

**DSC Change Proposal**

**Change Reference Number: XRN4635**

Customers to fill out all of the information in this colour

Xoserve to fill out all of the information in this colour

|  |  |
| --- | --- |
| **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  |
| **Xoserve Contact Name** | Simon Harris |
| **Xoserve Contact Details**  | simon.harris@xoserve.com (01216232455) |
| **Change Status** | **Proposal** / With DSG / Out for Consultation / Voting / Approved or Rejected |
| **Section A1: Impacted Parties** |
| **Customer Class(es)** | [x]  Shipper[ ]  National Grid Transmission[x]  Distribution Network Operator[x]  iGT |
| **Section A2: Proposer Requirements / Final (redlined) Change** |
| **Requirement to provide an alternative method (in addition to the existing telephone service) to gain information relevant to their gas supply / transporter. It is Xoserve’s intent to provide this service via the internet.**  |
| **Proposed Release** | **Outside of major release** |
| **Proposed Consultation Period**  | **10WD**  |
| **Section A3: 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?* | **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**  |
|  |
| **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**

**Document Version History**

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

 **Template Version History**

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