Detailed Design Change Pack

# Communication Detail

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| --- | --- |
| Comm Reference: | 3328.2 - VO - PO |
| Comm Title: | XRN5702 Update to assess the replacement of Facsimile as a form of communication (Modification 0864S) |
| Comm Date: | 16/12/2024 |

**Change Representation**

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| Action Required: | For representation |
| Close Out Date: | 31/12/2024 |

# Change Detail

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| Xoserve Reference Number: | [XRN5702](https://www.xoserve.com/change/customer-change-register/xrn-5702-update-to-assess-the-replacement-of-facsimile-as-a-form-of-communication/) |
| Change Class: | Functional |
| \*ChMC Constituency Impacted: | Shippers, all Classes  Distribution Networks (DNOs)  Independent Gas Transporters (IGTs)  \*Assumed impacted parties of the proposed change, all parties are encouraged to review |
| Change Owner: | [uklinkdelivery@xoserve.com](mailto:uklinkdelivery@xoserve.com) |
| Background and Context: | XRN5702 has been raised to deliver the requirements of Modification 0864.Modification 0864 Update of UNC Code Communication Methods (removal of facsimile/fax) has been raised as it seeks to align obligated Code Communication methods with future communication network changes, attributable to national PSTN decommissioning, and the subsequent retirement of fax devices.  The Modification looks to remove the Code Communication method ‘facsimile’ and ‘fax’ and replace with email.  The change looks to deliver the objectives of the modification:   * Identify and remove ‘facsimile’ **and** ‘FAX’ within UNC code, CDSP systems, processes and relevant documentation * Email added where appropriate (i.e. where it is not currently listed) within UNC Code, CDSP systems, processes and relevant documentation * Alternative approved UNC Code Communication added by exception   The below has been provided to aid customers understanding of the Change Proposal and/or any information that may be useful in reviewing this Detailed Design Change Pack document:   * XRN5702 Change Proposal can be found [here](https://www.xoserve.com/change/customer-change-register/xrn-5702-update-to-assess-the-replacement-of-facsimile-as-a-form-of-communication/) * UNC Modification 864s documentation can be found [here](https://www.gasgovernance.co.uk/0864) |

# Change Impact Assessment Dashboard

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| Functional: | SPA (Registration Flows and Contact Updates Process) |
| Non-Functional: | Process and Documentation |
| Application: | UKLink, SwitchStream, Marketflow, BO/BW |
| User(s): | DNOs, IGTs and Shippers |
| Documentation: | File formats, Templates, UK Link Manual, Emergency Contact Forms |
| Other: | N/A |

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| --- | --- | --- | --- | --- | --- |
| File(s) | Parent Record | Record | Data Attribute | Change | Hierarchy or Format  Agreed |
| CNF, BRN, TNI, RCI, EMC, CFR, BRR, CTR, TRF, TMC, ASN, CRS, TRS, CSS | N/A | S67 | CONT\_ELECTRONIC\_COMM\_TYPE | **Description Change Only:**  ‘FAX’ is removed, and ‘INT’ (Email) is added as an allowable value. | N/A |
| SNO  SNR | N/A | U87 | CONTACT\_FAX\_ NUMBER | **File Format Structure Change:**  Field CONTACT\_FAX\_ NUMBER is removed | N/A |
| EQL  EDL | N/A | B39 | ELA\_IDENTITY | **File Format Structure Change:**  ELA\_IDENTITY -Field length increased to 241 to support Email | N/A |
| IDL  IQL | N/A | B46 | CONT\_ELECTRONIC\_COMM\_TYPE  COMMUNICATION\_IDENTITY | **Description Change:**  CONT\_ELECTRONIC\_COMM\_TYPE -‘FAX’ is removed, and ‘INT’ (Email) is added as an allowable value.  **File Format Structure Change:**  COMMUNICATION\_IDENTITY - Field length increased to 241 to support Email | N/A |
| EWS | N/A | E24 | ELA\_IDENTITY  ELA\_TYPE | **File Format Structure Change:**  ELA\_IDENTITY -Field length increased to 241 to support Email  ELA\_TYPE – ‘INT’ (Email) is added as an allowable value | N/A |

# Change Design Description

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| There was a single solution identified to deliver the required changes to the Central Data Service Provider (CDSP) system and processes as a result of the modification and, as such, the solution and detail design are being presented together in this Change Pack.  **UK Link**  UK Link currently stores FAX as an alternate communication type received as part of registration requests and contact updates from Shippers. Post XRN5702 implementation, FAX will be rejected if received in as a communication type within these process flows, and (Internet) Email will be accepted as alternate communication type along with, associated, mandatory Telephone information.  **Shipper Registration flows:**   * ‘FAX’ will be removed and ‘INT’ for Email will be added as an allowable value in CONT\_ELECTRONIC\_COMM\_TYPE field of the S67 record segment within the below inbound files.   + CNF – Confirmation Request (Non-Central Switching Service (CSS))   + BRN – Base Registration Nomination (CSS)   + CSS – Shared Site Confirmation Request   + RCI – Interconnector Confirmation Request * ‘FAX’ will be rejected, if received, using the new rejection code CTT00049 (Invalid communication contact type) and the rejection will be included within the S72 segment of the respective response files (CFR, BRR, CRS and OCI). * All acceptances will be sent out in the corresponding response files (CFR, CRS, TRF, TRS, BRR, ASN, TMC, TNI). Those having an S67 segment will reflect the ‘INT’ (Internet Email) details received in the inbound submissions as followed in the BAU process. * Templates used in Shared Supply Meter Point (SSMP) Registration flows will require equivalent changes:   + SNO -Shared Site Nomination Request – File format structural change to remove the ‘CONTACT\_FAX\_ NUMBER’ field within the U87 record.   + SNR -Shared Site Nomination Response – File format structural change to remove the ‘CONTACT\_FAX\_ NUMBER’ field within the U87 record.   **Emergency Contact Update flows:**   * ‘FAX’ will be removed and ‘INT’ for Email will be added as an allowable value in CONT\_ELECTRONIC\_COMM\_TYPE field of the S67 record segment within the EMC– Emergency Contact Request file. * ‘FAX’ will be rejected, if received, using the new rejection code CTT00049 (Invalid communication contact type) and the rejection will be included within the S72 segment of the response file (CTR).   **Portfolio files sent to DNOs/IGTs:**  Updates to Daily Portfolio Files:   * EDL   + COMMUNICATION\_IDENTITY - length to be increased to 241 characters   + B39 Record - CONT\_ELECTRONIC\_COMM\_TYPE – Allowable value of ‘FAX’ to be removed and ‘INT’ to be added * IDL   + ELA\_IDENTITY – length to be increased to 241 characters   + B46 Record - CONT\_ELECTRONIC\_COMM\_TYPE – Allowable value of ‘FAX’ to be removed and ‘INT’ to be added * EWS   + E24 Record - ELA\_TYPE field Daily – Allowable value of ‘FAX’ to be removed and ‘INT’ to be added   For clarity, as per the current process, ‘FAX’ data is not sent in the daily delta files (IDL, EDL, EWS) to DNOs and IGTs. Hence, ‘EMAIL’ submissions received and stored in UK Link system will NOT be sent in the daily delta files to DNOs and IGTs.  Updates to the Quarterly Portfolio Files:   * To accommodate Email data the length of the below fields will be increased to 241 characters   + EQL - B39 record - ELA\_IDENTITY   + IQL - B46 record - COMMUNICATION\_IDENTITY * Within the B46 record of the IQL, field CONT\_ELECTRONIC\_COMM\_TYPE will have ‘FAX’ removed, and ‘INT added, as an allowable value   **Proposed Email Format Validations:**   * For all the impacted inbound interfaces where Email data will be received as a valid communication identity value for Emergency contacts in the S67 Segment, new validations will be introduced to ensure only email data received in a valid format is stored. Below is the list of validations that will be applied to the email data (local\_part@domain) received:   + Contains “@” and “.” symbols   + At least 1 occurrence of “.” following the “@” symbol   + Prefix appears to the left of the @ symbol   + Allowable characters in the prefix - Alphabets (a-z), numbers, underscores, periods, and dashes   + Prefix must begin with an alphabet, underscore, or number e.g. [abc@gmail.com](mailto:abc@gmail.com) or [\_abc@gmail.com](mailto:_abc@gmail.com) or [1abc@gmail.com](mailto:1abc@gmail.com)   + A period or a dash must be followed or prefixed by one or more alphabet or number e.g. [abc-1@gmail.com](mailto:abc-1@gmail.com)   + No space characters   Where the above validations fail, a new rejection code **CTT00050** (Invalid contact email format) will be sent out in the S72 segment of the associated response files.  **New Rejection messages:**   * Two new rejections **CTT00049** and **CTT00050** will be introduced as part of this change.  |  |  |  | | --- | --- | --- | | Rejection ID | Rejection Reason Description | Applicable Files | | CTT00049 | Invalid communication contact type | Rejection sent in segment S72 in  The following response files: CFR,BRR,CRS,OCI, CTR | | CTT00050 | Invalid contact email format |   **SwitchStream flows:**   * ‘FAX’ will be removed and ‘INT’ for Email will be added as an allowable value in CONT\_ELECTRONIC\_COMM\_TYPE field of the S67 record segment within the below inbound files.   + CNF - Confirmation Request File   + CFR - Confirmation Response File   + BRN - Base Registration Nomination File   + BRR - Base Registration Nomination Response File   + ASN - Base Registration Association Notification File   + TMC - Transfer and Meter read Combined   + TRF - SMP Ownership Notification File * Changes to allow ‘@’ as a special character to support submission of an email data in the existing CONTACT\_ELECTRONIC\_ADDRESS TYPE attribute within S67 record, used in CNF file.   **Reporting Changes:**  Existing Reports: Changes to Report Structure and Data   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Report Name | Route | Frequency | Format | Recipient /Audience | Impact | | Emergency\_Contacts\_TGT  Shared with recipients as DNR01.PNXXXXXX.txt | IX | Weekly | .txt | Cadent | Report Structure (Heading) &  Changes to present Email Data | | Emergency\_Contacts\_DN  Shared with recipients as  NWC01.PNXXXXXX.txt  Where NWC (IX Network Code) = DNN,DNS,DNL,DNW | IX | Weekly | .txt | All DNs except Cadent | | Example Report Format:  The report layout will be amended to remove FAX and include Email within the data set. Report heading ‘Tel/Fax’ (shown below) will be updated to ‘Tel/Email’. The heading ‘Number’ will be updated to ‘Number/Email ID’.  In addition, it is proposed to add the following data items to the existing report to provide customers with an enhanced view of emergency contact data requirement and population   * DM/NDM * ROLLING AQ * MANNED[Y/N] * SOQ * SHQ * SHP * EMR CONTACT EXISTS [Y/N] * EMAIL EXISTS [Y/N] | | | | | |   Existing Reports: Changes only to include and present Email Data   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Report Name | Route | Frequency | Format | Recipient /Audience | Impact | | NWC Unique Sites DN Emergency Contacts Report\_NWO  Where NWC(Network Code) = GT2,GT3,GT4, GT5 and TGT | Email | Monthly | Microsoft Excel | DNs | Changes to present Email Data only | | Unique Sites NTS Emergency Contacts Report | Email | Monthly | Microsoft Excel | National Gas | Changes to present Email Data only |   Proposed New One-Off Report for Active Fax Entries  A one-off report to extract all active Fax entries within the existing UK Link system will be generated 30 days prior to the Go-Live Date and shared with respective Shippers via email. This will provide early visibility of all the ‘FAX’ entries that will be end dated as part of this change and provide customers with the opportunity to provide an alternate method of communications (EMAIL) post go- live. Below is the proposed lay out of this report:   |  | | --- | | Report Data Field Name | | MPRN | | ROLLING AQ | | SHIPPER SHORT CODE | | DN SHORT CODE | | IGT SHORT CODE |   Proposed New Annual Report for Shippers and IGTs:   * A new annual report for each Shipper and IGT to list all SMPs that the Shipper is registered to, or is within the IGT’s network, and have an AQ that exceeds the emergency contact AQ threshold (732,000kWh). * The Annual report is proposed to be issued at the start of October each year to Shippers via Existing EFT/IX route. * The proposed data items to be included in the Shipper report are:  |  | | --- | | Report Data Field Name | | MPRN | | CSEP ID | | DM or NDM | | ROLLING AQ | | MANNED [Y/N] | | SOQ | | SHQ | | DN SHORT CODE | | IGT SHORT CODE | | EMR CONTACT EXISTS [Y/N] | | EMAIL EXISTS [Y/N] |  * The proposed data items to be included in the IGT report are:  |  | | --- | | Report Data Field Name | | MPRN | | CSEP ID | | DM or NDM | | ROLLING AQ | | MANNED [Y/N] | | SHQ | | SOQ | | SHIPPER SHORT CODE | | DN SHORT CODE | | EMR CONTACT EXISTS [Y/N] | | EMAIL EXISTS [Y/N] |   The below table shows the possible combinations that will be used to populate the fields EMR CONTACT EXISTS [Y/N], EMAIL EXISTS [Y/N] and MANNED [Y/N]   |  |  |  |  | | --- | --- | --- | --- | | **Scenario Description : MPRNs > 732,000 KWH** | **EMR CONTACT EXISTS [Y/N]** | **EMAIL EXISTS [Y/N]** | **\*MANNED [Y/N/Blank]** | | No EMR Contacts available | N | N | Y/N/Blank | | EMR Contacts available No EMR contacts with Email | Y | N | Y | | EMR Contacts available  At least one EMR contacts with Email | Y | Y | Y | | EMR Contacts available(>= 3 contacts)  No EMR contacts with Email | Y | N | N | | EMR Contacts available(>= 3 contacts) At least one EMR contact with Email | Y | Y | N | | Multiple EMR Contacts available(>= 3 contacts), at least one EMR contact with Email  E.g. EMR1 – 2 TEL, 1 PAG  EMR2 – 2 TEL, 1 EMAIL | Y | Y | N |   *\*Manned Indicator is not a derived value and is retrieved from the existing registration flow data within UKLink for a given MPRN.*  **CSS registration flows via API:**  Existing APIs for CSS flows will be amended to add ‘INT’ (Email) as an allowable value and remove ‘FAX’ from the validation list. Post this change if any BRN request is received via API and has communication type as ‘FAX’, an error message will be generated from API and the Shipper will be notified with the validation error message ’Request cannot be processed because supplied parameters are invalid’ as shown below:    **Customer Life Cycle Process:**  Administrative changes/updates will be made to the following forms, contact lists, and processes to remove the need to request fax details:   * Shipper/Trader application forms * Organisation Transportation Credit Contacts * Organisation Emergency Contacts * Service Now and Reporting back to Transporters   **Gemini:**  There are no system impacts to Gemini, however there are a number of references to FAX within the Gemini Code Contingency documentation. Removal of any fax references within the Gemini Code Contingency documentation and the Business Continuity Management (BCM) procedures is currently within scope of the Gemini Sustain Plus programme and hence not included within the scope of XRN5702.  **UK Link Manual Update:**  There are two documents within the UK Link Manual that require cosmetic updates to reflect the removal of fax as a type of communication. Changes to UKLBD4 are defined below and the updated version included for review. The second document, UKLCD1 – Code Communications Reference, requires some further review to ensure all and relevant updates are made. As such, and given the updates will be cosmetic, a further change pack will be issued to present the changes for information ahead of change implementation.   * UKLBD4 – Active Notification System Supplementary Document will be updated to remove fax as a form of communication   **General Considerations:**   * An initial data population of email data has not been considered this will have to be provided by the Shippers as part of registration or contact amendment BAU processes * There are no changes to the existing contact validations in that, telephone data (TEL) is mandatory with FAX/PAG. If INT (email) or any other alternate form of communication is added, a ‘TEL’ record will still be required in the inbound request * If FAX data is received as part of comment or any other free text from external stakeholders (E.g. via Portal) this data will be accepted into UK Link. E.g. If DN/IGT users enter 'FAX' in referral comment field within UK Link Portal then it will be stored in the system and will be passed to shippers in NRF file S64 segment (Field - REFERRAL\_COMMENTS). Another example is meter instructions where 'FAX' can be provided either from a Shipper or from DNs/IGTs via portal, same will be stored in system if provided   **Implementation and Funding:**  Initial recommendation, as presented to Change Managers in December 2024, is for this change to be included within the June 2025 major release.  The estimated cost for this change will be confirmed in a subsequent Business Evaluation Report (BER). No recommendation was made as to the funding arrangements of the change, as such the CDSP are suggesting the change falls within Service Area 13, Managing Change. As such, the funding split would be:  Shipper – 52%  National Gas – 7%  Distribution Networks – 40%  Independent Gas Transporters – 1%  This will be presented at the Change Management Committee (ChMC) in January 2025 for discussion alongside the functional design of the change defined within this pack.  **Appendix:**   * **File Formats with proposed amendments**  |  |  | | --- | --- | | File Name | File Format | | S67 |  | | SNO |  | | SNR |  | | TRS |  | | CSS |  | | CRS |  | | IQL |  | | TNI |  | | RCI |  | | IDL |  | | EWS |  | | EQL |  | | EDL |  |  * **Templates**  |  |  | | --- | --- | | Template Name | Template | | SNO |  | | SNR |  | | RCI |  |  * **UK Link API Design Document Update**      * **UK Link Manual Update** |

# Associated Changes

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| --- | --- |
| Associated Change(s) and Title(s): |  |

# DSG

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| --- | --- |
| Target DSG discussion date: | 16/12/2024 |
| Any further information: | To be presented at DSG for customer review and discussion |

# Implementation

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| --- | --- |
| Target Release: | Release: Jun 25 |
| Status: | Proposed |

Industry Response Detailed Design Review

«RangeStart:HDS»   
   
**Change Representation**

(To be completed by User and returned for response)

***Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response***

|  |  |  |
| --- | --- | --- |
| User Contact Details: | Organisation: | «h1\_organisation» |
| Name: | «h1\_name» |
| Email: | «h1\_email» |
| Telephone: | «h1\_telephone» |
| Customer decision on Change Pack: | «h1\_userDataStatus» | |
| Commercial impacts: | «h1\_commercial\_impacts» | |
| Representation Publication: | «h1\_consultation» | |
| Representation Comments: | «h1\_userDataComments» | |

**Xoserve’ s Response**

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| --- | --- |
| Xoserve Response to Organisations Comments: | «h1\_xoserveResponse» |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

«RangeEnd:HDS»

Change Management Committee Outcome

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| --- | --- | --- | --- | --- | --- |
| Change Status: | Approve | Reject | | | Defer |
| Industry Consultation: | 10 Working Days | | 15 Working Days | | |
| 20 Working Days | | Other [Specify Here] | | |
| Date Issued: | 01/01/0001 | | | | |
| Comms Ref(s): |  | | | | |
| Number of Responses: |  | | | | |
| Solution Voting: | Shipper | | | Please select. | |
| National Gas Transmission | | | Please select. | |
| Distribution Network Operator | | | Please select. | |
| IGT | | | Please select. | |
| Meeting Date: | 01/01/0001 | | | | |
| Release Date: | Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA | | | | |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
|  |  |  |  |  |

# Template

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| Version | Status | Date | Author(s) | Remarks | Approved By |
| 1.0 | Approved | 09/03/2022 | Rachel Taggart | Detail Design Change Pack transferred to own document | Change Management Committee on 09/03/2022 |
| 1.1 | Approved | 25/04/2023 | Rachel Taggart | Updated with new font branding | Emma Smith |
| 1.2 | Updated | 14/08/2023 | Kate Lancaster | Updated with Representation tabs |  |
| 1.3 | Updated | 25/06/2024 | Richard Hadfield | Updated to add cost range to Implementation section |  |