

**DSC Change Proposal**

**Change Reference Number: XRN4449 (UKLP273)**

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| **Change Title** | PSR requirements – Vulnerable Customer data requirements |
| **Date Raised** | 11/11/16 |
| **Sponsor Organisation** | OFGEM |
| **Sponsor Name** | Steve Nunnington |
| **Sponsor Contact Details** | mailto:steve.j.nunnington@xoserve.com |
| **Xoserve Contact Name** | Tahera Choudhury |
| **Xoserve Contact Details**  | mailto:Tahera.Choudhury@xoserve.com |
| **Change Status** | Approved |
| **Section 1: Impacted Parties** |
| **Customer Class(es)** | Shipper |
| **Section 2: Proposer Requirements / Final (redlined) Change** |
| Change Description: Ofgem within their PSR consultation have mandated the following data requirements to be in place to assist customers in vulnerable situations; * Aligned vulnerable customer needs codes between Gas and electricity
* Mapping of existing vulnerable customer needs code to new vulnerable customer needs code

The final decision can be found here; https://www.ofgem.gov.uk/system/files/docs/2016/10/decision\_to\_modify\_gas\_and\_electricity\_supply\_electricity\_distrib ution\_and\_gas\_transporter\_licences\_for\_psr\_arrangements.pdf In order to meet the Ofgem requirements the following steps will need to be completed; * Add / amend, additional values (Needs codes) to the ‘as is’ tables which hold the data for the following records: a. S84 (SPECIAL\_CONDITIONS) – CONDITION\_TYPE (CNF, CNC, CFR, CNR) b. E24 (CONTACT) – SPECIAL\_NEED\_TYPES – (EWS file to EMWS) c. B39 (CONTACT\_UPDATES\_TO\_EMW) - SPECIAL\_NEED\_TYPES (EDL and EQL) and related iGT files – IDL & IQL.
* Please attribute new numbers to the new needs code retaining the 2 character format – the numbering formation can be found on the mapping of codes spreadsheet attached.
* After implementation of the new needs code – old needs codes should not be accepted in the above files (unless the 2 character format is retained).
* Any reference to the term ‘SPECIAL\_CONDITIONS’ should be replaced by ‘priority services’, should this be imbedded within systems.
* Mapping of data from existing needs codes to new needs category codes (the details are as attached within the spreadsheet).
* Legacy needs codes should be in use until the new needs codes are implemented.
* A further change to the above is being considered within SPAA governance, it is possible that the following requirements may also be required (for clarity the above requirements also apply)
* A new data field / indicator is required to demonstrate explicit consent has been obtained. Conditions should be made within systems that if the indictor is ‘N’ (No consent has been obtained); that all related special conditions data is not shared.
* A new data field is also required for ‘additional contact details’ related to Priority Needs Condition Notes.
* A new data item is required for ‘effective end date’ – will be used for new data entries
* A new data item is required for language

This is an Ofgem lead initiative, their final consultation requires the new needs codes to be in use from 1st June 2017 or 3 months are PNID (the number of effort days and change prioritisation will determine the appropriate implementation timescale), this will be reiterated through licence condition changes to Transporter licences. We would also like the definite number of days effort required to complete this CR post Nexus implementation meeting the critical 3 months PNID deadline. For information – A formal Change Order has been raised by Northern Gas. Systems understood to be impacted are; AMT / SAP ISU / SAP BW. Requirements Discussion Output: The above change description is clear and adequate. The following are changes (brief) that are required: 1. Cleanse existing needs code [details on attached spreadsheet above] – Existing needs code are required to be stopped. These codes should no longer be accepted as valid codes into the system, but no action is required on historic data. Industry will cleanse them during re-confirmation 2. Modify existing needs code description [details on attached spreadsheet above] – Description is required to be changed in file formats and on SAP system. 3. Add new needs codes [details on attached spreadsheet above] 4. Make existing needs code redundant [details on attached spreadsheet above] –Remap existing needs code to the new ones. Need codes / descriptions should be amended accordingly 5. Any reference to ‘SPECIAL\_CONDITIONS’ should be replaced by ‘PRIORITY SERVICES’ within the system. 6. Introduce new data items – effective end date for special needs, consent flag, language and additional contact information. A facility to validate and record them in the system are to be included as well as mentioned in the above change description section.. Tier 2 IA Supporting Questions: 1. Does this requirement impact the services for iGT sites? Response: Yes 2. Does this requirement impact Unique sites? Response: No 3. Are there any non-functional requirements linked to this change? Response: No specific requirement 4. Are the boundary conditions, if any, clearly defined? Response: None, special need codes only apply for domestic sites 5. Does the requirement require any additional consideration based on the class of site? Response: No 6. Does this CR have any links to other known CRs? Response: UKLP249 7. Does this have any downstream impacts? Response: BW, Portal and Portfolio reports Query Register Output: S.no.24: Are there any validations that should be applied on the newly proposed effective end date field? Response: Not anything in specific. The end date should be in future and disassociate/delete those needs codes on that end date. S.no.25: How will the end date be populated for historic data? Response: Data currently held does not require an end date, this data will be mapped to new NEEDS codes and is expected to be cleansed by the industry S.no. 26: Is there a requirement to change the file format to accept the end date field? Response: Yes Tier 2 IA Assumptions: None **Note: - This change’s original Xoserve Change Request reference number was UKLP273.** |
| **Proposed Release** | **R2 June 2018** |
| **Proposed IA Period**  | **10WD / 30WD / XXWD** |
| **Section 3: Benefits and Justification**  |
| Ofgem are driving an initiative that is looking at improvements to the Priority Services Register (PSR) and part of this relates to Vulnerable customers. The industry already communicates data around the vulnerability of end consumers via the CNF and CNC files to Shippers and EDL / EQL to Transporters and the EWS file to EMWS. Suppliers and Transporters license conditions ensure that vulnerable customer data is recorded. The Ofgem Solution implementation is currently under review at 1st June 2017 or 3 months after PNID. To advise Ofgem accordingly it is critical this change request is prioritised and requirements are understood and communicated to the Industry.  |
| **Section 4: Delivery Sub-Group (DSG) Recommendations**  |
| **No further data requirements identified** |
| **DSG Recommendation** | **Approve** / Reject / Defer  |
| **DSG Recommended Release** | June 18 |
| **Section 5: DSC Consultation**  |
| **Issued** | Yes / No |
| **Date(s) Issued** |  |
| **Comms Ref(s)** |  |
| **Number of Responses** |  |
| **Section 6: Funding** |
| **Funding Classes**  | X Shipper XX% = £XXXX.XX☐ National Grid Transmission XX% = £XXXX.XX☐ Distribution Network Operator XX% = £XXXX.XX☐ iGT XX% = £XXXX.XXTOTAL = £XXXX.XX |
| **Service Line(s)** |  |
| **ROM or funding details**  |  |
| **Funding Comments**  | Agreed 100% shipper funded |
| **Section 7: DSC Voting Outcome** |
| **Solution Voting**  | X 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**  |  |
| **Release Date** | Release 2 (June 18) |
| **Overall Outcome**  | **Delivery in release 2 (june 18)**  |

**Please send the completed forms to:** **.box.xoserve.portfoliooffice@xoserve.com**