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: | XRN 5614 |
| Change Title: | Improving IGT SMP New Connection Process to support accurate and timely Supplier Registrations |
| Date Raised: | 26/01/2023 |
| Sponsor Representative Details: | Organisation: | Brookfield Utilities UK  |
| Name: | Kundai Matiringe |
| Email: | Kundai.matiringe@bu-uk.co.uk |
| Telephone: | n/a |
| Xoserve Representative Details: | Name: | Paul Orsler |
| Email: | Paul.orsler@xoserve.com  |
| Telephone: | n/a |
| Business Owner: |  |
| Change Status: | [x]  Proposal | [ ]  With DSG | [ ]  Out for Review |
| [ ]  Voting | [ ]  Approved | [ ]  Rejected |

# A2: Impacted Parties

|  |  |  |
| --- | --- | --- |
| Customer Class(es): | [x]  Shipper | [ ]  Distribution Network Operator |
| [ ]  NG Transmission | [x]  IGT |
| [ ]  All | [x]  Other - Supplier |
| Justification for Customer Class(es) selection |  IGTs, Shippers and Supplier organisation are the primary parties that undertake IGT Supply Meter Point Creation and Registration activities, in accordance with the existing regulatory arrangements and obligations.  |

# A3: Proposer Requirements / Final (redlined) Change

|  |  |
| --- | --- |
| Problem Statement: | Creation and registration of IGT Supply Meter Points is a complex, coordinated activity that takes place between IGTs, Shippers, CDSP, Suppliers and the Retail Energy Code Central Switching Service Provider. Shipper organisations and their related Supplier partners use the data that is supplied via the IGT Supply Meter Point Creation process to undertake registration activities in accordance with their Retail Energy Code obligations. IGTs similarly have a critical role in providing the necessary datasets that Shipper and Supplier organisations rely upon to create End Consumer accounts within their related IT systems, which in turn are understood to trigger the associated registration activities. The data supplied in this process flows through IGTs from the respective Property Developer, who reaches an agreement with a Shipper to take responsibility for the associated offtake at the appointment premises before notifying the IGT of any changes to their previously nominated Shipper. Where this data becomes inaccurate or outdated it can lead to delay in ensuring accurate registration details are recorded against IGT Supply Meter Points. In circumstances where a Supplier has enacted a Switch Request with the REC Central Switching Service Provider, the CDSP receives this information and no longer recognises the site as being at a ‘pre-registered’ state. Consequently, the CDSP is unable to facilitate the notification to Shippers where IGTs are informed by Developers that Shipper and Supplier details have been amended. This can result in lengthy delays in resolving queries relating to Shipper and Supplier registration, and may negatively impact all parties that have involvement in the process. Additionally, IGTs note that any discrepancies relating to registered Shipper and Suppliers at new connection premises can lead to challenges in ensuring metering data and related organisation data (MAM / MAP) that is understood and recognised between multiple industry parties being reflected in central industry systems. Any delays in resolving these discrepancies can present a challenge to billing of asset and IGT transportation charges, in addition to accuracy of settlement and switching processes.  |
| Change Description: | In circumstances where Shipper and / or Supplier details agreed with a Developer differ to those recorded within central industry systems, IGTs require a mechanism to ensure this information can be passed to the relevant Shipper organisations, allowing appropriate action to be taken. The provision of this information, tracking of relevant updates to central industry records and monitoring of performance can be used to assess realisation of intended benefits of this change and should be considered as an enduring requirement.  |
| Proposed Release: | To be confirmed |
| Proposed Consultation Period: | [ ]  10 Working Days | [ ]  15 Working Days |
| [ ]  20 Working Days | [x]  Other [write specific here] |

# A4: Benefits and Justification

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| --- | --- |
| Benefit Description: | The objective is to see less discrepancies between known Shipper / Supplier details held by Developers and IGTs vs those details held within central industry systems – improved accuracy of industry 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: | Expected to be immediate following implementation – this should be measured following deliver to track improvements to the performance of parties that operate the process  |
| *When are the benefits of the change likely to be realised?* |
| Benefit Dependencies: | None Identified |
| *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 – Removed (see Section C for DSG recommendations)

# A6: Service Lines and Funding

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| --- | --- |
| Service Line(s) Impacted - New or existing  | Service Area 3 – Manage Updates to Customer PortfolioLikely impacted Service Line - DS-CS-SA3-01At this stage it is unclear whether this Service Line requires changing – to be confirmed during the change process. |
| Level of Impact | Unclear |
| If None please give justification |  |
| Impacts on UK Link Manual/ Data Permissions Matrix  | Any proposed changes to existing UK Link Interfaces will be assessed and defined as part of the change process |
| Level of Impact | Unclear |
| If None please give justification  |  |
| Funding Classes: | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment  |
| [x]  Shipper | 50 % | XX % |
| [ ]  National Grid Transmission | XX % | XX % |
| [ ]  Distribution Network Operator | XX % | XX % |
| [x]  IGT | 50 % | XX % |
| [ ]  Other <please specify> | XX % | XX % |
| ROM or funding details: |  |
| Funding Comments: | Following discussion with the change proposer it is recommended that a 50/50 Shipper/IGT change funding split be adopted – this is on the basis that both Shippers and IGTs equally benefitting from the making the recommended process improvements and are collectively responsible for ensuring that accurate registration data exists against IGT Supply Meter Points  |

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

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 0.1 | Draft | 19.12.22 | P.Orsler | Initial Draft shared with IGTs for review ahead of ChMC submission |

# Template

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| --- | --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks | Approved By |
| 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. |  |
| 6.1 | In Draft | 26/03/2019 | Richard Johnson/ Alison Cross | The following minor changes were made:* Inclusion of an All ‘Impacted Parties’ option in A2
* Justification section added to section A2
* Change Description replaced with Problem Statement in section A3
* Remove ‘X’ in Release information (sections A3, A5, A7, C1 and G8)
* Updated Service Line and UK Link impacts and funding section (A6) to include further detail
* Amended questions 3 and 4 in section B
* Added Service Line/UK link Assessment in section D
* Removed Section A5
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| 6.2 | For approval | 14/05/2019 | Alison Cross | Following review at DSC Governance review group re-added Change Description text box |  |
| 7.0 | Approved | 13/06/2019 | Richard Johnson | DSC Governance Review Group changes to the template approved at Change Management Committee on 12th June 2019 |  |
| 7.1 | Approved | 03/03/2021 | Rachel Taggart | Updated the email address of where to send new CP (page 3) |  |
| 7.2 | Approved |  | Rachel Taggart | Updated CP VA version to be in line with the updates to VB. |  |
| 8.0 | Approved | 09/03/2022 | Rachel Taggart | All Change Packs and response forms removed. Sections A7 & A8 removed.  | Template approved at Change Management Committee on 09/03/2022 |