.2)**

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Xoserve to fill out all of the information in this colour

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| **Section A1: General Details** |
| **Change Title** | Provision of an alternative Consumer Enquiry Service (Mnumber) - PHASE TWO Non-Web Portal Implementation |
| **Date Raised** | 09/03/2018 |
| **Sponsor Organisation** | Xoserve |
| **Sponsor Name** | Dave Ackers |
| **Sponsor Contact Details** | Dave.j.Ackers@xoserve.com |
| **Xoserve Contact Name** | Emma Smith |
| **Xoserve Contact Details**  | Emma.smith@xoserve.com |
| **Change Status** | **Proposal** / With DSG / Out for review / Voting / Approved or Rejected |
| **Section A2: Impacted Parties** |
| **Customer Class(es)** | [x]  Shipper[ ]  National Grid Transmission[x]  Distribution Network Operator[x]  IGT |
| **Section A3: Proposer Requirements / Final (redlined) Change** |
| Currently, Xoserve operates a telephone service which consumers call to find out the MPRN and Gas Supplier for their property, or a property which they’re moving into. This Change is to assess options and provide an alternative service for Mnumber and GT ID which can be expanded to Electricity MPAN in the future. Benefits of an alternative service will result in reduced running costs for our customers and an improved experience for consumers who use the service. Changing the service will require significant stakeholder engagement with Networks, iGT’s and Shippers. The target implementation date of the provision of an alternative service should be summer 2018, with full transition away from the existing service to be complete by 31st March 2019.  |
| **Proposed Release (Feb/Jun/Nov/Minor)** | **01/ 08/2018** |
| **Proposed Consultation Period**  | [ ]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Section A4: Benefits and Justification**  |
| **Benefit Description***What, if any, are the tangible benefits of introducing this change?* *What, if any, are the intangible benefits of introducing this change?* | Benefits of an alternative service will result in reduced running costs for our customers and an improved experience for consumers who use the service. |
| **Benefit Realisation** *When are the benefits of the change likely to be realised?* | Changing the service will require significant stakeholder engagement with Networks, iGT’s and Shippers. |
| **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.* |  |
| **Section A5: Final Delivery Sub-Group (DSG) Recommendations** |
| *Until a final decision is achieved, please refer to section C of the form.* |
| **Final DSG Recommendation** | Approve / Reject / Defer |
| **DSG Recommended Release** | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY |
| **Section A6: Funding** |
| **Funding Classes**  | [ ]  Shipper XX% [ ]  National Grid Transmission XX% [x]  Distribution Network Operator 100% [ ]  IGT XX%  |
| **Service Line(s)** | ASGT-NCSA16-06 (Service Area 16: Provision of supply pointinformation services and other services required to be provided under condition of the GT Licence) |
| **ROM or funding details**  |  |
| **Funding Comments**  |  |
| **Section A7: ChMC Recommendation**  |
| **Change Status** | [ ]  Approve – Issue to DSG[ ]  Defer – Issue for review[ ]  Reject |
| **Industry Consultation** | [ ]  10 Working Days[ ]  20 Working Days[ ]  30 Working daysOther: |
| **Expected date of receipt for responses (to Xoserve)** | XX/XX/XXXX |
| **DSC Consultation** |
| **Issued** | [ ]  Yes[ ]  No |
| **Date Issued** |  |
| **Comms Ref(s)** |  |
| **Number of Responses** |  |
| **Section A8: 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:** **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** |
| 3.0 | Approved | 17/07/18 | Emma Smith | Template approved at ChMC on 11th July |
| 4.0 | Approved | 07/09/18 | Emma Smith | Minor wording amendments and additional customer group impact within Appendix 1 |