



**XRN5431 - Temporary community access to pre-COVID AQ values for Shippers**

High Level System Solution  
Impact Assessment

# Change Overview

## XRN5431: Temporary community access to pre-COVID AQ values for Shippers

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.

This data has been requested by Shippers so that a pre-COVID AQ can be considered in discussions with the consumer and help validate the accuracy of the current AQ. This is due to uncertainty arising around the current AQ and to the potential impacts of the Pandemic on a sites consumption. This access would be for a defined period, so these parties may obtain a “pre-COVID AQ” value for Supply Meter Points (SMPs).

Currently historic AQ data is only available to the Registered Shipper (i.e. Portfolio view) but with the approval of DRR-SEP21-01, the pre-COVID AQ value has been made available to non-Registered Shippers (i.e. Community view).

The pre-COVID AQ value will 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. It is anticipated that this service will conclude on 01 October 2022.

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.

## Solution Options

1

Utilise the existing User Telephone Enquiry Service

2

Shipper Webpage

# Option 1 - High Level Impact Assessment

## 1 - Utilise the existing User Telephone Enquiry Service

Shippers will be able to request the 'pre-COVID AQ' value via the existing User Telephone Enquiry Service. The live Specific Service; **SSA22-29** offers the User Telephone Enquiry Service which is designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers.

**As this is an existing Service Line, there are no system changes as a result of delivering this option.**

Although there are no system changes, Shippers will be required to have a subscribed Volume Banding for the User Telephone Enquiry Service in order to request the pre-COVID AQ value via this solution.

As per the current [CDSP DSC Annual Charging Statement](#), the annual Volume Bandings and charges are below (at the time of writing):

Band B – 1,000 Calls - £3,360  
Band C – 5,000 Calls - £16,284  
Band D – 20,000 Calls - £56,654  
Band E – 50,000 Calls - £116,541  
Band F – 70,000 Calls - £144,850  
Band G -150,000 Calls - £198,183  
Band H – 250,000 Calls - £254,876

## Key considerations

- In order to utilise the User Telephone Enquiry Service to obtain the pre-COVID AQ value, a Shipper must subscribe to a Volume Band.
- This service can be utilised up to the volume of calls allocated under the subscribed banding per annum.
- This service is temporary and is expected to conclude October 2022.
- The existing Service Line Defined Terms will be updated to include the pre-COVID AQ value.

Overall Impact	Release Type	High Level Cost Estimate
Minor	N/A	No implementation cost – ongoing costs as per the Volume Bands

## Option 2 - High Level Impact Assessment

### 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). This is proposed to be made available on the Shipper dashboard via the Data Discovery Platform (DDP). Shippers will require a user login to DDP in order to access the URL for the webpage to facilitate a search.

#### System Impacts and details:

- The webpage will be developed on an API Platform to call data to be displayed to the user (no customer configuration needed)
- The service will be accessible via the Shipper dashboard on DDP.

Service Availability	8 hours x 5 days Mon – Fri (Excluding Bank Holidays) The service can be accessed outside of these times however the service SLA's will not be maintained during these periods
Response Times	<10 seconds
Support Response Time	Resolution to issues will be dealt with on a reasonable endeavours basis with the aim to provide a support response time: Priority = Critical – 8 business hours Priority = Non-critical – 40 business hours
Support Availability	8 hours x 5 days Mon-Fri (Excluding Bank Holidays)
Planned Outage Notice Period	5 days

### Key considerations

- This service is temporary and is expected to conclude October 2022.
- A new Non-Code Service Line would be required if this solution is approved.
- This solution will have no impacts to customer systems, access being provided via existing DDP access. Shippers may need additional accounts for DDP depending on who needs to query this data within their organisations.

Overall Impact	Release Type	High Level Cost Estimate
Minor	N/A	15,000 - 20,000 GBP

# Summary

- Due to the time sensitive nature of this change, we are looking to deliver both solutions as soon as possible, following approval by ChMC.
  - 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.
  - 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.
- We are proposing that both solution options outlined within this HLSO are delivered to give Shippers choices on accessing the pre-COVID AQ value, depending on individual operational requirements.