PROJECT NEXUS

INITIAL REQUIREMENTS REGISTER

Background

The responses to the Project Nexus Consultation included a great many comments on the future scope and nature of xoserve's services. This Initial Requirements Register is a collation of those comments. It is not intended to be a definitive set of requirements for Project Nexus. There will be opportunities during the course of the Requirements Definition Phase to modify, add or delete requirements.

Legal Notice

1. Supplier Switching

Ref	Requirement	Rationale	Source	Stage
	<u>Dual Fuel</u>			
	Gas and electricity transfers are required to take place in parallel.	To meet the EU 3rd package requirements and to support smart metering customer transfers.	EDF Energy	3
	Harmonisation of processes and timescales with the electricity equivalent	The domestic gas supply market is dual fuel and harmonisation of processes and timescales with the electricity equivalent is a genuine business requirement for participants in this sector.	E.ON UK	1
1.1	Register dual fuel customers in the shorter timescales currently prevailing in electricity	Provide greater flexibility in the nomination and confirmation processes so that Shippers can register dual fuel customers in the shorter timescales currently prevailing in electricity.	Scottish and Southern Energy	1
	Greater alignment with electricity registration timeframes	To meet the growing and majority demand for dual fuel migrations particularly in the Domestic market. This is an OFGEM and Energywatch requirement/demand to enable rapid and seamless change of Supplier.	Scottish and Southern Energy	1
	A single service provider for the Change of Supplier process for both fuels.	A change to the registration process to bring the timescale into line with electricity market. This would help suppliers especially in a market that is moving rapidly to dual fuels.	npower	1,3

1. Supplier Switching

Ref	Requirement	Rationale	Source	Stage
1.2	<u>Switching Timescales</u> Gas transfers are required to take place within 2 weeks.	To meet the EU 3rd package requirements and to support smart metering customer transfers.	EDF Energy	3
	Improvement in the week's requirement to confirm the transfer of ownership (S15).	This would better able suppliers to update central industry systems, thus reducing the volume of data inconsistencies between supplier and xoserve systems.	British Gas	1
	Faster Enquiry and Nominations process.	It seems sensible for the data to be available in real-time to support solutions such as online quotations.	Corona Energy	1
	Improved timeliness of supply point transfers.	The timeliness of supply point transfers could be improved by using a web based system to trigger offers and confirmations, the system should allow for batch uploads to the web.	GDF Suez	1
	Enhanced customer transfer process and timescales.	System limitations as currently exists between Gemini and UK Link that stop more rapid transfers should not be repeated in the new suite of systems.	E.ON UK	1
	Change of supplier within a couple of days.	The speed that mobile phone users can switch between service providers make the utility industry in general appear very slow. The banking industry is moving towards universal same time transfer of funds for internet transactions. However I do not believe that speed of transfer of data is as important as accuracy and security of the data. So whilst same day change of supplier might seem an admirable target I believe that many customers would be happy for the transaction to take maybe a couple of days longer but have certainty of its outcome.	npower	1

1. Supplier Switching

Ref	**Requirement**	**Rationale**	**Source**	**Stage**
1.3	Removal of restrictions on bulk transfers.	The current limitations on the number of transfers per day needs to be reviewed as this could constrain Shippers acting efficiently in a Supplier of Last Resort situation. This would not only support the Supplier of Last Resort (SOLR) process, but would also help with Shipper housekeeping issues.	npower EDF Energy	3
1.4	Do not adversely affect the administration of change of supplier service	The change of supplier process operates well. There are significantly lower volumes of transfer issues associated with sites on GDNs in comparison with sites on iGT networks.	EDF Energy	1
1.5	There is a requirement for basic profile data to be provided to allow accurate quoting and purchasing.	The industry is moving to a regime where there are many more sites that are Daily Metered. Avoid being reliant on the customer to provide the data which appears a less reliable solution.	Corona Energy	1
1.6	Address the changing needs of the SPA process, e.g. in the I&C market the incoming supplier will need to know which AMR providers have devices attached to the meter.	With the introduction of advanced metering solutions (Smart metering and AMR) it is essential that the industry use the opportunity of the Nexus updates to address the changing needs of the SPA process.	Corona Energy	1,3
1.7	Raise an enquiry on Small Supply Points (SSPs) and receive back the same information as currently received for the Large Supply Points (LSP).	Corona recognises that changes to the Enquiry and Nominations processes needs to be subject to commercial restrictions to avoid abuse.	Corona Energy	1

1. Supplier Switching

Ref	**Requirement**	**Rationale**	**Source**	**Stage**
1.8	Improvements to the customer transfer process, e.g. ensure that erroneous transfers could be handled quickly and with minimum disruption to end users	The number of disputes between shippers (ISDs) caused where contract and actual start dates differ due to problems in registration could be significantly reduced.	GDF Suez	1
1.9	Consideration should be given to having an online interface with the database.	This would enable us to conduct real time validation of customer data at the point of sale and speed up the whole registration process, reduce incorrect registration activity and improve the customer experience	npower	1
1.10	When a consumer exercises their right to change supplier, the industry needs to consider if it is prepared to share consumption data with other Shippers.	The industry needs to consider if it is prepared to share this data with other Shippers so that the customer can have access to a greater amount of information in order to make informed decisions. This could mean that some “transactional” data becomes market domain data where two or more parties agree to share this information.	npower	1
1.11	Inclusion of AMR related data items into the SPA process	This which would be beneficial just as the inclusion of extra metering information (K12 and K14 records) benefited the metering processes in 2004. This would help to give some degree of interoperability between Suppliers which is currently lacking and is essential if the Government’s agenda for Smart Metering is be achieved.	Total Gas and Power	1

2. Market Differentiation

	Requirement	Rationale	Source	Stage
2.1	Allow differentiation between market sectors - I&C, SME and Domestic.	A one size fits all approach is not necessarily right across all customer segments. These customers have different requirements. The relationship between value, cost, and risk varies tremendously per supply point warranting segmented processes for these different customer classes.	British Gas	1
		To recognise the differing requirements and nature of these supply points.	EDF Energy	3
2.2	Suppliers to be able to allocate energy costs across different customer portfolios.	Any new system development needs to have the flexibility to charge transportation and energy costs across different supplier portfolios.	British Gas	2
2.3	Review the definition of business and domestic customers and dated industry I&C/Domestic thresholds in the Utilities Act.	There are differences in requirements between the Domestic and I&C markets and the opportunity to provide an increased Domestic performance and to remove system constraints associated with the current processes.	Corona Energy	1
2.4	Wherever possible, services and systems should reflect the structure of the market, and in particular the segmentation between Domestic and Industrial and Commercial only shippers		GDF Suez	1
2.5	There is potential for improvement in the area of definitions especially with regard to the confirmation process for “domestic” customers	There is presently a contention between the Utilities act definition of business and domestic customers and dated industry I&C / Domestic thresholds.	British Gas	1
2.6	The system should be market sector distinct to reflect the different drivers in the market for the supply to domestic and business gas customers.	Domestic and non-domestic supply points would benefit from having different processes to manage them. From supply, to metering, to gas allocations the processes and contractual requirements for these two customer types vary. It is only logical that the nature of the systems that support these should also vary.	E.ON UK	1

2. Market Differentiation

	Requirement	Rationale	Source	Stage
2.7	A single registration process for all meter types.	The somewhat arbitrary bundling of SME and Domestic activity into the same package has inevitably thrown up a number of anomalies which could be improved by either separating them into two different areas or by doing away with the dividing line. Thus there might be only a single registration process for all meter types which if there was improved access to data could simplify and thereby reduces the costs for all Shippers.	npower	1
2.8	A separation of I&C processes from Domestic.	A separation of I&C processes from Domestic (i.e. Market sector should be based on “usage” as defined in Supply Licences rather than by any other means)	Total Gas and Power	1
2.9	Review of supply point categories.	The UNC works on the distinction between Smaller Supply Points and Larger Supply Points, which are defined based on an AQ threshold of not greater and greater than 73, 200kWh (2,500 therms), respectively. Such a categorisation is inconsistent with the definitions contained within the Gas Licence which use the categories of domestic and non-domestic. This project affords the opportunity to align such definitions, since the distinction across the Licence obligations and the UNC obligations can result in differing applications and management of customers for certain activities, for example, the application of consumer protection regulations.	Scottish Power	1

3. Connection & Registration

	Requirement	Rationale	Source	Stage
3.1	Produce the MPRN as late in the process as possible.	One of the issues flagged up by Review Group 0208 was the creation of the MPRN. Creating the MPRN as early in the process as is currently experienced creates significant problems and difficulties. The concept of producing the MPRN as late in the process as possible, this has been a commonly held view of suppliers for many years. Developers have in the past expressed support for the early provision of the MPRN however this can easily be managed via improved communication processes between the UIP/GDN and developer. It is therefore not clear why incentives are required as this is just a change to the way that xoserve manages its operational business. In addition there may also be a benefit in introducing more stringent validations when MPRNs are created by xoserve, or by requiring a supplier to register a Shipper when the MPRN is created.	EDF Energy	3
3.2	Shortening of the time scale it takes to affect a registration.	The industry should consider anything that makes the process simpler and quicker without affecting the integrity of the systems. The gas registration processes were the subject of a considerable amount of industry review as part of the Customer Transfer Programme in 2004 and as such, I would expect the incremental benefits arising from any review of these processes to be small.	npower	3
		This project can be used to identify areas for timeline reduction in all of the services offered. This will be essential if the EU Proposals to reduce Change of Supply timescales are agreed and introduced and it seems sensible that this should be considered to prevent any existing features of UK Link being scoped that ultimately become redundant or changed significantly. We do not welcome the thought of investment that quickly becomes stranded.	Scottish Power	1
3.3	Simplify and streamline the registration process, reducing registration timescales.	Currently processes differ between LSP and SSP, there are manual processes for Shared Supply points and Unique sites, and iGT sites are not included in the xoserve registration process. Project Nexus provides an opportunity which would benefit consumers and supply competition. The current timescales are inflexible and unnecessarily protracted especially when the objection process is taken into consideration.	Shell Gas Direct Total Gas and Power	1 1

3. Connection & Registration

	Requirement	Rationale	Source	Stage
3.4	Review the shipperless sites procedure and voluntary withdrawals process.	There would be benefit in assessing whether specific electronic files could be introduced to assist with the de-aggregation/ re-aggregation process.	EDF Energy	1
3.5	New connections process to build solutions that support a newer, robust solution.	The existing connections process is not working effectively.	Corona Energy	1

4. Increased Reads for Energy Allocation, Balancing and Transportation Charging

	Requirement	Rationale	Source	Stage
4.1	Removal of volume quota and improved processing time.	Avoidance of exceptions or functional errors caused by timing issues. This would better able suppliers to update central industry systems, thus reducing the volume of data inconsistencies between supplier and xoserve systems. Care should be taken to ensure that any additional capacity introduced to enable more readings to be processed does actually deliver more accurate cost allocation.	British Gas	1
		Ensure that the system can support the current generation of AMR units that can provide half hourly (48 reads a day) data showing the consumption of the energy consumers.	Corona Energy	1
		With the widespread roll out of AMR an inevitable eventuality, there are multiple opportunities for change in the industry. Any new system should scalable to deal with the increase in volume of readings and the possibility of reconciliation being made on a more frequent basis as a result. One of the big benefits of AMR to the Shipping community will be to be cashed out on a more accurate basis.	Total Gas and Power	1
4.2	Consider the use of a data aggregator to collate meter reading data.	This model would avoid xoserve having to receive all the meter reading data.	Corona Energy	1
		There is potential for “data aggregation” to sit independently of xoserve and this should be further explored.	British Gas	1
4.3	Additional and more accurate energy consumption information.	This could improve the accuracy of many of the current services provided by xoserve most notably demand attribution, demand estimation and demand forecasting. As a result, income assurance processes within the DN could potentially benefit.	Northern Gas Networks	1

4. Increased Reads for Energy Allocation, Balancing and Transportation Charging

	Requirement	Rationale	Source	Stage
		This could lead to improved accuracy of transportation and energy billing and reduce the amount of energy involved in monthly reconciliation and RbD. Depending on suppliers' processes it would also lead to more accurate customer billing and assist customers in any energy efficiency activities. In the future greater emphasis will be placed on actual rather than estimated data, especially meter reads.	Shell Gas Direct	1
		We would accept that there may be some value in enabling more readings to be stored and processed on central systems, however the costs and benefits of this need to be carefully explored.	British Gas	1
		An increase in the quantity of data flowing through to transporters would potentially provide benefit in areas of more frequent settlement and the calculation of AQs. However, like many industry initiatives concerning data, this will only be the case if the data being transmitted to the new system is of value to the processes it feeds. Improvements offered by increased data quantity and quality are not directly proportional to the volume of data. For example, periodic readings from all meters, evenly spaced over time (say monthly), would offer greater benefits than daily readings from 10% of meters.	National Grid Distribution	1
		Although recent discussions to extend the daily metered regime are encouraging in terms of increasing the availability of energy information and also the perceived cost reductions such a service may offer, it should be balanced against the over supply of data and the costs connected with the storage and maintenance of such data.	Scotia Gas Networks	1
4.4	Allow more frequent reads from AMR to feature in daily reconciliation.	It is key that a strategic solution is considered within the scope of Project Nexus to allow for this. Clear benefits have been identified via UNC Review Group 175.	GDF Suez	1

4. Increased Reads for Energy Allocation, Balancing and Transportation Charging

	Requirement	Rationale	Source	Stage
4.5	All energy consumption data should be used to ensure that costs are targeted at those that incur them on the system.	This is consistent with the GTs Licence Condition and will ensure that market sectors and individuals within these sectors are not being cross subsidised. A primary focus of Project Nexus should be to ensure that energy is allocated as accurately as possible to limit the impacts of RbD on shippers and reduce their exposure to system balancing at SAP. In addition this will benefit both xoserve and the GTs by reducing the number and size of RbD invoices that they have to issue.	EDF Energy	1
4.6	Daily energy allocations for a large part, if not all, of the metering points.	It would be cost effective to plan for the system to be scalable to this level from the outset to ensure that long term costs are minimised to the industry. This would be in the interests of the wider gas industry and to gas consumers who ultimately would pay the costs of introducing a system that was not appropriately scalable.	E.ON UK	1

5. Reconciliation

	Requirement	Rationale	Source	Stage
5.1	Increase scope of individual meter point reconciliation	Project Nexus offers a unique opportunity for the industry to consider how it could move from an RbD world to either true individual meter point reconciliation or an Electricity style Super Customer process. It is recognised that we may have to have two systems running simultaneously during a hand over period.	npower	1
		With the roll out of Smart Metering technologies and AMR there is likely to be an increase in the volume of energy consumption data, and it would be beneficial to use this to reconcile individual sites.	EDF Energy	1,3
		Upon confirmation of “Commercial” SSPs, they should be opted out of the Reconciliation by Difference mechanism and subject to individual meter point reconciliation.	GDF Suez	1
		With the introduction of Renewable Heat Incentives and a high cost of gas compared to historical values there will be a driver for Gas Shippers to ensure that gas allocation processes are as accurate as possible for each customer. This will lead to the requirement for the system to be able to process and manage far more individual meter point reconciliations than occurs today.	E.ON UK	1
		The industry should consider the abolition of the RbD regime and consider line by line reconciliation for the entire SSP population. This would ensure that customers in the SSP category can be offered the same opportunities to benefit from reductions in usage as those in the LSP category.	Corona Energy	1
		There are a number of benefits that could be gained by this model including improvements within the accuracy of settlement data and the ability to more easily understand and identify RbD error.	Scottish Power	3

6. AQ Management

	Requirement	Rationale	Source	Stage
6.1	Rolling AQ	The design of Nexus will need to take this into account. We do envisage further reform over the next ten years and so that the new system needs to be sufficiently flexible in order to accommodate this with the least disruption possible.	npower	1
		The introduction of a rolling AQ is a core service that is required to allow the industry to operate ensuring that energy is more accurately allocated among industry players and will minimise the existing risk for RbD Shippers, while also reducing costs associated with reconciliation for all Shippers.	Scottish Power	1
		This is an important proposal that should be incorporated into Project Nexus. It should help to ensure the accurate allocation of energy and costs. This would be beneficial to both the Shippers through better cost allocation, and also be beneficial to the GDNs who would no longer have to contend with the revenue issues associated with an annual AQ Review.	EDF Energy	1
		Increased energy consumption data should help to identify step changes in energy consumption. It would therefore appear beneficial were this information to feed directly into an updated AQ rather than waiting until the annual review in October. This is being developed by UNC development workgroup 0209 and should feature in Project Nexus.	EDF Energy	1

7. Volume Capture

	Requirement	Rationale	Source	Stage
7.1	Submit consumption data as an alternative to submitting meter reads.	Shippers or a third party could become responsible for calculating the consumption based on meter reads and submit to xoserve an MPRN and its consumption. This transfers the "reasonableness" of the data from xoserve to the Shipper or its agent. There would need to be some form of audit control to ensure that all parties act in accordance with rules and not to the detriment of the rest of the industry. This could be a significant change in how the data is managed but the industry will need to discuss this in much greater detail. It does not sit within the UNC specifically, but it could easily do so.	npower	1, 3
		Volume capture and the increased number of reads for energy allocation, balancing and transportation charging is important although intrinsically linked to decisions made around market differentiation and smart metering and therefore should wait for decisions on these issues to be clearer.	E.ON UK	3

8. Invoicing Rules

	Requirement	Rationale	Source	Stage
8.1	Fewer adhoc/offline invoices and invoice items.	Improved ability to match to the relevant meter points.	E.ON UK	1
		xoserve should also take the opportunity to review its classification of “Ad Hoc” invoices.	British Gas	1
		Emphasis and thought should be given to the Shipping Community and the reconciliation process that they have to undertake to reconcile what they have billed to the Customer against that billed by xoserve on behalf of the Transporters. This is currently particularly problematic in the DM and Prime and Sub Markets.	Total Gas and Power	1
8.2	Introduce an invoice pre-validation process.	This would prevent invoices being raised and then queried. Shippers could then view reconciliations before they are invoiced and have an opportunity to suppress them before they are raised, subject to appropriate criteria.	GDF Suez	1
8.3	Flexibility to invoice suppliers across a range of portfolios.	Suppliers are increasingly segmenting their customer portfolios to ensure they are offering products and services that are appropriate. We would benefit from this flexibility to allow suppliers to more accurately reflect the correct energy costs to its market segments and internal profit and loss accounts / business functions.	British Gas	1
8.4	Pricing module.	A pricing module would offer flexibility for the implementation of different charging methodologies given the timeframe over which this new system will be operating.	National Grid Distribution	1
8.5	Visibility of site consumption.	Invoicing will need to distinguish between actual and deemed consumption, for all supply points. This would require a level of visibility of site consumption, to enable validation that is currently not available in SSP invoicing.	Scottish Power	1

8. Invoicing Rules

	Requirement	Rationale	Source	Stage
8.6	Improved User Pays and Ad Hoc invoice backing data.	The current User Pays invoices do not provide sufficient backing data to enable Suppliers to accurately validate their invoices.	British Gas	1
8.7	The cessation of transportation capacity costs aligned with actual meter removal dates.	Currently this is the voluntary withdrawal process and takes 8 days to process which means a minimum of 8 days of unwarranted capacity costs. This will ensure that charges are equitable.	GDF Suez	1
8.8	Improved filter failures system.	The conquest system is not the most efficient system for resolving filter failures.	GDF Suez	1
8.9	Greater level of granularity in the supporting data for invoices.	This would have value for the shipper. For instance the current Capacity and Commodity invoices are based on aggregates AQ values within an LDZ or Exit Zone. We need to be able to provide segmented cost reporting and we currently can not do this for our portfolio due to the structure of the invoices and their supporting files. Even if we received that as a separate monthly file that listed all of our meter points with their associated costs for the month inclusive of commodity, LDZ capacity, NTS Capacity, Reconciliation would be most helpful.	npower	1
		If there are to be a fewer number of invoices, then there should be a greater level of granularity in the supporting data.	EDF Energy	3
		We would also like to see refined invoice back up data and a standardised method of back up data delivery.	Shell Gas Direct	1
8.10	Internet access to the supporting data behind any of the transportation invoices.	This would need to be read only status and be carefully constructed to ensure commercial confidentiality.	npower	1
8.11	A review of industry processes for validating invoice charges.	We support the proposed change to energy validation by amending the USRV filter from a TRE filter to a ZRE filter.	Shell Gas Direct	1

9. Treatment of Retrospective Updates

	Requirement	Rationale	Source	Stage
9.1	Shippers should be allowed to submit retrospective updates, in particular for the SSP market.	This will allow Shippers to correct inaccurate meter data, the impacts of which are only realised when the AQ is re-calculated.	EDF Energy	3
9.2	The ability to amend incorrect meter read data after the submission of a later meter read.	The inability to amend incorrect data has caused a number of issues from allocation of energy to AQs being inaccurately calculated.	npower	1
		Allowing the re-submission of a read or opening read after an earlier read has been submitted, would often avoid shippers having to go down the ISD route and result in a much more streamlined process, benefiting both the Shipper community but also the Customer.	Total Gas and Power	1
		Improvements to data quality by ensuring that wherever possible the meter readings in the system reflect reality.	Shell Gas Direct	1
9.3	Allow for retrospective data to be updated.	The current systems are deficient in that they do not allow for retrospective data to be updated and in many cases requires the data to be manually manipulated to incorrect data to be accepted in xoserve systems. This is not acceptable, reduces data quality and should be rectified as part of this project.	Scottish Power	1,2
9.4	Easier submission of data update requests.	Suppliers should be able to submit data update requests far more easily than the current systems allow. This should include the ability to update previous erroneous data.	Corona Energy	1
9.5	More flexible processing of meter reads.	Currently actual reads submitted cannot be replaced even if they are subsequently found to be incorrect. The benefits of having a more flexible system include a reduction in the number of invoice queries submitted, therefore reducing costs to xoserve and Shippers, also, the number of Inter-Shipper Disputes (ISD) as a result of late transfer would be reduced.	GDF Suez	1

9. Treatment of Retrospective Updates

	Requirement	Rationale	Source	Stage
9.6	Make validation rules fit business requirement.	The current validation rules need to be revised to enable users to load to replacement reads and changed meter details in scenarios where they currently unable.	Scottish and Southern Energy	1

10. Other

	Requirement	Rationale	Source	Stage
10.1	Explore the most pragmatic home for the governance of the relevant industry processes.	A logical progression of the development of a revised Supply Point Administration system would be to explore the most pragmatic home for the governance of the relevant industry processes. The principle industry beneficiaries for the Supply Point Administration service are Gas Suppliers. Funding for these services would logically be best placed to come directly from them. This would give them control over the development of services and be in keeping with the User Pays principles.	E.ON UK	1
10.2	A facility to help in the identification of the Fuel Poor.	The proposal is that when a Change of Supplier occurs the new supplier is immediately informed of the status of the customer. At first sight this is an attractive idea as Suppliers are currently reliant upon their customers to inform them of their status. This could also be used as a means of fulfilling the government's data sharing proposals. However, this would need to be handled with considerable care to ensure compliance with Data Protection Laws.	npower	1,2,3
		We note that Ofgem recently wrote to industry participants clarifying its interpretation of Standard Licence Condition 14 of the Gas Supplier licence and the use of the supply point transfer objections process in specific circumstances. Given the implication of Ofgem's clarification, there may be some merit in xoserve gauging industry's views on the merits and practicality of, and need for, maintaining a record of supply points that have a history of bad debt. Put simplistically, an outgoing supplier could notify xoserve every time a supply point has left bad debt at the time of switching to another supplier. Over a period of time, it may become easier to identify which supply points have a history of leaving unpaid bills and incoming suppliers would be free to access this information.	Shell Gas Direct	1,2
10.3	A review of incentives or liabilities for industry parties in relation to each of the topic areas.		Shell Gas Direct	3

10. Other

	Requirement	Rationale	Source	Stage
10.4	Review of reporting required by Users for each business process.	What, if any, reporting will be required by Users for each business process.	Shell Gas Direct	3
10.5	Central register of emergency contact details.	There is scope for a bureau service to maintain a central register of Emergency Contact Details on behalf of shippers. Shippers could contract, on a voluntary basis with xoserve for a user pays service to discharge their UNC obligations. The information could be accessed by transporters and shippers for their portfolio only via a web based portal hosted by Xoserve. Despite efforts by shippers over recent years to improve the quality of data in this area there has been little improvement and this area my well benefit from a centralised bureau approach.	GDF Suez	1
		Another additional potential service would be for xoserve to maintain a database of Emergency Contact details. To date, Ofgem has stated that this is a responsibility for shippers and not the GT. Putting to one side SGD's view that the GT still represents the more appropriate option, it is not clear why shippers could not discharge this obligation by sub-contracting this activity to a 3rd party, i.e. xoserve.	Shell Gas Direct	1
		Another potential service would be for xoserve to maintain a database of emergency contact details. Corona believes this could be provided as an optional service.	Corona Energy	1
10.6	Support multiple suppliers/shippers per legal entity.	This would avoid the potential need for bulk transfers and allow shippers to easily establish parent and subsidiary account relationships to enhance corporate balancing, settlement and invoicing efficiency. This would require a change to the UNC but the previous structure of the UK Link systems prohibited this. Such a facility would be easier to achieve if the structure of Nexus could accommodate this from the outset.	npower	1,2,3

10. Other

	Requirement	Rationale	Source	Stage
10.7	Use energy consumption data to develop an additional SSP profile for I&C sites.	Under the current regime all energy consumption data that is available for SSP sites that are classified as I&C is ignored when developing the demand forecasts and allocation profiles. We believe that it would be beneficial to actually use this data and develop an additional SSP profile for I&C sites. This should improve energy allocation within the SSP market and therefore correctly target costs.	EDF Energy	1
10.8	Shipper demand allocation data split out by market sector (SSP & LSP) and by LDZ on a daily basis.	For demand forecasting and for managing the ability to download up to date historical and forecasting data.	Scottish and Southern Energy	1
10.9	Inclusion of Unique Sites database within Nexus	We believe that there are benefits in structuring the core data in such a way that a flexible and fully inclusive service is provided to cater for all differing contractual relationships that can be associated with Supply Points. This would eliminate duplication of data within different systems and improve efficiency of data handling when undertaking Supply Point administration & information revision services within the market place. The primary change to xoserve's services in this respect would be a common platform for all core data, for example Unique Sites (held by National Grid Transmission), CSEPs (held by xoserve) etc. This change would benefit data administrators (xoserve and National Grid Transmission) and the community in general by reducing the potential for error from multiple data entry into different systems and the need for subsequent retrospective changes.	National Grid Transmission	1
10.10	Create a new EUC band for Small Supply Points.	Segmenting domestic and commercial sites from End User Category (EUC) band 1 would enable more accurate profiling and billing. Such sites could be identified using the existing I/D marker in sites and meters database and maintained via the shipper nomination process.	GDF Suez	1

10. Other

	Requirement	Rationale	Source	Stage
10.11	Review of the process of Winter Annual Ratio calculation, and the subsequent allocation of EUC and thus load profile.	The current process limits EUC Codes (and thus profiles) to 594 (or 429 excluding SINs) which cover only 4 winter ratio bandings (where reads are available). The limited number of profiles leads to a level of inaccuracy in the application of a relatively generic future view.	Total Gas and Power	1
10.12	Review of the SOQ review process for both DM and NDM.	SOQs can in some cases be up to 12 months out of date. In light of the transportation realignment to a 95% capacity 5% commodity regime, a greater focus needs to be placed here leaving open the possibility of reviewing the SOQ throughout the year.	Total Gas and Power	1

11. Data Management - Data Hub

	Requirement	Rationale	Source	Stage
11.1	Data mastership to remain with suppliers	Presently suppliers and their agents generally have a greater insight into site and customer data. In the absence of any technological developments data mastership should remain with suppliers. Smart metering technologies could lead to a world where central interrogation of the meter and therefore centralised mastership of data is more effective and efficient.	British Gas	1
11.2	xoserve's central role in the management of certain elements of industry data should at least be retained and could be extended to introduce this efficiency into other areas of data management.	The concept of xoserve operating as manager of a central/master copy of industry data has some appealing characteristics in respect of overall efficiency.	Northern Gas Networks	1
		It is important that central data validation rules are applied and are controlled under a single expert data manager although we also recognise that further flexibility is required to allow users of the data to amend and correct data fields in a controlled and prescribed manner.	Scotia Gas Networks	1
11.3	Control of static non-commercial industry data.	The industry should adopt the principle that static non-commercial industry data should be controlled centrally by xoserve. This data would include all the data required to ensure that a shipper could operate a supply point efficiently upon confirmation.	Corona Energy	1
		Data items such as those relating to end users' address details which are considered to be static should have an increased centralisation of maintenance activities to ensure consistency across the industry.	Scotia Gas Networks	1

11. Data Management - Data Hub

	Requirement	Rationale	Source	Stage
11.4	Centralised approach to data management across the industry.	A more centralised approach to data management across the industry; which provided for a central entity to hold a 'reference' copy of each piece of data, would provide benefits to all industry participants. It would remove uncertainty around which copy of a particular piece of data is the correct one. Even in the situation where such centrally held data was found to be incorrect, or in need of updating, it would be clear where such a correction needed to be applied and the entity with responsibility for doing so. The benefits of dual fuel approach are being recognised from both customer and service providers' perspectives. Smart metering deployment will further increase the importance of dual fuel. Given this growing significance there may be a case for considering further centralisation of both gas and electricity data.	OnStream	1
11.5	A single industry wide data base to include DNO and IGT Market Domain Data as well as possibly some Transactional Data.	It would seem that xoserve would be the natural home for this data. xoserve should continue to provide the current level of validation of data flows so that new data can be matched to existing data.	npower	1
11.6	Move to a more centralised data structure.	The industry data set is held in several places and a move to a more centralised data structure may show benefits for all industry participants. Certain static data tables and common validation would benefit from being controlled centrally resulting in data consistency and integrity improvements. Generally a more centralized, controlled and validated data set should improve the industry's operational efficiency by reducing the need for queries, corrections and data synchronizations between parties.	National Grid Distribution	1
11.7	Review data updates and who is able to submit updates at any point in time.	The current arrangements are sub-optimal and do not maximise the accuracy of industry data.	British Gas	2
11.8	An authoritative source of data.	The industry must have a "single version of truth" which would be the authoritative source of data. This data should be open to relevant industry participants such as MAMs, Networks, Shippers and Suppliers.	Total Gas and Power	1

11. Data Management - Data Hub

	Requirement	Rationale	Source	Stage
11.9	A significant shift towards more central control of data by xoserve – with the xoserve database becoming as far as possible the “master data set”.		Shell Gas Direct	1

12. Data Management - Quality Assurance

	Requirement	Rationale	Source	Stage
12.1	Data validation services.	Services could include, but should not be limited to, data comparisons between xoserve and MAM databases.	Shell Gas Direct	1
		The nature, scope and structure of data validation services will be driven partly by xoserve's role in the industry structure. Some of these services could be additional services offered as a competitive service however some maybe mandatory to ensure the resilience of the static industry data required to ensure a competitive marketplace.	Corona Energy	1
12.2	Clean the industry data	The system change is a good opportunity to clean the industry data and is vital to ensure the success of the new systems.	Corona Energy	1
12.3	Monitoring data quality and standards.	xoserve's role and Governance structure does not lend itself automatically to the role of monitor, and so there may be a requirement to either appoint a third party or an auditor.	EDF Energy	3
12.4	More transparency in data validation rules instead of just the file format.	This would ensure the Supplier and xoserve are validating against the same criteria and better able suppliers to update central industry systems, thus reducing the volume of data inconsistencies between supplier and xoserve systems.	British Gas	1
12.5	Greater obligations on all industry parties to ensure data quality and accuracy and more common data formats and structures.	Obligations on all parties to improve data quality would be an appropriate means by which overall efficiency can be improved. This approach would continue to include central roles for xoserve in ensuring data quality and services relating to the provision of data including administering agreed policies and procedures relating to data quality, validation and data formats.	Northern Gas Networks	1

12. Data Management - Quality Assurance

	Requirement	Rationale	Source	Stage
12.6	Data stewardship.	There is a massive opportunity for xoserve to do much more in terms of data stewardship. Whilst xoserve is at the centre of most key industry data flows it is uniquely positioned to compare and contrast the operation of industry processes by different parties. For example xoserve is in a position to understand; • The volume and percentage of data updates submitted and rejected • The volume rejected but unresolved This could transform the operation of industry processes through delivering a step change in accountability.	British Gas	1
12.7	Alternative approaches to data integrity	This could include the consideration of an independent arbitrator to manage data quality for the whole industry.	Corona Energy	1
12.8	xoserve to have a greater role in data quality and validation	However, without significant changes in industry processes and relative roles, we recognise that the potential scope of xoserve's role may be limited. We are pleased that our view of xoserve taking a central role in data management as being a valid role per se but also with respect to helping drive other improvements has been recognised.	Shell Gas Direct	1,2
12.9	Common standards and rules applied to file transfers and updates.	There must be clearly defined and consistent rules applied to data validation and there should be commercial incentives to update core data held within industry systems.	Total Gas and Power	1

13. Data Management - Exchange and Flows of Data

	Requirement	Rationale	Source	Stage
13.1	More open access for the registered Supplier to current and historical data through the internet	Visibility of information such as asset details, Meter Asset Manager (MAM) and read history would assist in asset query resolution. This would be especially useful if Shippers / Suppliers could report against this data through some user configurable reporting over a web portal.	Total Gas and Power	1
13.2	Look at ways of removing 'waste' and improving data quality of existing industry processes across the connection, registration, isolation, withdrawal and Supplier switching processes.	The industry currently suffers from a number of exceptions that occur as a result of data and flow issues. A more accurate and streamlined industry could be achieved if the current issues that result in exception generation can be addressed	Scottish Power	1
13.3	Data updates from non registered shippers	Currently data is protected against updates by “the wrong shipper”, however sometimes this results in rejection of “Valid” data. These arrangements are sub optimal and do not maximise the accuracy of industry data. Whilst the need to protect the integrity of settlement remains all shippers and suppliers would benefit from refinement of these arrangements. xoserve would also benefit via reductions in resubmitted flows.	British Gas	1
13.4	Provide single interface to view data.	At present, there are multiple methods to obtain data from xoserve, e.g. UK Link file, IAD, SCOGES, Conquest etc. A single interface would improve the Suppliers’ Customer Service Agents’ experience and hence the ability to make the best use of available industry data. A wider availability of application sharing via web channel should be considered. In particular, the Electricity industry file handling method, whilst not perfect, is easier to implement than the UK Link file format because every file only contains one type of transactions and not multiple transactions.	British Gas	1
		Providing more open access to the data through a single access path - rather than the partitioned elements we have today with Conquest, IAD and Sites and Meters. Access should be controlled where appropriate by business rule rather than physical separation.	Scottish and Southern Energy	1

13. Data Management - Exchange and Flows of Data

	Requirement	Rationale	Source	Stage
13.5	No system limitation on the timings of files.	Few changes are required to the general SPA processes, however, there should be no system limitation on the timings of files. The current commercial limitations should be retained.	Corona Energy	1
13.6	Data formatting should be consistent, stored by a single authoritative body and subject to formal control which is managed within agreed validation routines and set data quality framework,	It is appropriate that this should be applicable to all supply points, although we would like to see more detail as to how this type of service could be managed. An issue seen in both Gas and Electricity markets is the conflict in data and the quality standards of this data. It creates exceptions both for individual companies and across the industry and can have a detrimental impact on the end consumer.	Scottish Power	1
13.7	The use of a common set of SPA file formats and end to end processes operated universally across all Transporters.	This would deliver real benefits to all parties and would ensure that customers transfer experience would be consistent regardless of what network they were connected to.	Scottish Power	1
13.8	Improvements in the rejection process.	An improved process could give more detail, for instance as to why a meter read might be rejected.	npower	1
13.9	Meter read window preferably abolished or at least extended significantly from its current 15 days.	This period was recently the subject of a Modification but the timetable was a compromise to accommodate system constraints.	npower	1
13.10	A thorough review of data flows and data validation.	Revised RGMA file validations, enabling Users to update asset information more efficiently, particularly with regards to the supply point transfer process where data updates from the previous supplier may not have successfully updated the supply point register.	Shell Gas Direct	1
13.11	More direct relationships between the Meter Asset Manager (MAM) and xoserve	This should reduce the potential for data errors to occur.	GDF Suez	1

13. Data Management - Exchange and Flows of Data

	Requirement	Rationale	Source	Stage
13.12	The process for shippers to revise standing data for sites on their portfolio should be streamlined and allow for the registered shipper to complete data changes quickly.	Currently where shippers need to revise the standing data for sites on their portfolio the process is unnecessarily complex and time consuming. Often, reconfirmation is necessary for a simple data update where the supply point is not changing ownership for example, de-aggregation, aggregation and AQ appeals. This is a cumbersome process and it currently takes 8 working days for the withdrawal plus 12 working days to re-confirm. This process should be streamlined and allow for the registered shipper to complete data changes quickly.	GDF Suez	1
13.13	Access to historical data.	Shippers should have access to all historical data for an MPRN for which they are the registered User. This will help Shippers to resolve USRVs, ensure that accurate AQs are registered and resolve any queries.	EDF Energy	3
13.14	Development of User documents.	These need to be developed, along the lines of the SPAA Schedules, held in a single place for Users to access detailing the information that is available and the file formats.	EDF Energy	3
13.15	Specification of refresh rates for the data.	These need to be specified, along with any validation requirements prior to uploading this data.	EDF Energy	3
13.16	Specification of file formats, data compression and interface solutions.	Given the volume of data that will be transferred between participants, it is also important that these should be specified to ensure that the most effective solution is developed.	EDF Energy	3
13.17	A data dictionary for gas similar to the Data Transfer Catalogue in electricity which sets out the allowed values and formats for all gas data items.	The penalty for using the incorrect values, etc, would simply be that the file is rejected and would need to be resubmitted. Incentives could then be placed on either the worst performers on a regime, or on those who failed to meet an accepted standard. However we would note that these incentives should also be applied to Gas Transporters and their agent as we are aware that it is not only Shippers and Suppliers who are responsible for some of the data quality issues.	EDF Energy	1,3
13.18	Systemised data changes.	Avoidance of manual intervention to make data changes.	Corona Energy	1

13. Data Management - Exchange and Flows of Data

	Requirement	Rationale	Source	Stage
13.19	A robust file transfer mechanism	A robust file transfer mechanism is key to the implementation of a well functioning competitive market and this must be maintained throughout any planned system changes.	GDF Suez	1
13.20	A uniform industry communication format for AMR and Smart Metering, including meter readings, asset, registrations and removals.	xoserve, as owner of the central supply point register, needs to play a vital role in the development and change control of this format, which we believe should be based on existing RGMA flows.	Shell Gas Direct	1
13.21	No wholesale changes to file formats, file types and file flows.	Any changes to these will result in Shippers incurring material levels of additional cost over and above the costs that will be incurred on their behalf and also may result from the "User Pays" aspect of Nexus and which we would like to see these extra costs kept to a minimum.	npower	1
		Any changes should be flexible to support both the old batch file flows as well as newer real-time flows.	Corona Energy	1
13.22	Direct amendment of data held in xoserve's database.	We also would like to see a process whereby the Registered User can amend data held in xoserve's database directly. Obviously there would need to be a level of control and audit trail. Details of how this could be operated would need to be developed in conjunction with the industry.	British Gas	1
		Access to data and the ability to change and update items is central to DNO activities. Project Nexus provides an excellent opportunity to increase the efficient operation of the data access processes by amalgamating systems, with potentially adding different access levels to perform multiple tasks.	Scotia Gas Networks	1
13.23	Simple data access which can be used in reasonable bulk	Where data is required to be replicated within Shipper/Supplier systems there needs to be simple access which can be used in reasonable bulk (e.g. via API for bulk & internet portal for one-off use) to ascertain the values held.	British Gas	1

13. Data Management - Exchange and Flows of Data

	Requirement	Rationale	Source	Stage
13.24	Real-time file flows.	The system must be fully web enabled to allow individual real-time file flows to occur and data to flow via flexible standard formats. To support smaller suppliers and new industry entrants this functionality should be available via a web front end.	Corona Energy	1
13.25	Remove the manual processes currently associated with shared supply points and unique sites.		Corona Energy	1
13.26	Consider data management synergies in the electricity and gas supply markets.	The electricity and gas supply markets in Great Britain are closely aligned and therefore it would be worth considering synergies with regards to Project Nexus.	E.ON UK	1
13.27	Systematize processes that are currently managed outside of the core system	For example, unique sites, primes and subs, etc, but only where industry or xoserve resource savings demonstrate it is cost effective to do so.	National Grid Distribution	1
13.28	Simplified interface to the data held on sites and meters.	This is an opportunity to provide a simplified interface to the data held on sites and meters. This data is used to support a number of operational, field based activities. We would like xoserve to consolidate transporter requirements and propose simplified access to this data where it is used for operational purposes. There would be merit in developing a new data warehouse and an application that would facilitate user specified querying and a simpler access to transporter data.	National Grid Distribution	1
13.29	The ability to update inaccurate data items for all supply points, domestic and industrial/commercial should be enhanced.	Data errors impact on a wide range of processes from Gas Safety Regulation activities (service cut offs etc) and attendance during gas emergency situations. Where the DN encounters data errors whilst performing day to day activities, the ability to amend or successfully influence the amendment of inaccurate data items should be enhanced.	Scotia Gas Networks	1

14. Data Management - Central Data Store for Smart Metering Data

	Requirement	Rationale	Source	Stage
14.1	Meter reading warehouse that is memory extendable.	The design that is put in place needs to ensure that the replacement systems that are developed are flexible in delivery and process so as to be able to accommodate future change.	Scottish and Southern Energy	2
14.2	Administering the access to the meter or even storing a central record of all meter data extracted from the meter in situ.	xoserve could act as a conduit or equally this activity could be done independently of xoserve with a significant resultant reduction in xoserve scope.	British Gas	1
14.3	Innovative solutions for the services provided by the system to use the data on the Smart Metering database.	The implementation of advanced smart metering will affect all the services that the UK Link of systems provides. New services will help to minimise the replication of information and improve overall data quality.	E.ON UK	1,3
14.4	Future systems can adapt and accommodate changes.	The advent of smart metering and automatic meter reading are by far the most significant drivers for change in the foreseeable future. The availability of this data will undoubtedly lead to additional and/or amended services being required by system users as markets and the industry develops. Future systems that can adapt and accommodate changes will be required to realise the benefits.	Northern Gas Networks	1
14.5	Simplify industry processes through the introduction of SMART Metering.	The introduction and roll out of SMART Metering will provide the opportunity to simplify industry processes, data and flow content, since the ability to communicate directly with the meter will dramatically change the way we can manage data. For instance, the ability to charge on actual consumption as opposed to being determined from the site AQ.	Scottish Power	1
		Future requirements for the system and services associated with it are heavily dependent upon the Smart metering market model that is eventually implemented by the industry. Smart metering and the technological platform it provides, create the opportunity to transform the operation of many industry processes by accessing data differently and more efficiently.	British Gas	1

15. iGT Services

	Requirement	Rationale	Source	Stage
15.1	The adoption of a Single Service Provider to provide visibility within CSEP invoicing regime.	Specifically in relation to invoicing the adoption of a Single Service Provider would provide visibility within CSEP invoicing regime, since this data would have to be amalgamated with the MPRN data, better enabling validation with the ultimate aim of reducing the existing volumes of gas misallocation	Scottish Power	1
15.2	A common interface for all GTs.	The ideal solution for shippers and suppliers would be for there to a common interface for all GTs without the need to differentiate between GDNs and iGTs.	EDF Energy	3
15.3	A single agency and single system for all gas transporters.	There is clear evidence to support the provision of services to parties not currently system users including iGTs. We would propose that bringing elements of the independent Gas Transporters' network inside the scope of current services may improve the efficiency and accuracy of certain processes and elements of data within the system.	Northern Gas Networks	1
		Project Nexus is the ideal opportunity to introduce a single service provision for all Transporters, knitting together iGTs and the Large Gas Transporters.	Scottish Power	1
		This would be of great benefit to the whole industry. This service could encompass supply point administration, energy settlement and invoicing. This would enable the industry to standardise on a single set of processes, dataflows and communication methods.	British Gas	1
		A single agency and single system for all gas transporters has the potential to present the least cost solution for the industry as a whole, and the potential to be the least cost solution for AIGT members also, assuming a suitable cost allocation method can be agreed by the parties. This could alleviate many of the issues faced by the shipping community and potentially a number of those associated with the frequent data transfers between iGTs and large transporters (GDNs).	Association of Independent Gas Transporters	1

15. iGT Services

	Requirement	Rationale	Source	Stage
15.4	Extend the scope of xoserve's services to include iGT's	This should remove the data mismatches between shipper and GDN systems in relation to CSEPs and ensure that there is a robust AQ review process for all MPRNs.	EDF Energy	1
		This would result in the gas industry having one set of processes, file formats and one master set of data to refer to, which would lead to operational efficiencies, more accurate energy and transportation charging and a better ability to reconcile data and less customer confusion. However, the topic should be dealt with as a separate project run in parallel to Project Nexus.	Scottish and Southern Energy	1,2
15.5	Inclusion of gas customers on IGT networks.	Project Nexus provides a unique opportunity for the industry to establish consistency in this area and provide seamless and efficient back-office processes that would benefit transporters, shippers and gas consumers.	National Grid Distribution	1
		There would be benefits from managing IGT data in the same SPA formats as other data. Whilst there is acknowledgement of the possible integration of IGT activity within Nexus, this aspect does not appear to have been considered.	npower	1,2
		Management of IGTs meters for Suppliers, Customers and Transporters is fraught with difficulty and data is often inaccurate due to the manual processes that are required to support it. The current situation makes it very difficult for customers to change suppliers on iGT networks.	Total Gas and Power	1
		The requirement for the provision of common services for Supply point Administration and Gas Allocations/Energy Balancing is clear. Whether there is a need for the replacement UK Link systems to undertake Gas Transportation charging for IGT is unclear at this stage and we would suggest that this is not considered in the initial development.	E.ON UK	1

15. iGT Services

	Requirement	Rationale	Source	Stage
15.6	Support for iGTs and CSEPs.	Even if full support is not built into the initial 2012 solution then it should be flexible enough to cope with this at a later date with minimal cost..	Corona Energy	1
15.7	Review allocation of gas to shippers operating on iGT networks.	This is an area that should be addressed with the development of the replacement systems.	E.ON UK	1
15.8	Inclusion of CSEPs database.	There are benefits in structuring the core data in such a way that a flexible and fully inclusive service is provided to cater for all differing contractual relationships that can be associated with Supply Points. This would eliminate duplication of data within different systems and improve efficiency of data handling when undertaking Supply Point administration & information revision services within the market place. This change would benefit data administrators (xoserve and National Grid Transmission) and the community in general by reducing the potential for error from multiple data entry into different systems and the need for subsequent retrospective changes.	National Grid Transmission	1
15.9	Independent Gas Transporters' (iGTs) supply point administration services.	There are currently numerous industry discussions around how the advantages provided to the DNOs of a central service provider could be extended to the iGT community and ultimately how this would be funded.	Scotia Gas Networks	1