

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:	XRN 4955		
Change Title:	Amendment of MDD PSR Needs Codes and Needs Code Descriptions		
Date Raised:	28/05/2019		
Sponsor Representative Details:	Organisation:	Wales & West Utilities	
	Name:	Richard Pomroy	
	Email:	Richard.Pomroy@wwutilities.co.uk	
	Telephone:	029 2027 8552 or 07812 973337	
Xoserve Representative Details:	Name:	Simon Harris	
	Email:	Simon.Harris@xoserve.com	
	Telephone:	0121 229 2642	
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 – Implemented	<input type="checkbox"/> Rejected

A2: Impacted Parties

Customer Class(es):	<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input checked="" type="checkbox"/> IGT
	<input checked="" type="checkbox"/> Other	Suppliers

A3: Proposer Requirements / Final (redlined) Change

Change Description:	<p>This change has been raised to implement SPAA CP 471 Amendment of MDD PSR Needs Codes and Needs Code Descriptions which will amend the MDD to align the energy PSR Needs Codes and Needs Codes Descriptions with those used in Water. The corresponding electricity change will be implemented in April 2020. Ideally this change will come in on the same date but there is no April release so February 2020 is the preferred date.</p> <p>The amendments amount to 4 description enhancements (for Needs Codes 19, 20, 23 and 27), 1 Needs Code to be discontinued (code</p>
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	<p>10) and replaced by 2 new Needs Codes (35 and 36), 1 new code (37) directly related to water dependency. There are no changes to file formats but updates will be required to systems to allow new values for the data items. Suppliers will need to cleanse their data due to one Needs Code 10 “hearing and speech impairment” ceasing to be used, and being replaced by new Needs Codes 35 hearing impairment and 36 speech impairment.</p> <p>The proposed amendment to SPAA schedule 18 (MDD) are attached.</p>  <p>SCP%20471%20-%20Draft%20Legal%20</p>	
Proposed Release:	Release X: Feb 2020 – Minor Release	
Proposed Consultation Period:	<input checked="" type="checkbox"/> 10 Working Days	<input type="checkbox"/> 20 Working Days
	<input type="checkbox"/> 30 Working Days	<input type="checkbox"/> Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	<p>This change will enable consistent codes to be used across energy and water and will mean that customers will no longer need to register on both energy and water Priority Service Registers. This will improve customer service for vulnerable customers which is key area of focus for GDNs.</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>Significant benefits will be realised when the change is introduced and then incrementally as new customers come on to the register</p> <p><i>When are the benefits of the change likely to be realised?</i></p>
Benefit Dependencies:	<p>Implementation of SPAA SCP 471</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

Final DSG Recommendation:	<i>Until a final decision is achieved, please refer to section C of the form.</i>		
	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release X: February 2020 Minor Release.		

A6: Funding

Funding Classes:	<input checked="" type="checkbox"/> Shipper	34 %
	<input type="checkbox"/> National Grid Transmission	7 %
	<input type="checkbox"/> Distribution Network Operator	XX %
	<input type="checkbox"/> IGT	XX %
	<input checked="" type="checkbox"/> Other Distribution Network Operator and IGT	59 %
Service Line(s)	DSC Service Area: Provision of User Reports and Information DS-NCS SA18-01	
ROM or funding details:		
Funding Comments:		

A7: ChMC Recommendation – 12th June 2019

Change Status:	<input checked="" type="checkbox"/> Approve (to proceed to DSG)	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 20 Working Days	
	<input type="checkbox"/> 30 Working Days	<input type="checkbox"/> Other [Specify Here]	
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX		

DSC Consultation Issue:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Date Issued:	18/11/2019	
Comms Ref(s):	2346.3 - RJ – PO 2489.15 - RT - PO	
Number of Responses:	7 Reps: five approvals and two rejections. (solution review) 5 Reps: five approvals (detail design)	

A8: DSC Voting Outcome

Solution Voting:	<input checked="" type="checkbox"/> Shipper	Approve	
	<input type="checkbox"/> National Grid Transmission	N/A	
	<input checked="" type="checkbox"/> Distribution Network Operator	Approve	
	<input checked="" type="checkbox"/> IGT	Approve	
Meeting Date:	10/07/2019		
Release Date:	Release X: 28/02/2020		
Overall Outcome:	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	February 2020

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

DSG Date:	03/06/2019		
DSG Summary:	<p>PO stated that during industry discussions at the Safeguarding Customers Working Group (SCWG) there has been a suggestion that there should be some alignment of the vulnerable customer codes between Gas, Electricity and Water. In doing so, there has been a review of the current codes within the allowed customer codes list on how they can be changed and modified to better align across all of those sectors. Looking at the overview, SPAA change proposal 471, requirements state that four need descriptions need to be enhanced, with a further one being discontinued.</p> <ul style="list-style-type: none"> • 4 description enhancements (for Needs Codes 19, 20, 23 and 27) • 1 Needs Code to be discontinued (code 10) and replaced by 2 new Needs Codes (35 and 36) • 1 new code (37) directly related to water dependency <p>PO stated that in order to accommodate this, there would need to be changes made to the allowable values and descriptions within Shipper file formats (CFR, CNC & CNF) specifically the S84 record). There are no changes to file format structures however updates will be required to allowable values within files formats, so in turn, systems will need to be amended to send and receive the new values. Suppliers/Shippers will also need to cleanse their data due to one Needs Code (10 "hearing and speech impairment") ceasing to be used, and being replaced by new Needs Codes 35 hearing impairment and 36 speech impairment</p> <p>PO also informed DSG that the utilities planned implementation date is the 1ST April 2020; this is something that has been suggested to cover Gas, Water and Electricity changes. PO stated that Xoserve has identified that this needs to be progressed and added to February 2020 release in order for the functionality to be in place in time for the implementation date.</p> <p>RH confirmed that they are looking to release it within February as part of a minor release but will ensure that the 6 month notification of file format changes is conformed to.</p> <p>PO asked RT if this was on the agenda for ChMC on 12th June. RT confirmed it is on the agenda for ChMC.</p>		
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
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DSG Date:	17/06/2019
DSG Summary:	<p>This particular Change is a SPAA Change as a change to PSR needs codes and needs codes description to align gas and electricity and the inclusion of water within those codes. It is quite a broad PSR needs codes change across the utilities for end consumers. SH stated that industry wide implementation is April 1st 2020. Furthermore SH stated changes to systems will include description changes, 3 brand new needs codes and the decommission of 1 needs code. There are also file format changes, this is not the structure but the but the allowable values in those file formats. This is done using capture, due to the file formats being needed for 1st April 2020, capture has been run in parallel to with the SPAA Change proposal so that this can be done in one go and avoid delays. SH then explained the appendix and stated the prioritisation score as 31%.</p> <p>IKRAM asked if the CDSP knows what files will be impacted? SH replied stating yes, they are listed in the HLSO and Change Pack that was issued on 14th June.</p> <p>PO stated that the main point to take away are that change is in flight and on track to be implemented for February 2020, so functionality for the 1st April 2020 release in code across the market. SC stated that the electricity version of the change is due to be implemented in June 2020, whereas Gas has 1st April. SH replied that SPA has suggested implementation for Gas industry to occur April 1st.</p> <p>ACTION: SH to raise at SPAA - Confirm the release and implementation date of gas industry compared to electricity.</p> <p>SH presented this agenda item. SH stated there is two solution options but functionally only one way of doing it which is to update the PSR codes to allow them into the CDSP's system.</p> <p>This change has been raised to implement SPAA CP 471 - "Amendment of MDD PSR Needs Codes and Needs Code Descriptions" which is looking to amend the MDD to align the energy (Gas & Electricity) PSR Needs Codes and Needs Codes Descriptions with those used in Water. SH informed DSG of the list of Amendments to be made:</p> <ul style="list-style-type: none"> - 4 description enhancements (for Needs Codes 19, 20, 23 and 27) - 1 Needs Code to be discontinued (code 10) and replaced by 2 new Needs Codes (35 and 36) - 1 new code (37) directly related to water dependency <p>SH stated the CDSP's recommendation is option 1, SH stated that the system impacted are market flow, SAP PO, SAP ISU, SAP BW with an overall low impact which could possibly need a minor or major release with a high level cost estimate of £12,000 - £22,000. In addition the market trials costs are not considered as well as performance testing will not be required. In addition from a</p>


	<p>system complexity point of view, ISU impact is low due to configuration changes are required to be done to PSR description table. The process impact assessment for option 1 relates to SPA and is of low complexity.</p> <p>HLSO Option 2</p> <p>SH stated that this solution is very similar to the first option. This option works by converting the needs code 10 to 2 new codes 35 & 36. This would need to be considered as the new codes being converted from code 10 would need to be valid before going forward. SC asked if the needs 35 and 36 were not introduced, would needs code 10 be used instead of the 2 new codes, would the CDSP be able to convert needs code 10 themselves. SH responded stating that it would still work but the CDSP would convert the code 10 needs code. Also in regards to needs code 37 SH stated this links to the water industry and has no effect on the CDSP but the DN's and IGT's need to have this information so if the CDSP is passed this information, there would have to be a transfer of this information to the necessary parties.</p> <p>SC asked that when a new customer has been acquired, does the old information get wiped off? PO replied that if that party is acquiring a customer at that time, they are responsible for the information and customer. PO stated that the Shipper has the obligation to store the information. Furthermore IB asked what would happen if there is a tenancy? PO replied that the Shipper can submit and RECOMP to change to confirm the sites status. SC asked if nothing was done with this change, does that mean compliance and industry regulations are not being met. PO replied that as the CDSP parties would need to capture the new codes and pass them onto the CDSP.</p> <p>SH stated and considerations or recommendations can communicated via the issued change pack on the 14th June.</p>		
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		

DSG Date:	18/11/2019
DSG Summary:	<p>SH presented slides in relation to the change for the amendment and creation of PSR Needs Codes. Detailed Design change pack is going out for this in November-19, and due to the ChMC steer on aligning to Electricity system implementation (Feb-2020) the notice window for this type of File Format change (usually 6 months) has been reduced. As asked earlier within the meeting, SP asked if whether Needs Code #10 should stop being used from Feb or April (actual implementation of sector wide changes to MDD). SH confirmed that code 10 is remaining, but the description is being changed to 'not used'. Extract from Change Pack Detail: "As per the approved ChMC solution, no data cleansing will be carried out by the CDSP for PSR Needs Code #10. The records that are present within UK Link systems will remain in situ, its the</p>

	responsibility of the Incumbent Shipper to update UK Link with a more appropriate PSR Need Code if required. For the avoidance of doubt, as with all the other Needs Codes with a description of “Not Used”, no rejection will be provided to the submitting Shipper if PSR Needs Code #10 is provided, the code will be accepted into UK Link systems post implementation as it would do currently.”.		
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

Solution Option Summary:	<p>For XRN4955, only one system solution has been identified as viable in order to meet the prescriptive requirements that are stated in the in the Change Proposal.</p> <p>HLSO Presentation</p> <p> XRN4955 - High Level Solution Option</p> <p>However variants of the high level solution exist with respect to converting Needs Code “10” on behalf of the Shippers as part of implementation.</p> <p>Two options have been identified and are described below;</p> <p>1) Amend PSR Need Codes/Descriptions with UK Link</p> <p>File formats (CNC, CNR, CNF, CFR, EDL, IDL, EWS, CRS) needs to be updated to reflect the 3 new PSR codes (35, 36 and 37) within SAP ISU, SAP PO and Marketflow and EQL, IQL files also needs to be configured. Workflow changes are required to handle inflight scenarios where before implementation PSR Need Code “10” is received with a Go Live date on or after the Implementation date.</p>
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	<p>2) Amend PSR Need Codes/Descriptions with UK Link (including data conversion)</p> <p>File formats (CNC, CNR, CNF, CFR, EDL, IDL, EWS, CRS) needs to be updated to reflect the 3 new PSR codes (35, 36 and 37) within SAP ISU, SAP PO and Marketflow and EQL, IQL files also needs to be configured. Workflow changes are required to handle inflight scenarios where before implementation PSR Need Code “10” is received with a Go Live date on or after the Implementation date. Additional requirement to convert current PSR Needs Code “10” to “35” & “36” on behalf of the Shipper.</p>
Xoserve preferred option: (including rationale)	1) Amend PSR Need Codes/Descriptions with UK Link
DSG preferred solution option: (including rationale)	TBC (DSG 17 th June 2019)
Consultation closeout:	28/07/2019

Section E: Industry Response Solution Options Review

E1: Organisation’s preferred solution option

User Contact Details:	Organisation:	BUUK
	Name:	John Cooper
	Email:	john.cooper@bu-uk.co.uk
	Telephone:	01359302450
Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc.	<p>BUUK acknowledges the need to change the current PSR needs codes and their description to ensure better alignment across the utilities.</p> <p>In terms of the options presented, Option 2 presents a more complete approach to the activity. It is worth noting that despite there being no changes to file format structures, there will still be a requirement for individual businesses to re-configure their systems to accept and interpret the new codes accordingly. This should be reflected in the implementation date (6 months lead time).</p>	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	

Publication of consultation response:	N/A
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E2: Xserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your comments; we'll take them into consideration during detailed design.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	EDF Energy
	Name:	Eleanor Laurence
	Email:	eleanor.laurence@edfenergy.com
	Telephone:	07875117771
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	<p>Option 1 - but please note final paragraph.</p> <p>We do not see how option 2 could work given following requirement:</p> <p>Additional requirement to convert current PSR Needs Code "10" to "35" & "36" on behalf of the Shipper</p> <p>By converting into two codes an assumption is being made that code 10 was sent due to both of new codes and that is not a valid assumption. Therefore by converting CDSP could hold data that is inaccurate, which will not be updated until a change in that data or a change of Supplier is progressed.</p> <p>We need to know when details of "inflight" processes will be provided as we cannot support any option if this ended as flows being rejected where code 10 with a future effective date post this change sent before change date.</p>	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xserve' s Response

Xoserve Response to Organisations Comments:	<p>Thank you for your comments and providing your option preference.</p> <p>We take note of your concern with option 2 and the assumption being made that both new codes will be applied for current code 10. DSG did recommend option 1 which did not apply this logic. Your preference and concerns will be raised at ChMC in July for discussion.</p> <p>In terms of the inflight process, this will need to be considered as part of the detailed design change pack and taken to DSG for discussion.</p>
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	ScottishPower
	Name:	Claire Roberts
	Email:	Clairelouise.Roberts@scottishPower.com
	Telephone:	01416145930
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	ScottishPower's preferred option 1) Amend PSR Need Codes/Descriptions with UK Link.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your comments.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	SSE
	Name:	Megan Coventry
	Email:	megan.coventry@sse.com

	Telephone:	02392277738
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	We agree with the change in principle and the preference for HLSO 1. System and process changes will be required by our organisation. Further detail required to enable full impact assessment.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xoserve's Response

Xoserve Response to Organisations Comments:	Thank you for your comments.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	British Gas/Centrica
	Name:	K Mulvany
	Email:	kate.mulvany@centrica.com
	Telephone:	07789572420
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	<p>Option 2.</p> <p>We are supportive of the principle of providing better cross-industry support for customers with additional needs.</p> <p>We are deeply concerned about the implementation date, and the split between gas and electricity. Dual fuel households will have a given PSR status. It will be confusing and risky to require Suppliers/Shippers to hold differing needs codes for the same consumer for a window of months. The June 2020 release is very heavy, so we would not support a delaying of gas and elec changes to that date.</p>	
Implementation Date:	Reject	
Xoserve preferred solution option:	Reject	
DSG preferred solution option:	Reject	

Publication of consultation response:	N/A
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E2: Xserve' s Response

Xoserve Response to Organisations Comments:	<p>Thank you for your comments and providing us with your option preference, In relation to your concerns about the implementation date we understand your preference to align between gas and electricity . As you know, the CDSP currently have 3 Major Releases scoped (February (for admin), June and November). The February Release was stated within the Change Proposal as the closest release to align with the electricity implementation (and the SPAA CP). There has been discussions at DSG and ChMC around moving this date to align with electricity but this has not been decided or approved.</p> <p>We will make sure you concerns on the implementation date are raised and discussed at the ChMC in July.</p>
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Northern Gas Networks
	Name:	Helen Chandler
	Email:	HChandler@Northerngas.co.uk
	Telephone:	07580 704 123
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	Our preference is for Option 1) Amend PSR Needs Codes / Descriptions within UK Link and Shippers perform their own data conversion exercise for the split of Needs Code 10 into Needs Codes 35 and 36. This is because Shippers and Suppliers are able to facilitate any required communication with the end consumer to confirm the accuracy of the Needs Codes to be used, whereas Xoserve are not in a position to do this.	
Implementation Date:	We agree with a February 2020 Major Release or an ad-hoc release in April to align with the corresponding change in Electricity.	
Xoserve preferred solution option:	Xoserve prefers Option 1) Amend PSR Needs Codes/Descriptions with UK Link with Shippers/Supplier performing their own data cleanse	
DSG preferred solution option:		
Publication of consultation response:	Yes, can be published	

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your comments.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Npower Ltd
	Name:	Richard Vernon
	Email:	Richard.vernon@npower.com
	Telephone:	07825608088
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	<p>At this time we support the objective but reject the solution and implementation date. Discussions have been held at other industry forums, where our views have been put forward in more detail.</p> <p>Extending PSR to water feels like the right thing to do from a customer perspective, however we would be interested in any customer insight to back this up – possibly from ENA or Water UK?</p>	
Implementation Date:	Not in support. We don't believe that Feb 2020 provides adequate time to implement a complex change across the gas and electricity industry. The changes have broad impacts within Supplier systems and processes and these should not be squeezed in to a restricted.	
Xoserve preferred solution option:	<p>Not in support. There are a number of the proposed category changes that we are not comfortable with and or would prefer more information/working through to understand how they should be implemented, perhaps this should have been addressed as part of an Ofgem SCR?</p> <p>Industry alignment is essential to this change and until the other code changes are raised we are unable to confirm we are happy that this alignment has been adequately delivered.</p>	
DSG preferred solution option:	Not in support.	
Publication of consultation response:	N/A	

E2: Xoserve's Response

Xoserve Response to Organisations Comments:	Thank you for your comments. We'll take your comments to Change Management Committee in July for consideration.
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Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN4955 Amendment of MDD PSR Needs Codes and Needs Code Descriptions
Solution Details:	Option 1; Amend PSR Need Codes/Descriptions with UK Link.
Implementation Date:	28/02/2020
Approved By:	Change Management Committee
Date of Approval:	10/07/2019

Change Management Committee (ChMC) Change Pack Summary

Communication Detail

Comm Reference:	2489.15 - RT - PO
Comm Title:	XRN4955 - Amendment of MDD PSR Needs Codes and Needs Code Descriptions - Detailed Design
Comm Date:	18/11/2019

Change Representation

Action Required:	For representation
Close Out Date:	02/12/2019

Change Detail

Xoserve Reference Number:	XRN4955
Change Class:	File Format Amendment
ChMC Constituency Impacted:	Shippers, Distribution Networks, Independent Gas Transporters
Change Owner:	Simon Harris Customer Change Service Development Specialist simon.harris@xoserve.com 0121 229 2642
Background and Context:	<p>Link to CP</p> <p>Suppliers and Transporters have licence obligations to record and share domestic customer vulnerability. This is maintained through a Priority Service Register (PSR) and is fulfilled through the Supplier (via the Shipper) submitting this information to the CDSP to be recorded and issued to the relevant Transporter.</p> <p>Supply Point Administration Agreement (SPAA) Change Proposal 471 - "Amendment of MDD PSR Needs Codes and Needs Code Descriptions" was raised looking to amend the Market Domain Data (MDD) to align the energy (Gas & Electricity) Priority Services Register (PSR) Needs Codes and Needs Codes Descriptions and also introduce the sharing of data with the Water utilities industry.</p> <p>The changes outlined within SPAA Change Proposal 471 are as follows:</p> <ul style="list-style-type: none"> • 4 description enhancements (for Needs Codes 19, 20, 23 and 27)

	<ul style="list-style-type: none"> • 1 Needs Code to be discontinued (code 10) and replaced by 2 new Needs Codes (35 and 36) • 1 new code (37) directly related to water dependency <p>This change will enable consistent codes to be used across energy and water industries and will mean that customers will no longer need to register on both energy and water Priority Service Registers separately.</p>
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Change Impact Assessment Dashboard (UK Link)

Functional:	Supply Point Administration (SPA)
Non-Functional:	No Impact
Application:	SAP ISU, SAP PO, Marketflow, SAP BW
User:	Shippers, Distribution Networks, Independent Gas Transporters
Documentation:	File Format Amendment (Allowable Value & Description Changes)
Other:	NA

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
CNC	S66	<u>S84</u>	PRIORITY_SERVICE_CATEGORY	Format
CNR	S66	<u>S84</u>	PRIORITY_SERVICE_CATEGORY	Format
CNF	S66	<u>S84</u>	PRIORITY_SERVICE_CATEGORY	Format
CFR	S66	<u>S84</u>	PRIORITY_SERVICE_CATEGORY	Format
<u>EDL</u>	N/A	B39	PRIORITY_SERVICE_CATEGORY	Format
<u>IDL</u>	B43	B46	PRIORITY_SERVICE_CATERGORY	Format
<u>EWS</u>	N/A	E24	PRIORITY_SERVICE_CATERGORY	Format
<u>EQL</u>	N/A	B39	PRIORITY_SERVICE_CATERGORY	Format
<u>IQL</u>	B43	B46	PRIORITY_SERVICE_CATERGORY	Format

Change Design Description

XRN4955 was raised to make the required system amendments to allow the new PSR Code values to become available and amend the UK Link industry documentation accordingly.

A detailed overview of the changes to be made to the PSR Code and Descriptions are specified below (any not specified are remaining as if and will not be affected by this change):

Code	Current Value	Proposed Value	Comments
10	Hearing/speech difficulties (inc. Deaf)	Not Used	Decommissioned & Split into 2 new code
19	Unable to answer door/restricted movement	Unable to answer door	Description Change
20	Dementia(s)	Dementia(s)/Cognitive impairment	Description Change
23	MDE electric showering	Medically dependent showering/bathing	Description Change
27	Poor sense of smell	Poor sense of smell/taste	Description Change
35	-	Hearing impairment (inc. Deaf)	New Code (Result of Split to Code 10)
36	-	Speech impairment	New Code (Result of Split to Code 10)
37	-	Water dependent	New Code (Result of Water)

Amending the PSR Needs Codes will result in the following amendments to the Record Files contained within multiple File Formats as the values are specified within the description field for data item PRIORITY_SERVICE_CATERGORY. For avoidance of doubt, no structural amendments are being made to these file/record formats, only allowable values within the PRIORITY_SERVICE_CATERGORY data item will be made and amendments to the description fields.

- **S84** Record (Contained within the CNC, CNR, CNF & CFR Files)
<https://www.xoserve.com/media/7647/s84-priority-services-v4fa.pdf>
- **EDL** (B39 Record)
https://www.xoserve.com/media/7638/edl_daily_load-v6fa.pdf
- **EQL** (B39 Record)
<https://www.xoserve.com/media/7639/eql-resync-data-load-v6fa.pdf>
- **IDL** (B46 Record)
https://www.xoserve.com/media/7643/idl-igt_daily_delta_file-v4fa.pdf
- **IQL** (B46 Record)
https://www.xoserve.com/media/7646/iql-igt_quarterly_load-v4fa.pdf
- **EWS** (E24 Record)
<https://www.xoserve.com/media/7641/ews-v5fa.pdf>

Post Implementation

As per the approved ChMC solution, no data cleansing will be carried out by the CDSP for PSR Needs Code #10. The records that are present within UK Link systems will remain in situ, its the responsibility of the Incumbent Shipper to update UK Link with a more appropriate PSR Need Code if required. The description for PSR Needs Code #10 is being amended from “*Hearing/speech difficulties (inc Deaf)*” to “*Not Used*” from the point of implementation, so it is advised that Supply Meter Points that make reference to #10 should be updated to either #35 ‘Hearing impairment (inc Deaf)’ and/or #36 ‘Speech impairment’ via standard SPA transactions.

For the avoidance of doubt, as with all the other Needs Codes with a description of “Not Used”, no rejection will be provided to the submitting Shipper if PSR Needs Code #10 is provided, the code will be accepted into UK Link systems post implementation as it would do currently. UK Link only stores the PSR Needs Code number references and not the description within the tables itself, so any reports/stats that show PSR Needs Code #10 will be assigned to “Not Used” following implementation of this change.

Associated Changes

Associated Change(s) and Title(s):	N/A
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DSG

Target DSG discussion date:	N/A - XRN4955 has previously been to DSG for development
Any further information:	N/A

Implementation

Target Release:	February 2020 (Minor Release)
Status:	Approved

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	NGN	
	Name:	Helen Chandler	
	Email:	HChandler@northerngas.co.uk	
	Telephone:	07580704123	
Representation Status:	Support		
Representation Publication:	Publish		
Representation Comments:	We support the detailed design as it should facilitate the desire for more accurate "Needs Codes". We also agree with either a February 2020 Major Release, or an ad-hoc release in April, to align with the corresponding change in Electricity.		
Confirm Target Release Date?	Yes	«h1_userDataAlternative»	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Npower Ltd	
	Name:	Alison Price	
	Email:	alison.price@npower.com	
	Telephone:	07557202065	
Representation Status:	Large Shipper		

Representation Publication:	Publish	
Representation Comments:	No comments	
Confirm Target Release Date?	Yes	«h1_userDataAlternative»

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.	
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	EDF Energy
	Name:	Eleanor Laurence
	Email:	eleanor.laurence@edfenergy.com
	Telephone:	07875117771
Representation Status:	Approve	
Representation Publication:	Publish	
Representation Comments:	None	
Confirm Target Release Date?	Yes	«h1_userDataAlternative»

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.	
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Wales & West Utilities	
	Name:	Elaina Cook	
	Email:	Elaina.cook@wwutilities.co.uk	
	Telephone:	2920278550	
Representation Status:	Approved		
Representation Publication:	Publish		
Representation Comments:	Detail is accurate – no further comments		
Confirm Target Release Date?	No	February 2020 (Minor Release)	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision. Please note that XRN4955 is already in scope for February Minor Release.
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Scottish Power	
	Name:	Helen Bevan	
	Email:	Helen.Bevan@scottishpower.com	
	Telephone:	01416145517	
Representation Status:	Support		
Representation Publication:	Publish		
Representation Comments:	N/A		
Confirm Target Release Date?	Yes	«h1_userDataAlternative»	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.
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Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	In Progress	11/06/2019	Chan Singh	CP updated with DSG discussion from 3 rd June 2019
2.0	Out for review	14/06/2019	Xoserve	Solution Option added to section D for June Change Pack.
3.0	Voting	05/07/2019	Xoserve	Change Pack reps added, ready for ChMC decision on solution option and release
4.0	Out for review and with DSG	17/06/2019	Xoserve	Outcome from ChMC on 12 th June 2019 added
5.0	With DSG	26/06/2019	Xoserve	CP updated with DSG discussion from 17 th June 2019
6.0	Approved	17/07/2019	Xoserve	Outcome from ChMC meeting on 10 th July added
7.0	With DSG	25/11/2019	Xoserve	CP updated with DSG discussion from 18 th November 2019
8.0	Voting	10/12/2019	Rachel Taggart	Change Pack and Reps added from November Change Pack
9.0	Implemented	03/03/2020	Chan Singh	CP status updated to Implemented

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 th December 2018.

Appendix 1

Change Prioritisation Variables 31%

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.

Change Driver Type	<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 checked="" type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
Please select the customer group(s) who would be impacted if the change is not delivered	<input checked="" type="checkbox"/> Shipper Impact <input checked="" type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	XRN4955
Associated MOD Number(s)	
Perceived delivery effort	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <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 <i>(If yes please answer the next question)</i> <input type="checkbox"/> No
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:	<input 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 type="checkbox"/> Other <i>(please provide details below)</i> <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <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 <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 1: Manage Supply Point Registrations
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input checked="" type="checkbox"/> Two to Five <input type="checkbox"/> One
Change Improvement Scale? <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
Are any of the following at risk if the change is not delivered?	
<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	
Primary Application impacted	<input type="checkbox"/> BW <input checked="" 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 type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<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>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input checked="" type="checkbox"/> Yes <i>(please provide details below)</i> <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input checked="" type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Network impact <input checked="" type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<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>
Change Prioritisation Score	31%

Document Control

Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	05/06/19	Elliott Williams	Appendix Completed