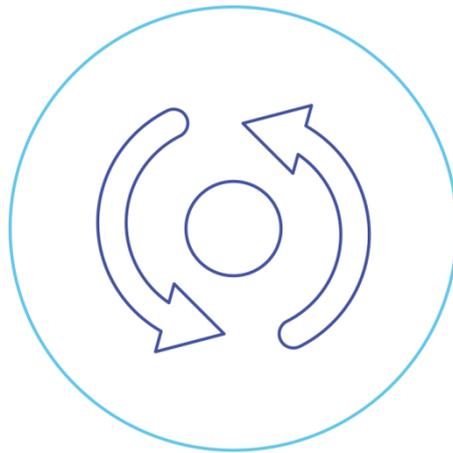


Business Requirements Document

Ofgem Switching Programme GT/iGT Consequential Change Requirements Overview



Author (for this version):	Xoserve
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1 Introduction

1.1 Document Purpose

The purpose of this business requirements document (BRD) is to ensure that the high level business requirements associated with the design baseline 4 phase of the switching programme changes have been captured, and to clearly specify these requirements to Gas Transporters and Independent Gas Transporters to provide an understanding of the consequential change impacts.

To provide adequate information to enable the industry to undertake analysis of the impacts to GT / iGT systems and business processes.

The contents refer to the business scope of the change and provide descriptions of the business requirements and the relevant 'As Is' and 'To Be' process maps.

1.2 Related Documents

The underlying source documents and further details about the Switching Programme can be found on Ofgem's website:

<https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme>

2 Executive Summary

2.1 Introduction to the Change

This document defines the consequential changes that are required to be undertaken for Gas Transporters and independent Gas Transporters facing processes to support the implementation of the new Central Switching Service.

The details contained within the document are currently based on the Ofgem switching programme E-2-E design products that have been produced to support faster and more reliable switching within the energy market and provide an indicative view of the changes that will be required within Xoserve's systems to support.

2.2 Change Background

This change relates to the consequential changes required to the gas shipper / supplier switching process required to support the wider Ofgem Switching Programme. This programme is an Ofgem initiative within a broader set of energy market reforms that aim to encourage consumers engagement with the energy market (especially switching), and to improve their experiences of doing so through a faster more reliable centralised set of industry processes.

The overarching ambition of the Switching Programme is to "improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers".

UNC modification review workgroup (630R) was formed back in October 2017 to conduct a review and assessment of the consequential impacts to the UNC, DSC and associated UK Link processes as a result of the Ofgem Switching Programme (OSP). This workgroup has now concluded, and its output has been used to inform this Business Requirements Document (please note that this document supersedes the version created under this workgroup).

2.3 Process Issues

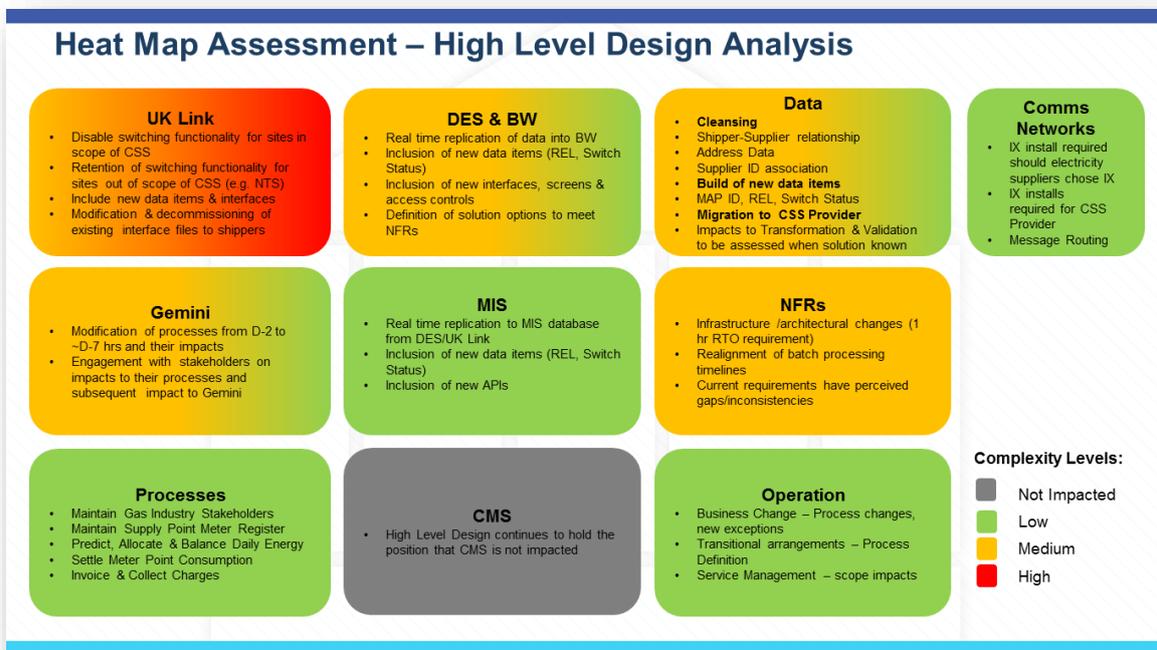
The implementation of the new central switching service leads to a number of consequential changes having to be made within UK Link, as summarised below:

- Moving to a Supplier led switching process via CSS and removing the Shipper led confirmation process within UK Link for in-scope Supply Meter Points
- Provision and capture of settlement parameters for an incoming Supplier registration from the incoming Shipper

- Stakeholder changes required to support new CSS processes
- Synchronisation of meter point and registration data between UK Link and CSS
- Capture of Meter Asset Provider details for all installed meters
- SPA data updates for Supply Meter Points

Below is a heat map which represents the areas of Xoserve that are impacted by the Ofgem Switching Programme. This provides a visual view of the scope and scale of change across the current CDSP value chain / processes. This has been updated to reflect the position at the end of the high-level consequential design phase of the project.

The sections that are highlighted red within this heat map signify high complexity impact changes to his area; the yellow areas will create medium impact; minimal impacts have been identified within the green areas and grey indicates that no impact.



2.4 Scope

2.4.1 In Scope

The following areas are included with the scope of this requirements document:

- Consequential changes to the interactions between GT / iGTs and the CDSP resulting from the implementation of the new Central Switching Service

2.4.2 Out of Scope

Requirements relating to the following areas have been deemed as out of scope of this document:

- Consequential changes to the Gemini system (this will be covered by a separate BRD)
- Consequential changes to Data Enquiry (this will be covered by a separate BRD)
- Consequential changes to Shippers (this will be covered by a separate BRD)
- Any process being managed or maintained by the new CSS
- Any processes that are not impacted by the implementation of the new CSS
- Any other areas of change that are not a direct consequence of the new CSS implementation
- Supply Meter Points that are deemed out of scope of the new Central Registration Service, this is currently expected to include the following Supply Meter Point site types:
 - Sites directly connected to the National Transmission System (NTS Sites)
 - Shared Supply Meter Points
 - Supplier Exempt Sites
 - LPG Supply Meter Points

Please note that the current Nomination and Confirmation processes and associated file formats will continue to be used for these sites operating under the current processes.

3 Design Considerations

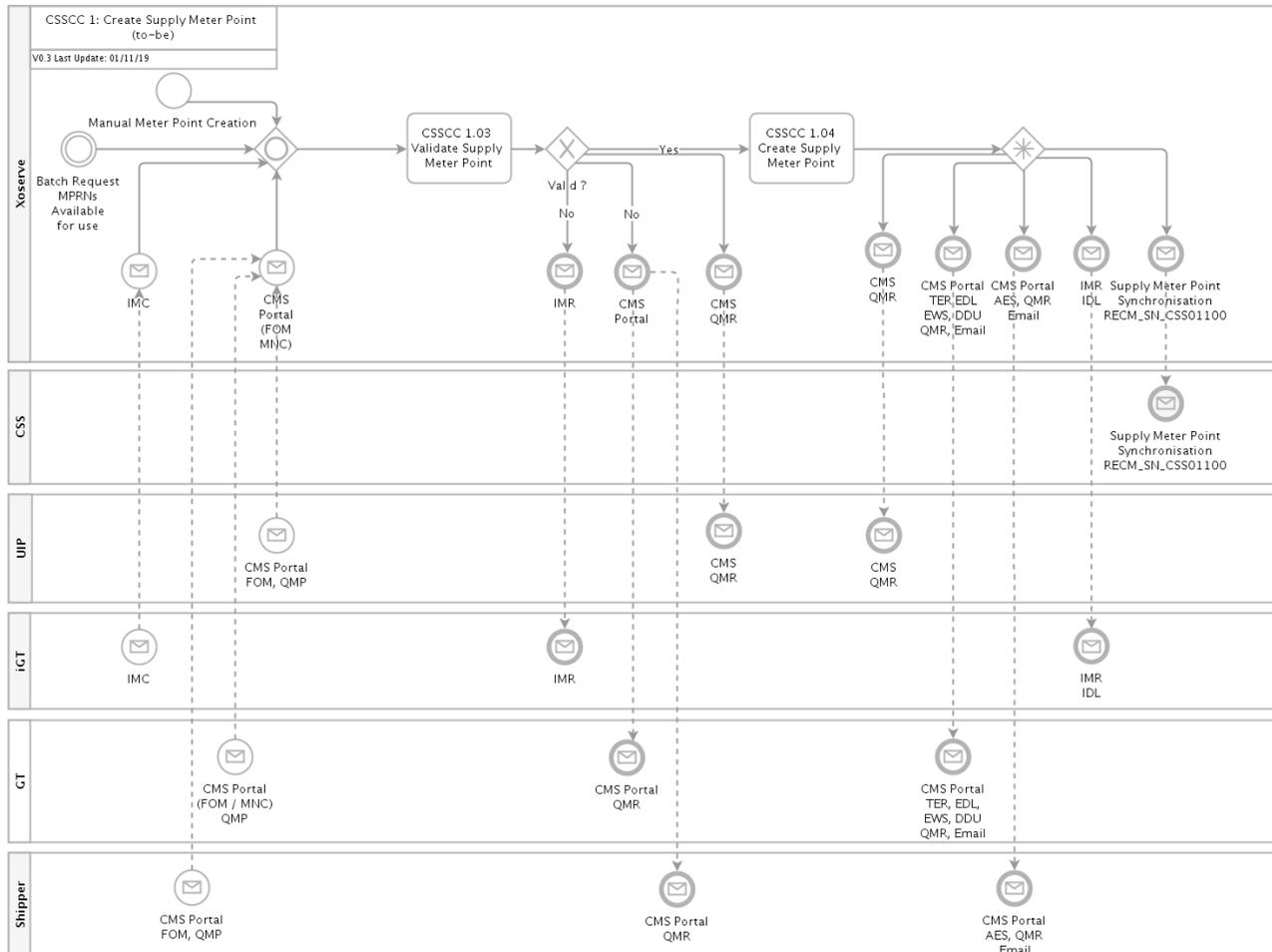
Design considerations will continue to be captured as industry design continues to progress.

The following are currently being considered as part of our design:

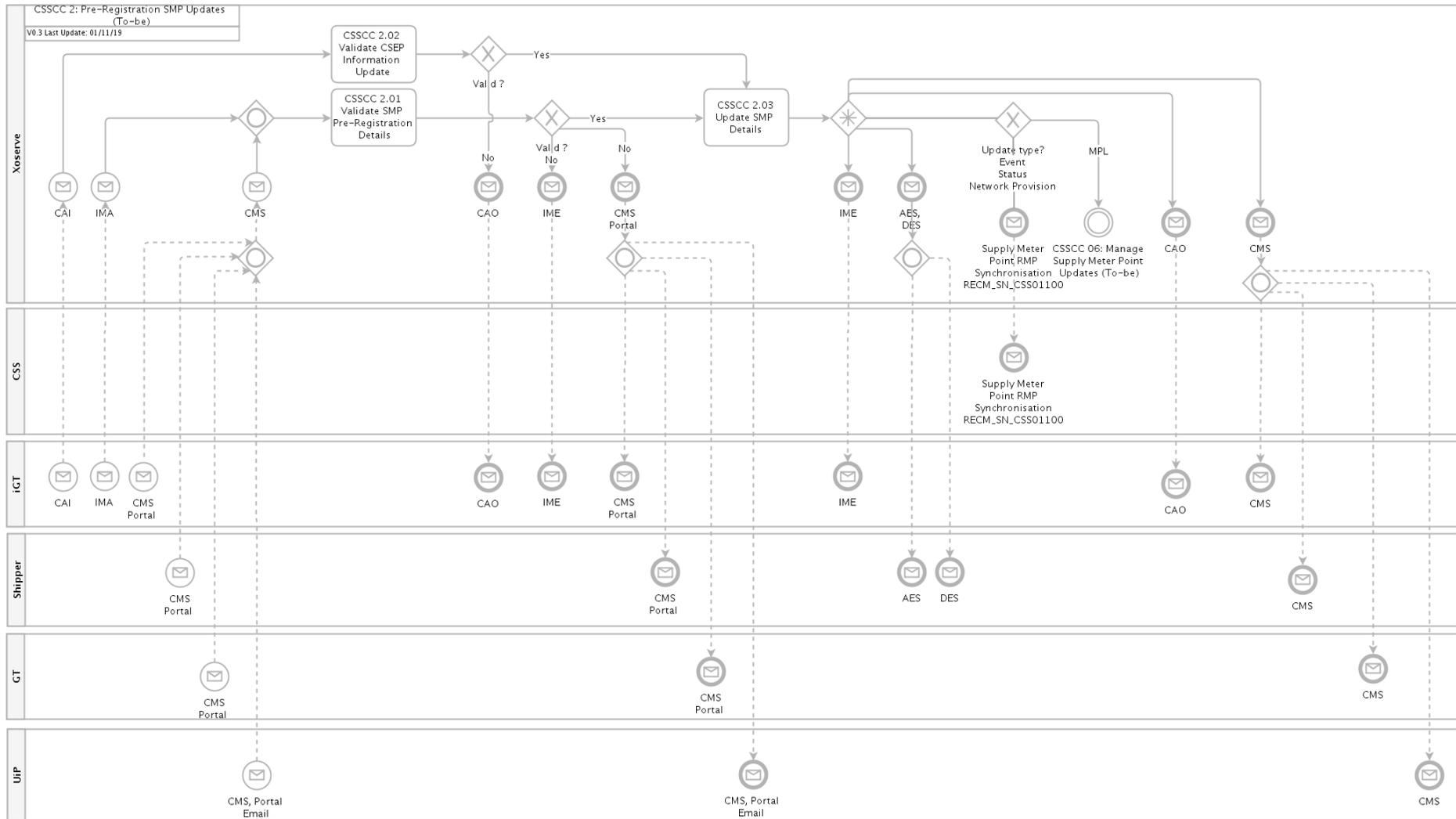
- Utilise API functionality for the provision of industry data, for both new data provision and alongside traditional file formats.
- Rationalising impacted file formats i.e. combining multiple impacted files into one.
- Continued use of traditional batch processing and consequential file format provision

4 Business Process

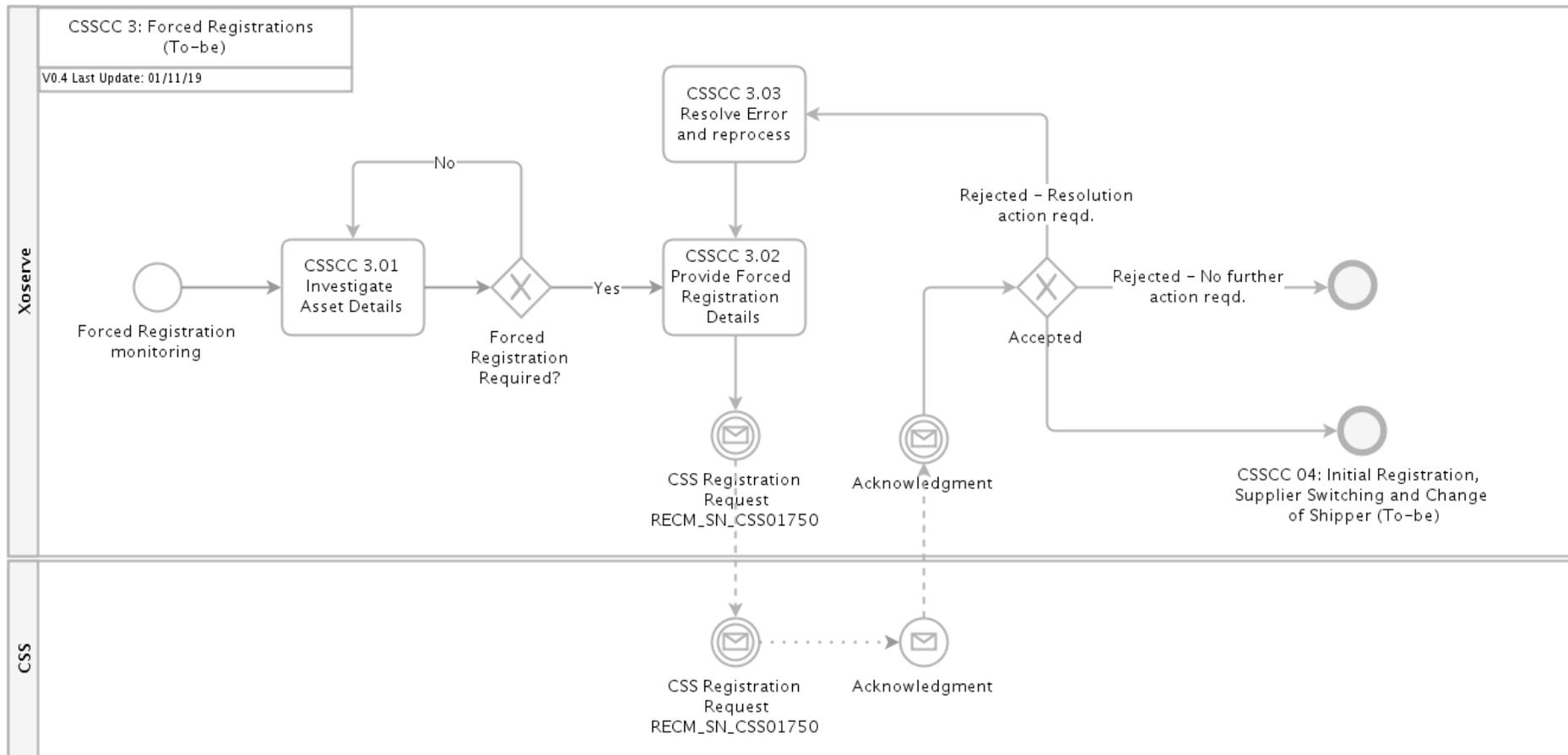
4.1 Create Supply Meter Point



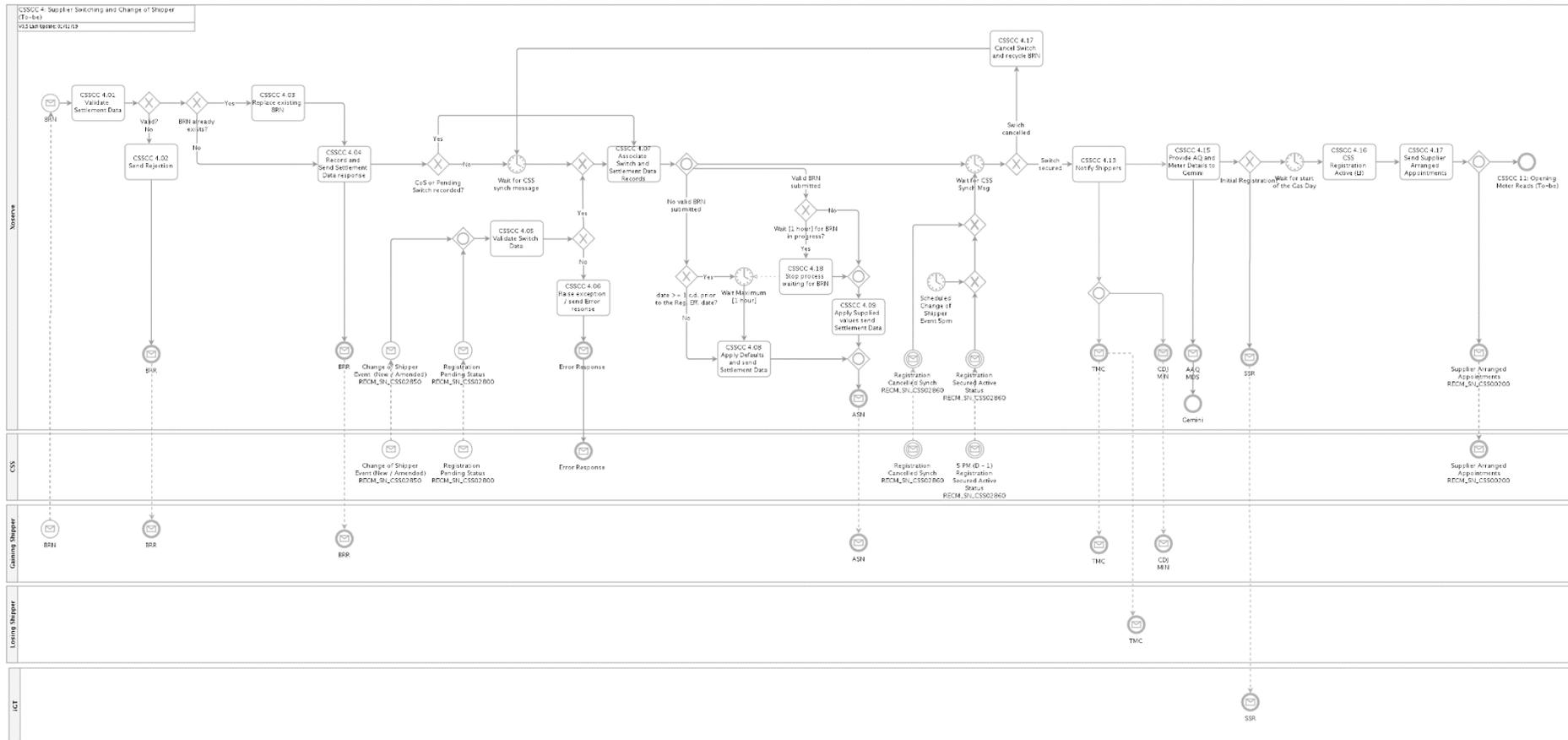
4.2 Pre-Registration SMP Updates



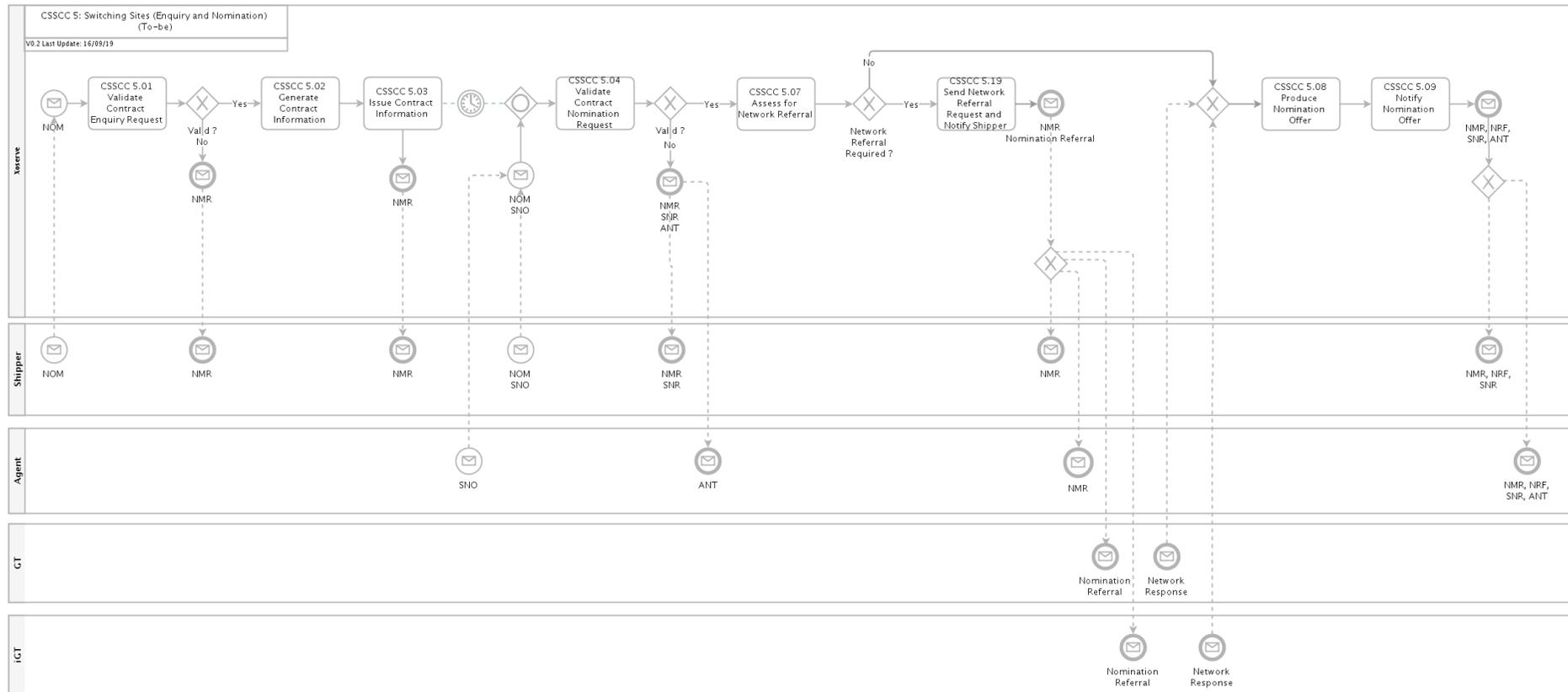
4.3 Forced Registrations



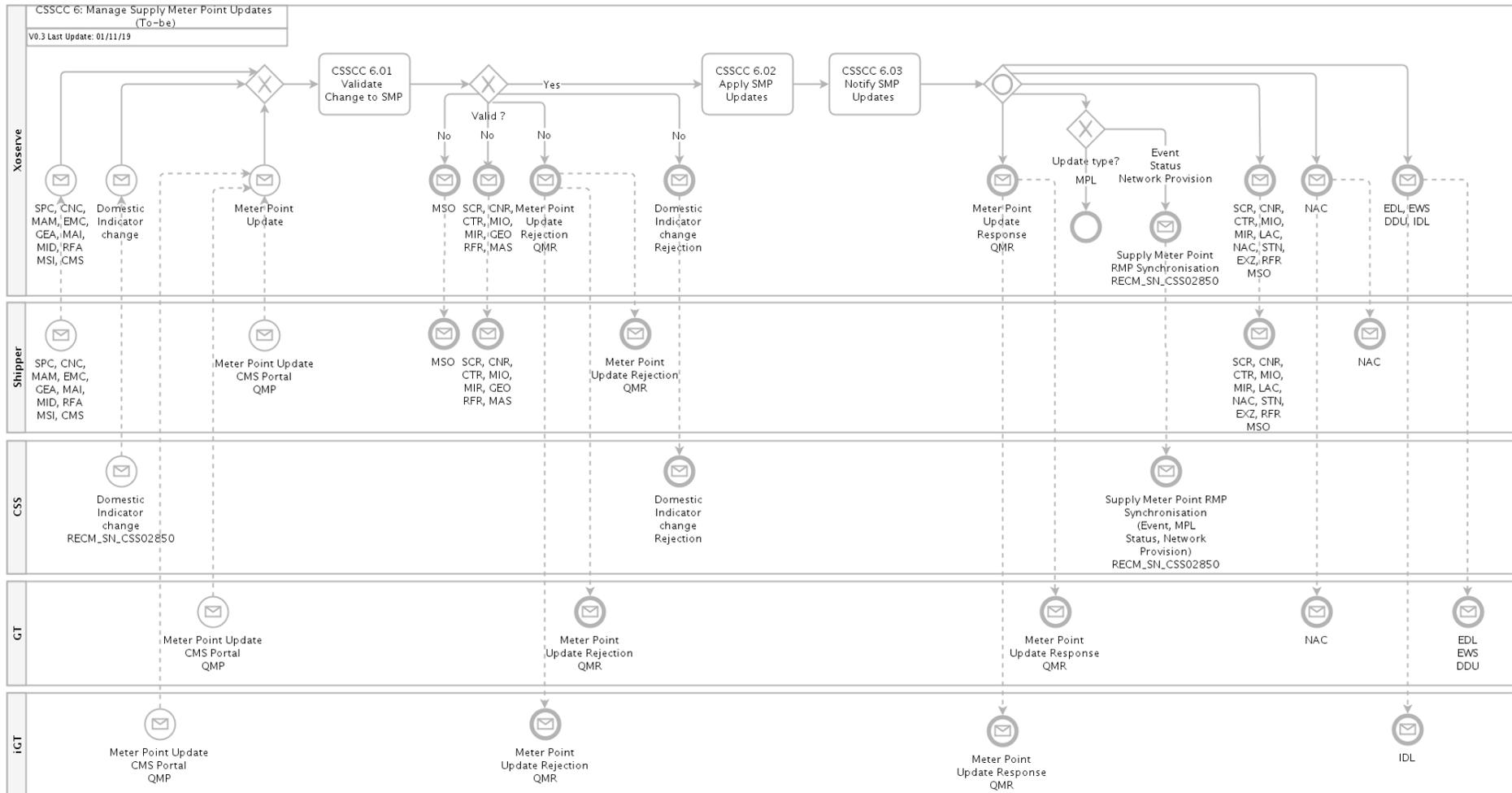
4.4 Supplier Switching and Change of Shipper



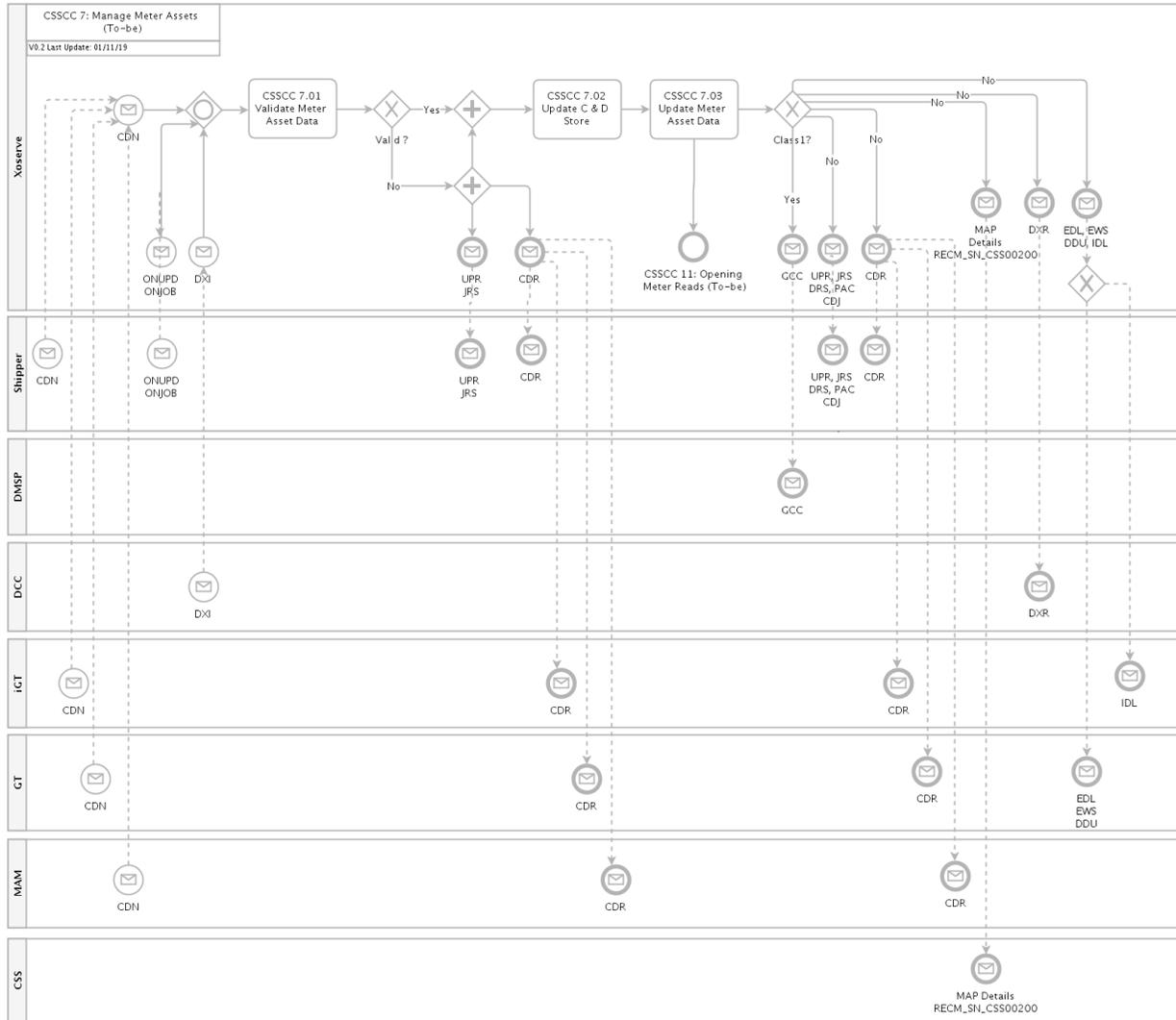
4.5 Switching Sites (Enquiry and Nomination)



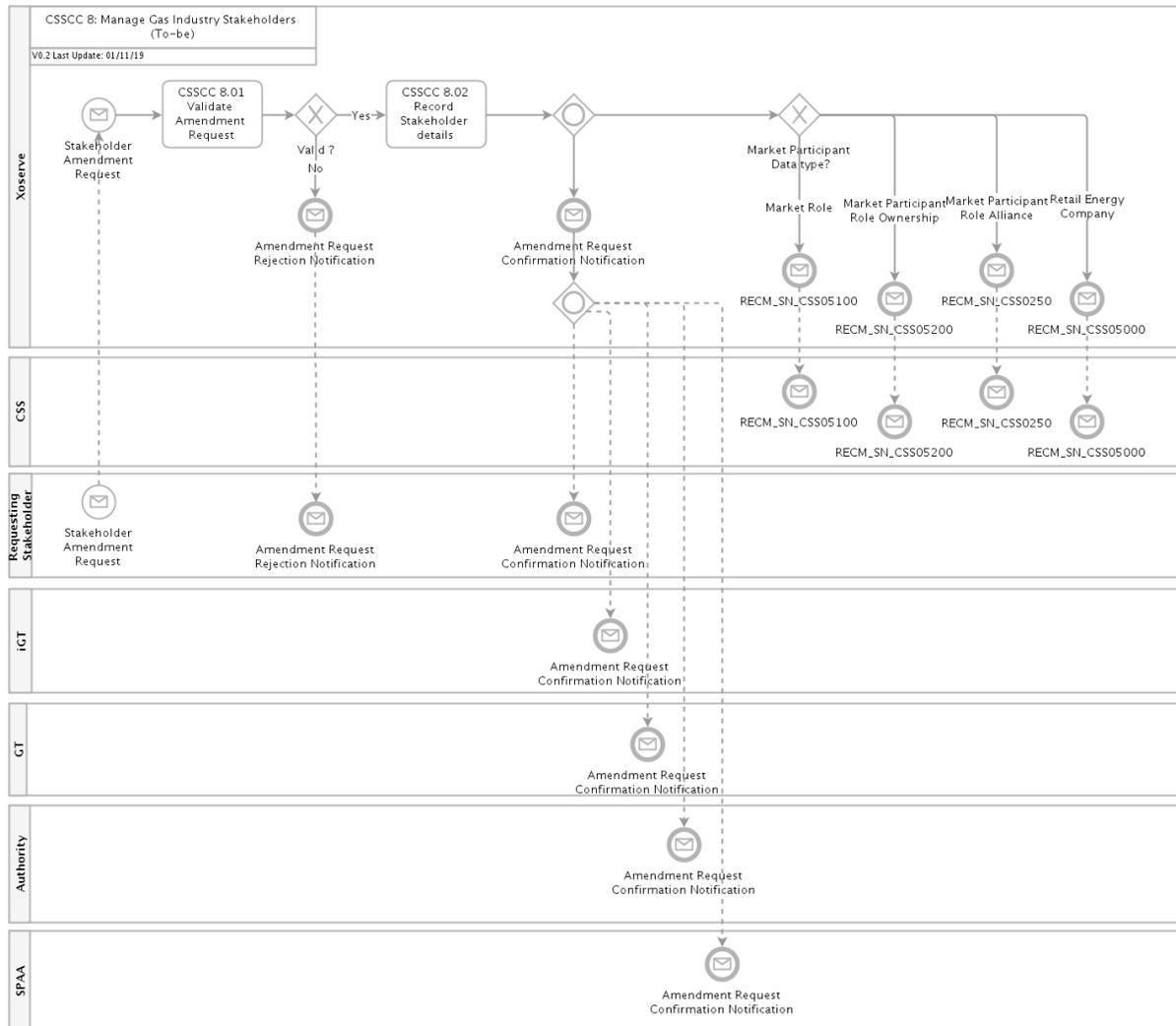
4.6 Manage Supply Meter Point Updates



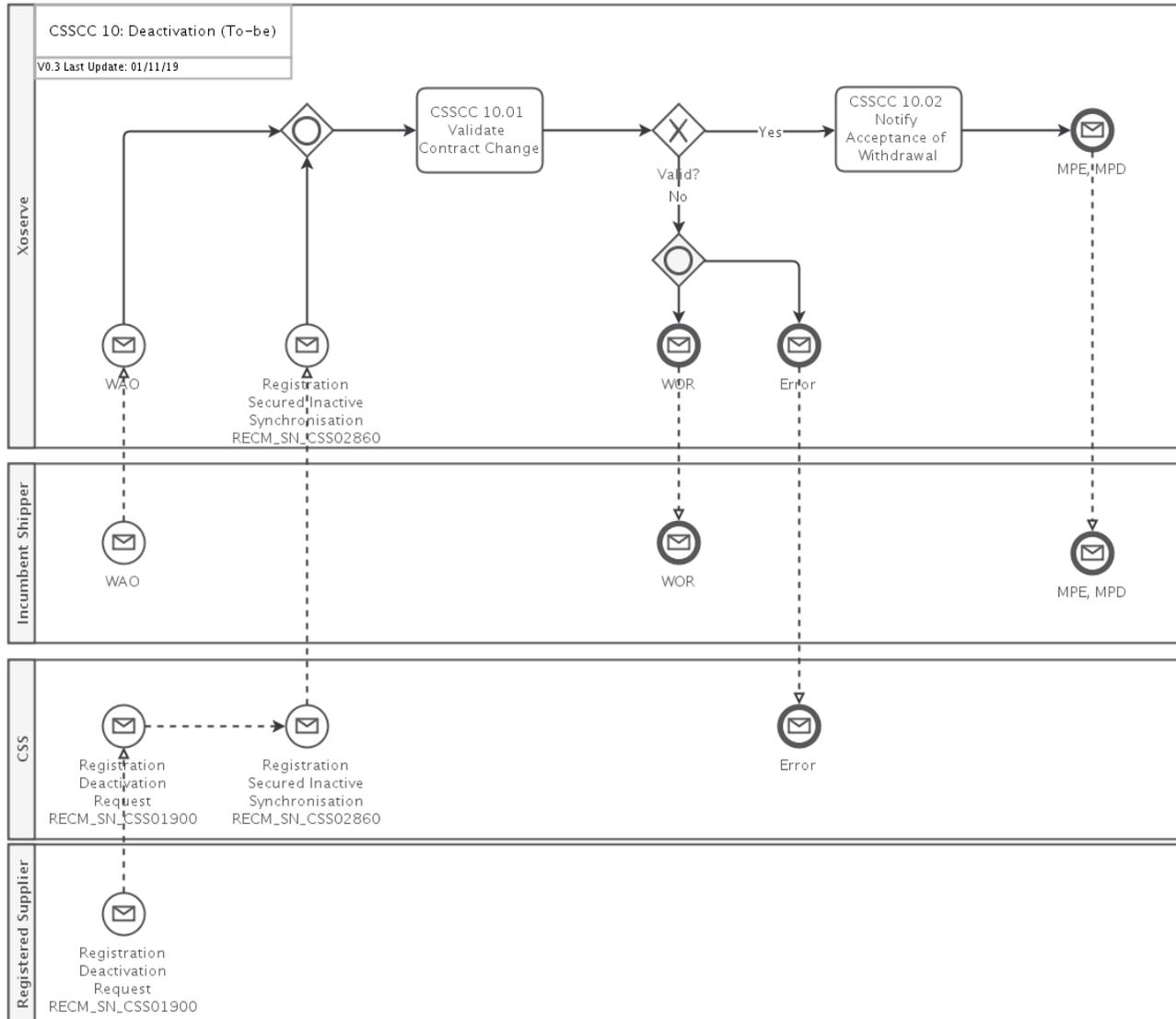
4.7 Manage Meter Assets



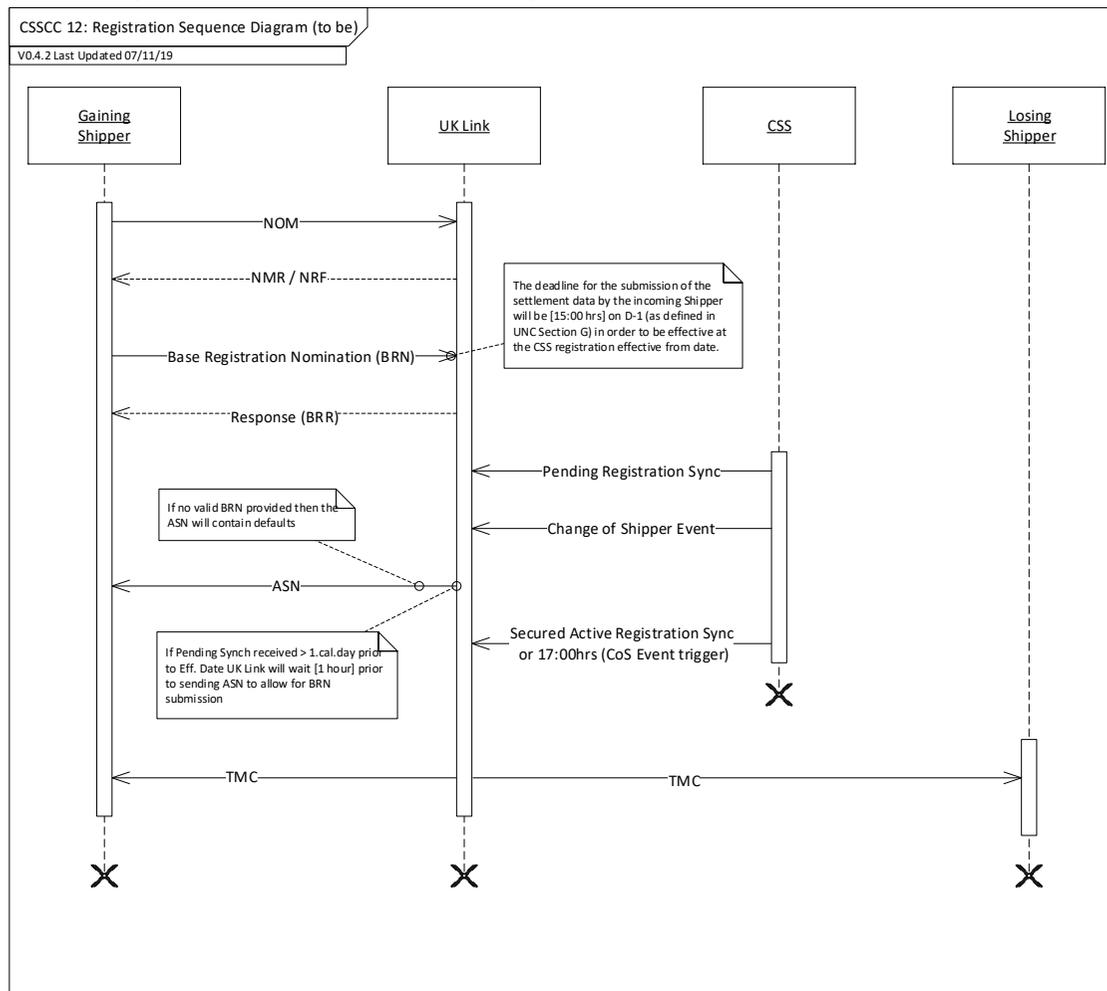
4.8 Manage Gas Industry Stakeholders



4.9 Deactivation



4.10 Registration Sequence Diagram



5 Business Requirements Definition

The following sections of the document provide a summary of the requirements that are a direct consequence of the implementation of the new switching regime; these are broken down into the areas of change and are derived requirements from the Ofgem Switching Programme Design Baseline 4 set of documentation.

5.1 Stakeholder Management

5.1.1 The CDSP shall master the gas market participant data, details of which are defined within the new Retail Energy Code (REC), and will be responsible for the provision and maintenance of the gas stakeholder data to the new CSS service provider and REC code manager. This will continue to include the following role types that are required to support the new switching processes:

- Gas Shippers
- Gas Suppliers
- Gas Transporters (including gas distribution network operators, independent gas transporters, etc.)
- Meter Asset Managers (MAMs)
- Meter Asset Providers (MAPs)

5.1.2 The CDSP shall be responsible for maintaining the MDD Market Participant List.

5.1.3 A Market Participant (MP) can apply to amend or delete their entry in the MDD MP List, applications to amend / delete a MDD MP will be via a [monthly process]. The Shipper is responsible for notifying the CDSP of any Suppliers who may make a Switch Request via the CSS on the Shipper's behalf. The Shipper may also revoke the Supplier from doing so on their behalf.

5.1.4 The CDSP will hold and maintain details of Shipper and gas Supplier relationships/alliances within UK Link, and will notify the Central Switching Service provider of any revisions.

5.1.5 The CDSP will hold and maintain details of Shipper and Gas Transporters (GT/iGT) relationships/alliances within UK Link, and will notify the Central Switching Service provider of any revisions.

5.1.6 Following the acceptance of a stakeholder update by CSS a notification shall be issued to the requestor to advise that the amendment has been applied.

5.2 Shipper Sanctions

5.2.1 Where the Gas Transporter applies sanctions to a Shipper organisation (via the current process) then the CDSP will provide the details to central switching service as a "real-time" message.

5.3 Supply Meter Point Creation and Maintenance

- 5.3.1 The Supply Meter Point creation process will continue to operate within UK Link as per the current processes.
- 5.3.2 For iGT Supply Meter Points a validation will be undertaken on the Elected Shipper and Elected Supplier details provided and a meter point creation or amendment request against the new Shipper to Supplier mapping table. Where the validation fails the meter point creation or amendment will be rejected.
- 5.3.3 The CDSP will be responsible for the synchronisation of all required Supply Meter Point data elements to the new CSS provider for all meter points that are within scope of the Central Registration Service. This will be over the new Supply Meter Point Sync interface message, and is expected to contain the following data elements:
- MPRN
 - Meter Point Address
 - RMP Status (this will be derived from the Supply Meter Point and Meter Isolation statuses)
 - Network Owner
 - MAP ID (where a meter is installed)
 - DCC Service Flag

5.4 Nomination Process - Request for Transportation Offers / Network Assessment

- 5.4.1 An equivalent of the current Nomination process (referred to in the UNC as a Referable Registration Nomination) will continue to be utilised to support requests for Network Assessment (i.e. Referrals) for large supply points. Network Assessment is required for changes/requests for the following example scenarios:
- Capacity requests/changes (SOQ and SHQ)
 - Seasonal capacity requests
 - Supply Meter Points requests for Optional Commodity Tariffs (e.g. Shorthaul)
 - Network Exit Agreements (NExAs)
- 5.4.2 The nomination process will no longer be a mandatory requirement for large supply point registration as and this process will operate independently to a CSS registration. However, in order to submit new settlement details a Nomination request should be submitted for all proposed Class 1 & 2 sites and can also be submitted for all other sites with an AQ 73,200 kWh or above.
- 5.4.3 For large supply points Shippers will continue to obtain Transportation Offers on the back of the nomination process in the same way as today.
- 5.4.4 Any Network Assessment Requests will continue to be issued through to the Gas Transporters for their approval in that same way as today. The Network Assessment Request Responses (Referral) response timescales are not expected

to change as a consequence of CSS. The chronology of this in relation to a Registration Request via CSS is not mandated, but due to Referral response timings it is expected that this shall be submitted by a Proposing Shipper ahead of the submission of a CSS Registration Request.

- 5.4.5 Currently Shippers may submit more than one Network Assessment Request; this will endure. Where multiple Referral responses are live for a given Supply Meter Point the proposing Shipper will advise which approved response will be applied to their registration via the settlement file submission.
- 5.4.6 The existing Nomination process is expected to be retained unchanged for the Supply Meter Points out of scope of the CSS (e.g. NTS Supply Meter Points).

5.5 Initial Registration of a Shipper and Supplier

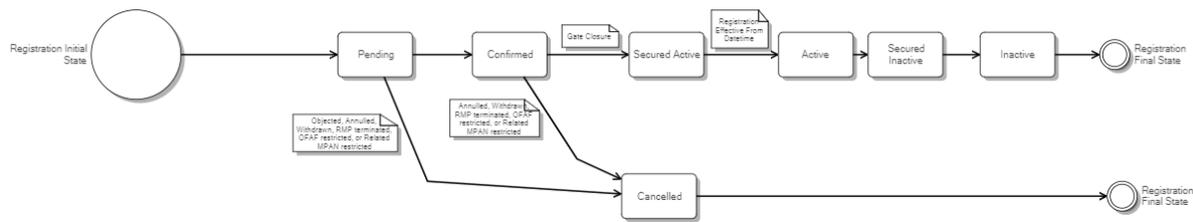
- 5.5.1 The initial / first registration of a Supply Meter Point will follow a similar process to the change of Shipper and Supplier process described below.

5.6 Change of Shipper and Change of Supplier

- 5.6.1 The Shipper and Supplier registration process will transfer to CSS for meter points managed by the new Central Registration Service. As a result the current Confirmation process will cease to be available for these meter points and all changes of Shipper and/or Supplier will be instigated by the gas Supplier via the new CSS processes.
- 5.6.2 The CDSP will receive both Shipper and Supplier ownership updates for individual meter points via a new interface with CSS. The Registration Sync message received from the CSS is expected to provide the following information which will be used to update UK Link:
- MPRN
 - Supplier
 - Shipper
 - Registration Identifier (generated by CSS)
 - Registration Effective Date (Supply Start Date)
 - Registration Status
 - Domestic Premises Indicator (Market Sector Code)
- 5.6.3 Further updates are expected to be received from the CSS as the registration status progresses through the registration lifecycle for the following statuses:
- Pending
 - Cancelled
 - Secured Active
 - Secured Inactive

Please note that no updates are expected to be issued to UK Link by CSS when the

registration status changes to Confirmed, Active or Inactive.



Source: Abacus v6 / Switching State Diagram

- 5.6.4 In order to ensure that a unique confirmation reference number is maintained within UK Link for each Shipper confirmation period a unique reference number will still be generated by UK Link and issued to Shippers for each change of Supplier and/or Shipper event. This is expected to remain in the same format as the current Confirmation Reference Number, and is a different value to any Registration Identifier that is generated by CSS as part of the new Supplier registration process.
- 5.6.5 The gaining Shipper will retain responsibility for the provision of emergency contacts and end consumer / Priority Service Register details to UK Link in line with the current processes. This is covered in more detail in the following sections.
- 5.6.6 The gaining Shipper will still be responsible for the provision of settlement data (as per the UNC requirements) to UK Link. This is covered in more detail in the following sections.
- 5.6.7 Once the new Shipper registration becomes active (i.e. at the start of the gas day for the effective date provided by CSS) the Settlement Details associated to the Registration Request will be applied to the supply meter point.
- 5.6.8 The daily delta files will continue to provide details of the changes for an individual Supply Meter Point in the same way as today.
- 5.6.9 The CDSP will no longer be responsible for the provision of Supplier portfolio data over to DCC (including the provision of elected Supplier details) as this will transfer over to the new CSS provider as part of the new switching arrangements.
- 5.6.10 The gaining Shipper will continue to provide opening reading data on the back of a secured switch, and where not provided UK Link shall continue to generate an estimated reading.

5.7 Change of Shipper Only – No change of Supplier

- 5.7.1 As described above the Shipper registration process will transfer to CSS for meter points managed by the new Central Registration Service and will no longer follow the current confirmation process.
- 5.7.2 The new switching processes followed by CSS is Supplier orientated and changes to the registered Shipper will not follow the same registration lifecycle within CSS as a change of Supplier, they are treated as a registration event (data update).

- 5.7.3 With the exception of the inbound notifications from the CSS for the Change of Shipper notifications, the same process will be followed as for a Change of Supplier and Shipper (see previous section).

5.8 Change of Supplier – No Change of Shipper

- 5.8.1 The CDSP will receive Gas Supplier ownership updates directly from the CSS through a new registration sync message for all Supply Meter Points being managed by the new CSS service provider. This will no longer be received directly from the registered Shipper, other than updates to any sites that are out of scope of the new switching service.
- 5.8.2 The same process will be followed as for a Change of Supplier and Shipper (see previous section).

5.9 Provision of Settlement Details

- 5.9.1 The CSS registration process does not include all of the information that is required by UK Link (and currently provided as part of the current Nomination and Confirmation processes, for example Settlement Class, MRF, SOQ and SHQ), as a result the gaining Shipper will still have the responsibility to provide all required Settlement Details for their registration period.
- 5.9.2 The settlement details will be provided via a new interface / file format to UK Link. The finalisation of the data items will be completed during the detailed design phase of the project, but is expected to include the following:
- MPRN
 - Shipper Short Code
 - Supplier Short Code
 - Settlement Class
 - Meter Read Frequency
 - Batch Frequency (where Class 3)
 - Nomination Response Reference
 - MAM ID
 - Emergency Contact Details
 - End Consumer Details (including Priority Services Register)
 - Requested DM SOQ/ DM SHQ
- 5.9.3 The Settlement Detail Notification (BRN) may be submitted by a Shipper in advance of the Supplier submission of the Registration Request to CSS, but should be submitted prior to the CSS registration reaching a Secured status, see below.
- 5.9.4 The deadline for the submission of the settlement data by the incoming Shipper will be [15:00 hrs] on D-1 (as defined in UNC Section G) in order to be effective at the CSS registration effective from date.

- 5.9.5 The latest valid settlement detail transaction shall be associated to the Registration Request. Please note that only one valid BRN shall be held by the CDSP
- 5.9.6 The Shipper may cancel Settlement Detail Notifications (BRN) provided prior to the settlement data submission deadline stated above. Once cancelled these cannot be associated to any Registration Request. Receipt by the CDSP of a subsequent Settlement Detail Notification will cancel / lapse any previous Settlement Detail Notifications.
- 5.9.7 A Settlement Details Notification (BRN) shall have a validity period of [60 calendar days].
- 5.9.8 Where the CDSP lapse a Settlement Detail Notification (BRN) the CDSP will not notify the Shipper who submitted the Settlement Detail.
- 5.9.9 Where there is a mandatory requirement for large site contact details to be provided (e.g. emergency contacts) and these have not be provided within the Settlement Detail Notification (BRN), then the notification shall be rejected and the requested settlement data will not be considered.
- 5.9.10 As a minimum, the association of the settlement data to the CSS registration will be based on the following data items:
- MPRN
 - Shipper Short Code
 - Supplier Short Code
- 5.9.11 Where the Settlement Details are not provided by the gaining Shipper, or the CDSP has been unable to create this association, a set of default values will be applied. The proposed business rules for default are defined below:
- 5.9.12 **Settlement Class** – If the AQ is above 58,600,000 kWh or where it is a mandatory Class 1 site then the meter point will default to Class 1 else it will be defaulted to Class 4.
- 5.9.13 **DM SOQ / DM SHQ** – The previous Shipper’s values will be carried forward.
- 5.9.14 **Meter Read Frequency** – This will be derived based on the prevailing AQ value in line with existing UNC rules.
- 5.9.15 **Seasonal LSP Data** – Will be carried forward to the new registration.
- 5.9.16 **Optional Transportation Rates** – This will not be carried forward and will cease to be applied.
- 5.9.17 **PSR / End Consumer Details** – This will not be carried forward to the new registration period.

- 5.9.18 **LSP Emergency Contact Details** – These will continue to be provided to the Transporter in relation to the new registration but will not be visible to the incoming Shipper.
- 5.9.19 **DNI Contract Details** – This will continue to be applied for the duration of the contract as per the current process.
- 5.9.20 UK Link will continue to provide Shipper portfolio updates through to Gemini to support gas nominations, allocations and energy balancing process. This will be triggered following the Secured Active Registration notification (or Shipper update notification) received from the CSS after gate closure at 5pm on D-1. Full details of the consequential changes are contained within a separate Gemini specific Business Requirements Document.
- 5.9.21 Settlement Details provided in a BRN will only be associated to a CSS Registration Request or Change of Shipper event. Any amendment separate to a Registration Request can still be undertaken, if allowed, as part of the existing Supply Point amendment processes.
- 5.9.22 For the avoidance of doubt, any Settlement Details provided will become effective at the start of the gas day for the corresponding CSS registration effective date and will not be applied in advance.

5.10 Transporter Forced Registrations

- 5.10.1 The CDSP will continue to monitor both iGT and GT Supply Meter Points under the current rules to ensure that where required a Shipper Confirmation is in place. This includes, for example, the initial Shipper registration on iGT sites following the first meter installation, and forced confirmations following a gas safety regulation visit undertaken by gas transporters.
- 5.10.2 The current processes will change to remove the automatic Shipper confirmation of these sites, and will be updated to trigger a Supplier registration within the new Central Registration Service, as per the rules defined in REC.

5.11 Supply Point Amendments Updates

- 5.11.1 UNC defines circumstances where Shippers may update the Supply Point Register by means of a Supply Point Amendment. Any Supply Point Amendments updates that are required to be submitted by the gaining Shipper are only expected to be received into UK Link once the status of the CSS registration has reached a Completed status (unless specifically described below); any request provided prior to this point will be rejected and not applied in UK Link.
- 5.11.2 **Class Change** – The current process to support Class changes will continue as is.
- 5.11.3 **Capacity Referrals** – The current process to support capacity referrals through to networks via SPC file will continue as is.

- 5.11.4 **Large Site Contact Details** - Shippers will be able to send the emergency and interruptible contact details to UK Link outside of the switch event via EMC files as per current process.
- 5.11.5 **Priority Service Register Details** - Shippers will be able to send the priority service register details to UK Link outside of the switch event via CNC files as per current process.
- 5.11.6 **MAM Updates** – Shippers can continue to provide updates as per the current process, however where the MAM file received from an incoming Shipper in relation to their pending registration, it can only be provided from the point that the registration status reaches ‘secured’ (equivalent of current world ‘CO’). For meter points outside of the scope of CSS then this process remains unchanged.

5.12 Market Sector Code Updates

- 5.12.1 For the in-scope Supply Meter Points, following the implementation of the CSS, Shippers will no longer be able to submit changes to the market sector code as all updates should be requested by the Supplier through the new CSS process. Any amendments will be provided to UK Link by CSS as a registration event sync message.
- 5.12.2 Where there is a change to the Market Sector Code outside of the switching process then an outbound MSO file will be issued to the registered Shipper when the new Market Sector Code becomes effective (based on the effective date provided by on the CSS registration event sync message).
- 5.12.3 Where there is a change to the Market Sector Code as part of the switching process no outbound MSO notifications will be issued to Shippers and the update will be provided directly by CSS as part of their registration notification messages and will also be included within the TMC file.

5.13 RGMA Process

- 5.13.1 Any RGMA updates received from a gaining Shipper in relation to their pending CSS initial registration prior to it having a “Pending” status (as notified by CSS and recorded in UK Link) will be rejected and therefore not applied in UK Link as per the current process. The current rules for sites not being in-scope of the central switching service will remain unchanged.
- 5.13.2 Any RGMA updates received from a gaining Shipper in relation to their pending registration (switch) request prior to it having a registration status of “Secured Active” (as notified by CSS and recorded in UK Link) will be rejected and therefore not applied in UK Link as per the current process. The current rules for sites not being in-scope of the central switching service will remain unchanged.
- 5.13.3 Where a change to the Market Sector Code is provided via an RGMA transaction this will no longer be processed by the CDSP for CSS sites. Any changes will need to be requested by the registered Supplier via the new CSS process.

5.14 Meter Asset Provider Details

- 5.14.1 The registered/gaining Shipper can provide the identification of the Meter Asset Provider (MAP) as part of the standard RGMA transactions.
- 5.14.2 Where the MAP is provided this shall be recorded against the meter asset record within UK Link and the details will be synchronised to CSS.
- 5.14.3 The MAP details will be provided to iGTs via Data Enquiry Service and as a new data service.

5.15 Shipper Withdrawal Process

- 5.15.1 For meter points managed by CSS, the Shipper withdrawal process will cease and a deactivation of the registration will need to be requested by the registered gas Supplier via the new CSS processes. These updates will then be synchronised to UK Link by CSS.
- 5.15.2 Following the receipt of a synchronisation message from CSS, the Shipper and Supplier registration updated will be processed as per the current Shipper withdrawal process and will become effective at the end of the gas day unless the CSS update has been received after the Gemini portfolio updates have been issued then it will be effective at the end of the following gas day.
- 5.15.3 The Losing Shipper will continue to be notified of their ceased responsibility as per the current process using the current MPE / MPD files.
- 5.15.4 The daily delta files will continue to provide details of the changes for individual Supply Meter Points in the same way as today.

5.16 Address Updates

- 5.16.1 No changes will be made to the current meter point address update process.
- 5.16.2 Where there is a change to the meter point address held for a meter point in UK Link the changes will be synchronised to CSS.
- 5.16.3 CSS will be synchronising Retail Energy Location address details to UK Link for individual Supply Meter Points. This will be cascaded to individual networks via the Data Enquiry Service and as a new data service.

5.17 Reporting

- 5.17.1 As yet no specific reporting requirements have been identified to support the implementation of CSS, however changes made to the UK Link data model may need to be reflected within existing industry reports.

5.18 Transitional Requirements

- 5.18.1 There is a transitional requirement from the Switching Programme to support the transition from the current Shipper Confirmation process to the new Supplier Registration process the objection window for all gas confirmations will need to be aligned to the electricity objection window of five working days.
- 5.18.2 In line with the switching programme transition plan the submission of confirmation requests from Shipper will cease and will be rejected by UK Link for all sites that are transitioning over to the new central switching service. The date for this is still to be finalised but is expected to be around twelve days prior to CSS go-live.
- 5.18.3 In line with the switching programme transition plan the submission of SPA update requests for data elements that will be part of the new CSS processes (for example Market Sector Code and Supplier updates) will be rejected by UK Link for all sites that are transitioning over to the new central switching service. The date for this is still to be defined.

5.19 File Format Change Summary

- 5.19.1 No file format changes are identified. The daily delta files will continue to provide details of the change for an individual Supply Meter Point in the same way as today
- 5.19.2 The REL data and MAP ID will be provided to individual networks via Data Enquiry Service and as a new data service.

6 Non-Functional Business Requirements

A number of non-functional requirements have been defined by the switching programme that will have a direct impact on Xoserve's systems. Full details of these can be found in the switching programme E2E Non-Functional Requirements document on Ofgem's website ([link](#)).

7 Document Control

7.1 Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Initial Draft	Oct 2018	Xoserve	N/A
0.2	Draft	22/03/2019	Xoserve	Updated to reflect CSSC DSG meeting outputs
0.3	Final Draft	03/05/2019	Xoserve	Updated to reflect feedback received as part of industry review
0.4	Final Draft	03/05/2019	Xoserve	Updated to reflect feedback received as part of industry review
1.0	High Level Design Baseline	10/07/2019	Xoserve	Baselined following industry review under XRN4921 (CSSC GT iGT BRD for Review) and approval at ChMC meeting on 10 th July 2019
1.1	Final Detailed Design Draft	10/10/2019	Xoserve	Updated to reflect the detailed design from extraordinary CSSC DSG meeting discussions and decisions
1.1.1	Final Design	01/11/2019	Xoserve	Business Process section updated to reflect latest process maps following change pack review for the completed design
1.1.2	Final	08/11/2019	Xoserve	Updates following Customer representation
2.0	Final	27/11/2019	Xoserve	Version updated to major release following Change Pack approval.