

DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■
 Xoserve to fill out all of the information in the sections coloured ■

A1: General Details

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|---------------------------------|--|--|---|
| Change Reference: | XRN5431 | | |
| Change Title: | Temporary community access to pre-COVID AQ values for Shippers | | |
| Date Raised: | 27/09/2021 | | |
| Sponsor Representative Details: | Organisation: | Xoserve | |
| | Name: | Ellie Rogers | |
| | Email: | Ellie.Rogers@xoserve.com | |
| | Telephone: | 01212 292 185 | |
| Xoserve Representative Details: | Name: | Ellie Rogers | |
| | Email: | Ellie.Rogers@xoserve.com | |
| | Telephone: | 01212 292 185 | |
| | Business Owner: | TBC | |
| Change Status: | <input type="checkbox"/> Proposal | <input type="checkbox"/> With DSG | <input type="checkbox"/> Out for Review |
| | <input type="checkbox"/> Voting | <input checked="" type="checkbox"/> Approved | <input type="checkbox"/> Rejected |

A2: Impacted Parties

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| Customer Class(es): | <input checked="" type="checkbox"/> Shipper | <input type="checkbox"/> Distribution Network Operator |
| | <input type="checkbox"/> NG Transmission | <input type="checkbox"/> IGT |
| | <input type="checkbox"/> All | <input type="checkbox"/> Other <please confirm> |
| Justification for Customer Class(es) selection | This request is for Shippers to have access to specific historic Annual Quantity (AQ) that will assist in identifying whether there has been any temporary impact to the AQ as a result of COVID restrictions | |

A3: Proposer Requirements / Final (redlined) Change

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| Problem Statement: | COVID restrictions may have temporarily impacted the AQ of a Supply Meter Point (SMP) and Shippers currently can't access the pre-COVID AQ value. |
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| Change Description: | <p>A request has been received from a number of Shippers to access specific historic AQ that will assist in identifying whether there has been any temporary impact to the AQ as a result of COVID restrictions.</p> <p>This data has been requested by the Shipper so that it can be considered in discussions with the consumer and to help validate the accuracy of the current AQ due to uncertainty arising around the current AQ due to the impacts of the Pandemic.</p> <p>This access would be for a defined period, so these parties may obtain a “pre-COVID AQ” value for SMPs. The Pre-COVID AQ value would be determined as the ‘Rolling AQ’ that was effective on 1st April 2020 – having been derived as part of the March 2020 AQ Calculation or earlier.</p> <p>It is anticipated that this service will conclude on 01 October 2022</p> <p>Disclosure Request Report; DRR-SEP21-01 was approved by Contract Management Committee (CoMC) at the September Extraordinary meeting. This allows the CDSP to release the Rolling AQ that was effective on 01 April 2020 to a Shipper where they have requested it.</p> <p>This Change Proposal has been raised in order to put in place the process to deliver this service to Shippers.</p> | |
| Proposed Release: | As soon as possible | |
| Proposed Consultation Period: | <input type="checkbox"/> 10 Working Days | <input type="checkbox"/> 15 Working Days |
| | <input type="checkbox"/> 20 Working Days | <input type="checkbox"/> Other [Specify Here] |

A4: Benefits and Justification

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| Benefit Description: | <p>This Change Proposal will allow Shippers to gain access to the pre-COVID AQ values where required.</p> <p><i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i></p> | |
| Benefit Realisation: | <p>Once the service is available to Shippers.</p> <p><i>When are the benefits of the change likely to be realised?</i></p> | |
| Benefit Dependencies: | <p>N/A</p> <p><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></p> | |

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

A6: Service Lines and Funding

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| Service Line(s) Impacted - New or existing | We expect this would be a temporary new Specific Service. | | |
| Level of Impact | To be determined. | | |
| If None please give justification | n/a | | |
| Impacts on UK Link Manual/ Data Permissions Matrix | DRR-SEP21-01 has been approved by CoMC and involves the Pre-COVID Rolling AQ value to be added to the DPM. | | |
| Level of Impact | Low | | |
| If None please give justification | n/a | | |
| Funding Classes : | Customer Classes/ Funding | Delivery of Change | On-going Budget Amendment |
| | <input checked="" type="checkbox"/> Shipper | XX % | XX % |
| | <input type="checkbox"/> National Grid Transmission | XX % | XX % |
| | <input type="checkbox"/> Distribution Network Operator | XX % | XX % |
| | <input type="checkbox"/> IGT | XX % | XX % |
| | <input type="checkbox"/> Other <please specify> | XX % | XX % |
| ROM or funding details: | No ROM has been completed for this Change Proposal. | | |
| Funding Comments: | As this is a service provided to Shippers, it is anticipated that they will be the funding party. | | |

A7: ChMC Recommendation – Initial Review

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| Change Status: | <input checked="" type="checkbox"/> Approve | <input type="checkbox"/> Reject | <input type="checkbox"/> Defer |
| DSC Consultation Issue: | <input type="checkbox"/> Yes | | <input checked="" type="checkbox"/> No |

A8: ChMC Recommendation – Solution Review

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|-------------------------|---|---|--------------------------------|
| Change Status: | <input checked="" type="checkbox"/> Approve | <input type="checkbox"/> Reject | <input type="checkbox"/> Defer |
| Industry Consultation: | <input type="checkbox"/> 10 Working Days | <input type="checkbox"/> 15 Working Days | |
| | <input type="checkbox"/> 20 Working Days | <input type="checkbox"/> Other - 9 Working Days | |
| DSC Consultation Issue: | <input checked="" type="checkbox"/> Yes | | <input type="checkbox"/> No |
| Date Issued: | 18/10/2021 | | |

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| Comms Ref(s): | 2918.5 - MT - PO | |
| Number of Responses: | 2 rejected reps (DNO) | |
| Solution Voting: | <input checked="" type="checkbox"/> Shipper | Approve |
| | <input type="checkbox"/> National Grid Transmission | N/A |
| | <input type="checkbox"/> Distribution Network Operator | N/A |
| | <input type="checkbox"/> IGT | N/A |
| Meeting Date: | 01/11/2021 | |
| Release Date: | Release: Adhoc 02/11/2021 | |

A9: ChMC Recommendation – Detailed Design

This Change Pack was not needed

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

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| DSG Date: | 25/10/2021 |
| DSG Summary: | <p>KL presented this agenda item. KL advised this has been raised following a request from Shippers. Furthermore. The request is for Shippers to be able to access specific pre-COVID AQ values on request, so this may help them identify where there has been any temporary impact to the AQ as a result of the pandemic. KL added that the access would provide the Rolling AQ for the site effective as of 1st April 2020. This will be aimed to begin as soon as possible, with a view to run until October 2022.</p> <p>KL advised a DRR was presented and approved at CoMC in September. This DRR allows the CDSP to release the Rolling AQ that was effective 1st April 2020 to a Shipper where requested. A Solution Change pack has been issued to the industry involving two options.</p> <ol style="list-style-type: none"> Utilise the existing User Telephone Enquiry Service. The overall impact of this solution is Minor with no implementation cost due to the ongoing costs as per the volume bands. Shipper Webpage This involves a customer adding an MPRN into an API tool and the data would be accessible via the DDP. This would be an instant service, it will be monitored 8 hours x 5 days a week. There is an overall impact as minor and no recommended release type. The high level cost estimate for this option is 15K-20K GBP. KL advised that due to the time sensitive nature of this change, there is a view to deliver both solutions as soon as possible, following approval by ChMC at the upcoming eChMC 1st November 2021. |

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| | <ul style="list-style-type: none"> Option 1 - If approve at eChMC, as soon as possible depending on the interest received for new volume Band subscriptions or increased volume band subscriptions. Option 2 – If approved at the eChMC, implementation will be immediate. Following approval Shipper contact mangers will be sent confirmation that the webpage is available for use. KL urged DSG members to provide their representations as soon as possible |
| Capture Document / Requirements: | <Insert where appropriate> |
| DSG Recommendation: | <input type="checkbox"/> Approve <input type="checkbox"/> Reject <input type="checkbox"/> Defer |
| DSG Recommended Release: | Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY |

Section D: High Level Solution Options

D1: Solution Options

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| Solution Option Summary: | <p>XRN5431 – The link to Change Proposal</p> <p><u>Background</u></p> <p>This Change Proposal has been raised to deliver the service required following the approval of Disclosure Request Report; DRR-SEP21-01.</p> <p>A request has been received from a number of Shippers to access specific historical AQ value on Supply Meter Points (SMP) to assist them in identifying whether there has been any temporary impact to the AQ as a result of COVID restrictions.</p> <p>This data has been requested by the Shipper so that it can be considered in discussions with the consumer and to help validate the accuracy of the current AQ due to uncertainty arising around the current AQ due to the impacts of the Pandemic. This access would be for a defined period, so these parties may obtain a “pre-COVID AQ” value for SMPs where required.</p> <p>Historic AQ data was only available to the Registered Shipper (i.e. Portfolio view) but with the approval of DRR-SEP21-01, the pre-COVID AQ value can be made available to non-Registered Shippers (i.e. Community view).</p> <p>Disclosure Request Report; DRR-SEP21-01 was approved by Contract Management Committee (CoMC) at the September</p> |
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Extraordinary meeting. This allows the CDSP to release the Rolling AQ that was effective on 01 April 2020 – having been derived as part of the March 2020 AQ Calculation or earlier, termed as “pre-COVID AQ” to a Shipper where they have requested it.

It is anticipated that this service will be temporary and conclude at the end of October 2022.

High-Level Solution Options (HLSO)

As this change is of a time sensitive nature, we are looking at delivering ways for Shippers to access the pre-COVID AQ value as soon as possible.

Based on this, we have identified two options to deliver the requirements of this change in a timely manner. Please see details below of each option. It is worth noting that we are proposing that both of these options are to be offered to deliver the service if required by Shippers.

Option 1: Utilise the existing User Telephone Enquiry Service

Option 2: Shipper Webpage

The High-Level Solution Option (HLSO) for this change is available and can be found [here](#).

Option 1: Utilise the existing User Telephone Enquiry Service

Under this option, Shippers will be able to request the pre-COVID AQ value via the existing User Telephone Enquiry Service.

A Specific Service is already live which offers the User Telephone Enquiry Service. This is designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers (which is required to be provided to obtain access to the requested data).

This is SS SSA22 29.

As per the current [CDSP DSC Annual Charging Statement](#), the User Telephone Enquiry Service is chargeable via Volume Bands. A User can select the Volume Band they require for the volume of calls they want to utilise within the year. The rate charged is based on the Volume Band selected.

Please see the below extract from the Annual Charging Statement of the Volume Bands and the rates:

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| | SS SA22 29 | <p>User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry facility.</p> <p>Chargeable by User Telephone Enquiry Service Volume Band including any excess charges and early termination fees.</p> <p>The Defined Terms for this service are in the Defined Terms worksheet.</p> | <p>Per Annual Band requested (A to H)</p> <p>Charge per call in excess of annual band</p> <p>Charge per call in excess of monthly allowance</p> | <p>Pay As Go service - £4.98</p> <p>Band B – 1,000 Calls - £3,360</p> <p>Band C – 5,000 Calls - £16,284</p> <p>Band D – 20,000 Calls - £56,654</p> <p>Band E – 50,000 Calls - £116,541</p> <p>Band F – 70,000 Calls - £144,850</p> <p>Band G – 150,000 Calls - £198,183</p> <p>Band H – 250,000 Calls - £254,876</p> <p>Calls in excess of telephone band - £4.98</p> |
| | <p>In order for Shippers to utilise the User Telephone Enquiry Service to obtain the pre-COVID AQ value, a Shipper must have a <u>Volume Band subscription</u>. (Please also consider calls made to access other information when selecting a potential Volume Band).</p> <p>If a Shipper is already subscribed to a Volume Banding, this can be utilised to request the pre-COVID AQ value.</p> <p>Where Shippers with an existing Volume Band subscription believe they require a different band due to anticipated higher volumes of calls, this can be requested by completing the Specific Service Request Form and sending it to the customerlifecycle.spa@xoserve.com box account. The Customer Lifecycle Team upon receipt of this request form will liaise with the requesting Shipper to agree the required Volume Band.</p> <p>If a Shipper is looking to utilise this option and does not currently subscribe to a Volume Band, they can request this subscription to the relevant Volume Band by completing the Specific Service Request Form and sending it to the customerlifecycle.spa@xoserve.com box account. The Customer Lifecycle Team upon receipt of this request form will liaise with the requesting Shipper to agree the required Volume Band.</p> <p><u>Key things to note</u></p> <ul style="list-style-type: none"> • <u>Please be aware, where a Shipper exceeds the call volume of banding they have subscribed to, they will not be able to request any further pre-COVID AQ values via this solution.</u> • In order for a Shipper to request the pre-COVID AQ values they must subscribe to a Volume Band, they cannot utilise the Pay As Go Service only. • Where a Shipper either increases their Volume Band subscription or newly subscribe, the annual cost will be prorated across the months remaining within the financial year. <p>To allow the User Telephone Enquiry Service to accommodate the potential increase in the volume of calls received due to this change, we are asking Shippers to confirm by <u>midday 29th October 2021:</u></p> | | | |

- **If they would like to increase their current Volume Band subscription or;**
- **If they would like to subscribe to a Volume Band subscription.**

This should be actioned via the process detailed above which involves completing the [Specific Service Request Form](#) and sending it to the customerlifecycle.spa@xserve.com box account.


The intention is to discuss this solution option at an Extraordinary ChMC and by this meeting, we will have a view on the expected increase in volumes based on Shippers newly subscribing or increasing existing bandings.

Option 2: Shipper Webpage


A webpage can be delivered which will allow Shippers to search by a single MPRN and view the pre-COVID AQ value (Rolling AQ effective as of 01 April 2020).

The webpage can be made available on the Shipper dashboard via the DDP.


Please see below an example of the proposed service with dummy data:



MPRN:



I'm not a robot



reCAPTCHA
Privacy - Terms

Rolling AQ (as of 1st April 2020): 4805

Shippers that already have access to the Shipper dashboard via DDP will be able to access the webpage via their existing user login details (<https://login.eu1.birst.com/>).

Shippers that do not currently have access to the Shipper dashboard via DDP will need to be given a user login.

To request a Shipper dashboard user login to access the webpage, please contact servicedesk@xserve.com.

If this option is approved by ChMC, a notification of implementation will be issued to Shipper Contract Managers to make them aware that the webpage is available via the DDP Shipper dashboard.

If approved, we will also propose a new Non-Code DSC Service Line for this service.

General considerations for both solution options:

- The service to access pre-COVID AQ values is temporary and expected to conclude in October 2022.
- We are proposing that both options 1 and 2 are delivered and Shippers are able to utilise both or choose their preferred method to obtain the pre-COVID AQ value.
- Due to the time sensitive nature of this change, we are looking to deliver the solutions as soon as possible. Based**

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| | <p>on this, we are seeking to take approval of implementation of the proposed solution options to an Extraordinary ChMC on a date to be confirmed. If the solution options are approved by ChMC, we will look to implement as soon as possible.</p> <p>Worth noting if we receive a significant increase in the number of Shippers looking to subscribe to a Volume Band or increase their existing Volume Band under option 1, we may require time to ensure the team is sufficiently scaled to manage the increase in calls. If this scenario occurred, implementation of option 1 could not be immediate and we would need to discuss this at the Extraordinary ChMC.</p> |
| <p>Implementation Date for this Solution Option:</p> | <p>Option 1 – if approved at Extraordinary ChMC, as soon as possible depending on the interest received for new Volume Band subscriptions or increased Volume Band subscriptions.</p> <p>Option 2 – if approved at the Extraordinary ChMC, implementation will be immediate. Following approval, Shipper Contract Managers will be sent confirmation that the webpage is available for use.</p> |
| <p>Xoserve preferred option: (including rationale)</p> | <p>We believe that offering both options 1 and 2 is the most appropriate approach to this change, giving customers choice on how to access the requested data to fit internal operational practices</p> |
| <p>DSG preferred solution option: (including rationale)</p> | <p>To be discussed at DSG on 25th October 2020</p> |
| <p>Consultation closeout:</p> | <p>29/10/2021</p> |

Section E: Industry Response

Solution Options Review

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

E1: Organisation's preferred solution option

| | | |
|---|---|----------------------------------|
| User Contact Details: | Organisation: | Wales & West Utilities |
| | Name: | Richard Pomroy |
| | Email: | richard.pomroy@wwutilities.co.uk |
| | Telephone: | 07812973337 |
| Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc. | <p>Our understanding is that this change proposes to release data to Shippers relating to a period when they may not have been the Registered User. It is also proposed to operate to October 2022 which will be after the proposed go -live for REC 3.0. Our understanding is that following REC 3.0 go-live community view data will be governed by REC not DSC. Therefore there will be a period when release of this data will fall under REC not DSC governance. Our view is that the DSC contract committee can only authorise release of this data up to the day before REC 3.0 go-live and therefore the period for the release of this data should be amended unless corresponding permission for the remaining period is obtained from REC.</p> <p>We approve the implementation date as we have no problem with the implementation date but reject the solution because we do not believe that the DSC contract committee has the authority to approve release of the data until the end of October 2022 but only until the day before REC 3.0 goes live. If the end date was set to the day before REC 3.0 go-live we would support the change.</p> | |
| Implementation Date: | Approve | |
| Xoserve preferred solution option: | Reject | |
| DSG preferred solution option: | Reject | |
| Publication of consultation response: | N/A | |

E2: Xoserve's Response

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| Xoserve Response to Organisations Comments: | Thank you for your response. I understand your concern around the REC 3.0 go live and how this will take place during the time period that the pre-COVID AQ service will run. At present, the DRR has been approved at September CoMC which allows this information |
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| | to be given to a Shipper where requested, this will apply up until the REC 3.0 implementation. There will be conversations held with RECCo to discuss and agree on how this service can continue post REC V3 go-live, to continue to provide this service until October 2022 as intended. The outcome of these discussions will be fed through to CoMC / ChMC to provide awareness to industry. |
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Please consider any commercial impacts to your organisation that Xserve need to be aware of when formulating your response

E1: Organisation's preferred solution option

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|---|--|-----------------------------|
| User Contact Details: | Organisation: | Northern Gas Networks |
| | Name: | Helen Chandler |
| | Email: | hchandler@northerngas.co.uk |
| | Telephone: | 07580704123 |
| Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc. | <p>Our below response is a mirrored response to WWU</p> <p>As this is proposed to operate to October 2022 which will be after the proposed go -live for REC 3.0. Following REC 3.0 go-live community view data will be governed by REC not DSC. Therefore there will be a period when release of this data will fall under REC not DSC governance. Our view is that the DSC contract committee can only authorise release of this data up to the day before REC 3.0 go-live and therefore the period for the release of this data should be amended unless corresponding permission for the remaining period is obtained from REC.</p> <p>We approve the implementation date as we have no problem with the implementation date but reject the solution because we do not believe that the DSC contract committee has the authority to approve release of the data until the end of October 2022 but only until the day before REC 3.0 goes live. If the end date was set to the day before REC 3.0 go-live we would support the change.</p> | |
| Implementation Date: | Approve | |
| Xserve preferred solution option: | Reject | |
| DSG preferred solution option: | Approve | |
| Publication of consultation response: | N/A | |

E2: Xserve's Response

| | |
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| Xserve Response to Organisations Comments: | Thank you for your response. I understand your concern around the REC 3.0 go live and how this will take place during the time period that the pre-COVID AQ service will run. At present, the DRR has |
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| | <p>been approved at September CoMC which allows this information to be given to a Shipper where requested, this will apply up until the REC 3.0 implementation. There will be conversations held with RECCo to discuss and agree on how this service can continue post REC V3 go-live, to continue to provide this service until October 2022 as intended. The outcome of these discussions will be fed through to CoMC / ChMC to provide awareness to industry.</p> |
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Section F: Approved Solution Option

F1: Approved Solution Option

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| XRN Reference: | XRN5431 |
| Solution Details: | Both option 1 and 2 were approved 1 - Utilise the existing User Telephone Enquiry Service 2 - Shipper Webpage |
| Implementation Date: | 02/11/2021 |
| Approved By: | Change Management Committee |
| Date of Approval: | 01/11/2021 |

Version Control

Document

| Version | Status | Date | Author(s) | Remarks |
|---------|--------------|------------|----------------|--|
| 1.0 | For approval | 21.05.2021 | Kate Lancaster | CP Raised |
| 2.0 | Approved | 13/10/2021 | Rachel Taggart | Updated with the outcome from ChMC on 13/10/2021 |
| 3.0 | Approved | 03/11/2021 | Rachel Taggart | Section F added Updated with the Solution outcome from ChMC on 01/11/2021 |
| 4.0 | With DSG | 08/11/2021 | Chan Singh | CP updated with discussions from DSG 25 th October 2021 |
| 5.0 | Approved | 10/11/2021 | Rachel Taggart | Solution Change Pack added with reps. |