

## Change Proposal

### Introducing IHD (In-Home Display) Installed Status of Failed

**Mod reference: 614**

**CDSP Reference: XRN4273**

Document Stage	Version	Date	Author	Status
ROM Request / Change Proposal	0.1	09.05.17	EDF Energy	Draft
ROM Response	0.1	24.05.17	Murray Thomson	Submitted to Change Committee
Change Management Committee Outcome	1.0	08/11/2017	Xoserve	Approved by Change Committee
EQR				Choose an item.
Change Management Committee Outcome				Choose an item.
BER				Choose an item.
Change Management Committee Outcome				Choose an item.
CCR				Choose an item.
Change Management Committee Outcome				Choose an item.

## Document Purpose

This document is intended to provide a single view of a change as it moves through the change journey. The document is constructed in a way that enables each section to build upon the details entered in the preceding section. The level of detail is built up in an incremental manner as the project progresses.

The template is aligned to the Change Management Procedures, as defined in the CDSP Service Document. The template is designed to remove the need for duplication of information. Where information is required in one section but has been previously captured in a previous section, the previous section will be referenced.

The summary table on the front page shows the history and the current status of the Change Proposal.

<b>Section</b>	<b>Title</b>	<b>Responsibility</b>
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<b>Appendix</b>		
A1	Glossary of Key Terms	N/A

## Section 1: Proposed Change

Please complete section 1 and 2 and specify within section 2 the output that is required from the CDSP

Originator Details			
<b>Submitted By</b>	Alex Cebo	<b>Contact Number</b>	01293898709
		<b>Email Address</b>	aleksandra.cebo@edfnenergy.com
<b>Customer Representative</b>		<b>Contact Number</b>	
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<b>Subject Matter Expert/Network Lead</b>		<b>Contact Number</b>	
		<b>Email Address</b>	
<b>Customer Class</b>	<input checked="" type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> iGT		
Overview of proposed change			
<b>Change Details</b>	<p>At the time when the data items relevant to smart metering were included in the UNC Transportation Principal Document (TPD) Section Annex M -1, the values created for In-Home Device (IHD), i.e. 'Installed', 'Declined' and 'Existing' values were felt to be the only status flags required. However, subsequent to this it has become clear that in a number of cases it is not possible to provide the customer with an IHD where they wish to. The main reason for this is the set-up of Home Area Network (HAN) connectivity, a recognised problem that is being addressed through the industry projects on dual band comms hubs and Alternative HAN solutions. The current list of valid status flags do not enable these instances to be captured, and the current status options may be being misused in regards to these instances.</p> <p>This CP seeks to introduce the new In Home Display Status of 'F' - 'Failed IHD Asset'.</p>		
<b>Reason(s) for proposed service change</b>	<p>The current Supplier has a responsibility under Smart Metering Installation Code of Practice and LC 34,43 to ensure HAN (Home Area Network) connectivity (to an IHD) within the customer's premises. Where the installing Supplier has not been able to pair an IHD with the meter, and the meter churns to another Supplier, the installing Supplier cannot remain responsible for the provision of an IHD as they no longer have any relationship with that customer. The gaining Supplier inherits the obligation to provide an IHD to the customer and establish HAN connectivity – this may occur when dual band comms hubs and alternative HAN solutions become available for deployment. In order to meet these obligations the gaining Supplier would need to know that an IHD has failed to be provided – they can then ensure that they attempt to offer one when the relevant technologies become available.</p>		
<b>Status of related UNC Mod</b>			
<b>Full title of related UNC Mod</b>	Introducing IHD (In-Home Display) Installed Status of Failed		

<b>Benefits of change</b>	<p>This data will need to be received, processed and responses to input files developed for suppliers (via Shippers) to meet their obligations to provide this data. The new IHD status will be stored within the central systems with a history maintained where necessary, the same way as the existing statuses are maintained. Data items will be used to inform Shippers of the presence of smart metering during the change of Supplier process so that the incoming Supplier is able to identify that in home display needs to be provided to the customer.</p> <p>It also ensures alignment between both electricity and gas for a data item that is shared over both fuels.</p>
<b>Required Change Implementation Date</b>	<p>November 2017</p>
<b>Please provide an assessment of the priority of this change from the perspective of the industry.</b>	<p> <input type="checkbox"/> High  <input checked="" type="checkbox"/> Medium  <input type="checkbox"/> Low            Rationale for assessment:         </p>

## Section 2: Initial Assessment / ROM Request / Change Proposal

<b>Service Level of Quote/Estimate Robustness Requested</b>	<b>Evaluation Services</b> <input type="checkbox"/> Initial Assessment ( <i>Mod related changes only</i> ) <input type="checkbox"/> ROM estimate for Analysis and Delivery <b>CDSP Change Services</b> <input type="checkbox"/> Firm Quote for Analysis <input checked="" type="checkbox"/> Firm Quote for both Analysis and Delivery
<b>Has any initial assessment been performed in support of this change?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>Is this considered to be a Priority Service Change?</b>	<input checked="" type="checkbox"/> Yes (Mod Related) <input type="checkbox"/> Yes (Legislation Change Related) <input type="checkbox"/> No
<b>Is this change considered to relate to a 'restricted class' of customers?</b>  <p style="color: purple; font-size: small;">Consider if the particular change is only likely to impact those who fall under a particular customer class</p> <p style="color: purple; font-size: small;">If it impacts all customer classes (i.e. Transmission, Distribution &amp; Shippers) then choose 'No'.</p>	<input checked="" type="checkbox"/> Yes (please mark the customer class(es) to whom this is restricted) <input type="checkbox"/> No <p style="text-align: center;">-----</p> <input checked="" type="checkbox"/> Shippers <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operators <input type="checkbox"/> iGTs
<b>Is it anticipated that the change would have an adverse impact on customers of any other customer classes?</b>  <p style="color: purple; font-size: small;">Please refer to appendix one for the definition of an 'adverse impact'</p>	<input type="checkbox"/> Yes (please give details) <input checked="" type="checkbox"/> No
<b>General Service Changes Only (please ensure that either A or B below is completed)</b>	
A) Customer view of impacted service area(s) <p style="color: blue; font-size: small;">For a definition of the Service Areas, please see the 'Charge Base Apportionment Table' within the <a href="#">Budget and Charging Methodology</a>. Please indicate the service area(s) that are understood to be impacted by the change. Please enter 'unknown' if relevant. Where the change is likely to impact more than one service area please indicate the percentage split of the impact across the impacted service areas. For example if it is split equally across two service areas then enter 50% in the 'split' against each service area.</p>	
B) If the change is anticipated to require the creation of a new service area and service line please give further details stating proposed name of new service area and title of service line:	

<b>Specific Service Changes Only:</b>
Please detail the proposed methodology (or amendment to the existing methodology) for determining Specific Service Change Charges.
We propose that this change is funded 100% by Shippers
Please detail the proposed basis (that is, Charging Measure and Charging Period) for determining Specific Service Change Charges in respect of the Specific Service.
<b>Impacts to UKLink System or File Formats</b>
TPD Section U - UK Link
<b>Impacts UKL Manual Appendix 5b</b>
The Transportation Principal Document Section M Annex M-1 refers to Smart Metering information which includes in home display status
Currently the following A0037 (Asset Status Code) and A0038 (Asset Status Description) RGMA values can be populated in the in home display status field (as per SPAA MDD):
a) 'I' - 'Installed IHD Asset',
b) 'D' - 'IHD Asset Declined by Consumer/MAM Unable to provide'
c) 'E' - 'Existing IHD Asset'
This CP seeks to introduce the new In Home Display Status of 'F' - 'Failed IHD Asset'.
<b>Impacts to Gemini System</b>
<b>Please give any other relevant information.</b>

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

**Section 3: ROM Request Acceptance**

Is there sufficient detail within the ROM Request to enable a ROM Analysis to be produced?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If no, please define the additional details that are required.	

If the ROM Request is not accepted. Please forward this document to the Portfolio Office for onward transmission to the Change Management Committee

## Section 4: ROM Analysis

This ROM is Xoserve's response to the above Evaluation Service Request. The response is intended to support customer involvement in the development of industry changes. Should the request obtain approval for continuance then a Change Proposal must be raised for any further analysis / development.

### Disclaimer:

This ROM Analysis has been prepared in good faith by Xoserve Limited but by its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to Xoserve at the time of its preparation. Xoserve accordingly makes no representations of accuracy or completeness and any representations as may be implied are expressly excluded (except always for fraudulent misrepresentation).

Where Xoserve becomes aware of any inaccuracies or omissions in, or updates required to, this Report it shall notify the Change management Committee as soon as reasonably practicable but Xoserve shall have no liability in respect of any such inaccuracy or omission and any such liability as may be implied by law or otherwise is expressly excluded.

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### ROM Analysis

#### Change Assessment

The proposed change is to add an additional allowable value of 'F' (Failed IHD Asset) to the IHD Status field. The following option has been considered:

1. Add additional status of 'F' to the list of allowable values for validation of the A0037 Asset Status Code field in the ONUPD and ONJOB file.
2. The change would result in the following output files (S98 record) being populated with the new value
  - a. CFR – Confirmation response
  - b. MRI – Meter Reading Instruction
  - c. NMR – Nomination response
  - d. NRF – Nomination Referral Response
  - e. PAC – Pre-Transfer Asset Changes
  - f. TRF – Supply Point Ownership Notification File
3. The new value will also be visible wherever the field is provided via DES (Data Enquiry System) for SMPs where the value has been provided.

The Change Costs are based on the above.



**Change Impact:**

The following is the case at the time of submission:

- This is believed to be a Restricted Class change.
- This is believed to be a Priority Service change.
- This is not believed to be have an Adverse Impact on relevant Customer classes

Note: Though the list of permitted values in the description of the IHD Status field will change within relevant file formats this is not considered to be an adverse interface impact.

Where the IHD status field is provided in any existing external report, there is no impact to Xoserve from the additional value, but possible impact to recipient of any such report.

**Change Costs (implementation):**

The solution will cost at least **£9.5k**, but probably not more than **£15.5k**

The initial assessment suggests the change will impact Service Area – ‘Manage supply point registration’ and therefore it is agreed that the Charge Base Apportionment would be 100% to Shipper Users.

**Change Costs (on-going):**

No on-going costs are expected.

**Timescales:**

The strategy adopted for change Post Nexus Implementation Date (PNID) will be a Release strategy (changes grouped and implemented together at a set date) and it is expected that this change would form part of a Release, and costs are based on this assumption. However, until a Change Proposal for delivery has been prioritised and agreed by the DSC Change Committee a target release (or target release date) cannot be defined.

**Assumptions:**

The change will be implemented within the new UK Link SAP system.

**Dependencies:**

No material dependencies have been identified at this time.

**Constraints:**

None have been identified at this time.

**Observations:**

- The description of the In-Home status has been suggested to be 'F' - 'Failed IHD Asset'. This may cause the reader to assume that the actual IHD has failed rather than the installation. Perhaps 'Failed IHD Installation' would be better.
- The Business rules governing when the data value needs to be provided, and what circumstances a Shipper may provide the data value are not clear.
- UNC Section U is no longer used.
- This is one of the first changes to be assessed for the UK Link SAP system. The mechanism for the solution delivery has been assessed and the implementation costs have been based upon this. The BER will provide a more detailed assessment of implementation and associated costs.

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Xoserve Portfolio Office	changeorders@xoserve.com
Requesting Party	As specified in ROM Request

## Section 5: Change Proposal: Committee Outcome

The Change Proposal is approved. An EQR is requested	Yes		
Approved Change Proposal version	1.0		
The change proposal shall not proceed	Na		
The committee votes to postpone its decision on the Change Proposal until a later meeting	Na	Date of later meeting	
The committee requires the proposer to make updates to the Change Proposal:	Na		
Updates required:Na			

## Section 6: Evaluation Quotation Report (EQR): Change Proposal Rejection

### Change Proposal Rejection

	<b>Yes</b>		<b>No</b>	Is there sufficient detail within the Change Proposal to enable an EQR to be produced? If no, please provide further details below.
Further details required:				

Please send the document to the following:

<i><b>Recipient</b></i>	<i><b>Email</b></i>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## **Section 7: Evaluation Quotation Report (EQR): Notification of Delivery Date**

<b>Notification of EQR Delivery Date</b>	
Original EQR delivery date:	
Revised EQR delivery date:	
Rationale for revision of delivery date:	

Please send the document to the following:

<b><i>Recipient</i></b>	<b><i>Email</i></b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 8: Evaluation Quotation Report (EQR)

Project Manager		Contact Number	
		Email Address	
Project Lead		Contact Number	
		Email Address	

Please provide an indicative assessment of the impact of the proposed change on: <ul style="list-style-type: none"> <li>i. CDSP Service Description</li> <li>ii. CDSP Systems</li> </ul>	
Approximate timescale for delivery of 'business evaluation report' (N.b this is from the date on which the EQR is approved.)	
Estimated cost of business evaluation report preparation This can be expressed as a range of costs i.e. 'at least £xx,xxx but probably not more than £xx,xxx'.	
Does the CDSP agree with the 'Restricted class change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Adverse Impact' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
Does the CDSP agree with the 'Priority Service Change' assessment (where provided)? Please refer to detail provided in the Change Proposal	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)
<b>General service changes</b>	
Does the CDSP agree with the assessment made in the Change Proposal regarding impacted service areas?  This should refer to whether the proposing party	<input type="checkbox"/> Yes <input type="checkbox"/> No (please give detail below)

<p>considers the service change to relate to an existing service area or whether it constitutes a new service area.</p>	
<p><b>Specific service changes</b></p>	
<p>Does the CDSP agree with the proposal made in the Change Proposal regarding specific change charges?</p> <p>This should refer to the proposed methodology (or amendment to existing methodology) for determining the specific service charges and the proposed basis for determining the specific service change charges.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No (please give detail below)</p>
<p>Please provide a draft amendment of the Specific Service Change Charge Annex setting out the methodology for determining Specific Service Change Charges proposed in the Change Proposal</p>	
<p>EQR validity period:</p>	

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 9: Evaluation Quotation Report: Committee Outcome

The EQR is approved			
Approved EQR version			
The Change Proposal shall not proceed. The Change Proposal and this EQR shall lapse			
The committee votes to postpone its decision on the EQR until a later meeting		Date of later meeting	
The committee requires updates to the EQR:			
Updates required:			
<b>General service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the change proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Does the committee agree with the assessment of the service area(s) to which the service line belongs and the weighting of the impact?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2.) If no, please enter the agreed service area(s) and the weighting:			
<b>Specific service changes only</b>			
<i>(The detail upon which the response will be based is originally defined in the Change Proposal and potentially commented upon in the subsequent EQR)</i>			
1.) Please confirm the methodology for the determination of Specific Service Change charges			
2.) Please confirm the charging measure and charging period for the determination of Specific Service Change charges			



## Section 10: Business Evaluation Report (BER)

### Change Implementation Detail

1.) Detail changes required to the CDSP Service Description

2.) Detail modifications required to UK Link

3.) Detail changes required to appendix 5b of the UK Link Manual

4.) Detail impact on operating procedures and resources of the CDSP

5.) Implementation Plan

6.) Estimated implementation costs

6a.) How will the charging for the costs be allocated to different customer classes?  
(General Service Changes only)

Please mark % against each customer class:

- |  |  |
|--|--|
|  | National Grid Transmission               |
|  | Distribution Network Operators and IGT's |
|  | DN Operator                              |
|  | IGT's                                    |
|  | Shippers                                 |

**100%**

7.) Estimated impact of the service change on service charges

8.) Please detail any pre-requisite activities that must be completed by the customer prior to receiving or being able to request the service.

### Implementation Options

Please provide details on any alternative solution/implementation options:

This should include:

- (i) a description of each Implementation Option;
- (ii) the advantages and disadvantages of each option
- (iii) the CDSP preferred Implementation Option

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**Restricted Class Changes only**  
Is there any change in the view of the CDSP on whether there would be an 'Adverse Impact' on customers outside the relevant customer class(es)?

- Yes (please give detail below)
- No

**Dependencies:**

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**Constraints:**

--

**Benefits:**

--

**Impacts:**

--

**Risks:**

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Assumptions:
Information Security:
Out of scope:
Please provide any additional information relevant to the proposed service change:

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	dsccomms@gasgovernance.co.uk

## Section 11: Business Evaluation Report: Committee Outcome

The BER is approved and the change can proceed		
<b>Modification Changes Only</b> Please ensure that the Transporters are formally informed of the Target Implementation Date		
Approved BER version		
The change proposal shall not proceed and the BER shall lapse		
The committee votes to postpone its decision on the BER until a later meeting		Date of later meeting
The committee requires updates to the BER:		
Updates required:		

## Section 12: Change Completion Report (CCR)

### Change Overview

Please include detail on the following for the chosen implementation option: modifications to UKLink, impact on operating procedures and resources of the CDSP.  
 Actions required of the customer prior to the commencement date

Please detail any differences between the solution that was implemented and what was defined in the BER.

Detail the revised text of the CDSP Service Description reflecting the change that has been made

Were there any revisions to the text of the UK Link Manual?

- Yes (please insert the revised text of the UK Link manual below)
- No

Proposed Commencement Date		Actual Commencement Date	
-------------------------------	--	-----------------------------	--

Please provide an explanation of any variance

Please detail the main lessons learned from the project

Service change costs			
Approved Costs (£)		Actual Costs (£)	
Reasons for variance between approved and actual costs:			

Please send the document to the following:

<b>Recipient</b>	<b>Email</b>
Change Management Committee Secretary	enquiries@gasgovernance.co.uk

## Section 13: Change Completion Report: Committee Outcome

The implementation is complete and the CCR is approved	
Approved CCR version	
The committee votes to postpone its decision on the CCR until a later meeting	Date of later meeting:
The committee requires further information	
Further information required:	
The committee considers that the implementation is not complete	
Further action(s) required:	
The proposed changes to the CDSP Service Description or UK Link Manual are not correct	
Amendments to CDSP service description / UKLink manual required:	

## **Section 14: Document Template Version History**

The purpose of this section is to keep a record of the changes to the overall version template and the individual sections within. It will be updated by the CDSP following approval of the template update by the Change Management Committee.

### **Version History:**

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author(s)</b>	<b>Summary of Changes</b>
1.0	Approved		CDSP	Version Approved by Change Committee

--- END OF DOCUMENT ---



## Appendix One: Glossary

Term	Definition
Adverse Impact	<p>A Service Change has or would have an Adverse Impact on Customers of a particular Customer Class if:</p> <p>(a) Implementing the Service Change would involve a modification of UK Link which would conflict with the provision of existing Services for which such Customer Class is a Relevant Customer Class;</p> <p>(b) the Service Change would involve the CDSP disclosing Confidential Information relating to such Customers to Customers of another Customer Class or to Third Parties;</p> <p>(c) Implementing the Service Change would conflict to a material extent with the Implementation of another Service Change (for which such Customer Class is a Relevant Customer Class) with an earlier Proposal Date and which remains Current, unless the Service Change is a Priority Service Change which (under the Priority Principles) takes priority over the other Proposed Service Change; or</p> <p>(d) Implementing the Service Change would have an Adverse Interface Impact for such Customers.</p>
General Service	A service provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.
Non-Priority Service Change	A Service Change which is not a Priority Service Change
Priority Service Change	<p>A Modification Service Change;</p> <p>or</p> <p>A Service Change in respect of a Service which allows or facilitates compliance by a Customer or Customers with Law or with any document designated for the purposes of Section 173 of the Energy Act 2004 (including any such Law or document or change thereto which has been announced but not yet made).</p>
Relevant Customer class	A Customer Class is a <b>Relevant Customer Class</b> in relation to a Service or a Service Change where Service Charges made or to be made in respect of such Service, or the Service subject to such Service Change, are or will be payable by Customers of that Customer Class
Restricted Class Change	Where, in relation to a Service Change, not all Customer Classes are Relevant Customer Classes, the Service Change is a <b>Restricted Class Change</b> ;
Service Change	<p>A change to a Service provided under the DSC (not being an Additional Service), including:</p> <p>(i) the addition of a new Service or removal of an existing Service; and</p> <p>(ii) in the case of an existing Service, a change in any feature of the Service specified in the CDSP Service Description, and any related change to the CDSP Service Description</p>
Specific Service	A service (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer.