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: | XRN4850 |
| Change Title: | Notification of Customer Contact Details to Transporters |
| Date Raised: | 30/01/2019 |
| Sponsor Representative Details: | Organisation: | Wales & West Utilities |
| Name: | Richard Pomroy |
| Email: | Richard.Pomroy@wwutilities.co.uk |
| Telephone: | 07812 973337 |
| Xoserve Representative Details: | Name: | Ellie Rogers |
| Email: | Ellie.rogers@xoserve.com |
| Telephone: | 0121 623 2611 |
| Change Status: | [x]  Proposal | [ ]  With DSG | [ ]  Out for Review |
| [ ]  Voting | [ ]  Approved | [ ]  Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | [x]  Shipper | [x]  Distribution Network Operator |
| [ ]  NG Transmission | [x]  IGT |
| [ ]  Other | <If [Other] please provide details here> |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Change Description: | This change has two elements and ultimately aims to improve communications with end consumers during planned and unplanned gas supply disruptions. The first element involves the implementation of a process by which customer contact details will be provided to the CDSP by Suppliers. The process will be developed by a SPAA working group set up to progress SPAA [SCP 443 – Notification of customer contact telephone numbers to Transporters.](https://www.spaa.co.uk/SitePages/CPDetails.aspx?UID=1324&Source=https://www.spaa.co.uk/SitePages/CPCurrent.aspx)The process of getting the customer contact details could involve Shippers and be via the IX within a UK Link file format(s). Please note, other solutions are also possible.The second element of the change involves the provision of a web portal to allow GDNs and IGTs to send messages to selected customers. A ROM response for the initial change (XRN4555) raised in March 2018 gave the following change impact:

|  |
| --- |
| **Change Impact:**Initial assessment of whether the service change is / would have:* This is a restricted class change.
* This not a priority service change
* This would have an adverse impact on customers
 |
| **Change Costs (implementation):**The solution will cost at least **£150k**, but probably not more than **£250k** to develop.The funding split is to be determined by the Change Management Committee. |
| **Change Costs (on-going):**The solution will cost at least **£8k**, but probably not more than **£15k** to support per annum**.**The above ongoing cost includes the telecom cost to send the messages. |
| **Timescales:**The strategy adopted for Post Nexus change is a Release strategy (changes grouped and implemented together at a set date) and it is expected that this change would form part of a Major Release.  |
| **Assumptions:*** Each SMS and email message would be tailored to each GDN.
 |
| **Risks:*** Not all Suppliers have IX
* Not all telephone numbers will accept a SMS message
 |

This ROM response was based on the initial Change Request (XRN4555) and therefore does not capture all of the latest requirements but it provides an indication of the change impact. **Web Portal requirements**Two levels of functionality “Broadcast” and “Extract”There will be five uses cases:1. Unplanned interruptions including purge and relights;
2. Planned interruptions including reinstatement of ground (e.g. mains replacement);
3. Gas Safety Regulation (GSR) cut-offs;
4. Appointments for Multiple Occupancy Buildings (e.g. riser replacement), and;
5. Guaranteed Standards of Performance compensation payments.

Broadcast facility1. Ability for Transporters to request that SMS messages and emails to be sent to customer contact details for each MRPN in the selection criteria.
2. Transporter will submit text of message to be sent
3. Requests will not be processed without a use case
4. For use cases 1 and 5 GDNs will be able to send messages to IGT customers where the IGT has authorized that GDN for that use case. This authorization to be held in a permissions matrix in the portal
5. MPRNs to be selectable by postcode including outcode only and outcode and parts of incode, by road name and within that by number range for example 1 to 30 either all numbers or odds and evens separately.
6. Customer contact details will not be visible to Transporter at any time
7. Customers will be able to request “STOP”, this will stop messages for a particular incident but customers will be told to contact their Supplier if they want to remove their details entirely

Extract facility1. Transporters will be able to down load customer contact details for a single MPRN for use in special circumstances.
2. Requests will not be processed without a use case
3. Facility will be restricted to particular users in a Transporter
4. For use cases 1 and 5 GDNs will be able to send messages to IGT customers where the IGT has authorized that GDN for that use case. This authorization to be held in a permissions matrix in the portal
5. Customers will be able to request “STOP”, this will stop messages for a particular incident but customers will be told to contact their Supplier if they want to remove their details entirely

Reporting facility1. Facility to run reports on number of times portal used by:
	1. Type of use (Broadcast or Extract)
	2. Date range
	3. Transporter submitting request
	4. Use Case

 **Communications**Current view of the SCP443 SPAA workgroup is that the IX is utilized in a similar way to the PSR data being sent from Suppliers to CDSP by means of the ShippersData items to be sent * MPRN;
* Up to four email addresses;
* Up to four telephone numbers;
* Customer Name;
* Contact Name;
* Contact telephone number;
* Contact email address;
* Mailing Address, and;
* Preferred contact method.

Xoserve to scope out options for communicating this data by means of IX |
| Proposed Release: | Release June 2020 |
| Proposed Consultation Period: | [x]  10 Working Days | [ ]  20 Working Days |
| [ ]  30 Working Days This is being raised as a place holder and is dependent on SPAA CP 443. This change will be further developed as the 443 solution is developed. A consultation is appropriate when the high level design for the solution has been developed. The portal could go out for consultation earlier but it seems sensible to keep both parts of the change together. | [ ]  Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | These changes will mirror those put in place in electricity following the storms in 2013. They will allow gas distribution businesses to proactively communicate information relating to the disruption of customer’s gas supplies.Distribution businesses will only use this information to contact the customer concerning disruptive events impacting that customer’s connection to the network. The portal will work by GDNs/ IGTs informing the CDSP of the message to be communicated and the MPRNs to which it should be sent. This means that GDNs/ IGTs do not directly access the customer contact details except in very limited cases thereby minimising the risk of data breaches. See SPAA CP 443 for further details. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Ongoing during any planned or unplanned interruption |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | This is dependent on SPAA CP 443 being developed and implemented and Suppliers passing customer information to the CDSP. |
| *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

|  |  |
| --- | --- |
| Final DSG Recommendation: | *Until a final decision is achieved, please refer to section C of the form.* |
| [ ]  Approve | [ ]  Reject | [ ]  Defer |
| DSG Recommended Release: | Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY |

# A6: Funding

|  |  |  |
| --- | --- | --- |
| Funding Classes: | [ ]  Shipper | XX % |
| [ ]  National Grid Transmission | XX % |
| [x]  Distribution Network Operator | 100 % |
| [ ]  IGT | XX % |
| [ ]  Other <please specify> | XX % |
| Service Line(s) | DSC Service Area 13: Emergency Contact Information |
| ROM or funding details: |  |
| Funding Comments: |  |

# A7: ChMC Recommendation

|  |  |  |  |
| --- | --- | --- | --- |
| Change Status: | [ ]  Approve | [ ]  Reject | [ ]  Defer |
| Industry Consultation: | [ ]  10 Working Days | [ ]  20 Working Days |
| [ ]  30 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 X: 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

Version Control

# Document

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| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |

# Template

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| --- | --- | --- | --- | --- |
| 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. |