



# DSC Change Proposal

Change Reference Number: XRN4747

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Xoserve to fill out all of the information in this colour ■

Section A1: General Details	
Change Title	Smart Meter Upgrade Notification Report
Date Raised	24/08/2018
Sponsor Organisation	Npower
Sponsor Name	James Rigby
Sponsor Contact Details	<a href="mailto:James.Rigby@npower.com">James.Rigby@npower.com</a>
Xoserve Contact Name	Paul Orsler
Xoserve Contact Details	<a href="mailto:Paul.Orsler@Xoserve.com">Paul.Orsler@Xoserve.com</a>
Change Status	Proposal / <b>With DSG</b> / Out for review / Voting / Approved or Rejected
Section A2: Impacted Parties	
Customer Class(es)	<input checked="" type="checkbox"/> Shipper <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> IGT
Section A3: Proposer Requirements / Final (redlined) Change	
<b>WHAT</b> When a change of Supplier takes place the Shipper that installs the Smart Meter remains responsible for the Smart meter. Any new Suppliers will therefore need to be informed of the outcomes when a smart meter is upgraded.  Previously Npower submitted an ASR which requested a report to confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in their ownership. It was found that this report had been requested by several other Shippers which highlighted that it may be an industry requirement.  This change proposes that a Shipper organisation provides the CDSP with a list of sites which they want to report on the smart meter upgrades. The reports provided to the CDSP will include MPRN and MSN reference and potentially any extraordinary queries (erroneous transfers etc.)  On receipt of the Shipper list, the CDSP will send out an e-mail to the relevant contract managers for each Supplier notifying them of the changes (successful and failed upgrades).  An alternative solution option may be established through the development of this change within DSG.	
Proposed Release (Feb/Jun/Nov/Minor)	NA – to be determined following the solution review
Proposed Consultation Period	<input checked="" type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:



<b>Section A4: Benefits and Justification</b>	
<b>Benefit Description</b> <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>	The industry need to inform suppliers of successful and unsuccessful smart meter upgrades, where they have lost ownership of the MPRN they do not know the current supplier.
<b>Benefit Realisation</b> <i>When are the benefits of the change likely to be realised?</i>	Immediately upon delivery
<b>Benefit Dependencies</b> <i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>	None
<b>Section A5: Final Delivery Sub-Group (DSG) Recommendations</b>	
<i>Until a final decision is achieved, please refer to section C of the form.</i>	
<b>Final DSG Recommendation</b>	Approve / Reject / Defer
<b>DSG Recommended Release</b>	Release X: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY
<b>Section A6: Funding</b>	
<b>Funding Classes</b>	<input checked="" type="checkbox"/> Shipper 100% <input type="checkbox"/> National Grid Transmission XX% <input type="checkbox"/> Distribution Network Operator XX% <input type="checkbox"/> IGT XX%
<b>Service Line(s)</b>	Service Area 18: Provision of user reports and information
<b>ROM or funding details</b>	N/A
<b>Funding Comments</b>	This will be 100% Shipper funded as only Shippers benefit from the report.
<b>Section A7: ChMC Recommendation</b>	
<b>Change Status</b>	<input checked="" type="checkbox"/> Approve – Issue to DSG <input checked="" type="checkbox"/> Defer – Issue for review*1 <input type="checkbox"/> Reject *1At the ChMC meeting on 10 <sup>th</sup> October *2 At the ChMC meeting on 7 <sup>th</sup> November following the completion of the initial review
<b>Industry Consultation</b>	<input checked="" type="checkbox"/> 10 Working Days <input type="checkbox"/> 20 Working Days <input type="checkbox"/> 30 Working days Other:
<b>Expected date of receipt for responses (to Xoserve)</b>	26/10/2018
<b>DSC Consultation</b>	
<b>Issued</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Following ChMC on 10 <sup>th</sup> October. Initial Review (Section B)
<b>Date Issued</b>	12/10/2018
<b>Comms Ref(s)</b>	2102.4 – RJ – ES
<b>Number of Responses</b>	1
<b>Section A8: DSC Voting Outcome</b>	
<b>Solution Voting</b>	<input type="checkbox"/> Shipper Approve / Reject / NA / Abstain <input type="checkbox"/> National Grid Transmission Approve / Reject / NA / Abstain <input type="checkbox"/> Distribution Network Operator Approve / Reject / NA / Abstain <input type="checkbox"/> IGT Approve / Reject / NA / Abstain
<b>Meeting Date</b>	XX/XX/XXXX
<b>Release Date</b>	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA
<b>Overall Outcome</b>	Approved for Release X / Rejected

Please send the completed forms to: [box.xoserve.portfoliooffice@xoserve.com](mailto:box.xoserve.portfoliooffice@xoserve.com)

## Section B: DSC Change Proposal: Initial Review

(to be removed if no consultation is required; or alternatively collated post consultation)

<b>User Name</b>	Eleanor Laurence
<b>User Contact Details</b>	<a href="mailto:Eleanor.laurence@edfenergy.com">Eleanor.laurence@edfenergy.com</a>
<b>Section B1: ChMC Industry Consultation (based on above change proposal)</b>	
<p>1. Do you think the change proposed poses a material risk/cost to your organisation and / or the market? Please can you provide the rationale for your response</p>	
<p>We do not believe that the change proposed poses a risk or cost to our organisation, or to the market.</p>	
<p>2. Do you think the change proposed will benefit your organisation and / or the market? Please provide any quantifiable outputs as well as any assumptions.</p>	
<p>This change will enable meters that have been upgraded to be SMETS compliant to be identified to the current Supplier, who will then be able to count them as compliant smart meters in regards to their rollout targets. This will prevent Suppliers from needlessly replacing meters which are compliant, but which have not been identified as such, in order to comply with their smart metering rollout obligations.</p> <p>This change will also help to ensure that metering data will be updated (by the current Supplier/Shipper) to reflect that these meters are SMETS compliant. This will support an effective CoS process, and will also enable the effective enrolment and adoption of these meters into DCC services.</p>	
<p>3. Considering any functional changes as a result of this change, would your organisation support this to be implemented within a minor release as proposed? Based on your answer how long a lead time would your organisation require to implement this change (for example minimum of 4 months, minimum of 6 months)</p>	
<p>We do not believe that any significant functional changes would be required within our organisation as a result of this change. We will need to convert data to a format we can use in tools we have to make such updates to data in our systems in conjunction with our MAM. However, we feel that this would need to be done manually and so not require any real lead time.</p>	
<p>4. Do you agree with the funding principles set out in section A6?</p>	
<p>No comments.</p>	
<b>Change Proposal in principle</b>	Approve
<b>Publication of consultation response</b>	Publish

## Section C: DSC Change Proposal: DSG Discussion

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Date	01/10/2018
DSG Summary	
<p>RH explained that this was originally raised by Npower as individual report request, but other Shippers had already requested a similar service. It was therefore sensible to transfer the original request, from Npower, to a Change Proposal and implement the solution across the whole industry.</p> <p>RH explained the purpose of the requested report: a commercial report to be run in November 2018 that will confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in Shipper's ownership.</p> <p>RH asked DSG for any feedback regarding the feasibility of the change before it progresses to ChMC on 10<sup>th</sup> October for approval; DSG did not provide any comments. ES predicted that ChMC will ask for this change to be issued for initial consultation.</p>	
Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

Section C2: Delivery Sub-Group (DSG) Recommendations	
DSG Date	19/11/2018
DSG Summary	
<p>Paul Orsler (PO) presented slide 37 and the Change Proposal for this change to DSG. Following ChMC in November, this change was approved to proceed to DSG.</p> <p>In the October ChMC meeting, this change was deferred and was subsequently sent out for an Initial Review Change Pack with the industry.</p> <p>PO explained that this change was originally an Additional Service Request raised for the benefit of Npower only. Xoserve identified that other parties could benefit from this change and has therefore been transformed into a Change Proposal.</p> <p>PO explained the purpose of the Change Proposal: to enable the incoming Supplier to use Xoserve to notify the existing Supplier for a Supply Meter Point of an upgrade to the Smart Meter at a premise. The change is understood to benefit Suppliers as part of their Smart Meter Programme, as installing Suppliers are responsible for performing upgrades on any Smart meters they had installed, and notifying the current Supplier where such activity has been undertaken.</p> <p>At this point, David Addison (DA) explained a temporary SPAA Schedule is in place for a very similar purpose (allowing installing Suppliers to notify current Suppliers of Smart Meter System Operators details); It was explained that this Schedule wasn't fully utilised, with there being little uptake from the market.</p> <p>PO asked DSG whether they understood the purpose of the change, and whether there were any additional requirements that they would like to consider. PO explained that in order to provide Solution Options that were fit for purpose, greater understanding of the change requirements is needed.</p> <p><b>Action 1117: Xoserve to work with the Change Proposer (Npower), to refine requirements and bring these back to DSG for discussion.</b></p>	

PO explained that the MPRN and Meter Serial Number could be used to notify the existing supplier. Further detail is needed on frequency, scheduling, monitoring uptake, and whether this Change duplicates any existing SPAA scheduling.  
 PO presented the Appendix One for this Change Proposal, and the prioritisation score of 41%. However, the following changes to the Appendix One were agreed, and the prioritisation score will therefore change:

- Shipper Impacted and Xoserve Impacted Change
- This does involve the processing of personal data
- The Change Beneficiary is one Market Group
- Customer system changes are required
- Primary application impacted is BW
- Business Process impacted is SPA

The updated Change Proposal will be published on the Joint Office website, and the DSG meeting documentation section of Xoserve.com, by next week.

SH questioned whether a report is required, and suggested whether it can be a notification on the system instead. PO and Npower agreed to meet to discuss the requirements.

**Action 1118: Paul Orsler and Npower to meet to discuss requirements and solutions for XRN4747 – Smart Meter Upgrade Notification Report**

Capture Document / Requirements	N/A
DSG Recommendation	N/A
DSG Recommended Release	N/A

**Section C3: Delivery Sub-Group (DSG) Recommendations**

**DSG Date** 17<sup>th</sup> December 2018

**DSG Summary**

PO explained that Npower approached Xoserve several months ago with the view of procuring this particular service. It was later suggested that other customers may benefit from this change so it was recommended a Change Proposal was raised. However, Npower and British Gas (who require the equivalent service) identified a need to progress these services urgently to support Smart Meter Programme activities, In order to take these services forward it has been confirmed that these should be undertaken under commercial arrangements. As a consequence, XRN4747 will now be moved out of the Change Proposal process. To ensure we adopt a consist approach going forward we would like to advise any other customer that requires this service to contact our Commercial Services team -

[commercial.enquiries@xoserve.com](mailto:commercial.enquiries@xoserve.com)

**Capture Document / Requirements** N/A

**DSG Recommendation** N/A

**DSG Recommended Release** N/A

# Appendix 1

## Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

<b>Change Driver Type</b>	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input checked="" type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request <input type="checkbox"/> Other (please provide details below)
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact <input checked="" type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
<b>Associated Change reference Number(s)</b>	<b>N/A</b>
<b>Associated MOD Number(s)</b>	<b>N/A</b>
<b>Perceived delivery effort</b>	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input checked="" type="checkbox"/> Yes (If yes please answer the next question) <input type="checkbox"/> No
<b>A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:</b>	<input checked="" type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input checked="" type="checkbox"/> Other <i>MPRN would be provided by the installing supplier to the CDSP who in turn will share that information with the registered supplier.</i>
<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input checked="" type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 24: Additional Service Request or Third Party Request
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Are any of the following at risk if the change is not delivered?</b>	
<input type="checkbox"/> Safety of Supply at risk <input checked="" type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
<b>Are any of the following required if the change is delivered?</b>	
<input checked="" type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
<b>Known Impact to Systems / Processes</b>	
<b>Primary Application impacted</b>	<input checked="" type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS

	<input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input checked="" type="checkbox"/> Other <i>(please provide details below)</i>
<b>Business Process Impact</b>	<input type="checkbox"/> AQ <input checked="" type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input checked="" type="checkbox"/> Yes <i>(please provide details below)</i>  <input type="checkbox"/> No
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
<b>Workaround currently in operation?</b>	
<b>Is there a Workaround in operation?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes who is accountable for the workaround?</b>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
<b>What is the Frequency of the workaround?</b>	
<b>What is the lifespan for the workaround?</b>	
<b>What is the number of resource effort hours required to service workaround?</b>	
<b>What is the Complexity of the workaround?</b>	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
<b>Change Prioritisation Score</b>	44%

### Document Version History

Version	Status	Date	Author(s)	Summary of Changes
1.0	Proposal	27th September 2018	Richard Johnson	
2.0	Proposal	2nd October 2018	Heather Spensley	Appendix 1 added
3.0	Proposal	5th October 2018	Xoserve	Section C added following DSG discussion on 1st October
4.0	Proposal	11th October 2018	Xoserve	Updated to reflect a wider industry position
5.0	Proposal	11th October 2018	Xoserve	Section B added, ready to begin an initial review in Friday's Change Pack and updates added from ChMC Meeting on 10 <sup>th</sup> October 2018
6.0	Proposal	26th October	Xoserve	Representation Matrix – 29 <sup>th</sup> October 2018



		2018		
7.0	With DSG	09/11/18	Xoserve	Notes from ChMC meeting on 7th November added
8.0	With DSG	23/11/18	Rachel Taggart	Notes from DSG meeting on 19th November added
9.0	With DSG	27/12/18	Richard Johnson	Notes from DSG meeting on 17 <sup>th</sup> December added

### Template Version History

Version	Status	Date	Author(s)	Summary of Changes
3.0	Approved	17/07/18	Emma Smith	Template approved at ChMC on 11 <sup>th</sup> July
4.0	Approved	07/09/18	Emma Smith	Minor wording amendments and additional customer group impact within