

# 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

|                                 |  |  |   |
|---------------------------------|--|--|---|
| Change Reference:               | XRN4993  |  |   |
| Change Title:                   | DSC Service Description Table cosmetic change to service line table as of April 2019 |  |   |
| Date Raised:                    | 01/07/2019   |  |   |
| Sponsor Representative Details: | Organisation:  | Xoserve                                      |   |
|                                 | Name:  | Jayne McGlone                                |   |
|                                 | Email:   | Jayne.McGlone@xoserve.com                    |   |
|                                 | Telephone:   | 0121 229 2291                                |   |
| Xoserve Representative Details: | Name:  | Angela Clarke                                |   |
|                                 | Email:   | Angela.clarke@xoserve.com                    |   |
|                                 | Telephone:   | 0121 229 2050                                |   |
|                                 | Business Owner:  | N/A  |   |
| 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

|  |  |  |
|--|--|--|
| Customer Class(es):                            | <input type="checkbox"/> Shipper                         | <input type="checkbox"/> Distribution Network Operator       |
|  | <input type="checkbox"/> NG Transmission                 | <input type="checkbox"/> IGT                                 |
|  | <input checked="" type="checkbox"/> All                  | <input type="checkbox"/> Other <Please provide details here> |
| Justification for Customer Class(es) selection | The DSC Service description table applies to all parties |  |

## A3: Proposer Requirements / Final (redlined) Change

|                    |   |
|--------------------|---|
| Problem Statement: | <p>To detail updates to the DSC Service Description Table to the following Service Lines:-</p> <div style="text-align: center;"> <br/>       Copy of Copy of<br/>       Service Description Table<br/>       Latest version     </div> |
|--------------------|---|

|   |  |  |  |
|---|--|--|--|
| Change Description:   | <p>The service description table has been updated to propose changes to service lines arising from the following Change Proposals which are to be included within the November 19 release programmes.</p> <p>These changes are:-</p> |  |  |
|   | <b>CDSP Ref</b>  | <b>Title</b>   | <b>DSC Service area</b>                        |
|   | 4679   | Requiring a meter reading following a change of local Distribution Zone or Exit Zone<br><b>New Service Line Inserted DS-NCS SA5-01</b> | Service Area 5:<br>Metered Volume and Quantity |
|   | 4725   | New Read reason type for LIS Estimate Readings<br>DS CS SA5-25 – no change needed.   |  |
|   | 4866   | Removal of validation on uncorrected read (UIG recommendation)<br>DS-CS SA5 – 15 / DS-CS SA5 – 16 – no change needed                   |  |
| 4621  | Suspension of the validation between Meter Index and Unconverted Index<br>DS-CS SA5 – 15 / DS-CS SA5 – 16 – no change needed   | Service Area 1:<br>Manage Supply point registration  |  |
| <p>In addition there has been an amendment to the following service line:</p> <p><b>AGST – NC-SA16-06</b></p> <p>This is to confirm how Xoserve will respond to Emergency contacts coming in on the M number line,</p> <p>Please note that a new service has been proposed for CDSP ref <b>4679</b> as noted above however the other changes listed within this change proposal merely seeks to amend the changes highlighted to the service description table. The change Management committee will be requested to vary the Service Change Procedures, such that an Evaluation Quotation Report and Business Evaluation Report are not required for this Change Proposal. These documents would add no value to the Change Proposal and would be an inefficient overhead for the CDSP and Change Management Committee. This request will be made as per Service Change Procedures para 4.1.3</p> <p>The amended Service Description table will be issued to each DSC contract manager for consultation. The CDSP will collate any</p> |  |  |  |

|                               |  |   |  |
|-------------------------------|--|---|--|
|                               | consultation responses and provide these to the DSC Contract Management committee with recommendations for treatment. Unless there are consultation responses that are considered material, the Contract Management committee can approve the proposed Service Description table at the relevant meeting |   |  |
| Proposed Release:             | Not applicable   |   |  |
| 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

|                       |  |  |  |
|-----------------------|--|--|--|
| Benefit Description:  | The Service table will be up to date and will correctly reflect the services offered   |  |  |
|                       | <i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>   |  |  |
| Benefit Realisation:  | N/A  |  |  |
|                       | <i>When are the benefits of the change likely to be realised?</i>  |  |  |
| Benefit Dependencies: | N/A  |  |  |
|                       | <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> |  |  |

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

(see Section C for DSG recommendations)

#### A6: Service Lines and Funding

|  |                                  |                    |                           |
|--|----------------------------------|--------------------|---------------------------|
| Service Line(s) Impacted - New or existing         | N/A                              |                    |                           |
| Level of Impact                                    | Major/ Minor/ Unclear/ None      |                    |                           |
| If None please give justification                  |                                  |                    |                           |
| Impacts on UK Link Manual/ Data Permissions Matrix |                                  |                    |                           |
| Level of Impact                                    | Major/ Minor/ Unclear/ None      |                    |                           |
| If None please give justification                  |                                  |                    |                           |
| Funding Classes :                                  | Customer Classes/ Funding        | Delivery of Change | On-going Budget Amendment |
|  | <input 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: |  |      |      |
| Funding Comments:       |  |      |      |

### A7: ChMC Recommendation – 7<sup>th</sup> August 2019

|  |  |   |                                |
|--|--|---|--------------------------------|
| Change Status:                                     | <input checked="" type="checkbox"/> Approve ( to proceed to CoMC for approval) | <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 [Specify Here] |                                |
| Expected date of receipt for responses (to Xserve) | XX/XX/XXXX   |   |                                |

|                         |                              |                             |
|-------------------------|------------------------------|-----------------------------|
| DSC Consultation Issue: | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Date Issued:            | Click here to enter a date.  |                             |
| Comms Ref(s):           |                              |                             |
| Number of Responses:    |                              |                             |

### A8: DSC Voting Outcome N/A

|                  |  |                              |                                   |
|------------------|--|------------------------------|-----------------------------------|
| Solution Voting: | <input type="checkbox"/> Shipper                       | Please select.               |                                   |
|                  | <input type="checkbox"/> National Grid Transmission    | Please select.               |                                   |
|                  | <input type="checkbox"/> Distribution Network Operator | Please select.               |                                   |
|                  | <input type="checkbox"/> IGT                           | Please select.               |                                   |
| Meeting Date:    | Click here to enter a date.                            |                              |                                   |
| Release Date:    | Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA  |                              |                                   |
| Overall Outcome: | <input type="checkbox"/> No                            | <input type="checkbox"/> Yes | If [Yes] please specify <Release> |

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

# Version Control

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## Document

| Version | Status   | Date       | Author(s) | Remarks  |
|---------|----------|------------|-----------|--|
| 1       | Approved | 12/08/2019 | Xoserve   | Updated with ChMC outcome from 7 <sup>th</sup> August 2019 |

## Template

| Version | Status       | Date       | Author(s)                        | Remarks  |
|---------|--------------|------------|----------------------------------|--|
| 3.0     | Superseded   | 17/07/2018 | Emma Smith                       | Template approved at ChMC on 11th July 2018  |
| 4.0     | Superseded   | 07/09/2018 | Emma Smith                       | Minor wording amendments and additional customer group impact within Appendix 1  |
| 5.0     | Superseded   | 10/12/2018 | Heather Spensley                 | Template moved to new Word template as part of Corporate Identity changes.   |
| 6.0     | Approved     | 12/12/2018 | Simon Harris                     | Cosmetic changes made. Approved at ChMC on the 12 <sup>th</sup> December 2018.   |
| 6.1     | In Draft     | 26/03/2019 | Richard Johnson/<br>Alison Cross | The following minor changes were made: <ul style="list-style-type: none"> <li>- Inclusion of an All 'Impacted Parties' option in A2</li> <li>- Justification section added to section A2</li> <li>- Change Description replaced with Problem Statement in section A3</li> <li>- Remove 'X' in Release information (sections A3, A5, A7, C1 and G8)</li> <li>- Updated Service Line and UK Link impacts and funding section (A6) to include further detail</li> <li>- Amended questions 3 and 4 in section B</li> <li>- Added Service Line/UK link Assessment in section D</li> <li>- Removed Section A5</li> </ul> |
| 6.2     | For approval | 14/05/2019 | Alison Cross                     | Following review at DSC Governance review group re-added Change Description text box   |
| 7.0     | Approved     | 13/06/2019 | Richard Johnson                  | DSC Governance Review Group changes to the template approved at Change Management  |

|  |  |  |  |   |
|--|--|--|--|---|
|  |  |  |  | Committee on 12 <sup>th</sup> June 2019 |
|--|--|--|--|---|

# Appendix 1

## Change Prioritisation Variables 29%

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<br><input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition<br><input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal<br><input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request<br><input type="checkbox"/> Other <i>(please provide details below)</i>  |
| <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 checked="" type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact<br><input checked="" type="checkbox"/> Xoserve Impact <input checked="" type="checkbox"/> National Grid Transmission Impact  |
| <b>Associated Change reference Number(s)</b>   | XRN4993   |
| <b>Associated MOD Number(s)</b>  |   |
| <b>Perceived delivery effort</b>   | <input type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60<br><input checked="" type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days   |
| <b>Does the project involve the processing of personal data?</b><br><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 type="checkbox"/> Yes <i>(If yes please answer the next question)</i><br><input checked="" 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 type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas<br><input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data<br><input type="checkbox"/> Fundamental changes to Xoserve business<br><input type="checkbox"/> Other <i>(please provide details below)</i><br><br><i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i> |
| <b>Change Beneficiary</b><br><i>How many market participant or segments stand to benefit from the introduction of the change?</i>  | <input type="checkbox"/> Multiple Market Participants <input checked="" type="checkbox"/> Multiple Market Group<br><input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only<br><input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant  |
| <b>Primary Impacted DSC Service Area</b>   | Service Area 5: Metered Volume and Metered Quantity   |
| <b>Number of Service Areas Impacted</b>  | <input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input checked="" type="checkbox"/> Two to Five<br><input type="checkbox"/> One  |
| <b>Change Improvement Scale?</b><br><i>How much work would be reduced for the customer if the change is implemented?</i>   | <input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" 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 type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk  |   |

| Are any of the following required if the change is delivered?   |  |
|---|--|
| <input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required |  |
| Known Impact to Systems / Processes   |  |
| <b>Primary Application impacted</b>   | <input type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS<br><input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX<br><input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input checked="" type="checkbox"/> Other <i>(please provide details below)</i><br>There is no direct impact on any of the applications above as a result of this change    |
| <b>Business Process Impact</b>  | <input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA<br><input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing<br><input type="checkbox"/> Other <i>(please provide details below)</i><br>There is no direct impact on any of the applications above as a result of this change   |
| <b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>  | <input type="checkbox"/> Yes <i>(please provide details below)</i><br><br><input checked="" 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 checked="" type="checkbox"/> Network impact <input checked="" type="checkbox"/> iGT impact<br><input checked="" type="checkbox"/> Xoserve impact <input checked="" type="checkbox"/> National Grid Transmission Impact   |
| Workaround currently in operation?  |  |
| <b>Is there a Workaround in operation?</b>  | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No   |
| <b>If yes who is accountable for the workaround?</b>  | <input type="checkbox"/> Xoserve<br><input type="checkbox"/> External Customer<br><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><br><input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i><br><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>  | 29%  |

## Document Control

### Version History

| Version | Status | Date     | Author(s)      | Summary of Changes |
|---------|--------|----------|----------------|--------------------|
| 1       | Draft  | 27/04/18 | Anesu Chivenga |                    |