

Extraordinary DSG Meeting CSS Consequential Change

7th July 2021

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Agenda

- Welcome and introductions
- Consequential Design Update
- Outstanding Design Issues
- Data Cleanse Update
- Transition and Cutover Update
- Detailed Transitional Process Updates
 - Meter Read Process
- AOB



Consequential Design Update

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Consequential Design Update

- No design changes to discuss this month
- An updated version of the UK Link File Format Change Summary has been published to reflect recent approved changes and a small number of errors
<https://www.xoserve.com/change/switching-programme/>

Switching Programme Design Issues

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Design Issues/Pending Change Requests

The following outstanding design issues have been raised that could impact the UK Link design

DI Ref	Title	Current Status
DI-1270	Supplier of Last Resort Process	Discussions are ongoing with the programme around the enduring process for SoLR events
DI-1196	Operational Choreography	CRs CR-D060 and CR-D061 have been raised to support the detection and resolution of data misalignment with CSS
DI-1646	Out of scope meters points - no method or process to move these meter points between CSS and UK Link	Awaiting updates from SI and Landmark
CR-D059	Changes to support Energy Company data	This CR is currently on hold
CR-D072	Alignment of SLA Response times	This is an Xoserve CR raised to align Service Management response times with our current response time SLAs and is currently in progress
DI-1651 & DI-1657	Change of Shipper Events – No NFR or clarity of the process for multiple changes	Initial discussions have taken place with the SI and further analysis is being undertaken in consultation with DCC, REC and Ofgem

Data Working Group Gas Update

June 2021

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Gas Address Data Update

Plot to Postal Address	Baseline	Current	Commentary
	Jan-18	Jun-21	
GT Registered Sites	43,548	14,690	We have seen a slight increase of 223 sites this month. Xoserve continue to encourage the cleansing of this pot via our CSSC DSG forum, other operational forums and one to one operational meetings.
GT Unregistered Sites	60,209	7,769	This pot has decreased by 270 sites this month. These sites are within a number of BAU processes with monthly portfolios and reporting being issued to customers for action where appropriate.
IGT Registered Sites	60,514	44,018	IGT registered sites has decreased by 400 sites. IGT Unregistered sites has decreased by 675 sites. These pots are actively managed by BAU IGT processes and reported via the appropriate governance workgroups.
IGT Unregistered Sites	69,215	67,560	
MTD Cleanse	Baseline	Current	Commentary
	TBC	TBC	
Address Profiling	Baseline	Current	Commentary
	Jun-19	Jun-21	
Dummy Post Codes	180,340	29,751	Cleansing reports continue to be issued to industry for action. The majority of the missing building name/building number are due to plot addresses. These will be cleansed via the BAU process upon ownership of the site.
Missing Post Town	63	112	
Missing Building Name, Building Number & Delivery Point Alias	40,738	38,200	
Missing Building Name and Building Number	172,701	183,408	
* iGT baseline reporting from Jan-20			



Significant Risk - Immediate mitigation required



Increased Risk - Urgent mitigation required



At Risk - Manageable with mitigation



On track - But being closely monitored

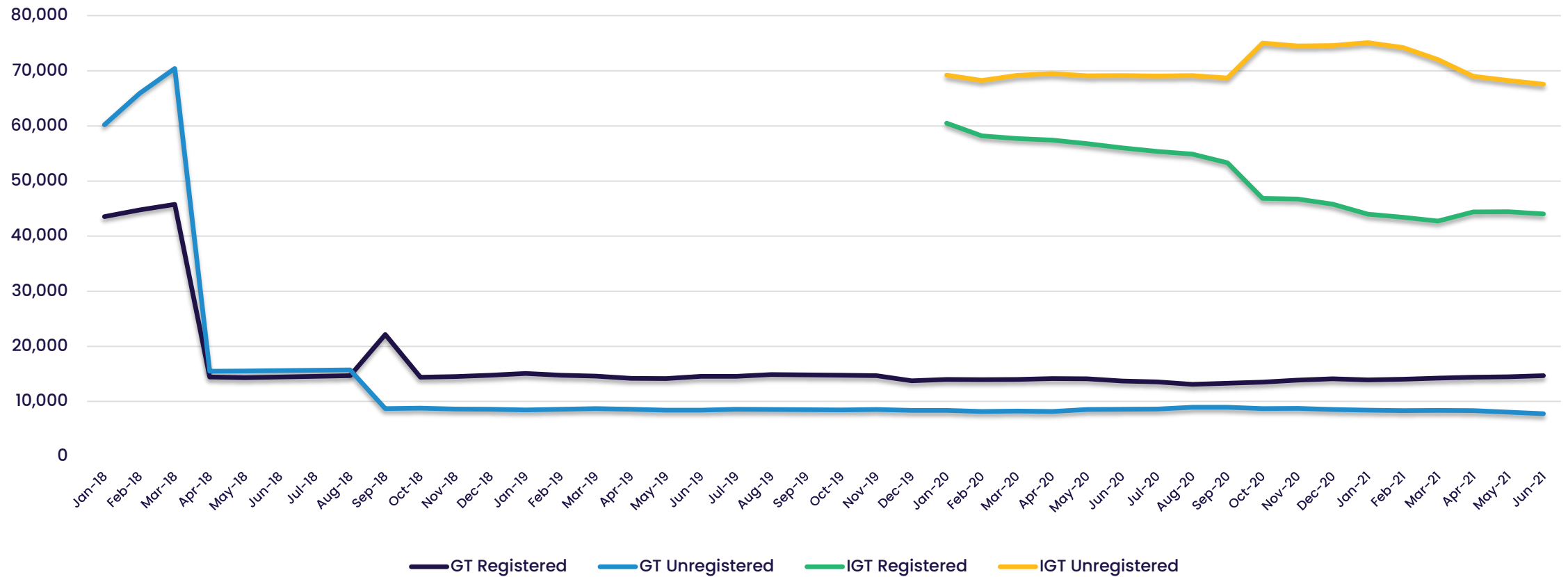


On track



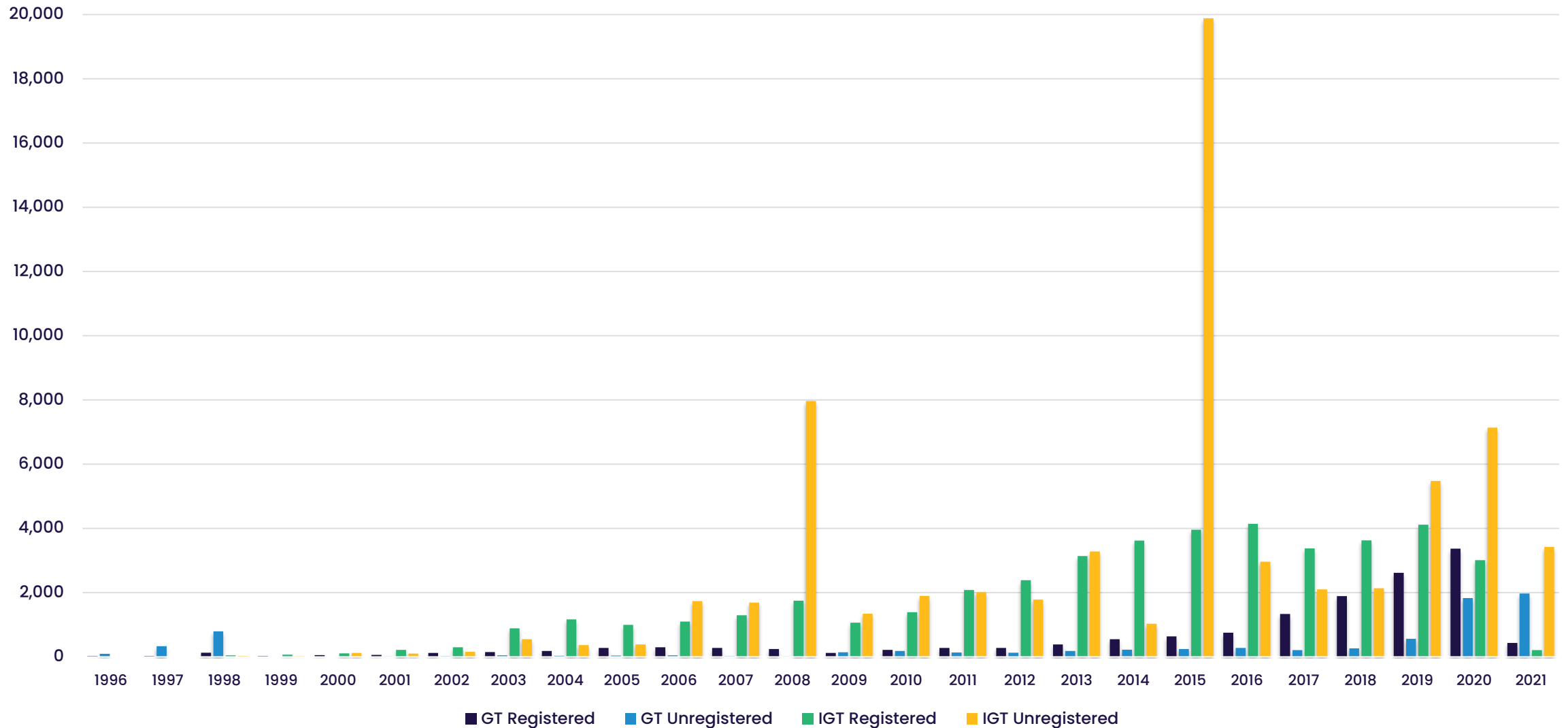
Complete

Gas Plot to Postal Address Volumes



Shipper Size	MPRN Count							
	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Large	48,962	48,361	46,714	46,314	45,765	48,118	48,173	48,138
Medium	8,430	8,372	8,042	8,078	8,219	7,672	7,725	7,576
Small	3,230	3,185	3,148	3,050	2,955	2,972	2,987	2,994

Gas Plot Address Age Profile




Gas Update

Consequential Changes		RAG		Completion Date		Commentary
		Prev	Curr	Baseline	Forecast	
MAP ID	Creation of MAP ID Field in UK Link.	C	C	Jul-19	Jul-19	MAP ID was successfully implemented in our July minor release. MAP ID's contained within an RGMA flow will now be held within UK Link.
	Initial population of MAP ID detail within UK Link.	C	C	Nov-20	Nov-20	Following industry consultation the initial population of MAP ID is being delivered as part of the November 20 release rather than the June 20 release. In the interim MAP data continues to be cleansed and populated with ongoing discussions via CMAP and 1-2-1's with Xoserve.
	Ongoing population of MAP ID from MAPs and enduring solution implementation	G	G	Jul-19	Nov-21	Detailed design workshops for MAP C solution continue. Industry change pack issued for consultation to ChMC Industry participants. Change packs to be created for MAMCOP approval following completion of design workshops. Currently on track for November 21 delivery. MAP ID will continue to be populated via MAP's via interim loads to UK Link.
Shipper/Supplier Mapping	Cleansing activity for Shipper/Supplier mapping.	G	G	Feb-20	Jun-21	This is now a BAU process with the data being mastered by Xoserve. Ongoing cleansing continues with a number of suppliers with a timeline of end of August for responses. Xoserve are tracking this but the population is nearing completion.
	Transfer of ownership of stakeholder data from SPAA to Xoserve.	C	C	Feb-20	Feb-20	Ownership of the process has transferred to Xoserve. This is now an Industry BAU process as defined within SPAA.
RMP Status	Recognition & mapping of existing meter point status to new RMP values.	C	C	Nov-20	Nov-20	Detailed design is complete with the mapping of meter point status and meter status to new RMP status values complete and approved by the Industry via ChMC governance.
LEN Indicator	LEN indicator creation in UK Link.	N/A	N/A	Jun-21	Apr-22	This will be implemented as part of Xoserve consequential programme. Design, build and testing complete following approval via the DSC governance
	LEN indicator data transformation/update / operational processes.	N/A	N/A	TBC	TBC	Detailed requirements to be defined for the enduring process in order define datasets to be held.
	LEN site investigation	N/A	N/A	TBC	TBC	Need further information to understand this requirement.

 Significant Risk - Immediate mitigation required

 Increased Risk - Urgent mitigation required

 At Risk - Manageable with mitigation

 On track - But being closely monitored

 On track

 Complete

Transition and Cutover Update

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Transition & Cutover Updates

- DM Live Rehearsal (DM LR) Cycle 1 is currently underway.
- Preparations and planning are underway for DM LR Cycle 2 which is planned to be as representative of Transition as possible.
- Discussions are also ongoing within the Switching Programme to understand the approach for processing held registration post Go-live. Initial overview provided by the SI assumes peak day processing volumes for an extended duration until all held switches are processed. We are awaiting further details from the SI and expect License parties to be part of the discussions via Ofgem's Cutover Working Group
- Ofgem are also looking at Non-Mondays as Go-live dates. This is expected to be discussed at the July Cutover Working Group.
- All our current planning assumptions have been predicated on a Monday Go-live, so any change to that will result in reassessment of all current Transition design and associated planning assumptions.
- Further discussions are ongoing around the T1/T2 milestones now that CR-D071 is approved.

Transition CRs / Potential Changes

- A CR (CR-D086) has been raised to request for an additional data reconciliation activity at the end of DMT Live Rehearsal Cycle 2
- Another CR (CR-D091) has been raised to remove Transition Test Artefacts to make the phase more aligned to Transition
- CR-D096 aims to move the milestone tracking the availability of the Transition Test environment to October

All these CRs are being impact assessed by Xoserve. CR-D091 & 96, we are fully supportive of. CR-D086, however, is a one off activity and puts a lot of cost and resourcing implications on us (as well as other PUIs) with very little benefit on the back of it. This has been fed back to the SI and is being progressed through the governance forums.

Transition Risks

Risk	Mitigation	Exposure
There is a risk that the SoLR process might kick off during the transition period because of a supplier going out of business at that time leading to Landmark needing to cater to additional volumes and also the potential for additional requirements for PUIs to undertake to ensure Transition timelines are maintained	This has been raised with Ofgem and Si. This is being addressed at the programme level. SI is in the process of drafting scenarios to assess options	Low
Risk that additional Transitional changes could change scope of Transition should more changes be identified as Transition planning continues at the Central programme level leading to changes to the Transition plan and Xoserve planned activities	Xoserve are actively involved in all programme work groups to monitor and mitigate this risk	Medium
Risk that catch up processing of held switches is not being exercised/rehearsed during Central Programme Transition Testing leading to impacts during actual Transition	Xoserve are working with the SI assess if this activity can be tested in advance of Transition	High
Risk that that the catch-up processing approach is yet to be fully defined and agreed at the central programme level Mitigation	Xoserve are working with the SI to collectively define an approach	High
Risk that the scope of Programme Change Freeze from 3rd January 2022 is not clearly defined	Xoserve are working with the SI and Ofgem to understand the scope of the proposed change freeze. Internally, we have drafted a strawman	Medium
Risk that Xoserve might be forced to adopt a manual process to transfer MDD to Landmark because a programme CR (CR-D059) is under consideration and is looking to move all parties to a manual process leading to an increased cost and the potential of manual errors being introduced as well as waste effort and cost in building and testing our interfaces.	This has been raised with the SI and Ofgem. Key concerns being that a) time, effort and cost (consumer cost) spent on building the API has been wasted b. introduction of a manual process for all parties could result in manual errors c. If a manual process is required, the business process underpinning this is yet to be articulated.	High

Post Implementation Working Group

- Ofgem have kicked off their Post Implementation Working Group
- Currently this group is focussed on Operational Readiness (primarily from a PUI perspective)
- We expect this group to articulate the Post Implementation Support Framework that will need to be adhered to by all parties.

Detailed Transitional Process Updates

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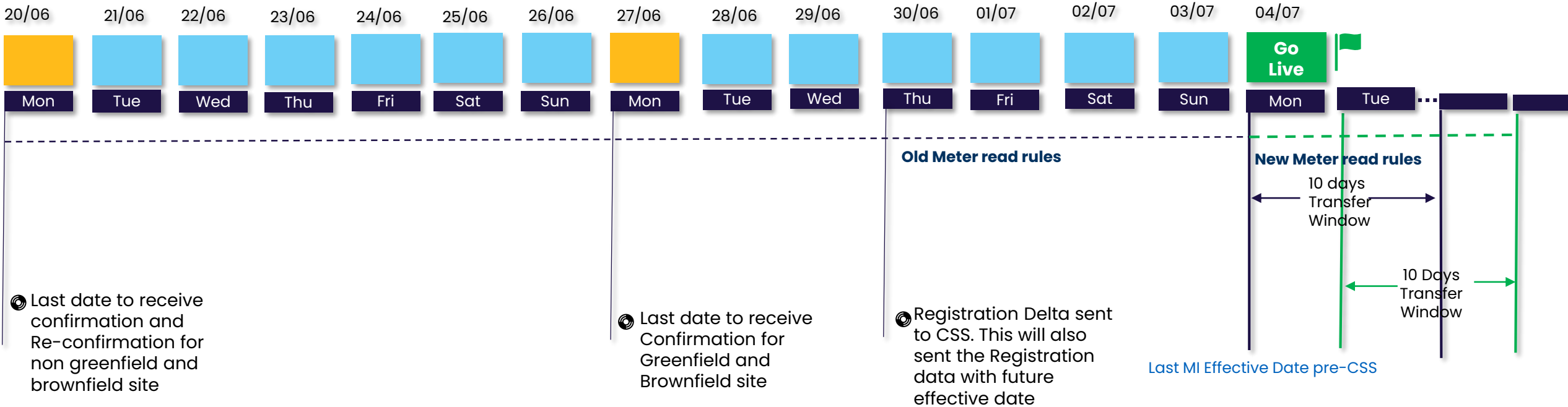
Topic Areas

- Meter Reads
 - Read received(UMR/UBR)
 - multiple switch scenario
 - outgoing shipper scenario
 - RGMA scenario
 - LDZ change
 - Class change
- Inner Tolerance Check
- Must Read
- Point of Sale(PoS) Read
- Ratchet Process

Please note that any dates used within the following slides are for illustrative purposes only

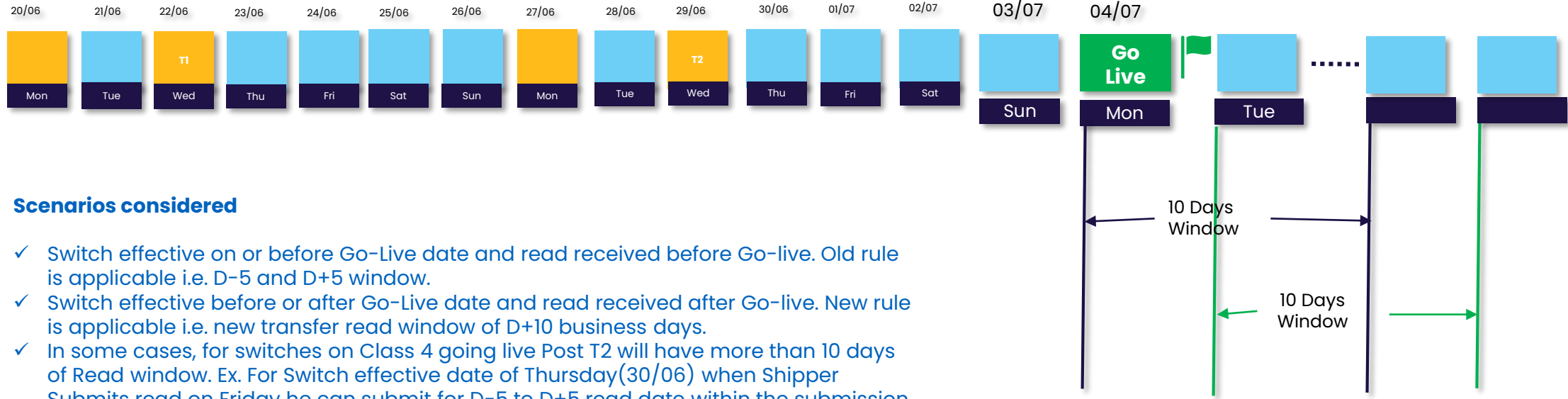


Meter Reads



- ✓ Switch moving in with effective date of prior Monday will have opening read window falling in both pre-CSS and post CSS period
- ✓ Switch moving in with effective date of Monday and post that will have opening read window falling in post CSS period
- ✓ **New CSS rules** for meter reads in UMR, UBR, RGMA and LDZ change are applicable for both CSS and NON-CSS sites.

Meter Read Transition Window and Read received(UMR/UBR)



Scenarios considered

- ✓ Switch effective on or before Go-Live date and read received before Go-live. Old rule is applicable i.e. D-5 and D+5 window.
- ✓ Switch effective before or after Go-Live date and read received after Go-live. New rule is applicable i.e. new transfer read window of D+10 business days.
- ✓ In some cases, for switches on Class 4 going live Post T2 will have more than 10 days of Read window. Ex. For Switch effective date of Thursday(30/06) when Shipper Submits read on Friday he can submit for D-5 to D+5 read date within the submission window of D to D+10 but when he submits on Monday he has to submit for read date for D to be used as transfer read or can submit for a read date between D+1 to D+10 which will be used to estimate the transfer read. The read submission window of D to D+10 stays the same in new world.
- ✓ In some cases for switches on Class 3 going live Post T2 and Shipper submitting a non-opening read before Go-Live for date other than the Move-in date will result into MR06 exception. But if submitted after Go-Live will be accepted and used to estimate the transfer order. Ex. For Go-Live date of Thursday(30/06) when Shipper submits N read on Friday for Friday this will trigger MR06 exception. The resolution of exception will follow AS-IS process. If exception is not resolved before go-live, new code will load the pending read and estimate the transfer order. Whereas when N read is submitted post Go-Live on Monday the read will be accepted and used to Estimate the transfer order.
- ✓ In new CSS world for O read there is read date window change. For class 3 remains unchanged: It has to be submitted for move in date whereas for class 4, O read submitted for move in date will be used to fulfil the transfer order and if submitted for read date D+1 to D+10 will be accepted and utilised to estimate the transfer read.

Last MI Effective Date pre-CSS

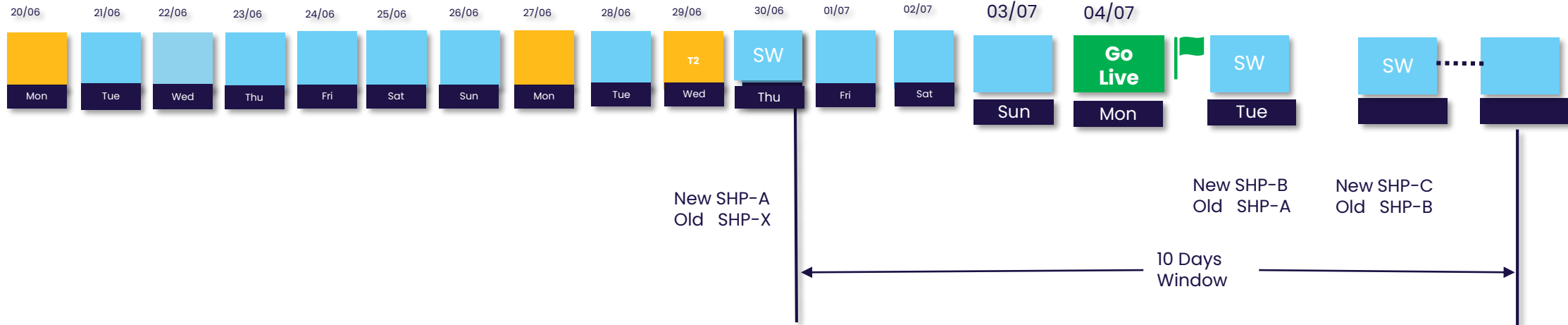
Conclusion

- ✓ Read submitted on or after Go-Live for read period Pre-CSS or Post-CSS will follow the new read rules.
- ✓ Read submitted before Go-Live for read period Pre-CSS will follow existing read rules.

CSS rules

- ✓ Transfer read window is changed to D to D+10 business days.
- ✓ Transfer read must be for move in date(D) or else If read date is anywhere between D+1 to D+10, will be used to estimate the transfer order.
- ✓ In class 4: Opening Read received from incoming shipper for read date between D-5 to D-1 of switch effective date(D) will be rejected with reason code MRE01015.
- ✓ Read Reason for meter read submitted for move in date must be O else read will be rejected with reason code # MRE00438.

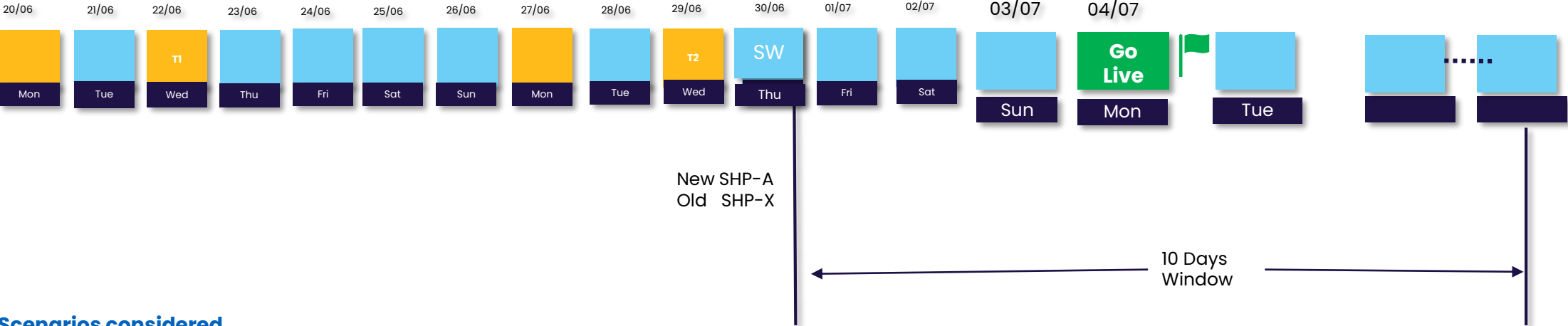
Meter Read Transition Window with multiple switch scenario



Scenarios considered(X-A-B-C)

- ✓ Switch(A) effective before Go-Live date and second switch(B) is created on Tuesday after go-live followed by third(C) on Wednesday. In this scenario, If N read is received by shipper C for non-D date will be accepted and trigger the estimation of transfer order for all three switches irrespective of first switch was prior to go-live date. This is applicable for both class 3 &4 sites.
- ✓ In above scenario if second shipper submits O read for move in date then transfer order for second switch will be fulfilled first and followed by estimation of transfer order for first switch. Transfer order for C remains open.
- ✓ In this scenario if RGMA is received by shipper C within the transfer window will also trigger the estimation of all three transfer order. Same is applicable for LDZ change and class change within transfer window.
- ✓ REC process in this scenario will be performed on ACTIVE read irrespective of switch created pre-CSS or post-CSS.

Meter Read Transition Window with outgoing shipper scenario



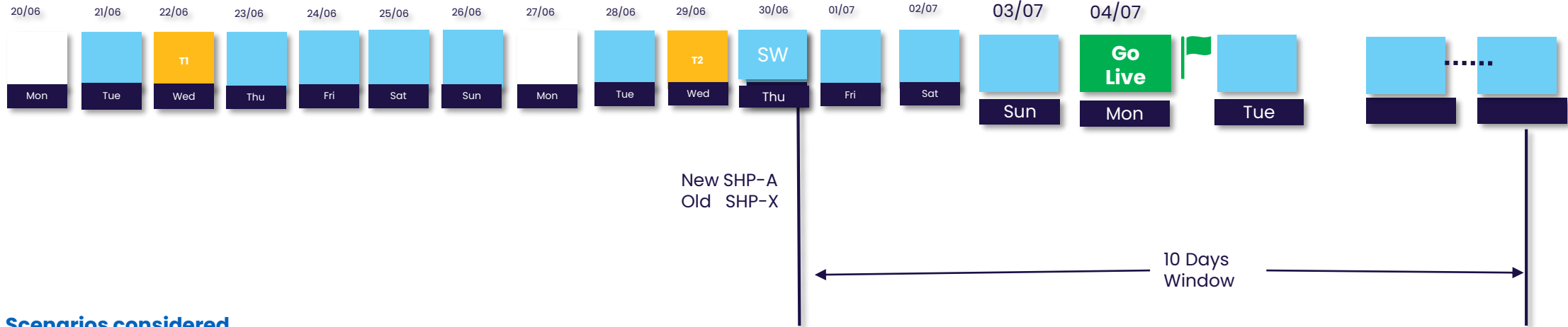
Scenarios considered

- ✓ Switch(A) is effective pre-CSS go-live and outgoing shipper submitted non opening read post CSS for D-3. Read is accepted and loaded as ACTIVE read. If read is submitted for D-1 read date, then read is loaded as INACTIVE read.
- ✓ Switch(A) is effective pre-CSS go-live and incoming shipper submitted O read before CSS go-live for D-5 read date which is loaded as INACTIVE read and fulfils the transfer order. Now if outgoing shipper submits N read post-CSS for read date D-3, read is then rejected. This is based on MRF check there has to be minimum number of days gap(7) between the read to be loaded and next read which in this case is an O read. For above scenario maximum gap possible is 4 days hence read will be rejected # MRE00490(Breach of allowed reading submission frequency occurred).

Conclusion

- ✓ Post CSS: Non opening read submitted by outgoing shipper for D-1 will be loaded as INACTIVE read.

Inner Tolerance Check



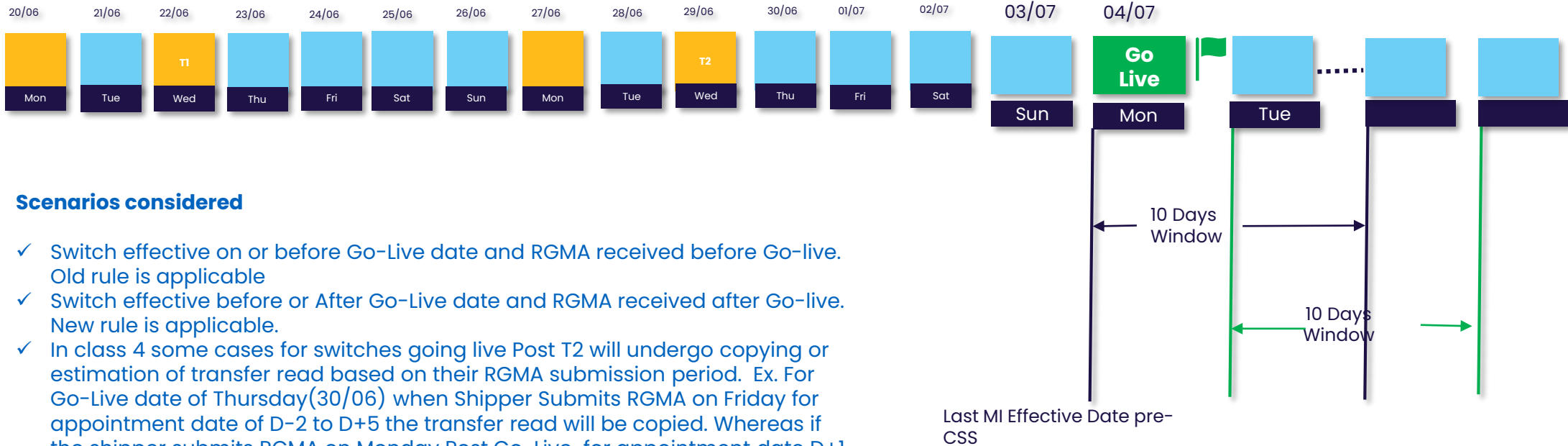
Scenarios considered

- ✓ Switch(A) is effective pre-CSS go-live and incoming shipper submitted O or N read Post-CSS and breaches inner tolerance check will not be rejected rather accepted and used to satisfy or estimate transfer read.
- ✓ Switch(A) is effective pre-CSS go-live and incoming shipper submitted O or N read Post-CSS and does not breach inner tolerance check but is submitted along with override flag will not be rejected instead accepted and used to satisfy or estimate transfer read.

Conclusion

- ✓ Inner tolerance validation will not be applied to the opening meter reading (or the reading provided that would be used to generate an estimated opening reading) submitted by the gaining shipper on or after CSS go-live within the read submission window. This rule is applicable for class 3 & 4 sites.

Meter Read Transition Window and RGMA scenario



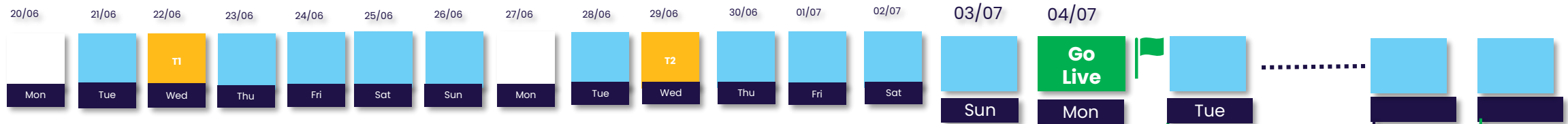
Scenarios considered

- ✓ Switch effective on or before Go-Live date and RGMA received before Go-live. Old rule is applicable
- ✓ Switch effective before or After Go-Live date and RGMA received after Go-live. New rule is applicable.
- ✓ In class 4 some cases for switches going live Post T2 will undergo copying or estimation of transfer read based on their RGMA submission period. Ex. For Go-Live date of Thursday(30/06) when Shipper Submits RGMA on Friday for appointment date of D-2 to D+5 the transfer read will be copied. Whereas if the shipper submits RGMA on Monday Post Go-Live for appointment date D+1 onwards until D+10, then the transfer read will be estimated. For UPD without reads received after CSS will follow the existing AS-IS process(RU25). The switch created in old world will have the D-2(secured window) rule of accepting the RGMA irrespective of scenario if RGMA is submitted pre-CSS or on or after CSS go-live.
- ✓ In Class 3, if switch is live pre-CSS and RGMA is received before go-live with appointment date after move in then exception will be generated(RN30 for JOB and RU25 for UPD). Whereas if RGMA is received on or after CSS go-live and within transfer window then RN30 exception will not be created and RGMA will be processed. It will trigger the estimation of transfer order. For UPD without reads received after CSS will follow the existing AS-IS process.

Conclusion

- ✓ RGMA submitted on or after Go-Live for activity period Pre-CSS or Post-CSS will follow the new read rules.
- ✓ RGMA submitted before Go-Live for activity period Pre-CSS will follow existing read rules.
- ✓ **RGMA with appointment date as move in date will be used to fulfil the transfer order. RGMA with appointment date within the transfer window i.e. D+1 to D+10 will trigger the estimation of all prior open transfer order.**

Meter Read Transition Window and LDZ change



Scenarios considered

- ✓ Class 3 Switch Effective before Go-Live followed by LDZ change Effective date before Go-Live ,within the transfer window will result in LD01 exception. Whereas LDZ change effective date after Go-Live will trigger the Estimation of transfer order and LDZ read
- ✓ Class 4 Switch Effective before Go-Live followed by LDZ change Effective date before Go-Live or after Go-Live within the transfer window will trigger the Estimation of transfer order and LDZ read
- ✓ Switches post-css will receive secured message D-1 5PM onwards. In scenarios where LDZ change are effective on D-1 for a move in, it will result in LD01 exception. Hence, to retain this functionality for CSS switches, a new batch job is designed to create LD01 exception. This job will start from go-live day i.e. Monday.

Last MI Effective Date pre-CSS

Conclusion

- ✓ LDZ change with effective date on or after Go-Live will follow the new read rules.
- ✓ LDZ change with effective date before Go-Live will follow existing read rules.
- ✓ LDZ change with effective date within the transfer window i.e. D+1 to D+10 will trigger the estimation of all prior open transfer order.

Meter Read Transition Window and Class change



Scenarios considered

- ✓ Switch Effective before Go-Live followed by Class change Effective date before Go-Live, within the transfer window will result in Work item creation. Whereas Class change effective on or after Go-Live or class change along with switch after go-live will trigger the estimation of transfer order and proceed with class change.
- ✓ Switch Effective on or after Go-Live followed by Class change or switch along class change effective date after Go-Live will trigger the estimation of transfer order and proceed with class change.

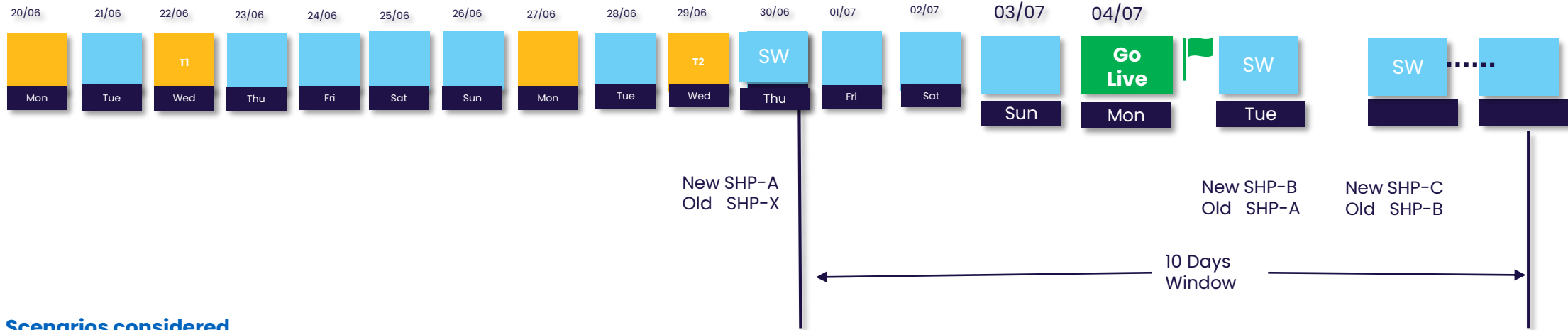
Conclusion

- ✓ Class change with effective date on or after Go-Live will follow the new read rules.
- ✓ Class change with effective date before Go-Live will follow existing read rules.
- ✓ Class change using SPC file or switch along with class change effective as move in date will trigger the estimation of open transfer order and all prior transfers.
- ✓ Class change using SPC file or switch along with class change effective within the transfer window i.e. D+1 to D+10 will trigger the estimation of open transfer order and all prior transfers.

Assumption

- ✓ Class change scenario and approach has been considered assuming XRN5091 is out of scope and will not be moved to production before CSS is live.

Must Read



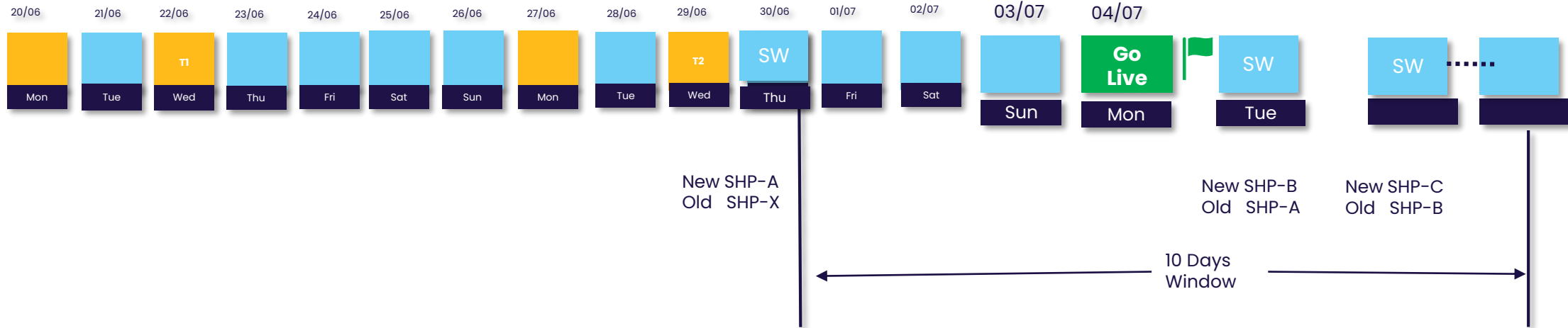
Scenarios considered

- ✓ Post CSS: Must read received within the transfer window (D+1 to D+10) will be used to generate an estimate on the transfer date. In scenario if switch(A) is live pre-CSS and Switch(B) and Switch(C) is live post-CSS and must read received in Shipper B's ownership when A's transfer read is outstanding, will be used to estimate A's and B's transfer read.
- ✓ In above scenario if must read is submitted post-CSS for a move in date then it will be rejected with reason # MRE00403. This is irrespective of switch being created pre CSS or post CSS.

Conclusion

- ✓ Must read received post CSS within the transfer window (D+1 to D+10) will be used to generate an estimate on the transfer date and all prior open transfers.
- ✓ Must Read received post-CSS on a move in date will be rejected with reason # MRE00403.

Point of Sale (PoS) Read



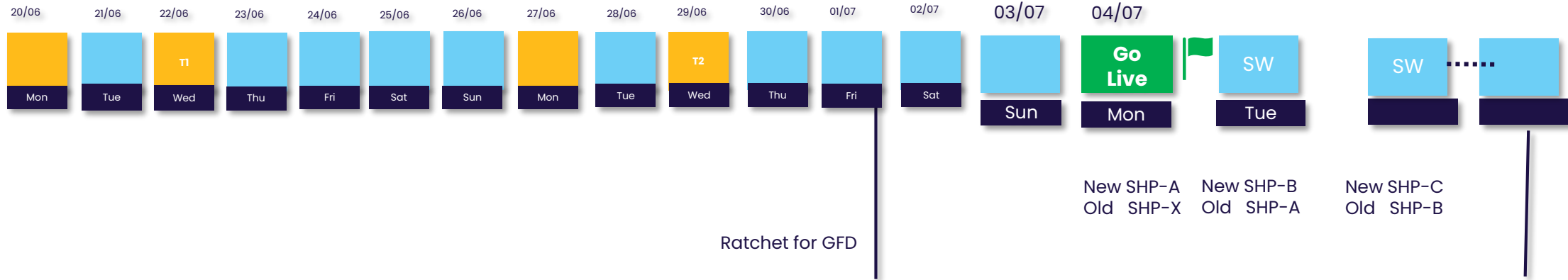
Scenarios considered

- ✓ Post-CSS: PoS read can be submitted for read date between D- 2 Years to D-1 days and the receipt date has to be between D & D+10 days (where D is the transfer date). So in scenario if switch(A) is live pre-CSS and Switch(B) and Switch(C) is live post-CSS and PoS read is submitted by B (superseded shipper) after C is live such that it falls within the ownership period of A will be used to estimate A's transfer read.
- ✓ In above scenario if PoS read is submitted by shipper A after it is superseded but within it's transfer window and for read date between D-2 years to D-1 days will be accepted.
- ✓ In scenario if PoS read is received for D-1 of a switch where D is shipper move in will be loaded as INACTIVE read. PoS Read for D-2 days to D-2 years will be loaded as ACTIVE read.
- ✓ In above scenario if PoS read is submitted by B for A's move in date will be rejected will be rejected with reason # MRE00494. This is irrespective of switch being created pre CSS or post CSS or transfer order is open or close.

Conclusion

- ✓ PoS Read can be submitted by superseded shipper but has to be submitted within transfer read and can be for read date D-1 day to D-2 years. **PoS read received for D-1 of a switch (D is shipper move in date) will be loaded as INACTIVE read.**
- ✓ POS read will also be used to estimate any previous outstanding switches (in the case of multiple switching) if dated in a previous shipper's ownership.
- ✓ PoS Read received for a move-in date will be rejected with reason # MRE00494.

Ratchet Process



Scenarios considered

- ✓ Go live date is 04 July 2021 so during transition, ratchet will only be applicable for SLSP sites. Currently in ER1 there are only 5 SLSP sites. Hence don't see much of impact.
- ✓ In scenario of multiple switching for DM sites, let's say there are three switches. First created pre-CSS and second and third created after CSS go-live. In this case when ratchet is created on D+1 for GFD(Gas Flow Day as D) prior to CSS-Go live will trigger Pre-notification(PRN) on same day and will be sent to shipper X and A(secured status). But when final Ratchet notification will be generated after CSS is live i.e. on D+6 will send RAT notification to X,A,B and C.
- ✓ Post CSS CO window is getting changed from D-2 to D-1(17:00 – 00:00). So when ratchet creation job runs at 17:00 it will not have information on shipper moving to secured status. Hence to include these CO shippers, ratchet job needs to be re-scheduled to run after all secured messages are processed(around 21:00).

Conclusion

- ✓ Post CSS, PRN and RAT notification will be sent to all shippers(incoming/outgoing) effective on or after ratchet GFD irrespective of status being superseded. Shipper added and effective to site after GFD and PRN already triggered will receive only RAT notification.

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Thank you

