



CMS Rebuild ChMC Update

April 2024

Progress Update

- V1.8 containing the enhanced Must Reads process was successfully launched on 04 March 2024, we have been liaising with a small handful of customers to help them transition to the new file types and the processes.
- Our next launch of V1.9 is scheduled for 08 April 2024 and this will contain the Daily Metered Query (DMQ) process, to support the launch we will have the usual customer support drop in sessions that will take place for the first week after the launch. They will be available from 11:00 – 13:00 Monday to Friday, the teams link will be included in the launch communications.
- Shortly after will be our final launch of the CMS Rebuild Programme, V1.10 containing the new Generic Workflow (GEN), Gas Safety Regulations (GSR) and Managing Unregistered Sites (MUS) processes. This launch was originally scheduled for 22 April 2024, however due to unforeseen complications with testing some of the intricate scenarios has unfortunately led to a minor delay. Version 1.10 will now be launched on the Contingency date of 29 April 2024.
- Our next customer focus group on 12 April will cover:
 - Launch of DMQ Recap
 - Walkthroughs of GEN, GSR and MUS
 - Launch Readiness
 - Transition of GSR and MUS
 - AOB

Gas Safety Regulation (GSR) and Managing Unregistered Sites (MUS) Transition Plan

High Level Summary	Activities	Outcomes	Customer activities
<p>All contacts in legacy CMS will be closed down over a period of two weekends and then if they are still relevant will be loaded into the new CMS.</p> <p>May 2024 MUS contacts will be generated in the new CMS</p>	<p>The MUS & GSR contact codes will be switched off in legacy CMS on 19/04/2024.</p> <p>Any open MUS & GSR contacts in legacy will be closed down over two weekends, if they are still relevant they will be re-raised in new system</p>	<p>Once the contacts are closed users will not be able to respond to the legacy contacts or provide updates.</p> <p>All responses (where a meter has been attached by the Shipper) received prior to the cut off date will be processed to back billing where required</p> <p>Re-raised contacts will be available in the new CMS from 29/04/2024 and the new MUS contact generation will commence 1/04/2024 as per BAU but in new CMS.</p>	<p>Customers will need to focus on reviewing contacts in their work queues to progress any legacy contacts.</p> <p>All contacts re-raised in the new CMS will begin at day '0'.</p> <p>The new contacts generated as part of the May 2024 contact generation can be processed as BAU</p> <p>For GSR contacts shippers may see more contacts in their workqueues as the MOD 425 contacts are now being managed within the new system.</p>

Transition Plan Timeline

New CMS Activities

Transition timeline and plan issued out to all impacted customers via the Customer Experience Team

Reminder to Shippers and DNs

CFG walk through of processes
12/04/2024

Analysis of still relevant contact codes

May MUS contacts generated in new CMS on **01/05/2024**

Launch Weekend 27/04/2024

Relevant contacts re-raised in new CMS and visible to customers

Legacy CMS Activities

GSR and MUS Contact codes switched off on **19/04/2024**

Launch Weekend 27/04/2024

GSR and MUS contacts begin the close down process

Customer Activities

Customers reviewing any MUS and GSR contacts in their work queues

Customer Support Drop in Sessions

New GSR contacts to be raised in new CMS

WC
01/04

WC
08/04

WC
15/04

WC
22/04

WC
29/04

WC
06/05

CMS Delivery Rebuild Roadmap

Version	V1.8	V1.9	V1.10
Process	Must Reads (MUR)	Daily Metered Query (DMQ)	Gas Safety Regulation (GSR) Manage Unregistered Sites (MUS) Generic Workflows (GEN)
Change Proposal and Change Packs	<i>XRN5556J</i>	XRN5556K	<i>XRN5556H</i> XRN5556K
Targeted Date Contingency Date	04/03/24 18/03/24	08/04/24 15/04/24	22/04/24 29/04/24
	Now <input checked="" type="checkbox"/>	Next	Then