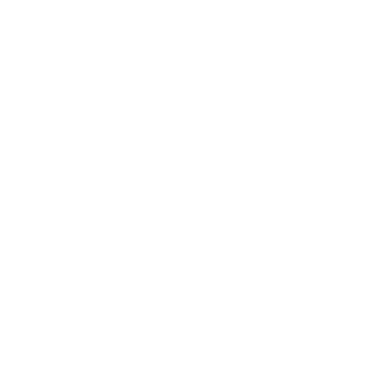
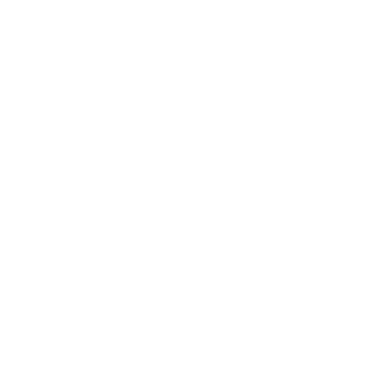
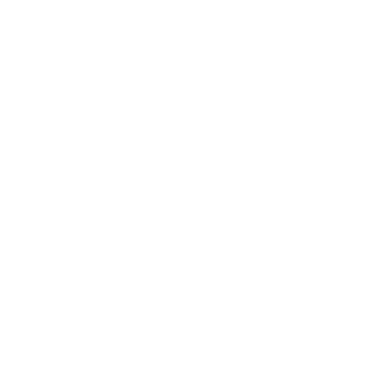


**XRN5573-B**

**Update To The Priority Consumer Process**



**High Level Solution Option**

**Impact Assessment Summary**

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| **Introduction** |
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| This **High Level Solution Option (HLSO) Impact Assessment Summary** is designed to provide DSC customers with the appropriate details to aid in understanding proposed Solution Options being put forward to the industry to satisfy customer requirements for the specified DSC Change Proposal (XRN5573-B).  This document aims to provide transparency in the analysis carried out to date by the CDSP and assist customers in making informed decisions around impacts to the industry, the CDSP and potential changes need to their own systems & processes as a result of the proposed Solution(s).  Please note that the details and cost estimates outlined within this document has a validity period of 6 months following the issue of the Solution Option Change Pack.  If you have any questions related to this HLSO, please contact the [uklink@xoserve.com](mailto:uklink@xoserve.com) box account in the first instance. |
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| **Target Audience** | | | |
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| This High Level Solution Option (HLSO) Impact Assessment Summary is targeted to specific DSC Customers and industry parties shown below following analysis to date. It is advised that this document be reviewed in its’ entirety and parties provide the CDSP representations/feedback via the Change Pack consultation process.  However, it is also encouraged for ALL industry parties to review and where appropriate provide representations/feedback on potential impacts for the solution option(s) being proposed within this HLSO.  Impacted parties are: | | | |
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| * Gas Shippers * Distribution Network Operators (DNOs) * National Gas Transmission (NGT) * Department for Energy Security and Net Zero (DESNZ) | | | |
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| **Change Overview – XRN5573-B** | | | |
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| XRN5573-B has been raised to build upon the previously implemented XRN5573(A).  The purpose of the original change was to amend the existing Priority Consumer process in line with the direction provided by the Secretary for DESNZ (Department for Energy Security and Net Zero). When this change was implemented, it was agreed certain elements would be done at a later phase due to the urgency at the time.  For information, a breakdown of the different Priority Consumer categories are displayed in Appendix 1.  The purpose of XRN5573-B is to bring Category B priority consumer requests in line with how Category A and C are being managed and processed. This involves:   * Ensuring the UK Link system is updated to capture category B requests (currently stored offline). * Passing of the updated category B values to BW/downstream reporting tools so the appropriate reports automatically capture category B. * Updating GES data flows to ensure category B values feed the appropriate GES logic as per A and C values. * Removing the existing manual workarounds in place to manage category B requests. * Migrating existing offline data into UK Link for category B values.   The above are the core requirements that are to be delivered regardless of option chosen, however, we have looked at additional enhancements that could be made to the existing Priority Consumer process surrounding method of communication used between various parties involved. These additional enhancements are covered under Option 2. | | | |
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| **Useful Information** | | | |
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| The below has been provided to aid customers understanding of the Change Proposal and/or any information that may be useful in reviewing this HLSO Impact Assessment Summary. | | | |
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| * Link to the original [5573 change](https://www.xoserve.com/change/customer-change-register/xrn-5573-updates-to-the-priority-consumer-process-as-designated-by-the-secretary-of-state-for-business-energy-and-industrial-strategy-beis-urgent/). * Secretary of State [Governmental direction letter](https://www.gov.uk/government/publications/priority-lists-direction-to-gas-transporters). * Priority consumer page on [Xoserve.com](https://www.xoserve.com/help-centre/supply-points-metering/supply-point-administration-spa/priority-consumers/) | | | |
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| **Customer Requirements Mapping** | | | |
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| The attached document shows the Customer Requirements that have been considered in the production of this HLSO Impact Assessment Summary.  This document also illustrates which requirements have been met for each Solution Option being presented and provides customers with an overall % of Customer Requirements coverage for each. | | | |
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|  | The detailed customer requirements considered are given below. | | |
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| **Proposed Solution Options** | | | |
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| The proposed High-Level Solution Option(s) that have been impact assessed to satisfy customer requirements are as follows: | | | |
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|  | **1:** | **Category B reflective in industry file flows.** | |
|  | **2:** | **Enhancement to how we receive Priority Consumer updates.** | |
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| Details of the impact assessment carried out for each proposed solution option has been outlined in subsequent sections of this document. | | | |
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| **High Level Solution Comparison** | | |
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| Below provides a high-level comparison between the proposed Solution Option(s) to aid customers in appropriate decision making and representation responses. | | |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Solution** | **CDSP**  **Impact** | **Customer Impact** | **Release Type** | **Upper**  **Estimate £** | **Customer Requirement** | | **1** | Medium | Medium | Major | £54,000 | 100% | | **2** | Medium | Medium | Major | £97,000 | 100% | | | |
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**1: Category B reflective in industry file flows**

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| **Solution Overview** |
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| Solution Option 1 aims to deliver the core must have requirements looking to ensure that Priority Consumer Category B requests are processed in line with Category A & C requests and all appropriate downstream processes are automatically fed with this new allowable value (as currently this is done manually, as per agreement under XRN5573-A and the interim manual process).  At a high level, to facilitate this option, the below high-level activities are proposed: |
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| * Changes in UK Link to include validations for priority consumer category B requests. * Allow business users to accept and input priority consumer category B values in SAP ISU. * A one-time data update for priority consumer category B values held offline to be migrated into UK Link tables. * Report changes to automatically include priority consumer category B values, as is the case with category A and C. The following portfolio reports are within scope and have been identified as being in need of change:   + Weekly distribution Network Report (IP119)   + Monthly Shipper Report (IP119)   + Monthly GNCC Gas Ops Data Report (IP125)   + Monthly Aggregate AQ Report (IP123) * GES logic updated to allow GES to acknowledge where priority consumer category has been applied where a code B exists as is the case with A and C currently. * File format change required for .TMC and .TRF files to include priority consumer category code B as an allowable value as per category A and C. |
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| **Constituency Impact Overview** |
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| Below provides a high-level view of impacts per DSC Customers and industry parties, more details and reasoning for such are outlined in the later sections.  Please note that the below is the view of the CDSP following analysis to date on the solution option being proposed. It is encouraged for representatives to carry out their own assessment and where possible provide feedback if they feel the below is not a true representation of the impacts that would be felt if the proposed solution option were to be progressed with and implemented. |
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| |  |  |  | | --- | --- | --- | | Gauge with solid fill  High | N/A |  | |  |  | | Speedometer Middle with solid fill  Medium | Gas Shippers  Central Data Service Provider (CDSP) | |  |  | | Speedometer Low with solid fill  Low | N/A | |
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| **Solution Impact Summary** | |
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| The below provides a high-level summary of the proposed solution option, additional details for each are provided in subsequent sections. | |
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| CDSP Impact: | **Medium** |
| Customer Impact: | **Medium** |
| Release Type: | **Major** |
| Cost Estimate: | **£41,000 - £54,000 GBP** |
| Customer Requirement Coverage: | **100%** |
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| **Estimated Cost Breakdown** |
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| Estimated costs provided are indicative and based on high level analysis to date and may be subject to change if the solution moves further through change development. |
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| |  |  |  | | --- | --- | --- | | **Development / Implementation Costs** | | | | **Element** | **Lower** | **Upper** | | Design | £6,000 | £8,000 | | Delivery | £31,000 | £41,000 | | Customer Contingency | £4,000 | £5,000 | | **Total** | **£41,000** | **£54,000** | |
|  |
| |  |  |  | | --- | --- | --- | | **Ongoing Costs** | | | | **Element** | **Lower** | **Upper** | | Service & Operate | n/a | n/a | | Contracting & Assurance | n/a | n/a | | Other | n/a | n/a | | **Total** | **n/a** | **n/a** | |
| Ongoing costs are not expected for this Solution Option; however, this will be confirmed during Detailed Design and in the presentation of the BER if this solution is to be progressed. |
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| **CDSP Technical Overview** |
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| The CDSP systems impacted by the proposed solution are outlined below with details on how they are affected and what is involved.  **UK LINK - SAP ISU**   * Changes to include validations for new priority consumer category B requests. * Enable the internal screen used for priority consumer updates to allow the input of category B values. * One time data update for the Priority Consumer category B values held offline into the appropriate UK Link tables.   **UK Link - SAP BW**   * The following portfolio reports have been identified as being impacted to need to present the new allowable category value of B:   + Weekly Distribution Network Report per portfolio (IP119)   + Monthly Shipper Report per portfolio (IP119)   + Monthly GNCC Gas Ops Data Report (IP125)   + Monthly Aggregate AQ Report (IP123)   Please note that users of these reports are not impacted, as currently the CDSP add the Priority Consumer Category B Supply Meter Points to these reports manually. This is to remove the manual element required to deliver these to customers.  **Gas Enquiry Service (GES)**   * GES logic to be revised to populate the Priority Consumer Indicator where a Priority Consumer Category B value is present in UK Link (as per logic for A & C).   **File Format Updates**   * Format change required for **.TMC** and **.TRF** files to include Priority Consumer Category B as an allowable value, as is the case with Categories A and C. * Please note that file format changes will result in the need for external parties to reflect these updates within their systems to ensure they can still be sent/processed/received by the recipient. |
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| **Impacted / Consequential Processes** |
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| The industry processes that are impacted by the proposed solution are outlined below, which could include DSC and non-DSC provided services.  **Priority Consumer Process (internal only)** - Removal of the need for the CDSP to manually store the outcome of Priority Consumer Category B requests in an offline datastore. Following implementation, it is proposed that these will now be captured and input directly into SAP ISU in line with Categories A and C.  **Priority Consumer Process (internal only)** - Removal of the manual workaround for the CDSP to update Priority Consumer Category B values into the portfolio reports, where applicable, prior to sending to the relevant recipient. Following implementation, it is proposed that the reports generated will automatically capture Priority Consumer Category B values, as is the case for Categories A and C.  To clarify, for Solution Option 1, there are no proposed changes to the method by which the Shippers and/or DESNZ send the Priority Consumer Category requests to the CDSP for processing. |
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| **Assumptions** |
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| Below are any assumptions that have been made over the course of carrying out this High-Level Solution Option (HLSO) Impact Assessment. |
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| |  |  |  | | --- | --- | --- | | **Ref** | **Assumption** | **Notes** | | A1 | No change in validation for Priority Consumer Category Codes A and C as part of this change. |  | | A2 | There is no change to the interface as to how the Priority Consumer Category requests are received into UK Link. This will still be received manually over email with a business user needing to input the details using the existing screen. |  | | A3 | No Performance Testing required for this change as the volume of requests received for Priority Consumer process is very low. |  | | A4 | History of all the changes related to Priority Consumer Category B for the corresponding Supply Meter Points will be stored in the existing table related to Priority Consumer values. |  | | A5 | The Priority Consumer count value shared in **.NRL** file is not impacted by this change as the Priority Consumer count value only relates to Priority Consumer Category A values. |  | | A6 | There is no change to Portal and/or Portal referral process (for Distribution Networks) for Priority Consumer Category requests. |  | | A7 | Changes to the **.TMC** and **.TRF** will not have an impact to the Switchstream service. |  | |
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| **Dependencies/Dependents** |
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| Below are any dependencies for and against this Solution Option that have been made in the course of carrying out this High-Level Solution Option (HLSO) Impact Assessment. |
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| |  |  |  | | --- | --- | --- | | **Ref** | **Dependency** | **Notes** | | n/a | None identified at this time |  | |
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| **Risks** |
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| Below are any risks that have been identified in the course of carrying out this High Level Solution Option (HLSO) Impact Assessment. |
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| |  |  |  |  | | --- | --- | --- | --- | | **Ref** | **Risk** | **Notes** | **Mitigation** | | n/a | None identified at this time |  |  | |
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| **Governance Approach** |
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| The standard DSC Change Management process will be followed to progress this change. However, we are aware that a Retail Energy Code (REC) change request is needed to reflect the addition of Category B within the GES User Guide as an allowable value, as this is a Category 3 document. This will be progressed via the appropriate code change processes. For the avoidance of doubt, this is not a dependency to the delivery of XRN5573-B, as the required changes to feed GES can be implemented without the required updates to the GES User Guide. |
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| **Delivery Approach** |
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| 1. Scoping and Delivery of this solution option will require a UK Link Major Release. 2. The delivery methodology is planned to be Waterfall. |
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| **Additional Information** |
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| Process flow to highlight the proposed high-level ‘To Be’ process for this Solution Option has been drafted for information: |
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**2: Enhancement to how we receive Priority Consumer updates**

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| **Solution Overview** |
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| Solution Option 2 aims to deliver the core requirements (as per Solution Option 1) but also includes enhancements to how the CDSP receives Priority Consumer requests. The additional scope of Solution Option 2 is highlighted below: |
|  |
| * New Portal screen to allow the CDSP to receive Priority Consumer requests from Shippers and DESNZ\*. * New proxy to receive the Priority Consumer requests from Portal. * Changes in UK Link to include validations for Priority Consumer Category B requests and automate elements of Category A & C validations.   *\* DESNZ are being engaged regarding this element and if it is something that they support, however HLSO has been drafted with this in scope.* |
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| **Constituency Impact Overview** |
|  |
| Below provides a high level view of impacts per DSC Customers and industry parties, more details and reasoning for such are outlined in the later sections.  Please note that the below is the view of the CDSP following analysis to date on the solution option being proposed. It is encouraged for representatives to carry out their own assessment and where possible provide feedback if they feel the below is not a true representation of the impacts that would be felt if the proposed solution option were to be progressed with and implemented. |
|  |
| |  |  |  | | --- | --- | --- | | Gauge with solid fill  High | N/A |  | |  |  | | Speedometer Middle with solid fill  Medium | Gas Shipper  Central Data Service Provider (CDSP)  Department for Energy Security and Net Zero (DESNZ) | |  |  | | Speedometer Low with solid fill  Low | Distribution Network Operator (DNO) | |
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| **Solution Impact Summary** | |
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| The below provides a high-level summary of the proposed solution option, additional details for each are provided in subsequent sections. | |
|  | |
| CDSP Impact: | **Medium** |
| Customer Impact: | **Medium** |
| Release Type: | **Major** |
| Cost Estimate: | **£85,000 - £97,000 GBP** |
| Customer Requirement Coverage: | **100%** |
|  | |
|  | |
|  | |
| **Estimated Cost Breakdown** | |
|  | |
| Estimated costs provided are indicative and based on high level analysis to date and may be subject to change if the solution moves further through change development. | |
|  | |
| |  |  |  | | --- | --- | --- | | **Development / Implementation Costs** | | | | **Element** | **Lower** | **Upper** | | Design | £12,000 | £14,000 | | Delivery | £65,000 | £75,000 | | Customer Contingency | £8,000 | £9,000 | | **Total** | **£85,000** | **£97,000** | | |
|  | |
| |  |  |  | | --- | --- | --- | | **Ongoing Costs** | | | | **Element** | **Lower** | **Upper** | | Service & Operate | N/A | N/A | | Contracting & Assurance | N/A | N/A | | Other | N/A | N/A | | **Total** | **N/A** | **N/A** | | |
| Ongoing costs are not expected for this Solution Option; however, this will be confirmed during Detailed Design and in the presentation of the BER if this solution is to be progressed. | |

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| **CDSP Technical Overview** |
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| The CDSP systems impacted by the proposed solution option are outlined below with details on how they are affected and what is involved. Please Note this is only what is additional for Solution Option 2 as the changes set out in Option 1 are also included within scope.  **Portal**   * New Portal screen to receive Priority Consumer Category requests from Gas Shippers.   + This screen is to also display the status of Priority Consumer request for a Supply Meter Point at a given point in time along with history for visibility. * Enable DESNZ user to input Priority Consumer request for Category B through the new Portal screen (above).   **UK LINK - SAP ISU**   * New proxy to receive the Priority Consumer requests from Portal. * Automated checks to be created to validate and perform the necessary steps in UK Link for Priority Consumer requests such as checking Shipper Supply Meter Point ownership, Annual Quantity thresholds, etc.   **UK Link - SAP PO**   * Proxy structure set up to receive and send responses for Priority Consumer category requests to and from the Portal. |
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| **Impacted / Consequential Processes** |
|  |
| The industry processes that are impacted by the proposed solution are outlined below, which could include DSC and non-DSC provided services. |
|  |
| **Priority Consumer Process (internal only)** *–* Removal of the need to manually input approved data in SAP ISU as these will be handled by the relevant parties via the portal.  **Priority Consumer Process (external) -** Shippers and DESNZ having the ability to update Priority Consumer requests directly to the CDSP using the Portal and being able to check the status of these requests (as some may need to be referred to the Distribution Network). |
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|  |
| **Assumptions** |
|  |
| Below are any assumptions that have been made in the course of carrying out this High Level Solution Option (HLSO) Impact Assessment. |
|  |
| |  |  |  | | --- | --- | --- | | **Ref** | **Assumption** | **Notes** | | A1 | No change in validation for Priority Consumer Category Code A and C as part of this change. |  | | A2 | Required template modification to include Priority category B will be done by business. |  | | A3 | History of all the changes related to Priority Consumer Category B for the corresponding Supply Meter Points will be stored in the existing table related to Priority Consumer values. |  | | A4 | The Priority Consumer count value shared in **.NRL** file is not impacted by this change as the Priority Consumer count value only relates to Priority Consumer Category A values. |  | | A5 | Performance Test will be considered for new Portal screen. |  | | A6 | Access request for the Portal will be via existing business operational processes. |  | |
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| **Dependencies/Dependents** |
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| Below are any dependencies for and against this Solution Option that have been made in the course of carrying out this High-Level Solution Option (HLSO) Impact Assessment. |
|  |
| |  |  |  | | --- | --- | --- | | **Ref** | **Dependency** | **Notes** | | D1 | Ensuring all parties have access to the Portal. If not, they will require to be set up prior to the. | Administration processes prior to implementation would need to be considered by parties. | | D2 | Although post delivery, Category C requests can be raised using the portal, the end-to-end process cannot be fully automated due to processing restrictions for ensuring internal checks are completed prior to sending to DNOs. | Manual checks are required to validate the evidence provided, these are currently being discussed with Distribution Network Operators. | |
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| **Risks** |
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| Below are any risks that have been identified in the course of carrying out this High Level Solution Option (HLSO) Impact Assessment. |
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| |  |  |  |  | | --- | --- | --- | --- | | **Ref** | **Risk** | **Notes** | **Mitigation** | | n/a | None identified at this time |  |  | |
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|  |
| **Governance Approach** |
|  |
| The standard DSC Change Management process will be followed to progress this change. However, we are aware that a Retail Energy Code (REC) change request is needed to reflect the addition of Category B within the GES User Guide as an allowable value, as this is a Category 3 document. This will be progressed via the appropriate code change processes. For the avoidance of doubt, this is not a dependency to the delivery of XRN5573-B, as the required changes to feed GES can be implemented without the required updates to the GES User Guide. |
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|  |
| **Delivery Approach** |
|  |
| 1. Scoping and Delivery of this solution option will require a UK Link Major Release. 2. The delivery methodology is planned to be Waterfall. |
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|  |
| **Additional Information** |
|  |
| Process flow to highlight high level To Be process; |

**Appendix 1 - Priority Consumer Categories**

Below are the latest Priority Consumer Categories and the description that outlines the high-level criteria that has been define by the Secretary of State.

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| **Category** | **Description** |
| **A** | Relevant customers where a failure in the supply to their premises could put lives at risk. |
| **B** | Relevant customers for which the sudden loss of gas causes or threatens to cause serious damage, for an unacceptably prolonged period, to human welfare, the environment or the security of the United Kingdom that cannot be reasonably mitigated. |
| **C** | Relevant customers taking over 2 million therms per annum for which the sudden loss of gas would result in repair or replacement costs amounting to 10% or more of the Site Fixed Tangible Asset Value. |

Note: The below are the current assurance checks ***for guidance only*** and can be subject to change during detailed design and updates from ongoing discussion between impacted industry parties.

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| --- | --- |
| **Category** | **Internal Assurance Criteria** |
| **A** | * Request checked against UK Link to ensure it is submitted by the registered Shipper. * Ensure application form is fully completed. * The annual AQ value is checked against UK Link to ensure the site has a value of 732,000kWh or above. * Validation checks are done against the type of property such as Hospital, Care Home, etc. This is checked against UK Link initially, where it is not listed, further checks are carried out to investigate and/or evidence is requested. |
| **B** | * Instruction taken from DESNZ. However, request is sense checked and updated. |
| **C** | * Request checked against UK Link to ensure it is submitted by the registered Shipper. * Ensure application form is fully completed. * The site must have an AQ of 2 million therms (58.6 million kWh) or above - we check this against AQ value in UK Link. * The Shipper to provide independent assessment/ documentation from the End User that sudden loss of gas would result in repair or replacement costs amounting to 10% or more of the Site Fixed Tangible Asset Value. * Pass request on to the Network to review and confirm if the request can be accepted. |

**Appendix 2 - Glossary**

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| **Glossary** |
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| |  |  | | --- | --- | | **Term/Acronym** | **Definition** | | DSC | Data Services Contract | | CDSP | Central Data Service Provider | | DNO | Distribution Network Operators | | SAP | System Applications and Products in data processing | | DESNZ | Department for Energy Security and Net Zero | | REC | Retail Energy Code | |
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**Version Control**

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| **Document** |
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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **#** | **Date** | **Author** | **Status** | **Update** | | 0.1 | 09 Aug 23 | Ishfaq Hussain | For Review | Feedback provided for amendments and clarifications. | | 1.0 | 17 Aug 23 | Ishfaq Hussain | For Sign Off |  | |
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| **Template** |
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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **#** | **Date** | **Author** | **Status** | **Update** | | 1.0 | 01 Apr 23 | Simon Harris | Live | Baselined HLSO Template. | |  |  |  |  |  | |
|  |