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: | XRN4888 |
| Change Title: | Removing Duplicate Address Update Validation for IGT Supply Meter Points via Contact Management Service (CMS)  |
| Date Raised: | 04/03/2019 |
| Sponsor Representative Details: | Organisation: | BUUK |
| Name: | John Cooper |
| Email: | John.Cooper@bu-uk.co.uk |
| Telephone: | 01359 302450 |
| Xoserve Representative Details: | Name: | Paul Orsler |
| Email: | Paul.orsler@xoserve.com |
| Telephone: | 0121 623 2060 |
| Change Status: | [ ]  Proposal | [ ]  With DSG | [x]  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: | As an IGT, I need Xoserve to process my address updates in order to reflect the most accurate and up to date information associated to address details held against IGT Supply Meter Points in UK Link systems. The current duplicate address validation performed within Contact Management Service (CMS) was not designed with a full understanding of IGT address management processes, particularly those associated to the new housing development market. As such, CMS restricts IGTs in their ability to keep IGT Supply Meter Point address data up to date in line with changes that are made to plans on new housing developments.  IGTs are therefore seeking to remove the duplicate validations performed on address updates, in order to ensure address changes to IGT Supply Meter Points can be made within UK Link systems, as and when housing development plans are updated. As part of this change enduring reports and management information (MI) will need to be developed and implemented. Reports will need to provide detail of the address amendments that have resulted in a duplicate addresses being created in UK Link systems. Reports are proposed to be issued to IGTs, who in turn will be responsible to investigate and take the relevant course of action. Management Information should also be created to demonstrate whether improvements are being made to Supply Meter Point address data quality, and to quantify whether further improvements can be made to the process. No data migration or cleansing activities are required to be delivered as part of this change, with IGTs continuing to work closely with Xoserve operational teams to work around the limitations that exist with the current process,  |
| Proposed Release: | The proposer requests that this change be implemented as soon as possible, and supports this being assessed as a candidate for a Minor Release if necessary.  |
| Proposed Consultation Period: | [ ]  10 Working Days | [ ]  20 Working Days |
| [ ]  30 Working Days | [ ]  Other [Specify Here] |

# A4: Benefits and Justification

|  |  |
| --- | --- |
| Benefit Description: | For new housing developments there are often changes which result in bulk address updates being required. For example:* Changes to the site layout, plots being removed etc.
* Changes to the street naming
* removal of house numbers (such as 13) which cause consequential changes to multiple addresses.

Currently, for these bulk address updates, CMS will apply duplicate address validation to the new changes based against the existing UK link database. This validation does not, therefore, take into account the whole suite of changes being proposed by the IGT and apply validation for duplicates against the proposed addresses. The current swapped address process only accounts for instances where there is a like for like swap (i.e. 2, The Street is swapping directly with 3, The Street). If, however number 2 is becoming number 3 and number 3 is becoming number 4 and then number 4 is becoming number 2 the proposed change would fail duplicate address validation even though, once all changes are processed, there would be no duplicate addresses. These addresses, therefore, go through 2 validation processes in Xoserve system:* Firstly, through automation (where rejections will initially occur) and then;
* Secondly, manually, where the data/addresses can be challenged and therefore amended, as required. The second part of this validation is resource intensive for Xoserve and IGTs often leads to delays and backlogs in changes being made to these addresses whilst rejections are being challenged and resolved via CMS.

The above validation is causing issues as we are still in new development stages, and therefore addresses may also need amending a 3rd/4th time, due to developer/design changes, or shipper requirements. Removing the duplicate address validation or IGT initiated changes will reduce the amount of resource being spent providing the second check on the change within UK Link systems. IGTs would be required to proactively monitor duplicate addresses on their networks. To address this, it would be beneficial as part of this change, to develop reporting for IGTs that pulls out any genuine duplicate addresses. This would ensure that IGTs are provided information of instances where duplicate addresses occur and therefore be able to correct data. |
| *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?* |
| Benefit Realisation: | Immediately after implementation of this change. |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | None |
| *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 % |
| [ ]  Distribution Network Operator | XX % |
| [x]  IGT | 100 % |
| [ ]  Other <please specify> | XX % |
| Service Line(s) | **TBC with Xoserve and ChMC (see funding comment below)**  |
| ROM or funding details: |  |
| Funding Comments: | This change closest aligned to Service Area 2: Provide query management – However this Service Area isn’t currently funded by IGTs. No alternative Service Areas can be used to cover a 100% IGT funded change. Agreement to be sought with Xoserve and ChMC on the most appropriate way to fund this change. It was acknowledge at the ChMC meeting on 13th March 2019 that there is currently no DSC Service Area that indicates IGTs as being 100% responsible for the associated funding. |

# A7: ChMC Recommendation – 13th March 2019

|  |  |  |  |
| --- | --- | --- | --- |
| Change Status: | [ ]  Approve | [ ]  Reject | [x]  Defer |
| Industry Consultation: | [x]  10 Working Days | [ ]  20 Working Days |
| [ ]  30 Working Days | [ ]  Other [Specify Here] |
| Expected date of receipt for responses (to Xoserve) | 29/03/2019 |

|  |  |  |
| --- | --- | --- |
| DSC Consultation Issue: | [x]  Yes (initial review) | [ ]  No |
| Date Issued: | 15/03/2019 |
| Comms Ref(s): | 2264.2 – RJ – ES |
| Number of Responses: | TBC |

# 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

Section B: Change Proposal Initial Review

To be removed if no consultation is required; or alternatively collated post consultation

# B1: User Details

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: |  |
| Name: |  |
| Email: |  |
| Telephone: |  |

# B1: ChMC Industry Consultation

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| --- |
| 1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response |
|  |
| 2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions. |
|  |
| 3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months) |
|  |
| 4. As currently drafted the Change Proposal is most likely to impact on service area 2 Provide query management. Despite the funding for this area is 90% Shipper funding, 10% DNS, it was agreed at ChMC on 13th March 2019 that this change should be 100% IGT funded. Do you agree with the principles of this funding? |
|  |
| Change Proposal in principle: | [ ]  Approve | [ ]  Reject | [ ]  Defer |
| Publication of consultation response: | [ ]  Publish | [ ]  Private |

Please send the completed forms to: uklink@xoserve.com

Version Control

# Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1 | Proposal | 05/03/2019 | Xoserve | CP Raised |
| 2 | Out for initial review | 15/02/2019 | Xoserve | Sent out for an initial review following ChMC on 13/03/2019 |

# Template

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