



DSC Delivery Sub Group

Monday 22nd June at 10:30am
Skype Meeting

Meeting Minutes

Industry Attendees		
NAME	ORGANISATION	INITIALS
Ikram Bashir	npower	IB
Helen Bevan	Scottish Power	HB
Derek Weaving	British Gas	DW
Endre Merai	Octoenergy	EM
India Koller	SGN	IK
Matt Armstrong	Seasglasscloud	MA
Patricia Parker	utiligroup	PP
Elly Laurence	EDF	EL
Steph Podgorski	Generis	SP

Xoserve Attendees	
Paul Orsler (Chair)	PO
Charan Singh	CS
Megan Troth	MT
James Rigby	JR
Surfaraz Tambe	ST
Tom Lineham	TL
James Barlow	JB
Ed Healy	EH
Richard Hadfield	RH
Steve Pownall	SPo
Julie Bretherton	JBr
Michele Downes	MD
Kate Lancaster	KL

Slides available [here](#).

1. General Meeting Administration

1a. Welcome and Introductions

1b. Previous DSG Meeting Minutes and Action Updates

Paul Orsler (PO) introduced the meeting and the minutes from the previous meeting were accepted and approved by DSG.

2. Changes in Capture

2a. New Change Proposals – Initial Overview of the Change – None for this meeting

2a.i. XRN5007 - Enhancement to reconciliation process where prevailing volume is zero

JB presented this agenda item. JB explained the change has been raised by Xoserve to prevent MN09 exceptions.

The MN09 exception is generated as a result of a failure to calculate the reconciliation factor. JB explained that until this is resolved the exception prevents any further billing of the MPRN. The scenario where this occurs is where the prevailing volume in the calculation is zero.

- Re-rec caused by the replacement of a non-advancing or site visit read
- Breaking rec on a previously reconciled, non-consuming period.

JB stated that Xoserve is currently looking into solutions to handle a zero prevailing volume within these calculations whilst achieving the result in line with the intent of the UNC and without impact to customers.

JB asked DSG if any members could provide their initial views, considerations or concerns around the change and if DSG are happy to progress this change through capture.

EL asked how long this has been going on for, why is it coming to the table for discussion now and how many instances are there of this exception.

JB responded stating that Michele Downes might have discussed this at DSG previously in regard to the MN09 exceptions. JB stated that this has been ongoing since Project Nexus. The reason now for addressing this issue has increased due to the implementation of MOD700 causing more occurrences of this exception.

IB asked for clarification of which classes this applied to. JB confirmed it was class 3 and 4.

IB asked that if this had been ongoing since Nexus, was there a manual work around to reconcile those affected MPRNs. JB stated that he was unsure of a manual workaround but later on in the agenda of the meeting, Michele Downes will be joining to answer any further questions relation to the defects and exceptions in this case.

PO asked DSG if they were happy for this change to go forward into Capture. DSG approved this change to go into Capture.

IB added that Shippers do receive an exceptions report and his is unaware of whether this is included and if this could be clarified. JB stated that he was sure it was but will confirm in Michele's agenda item under 7a.

2c. Undergoing Solution Options Impact Assessment Review – None for this meeting

2d. Solution Options Impact Assessment Review Completed – None for this meeting

3. Changes in Detailed Design – None for this meeting

3a. Design Considerations – None for this meeting

3b. Requirements Clarification – None for this meeting

4. Major Release Update

4a. June 2020

ST presented this agenda item. ST outlined that UAT and RT have been completed and there are no issues outstanding. Furthermore, Market trials and PEN testing has completed. ST stated that as of the meeting, all testing had completed and just the final documentation was being prepared. In addition to this over the weekend 19th - 21st June, the first part of implementation for 4850 was successfully completed. This is in preparation for the implementation over the weekend 27th June (9am-10am). ST stated that the project team are confident the implementation of June 2020 release changes will be going ahead.

ST also confirmed that the IDR for CMS on the 17th June was successful.

In addition, ST outlined that the bulk migration for XRN4850 is being prioritised. This is to address the limitations of using BAU processing files to migrate millions of customer contact details to ensure there is a migration tool available as close to GO Live as possible. Therefore, for high volumes of migrations into UK Link, ST advised that customers please contact their respective customer advocate for coordination on this effort. ST stated that from his previous update, he had suggested 2 options, involving 1 option of having a migration tool in place to toggle the additional files being submitted into UK Link system. At the same time Xoserve were looking into increasing the CNC file limit. ST confirmed that after discussions with developers and

third party supplies, the option going forward will involve the increase of the CNC file limit from 30,000 to 1,000,000.

PO and ST suggested anyone to get in touch with the project team if they would like to discuss anything pertaining to the release.

4b. November 2020

Ed Healy (EH) presented this agenda item. EH outlined November 2020 release consists of 6 changes involving 2 drops.

Track 1:

- XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files
- XRN 4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event
- XRN 4899 - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event

Track 2:

- XRN 4801 - Additional Information in DES
- XRN 4871b - Ratchet Regime Changes
- XRN 5014 - Facilitating HyDeploy2 Live Pilot

Descoped changes:

- XRN 4941 - MOD 692 – Auto Updates to Read Frequency
- XRN 4992 - Supplier of Last Resort Charge Types

To be delivered by CSSC:

- XRN 4780c - MAP ID

Implementation of XRN4780c is subject to and approved implementation date being agreed by ChMC.

EH explained that the overall project status is amber to due to the final delivery plan being signed off this week. Furthermore, EH stated the resources aay66re set as amber due to the availability and number of SME's during the design and UAT phases. EH added that going forward, this resource issue has been rectified and allocation of SME's has been factored in to ensure the project runs to schedule during testing.

EH stated that the timeline presented shows a very high level plan for the delivery of November 2020.

EL asked if the drops suggested are for build and test rather than implementation. PO stated that this is correct.

Action: EH to ensure the timeline slide reference that references drops to be changed to tracks to avoid confusion in regard to the Release implementation.

4c. XRN4914 – MOD 0651- Retrospective Data Update Provision

PO presented this agenda item. PO explained that Xoserve are coming to the latter end of the deep dive analysis outputs for the PoC. Furthermore, PO stated that there will be calls scheduled with participating Shippers in the coming weeks, PO advised that an output pack will be shared with each Shipper involved regarding their portfolio. This will detail the market results for the deep dive analysis and will help mould the recommendations going forward to the industry. PO stated that the PoC is looking to be wrapped up in the coming weeks, subject to resource and availability of the project team with urgent MOD work becoming a priority also.

4c.i. XRN5047 – Seasonal Normal Review

Tom Lineham presented this agenda item. TL explained that this is an exercise that is carried out every 5 years by Xoserve to update the weather adjusted annual load profile values in UK Link.

This year will be the first time WAALP values will be updated into SAP UK Link system, previous updates were made on legacy UK Link system.

TL stated that a program is being developed to facilitate the update of WAALP values into SAP and as of implementation, the NDM read estimates will be based on revised WAALP values post implementation in July.

Furthermore, A report will be created to ensure the validation is carried out on Seasonal Normal activities. TL added that this is an internally driven change and will seek no funding or approval from DSC.

TL added that the design and build have been completed and testing is currently in progress as well as the functionality is to be implemented in July ahead of annual AQ activities it supports.

TL confirmed that this change is currently running to schedule.

4d. Minor Release Drop 7

Julie Bretherton (JBr) presented this agenda item. JBr explained ...

Three changes scoped into Minor Release Drop 7 are to be implemented 04/07/2020.

- XRN5036 – Updates to Must Read Process (removes AMR and SMART from Must Read contacts - precursor to Nov 2020)
- XRN4989 – Online Solution for Credit Interest Process (to automatically issue the supporting info through IX)

- XRN5065 – Addition of Email Address to DES Last Accessed Report (security enhancement)

JBr stated that the project has been running well so far but the overall RAG status is amber for this release. This is due to running regression testing in parallel with June 2020 project team, therefore June 2020 being the priority, regression testing on MiR Drop 7 had to be paused to allow the June project team to complete their testing. This has put the schedule back 2 days but is still running to plan as there was a contingency for this situation. There are no concerns that this will affect the implementation of the Release. JBr further added that regression testing is due to complete close of play 23/06/2020. JBr stated that in the coming week, there are meetings scheduled for go or no go of this project as it's due to go live on the 4th July. These meetings are so that the go or no go criteria can be assessed and approved by the business so that the implementation can be approved for the go ahead.

Furthermore, all resource has been allocated for the implementation weekend and there is a 1st usage plan currently being reviewed and subject to internal approval.

JBr asked DSG if any members had any questions. No questions were raised by DSG.

5. Retail and Network Delivery Overview

Richard Hadfield (RH) presented this agenda item. RH explained that the team is working towards presenting a scope of June 2021 release in July's ChMC. RH asked DSG to provide views and feed into ChMC of what changes they would like progressed into the future releases. RH added that he is looking at progressing all regulatory change through the process and scoped in for releases.

Action: EL asked if RH can look at putting XRN5091 forward for delivery ASAP as EL believes it is regulatory.

EL also added that going forward can the scopes be confirmed and using the lessons learnt in regard to XRN4850 so that the issues faced with this change do not occur again with other changes.

6a. AQ Task Force Update

Michele Downes (MD) presented this agenda item. MD explained that the number of task force resources continue to focus on supporting business continuity efforts, as well as continued support and assessment of COVID -19 related MODs. This work, whilst an understood priority has impacted the pace of the taskforce. However, our focus remains on ensuring that the right level of quality is being applied to the known AQ defects. MD also added that a concerted body of work is currently in progress to undertake an assessment and of those MPRNs where capacity adjustments may be applicable. Policy & Procedures are being developed for the assessment of financial adjustments post defect fix/AQ correction are completed. .

AQ Defect Status (breakdown as of June 2020 presented to CoMC on 17th June 2020)

MD explained that there were 56 defects impacting AQ since August 2019. MD added that 44 of those defects have been resolved and 12 remain outstanding as open defects.

- 3 defects are within the analysis stage
- 7 defects are within the UAT stage
- 2 defects are fixed, deployed awaiting data correction.

In addition, MD added that Xoserve are positively seeing a reducing trend on new defects being identified this is possibly due to the improvements being made to the generic defect process (fix/test) and within the AQ taskforce are starting to increase the rate of resolution.

MD further explained the ongoing formal root cause analysis activity. The defect analysis is being completed with outputs of those root cause analysis being compiled weekly.

7. AOB

7a. Proposals for Resolution of MN09 Exceptions

MD explained that an exception raised by UK Link SAP system where the system is unable to complete an activity for an MPRN(s). these system exceptions then require to be investigated and resolved. In addition, majority of exceptions are resolved via a technical or business solution and have no impact to customers as they are resolved before they are needed in the next step of the process. However, there are three outstanding exceptions which we are unable to resolve. A communication was sent to customers on 27th April 2020 providing details of these Exceptions and impacted MPRNs are issued in the Amendment Invoice MI issued around the 20th business day.

MD explained that one of the scenarios creating an MN09 exception was following the receipt of a Site Visit read/check read for Class 4 meter points where the prevailing volume is zero. MD stated that a change has already been raised and is currently planned to be implemented in October 2020 if the change can be delivered in a minor release. If this is not possible, the fix can be implemented into the next major release, that being November 2021.

For class 4 meter points, following receipt of a check read, the system is unable to process the check read when the prevailing volume is zero, an exception is then created, however there is currently no process to resolve the exception without further impacts on other processes.

MD added that the exception is generated during the reconciliation process when deriving the reconciliation energy and charges, this impacts the reconciliation factor used for NDM MPRNs. There are currently c10,000 MPRNs impacted by this scenario for Class 4 meter points. This does not affect Class 3 MPRNs. MD explained that following an exception being raised, any subsequent reconciliations will also be held from billing. The Change proposal will seek to resolve all MN09 exceptions.

In order to clear the reconciliations for the c10,000 MPRNs (and any raised until the enduring fix is implemented), options have been developed for customer consideration although the resolution may have an impact on the AQ.

The proposal is to carry out a consumption adjustment for the period which will release the reconciliations currently held. However, the AQ calculation will not consider the adjustment.

Below are the options presented;

Options

Option 1: Do nothing: MN09 Exceptions remain outstanding until full solution is implemented

Pros: Following implementation of the fix, the reconciliations will be processed and AQs will be calculated using the revised consumption (if applicable)

Cons: The number of impacted MPRNs will continue to increase & any subsequent reconciliation will also be held.

Option 2a: Carry out consumption adjustment for the relevant period to release the reconciliation charges. Do nothing with the AQ, let the AQ calculate as normal. Monitor any changes in the AQ to identify any impacts on Capacity charges (AQ changes charging band).

Pros: Reconciliation charges released. AQs monitored to ensure no impact to Capacity charges. Discuss with customer options to amend AQ (AQ Correction or carry forward current AQ)

Cons: Impacts to AQ as the AQ calculation which will result in the AQ reducing where the consumption is used in the calculation. Impacts daily allocations however this is corrected through reconciliation processes.

Option 2B: Carry out consumption adjustment for the relevant period to release the reconciliation charges. Carry forward the AQ as at 1st June 2020 until full solution is implemented.

Pros: Reconciliation charges released. AQ is not impacted as AQ as at 1st June will be carried forward each month (where a read is received).

Cons: AQ is not revised following receipt of a valid read. AQ will remain at the same value until the full solution is implemented

Option 2C: Carry out consumption adjustment for the relevant period to release the reconciliation charges. Apply a backstop date to all affected MPRNs so the AQ does not calculate.

Pros: Reconciliation charges released. AQ is not impacted as backstop date is applied to prevent revision of the AQ.

Cons: Requires Shipper to submit an AQ Correction which will prevent a revised AQ being calculated for at least 9 months.

EL asked if the 10,000 MPRNs mentioned have been reconciliated since 2017. MD stated that if there was a check read in July 2017, then there would be no reconciliation on that specific MPRN since July 2017. MD added that there was never check reads or check to check reconciliation pre nexus for NDM meter points. This has been implemented post Nexus. Also check reads also occur every 12 months therefore, for the first 12 months, there would have been very few MPRNs impacted.

EL asked would that mean there would be a number of meter points that have not been reconciled since 2018. MD confirmed that this may be the case. MD added that it would also depend on when the AMR equipment was installed on those meter points as a check to check read is only triggered once the AMR has been installed.

PO asked MD if the 10,000 stated were incidents or MPRNs. MD confirmed that they were MPRNs.

IB asked MD if the sites mentioned being AMR sites, these would be fairly large sites and if the subsequent reconciliation has been held, then this could be a significant amount. MD agreed and stated that if the AQ is accurate then reconciliation should be low and AMR equipment being as reliable as it is would ensure the check to check reconciliation would be low also.

EL asked Xoserve to talk to customers before the reconciliations are released, this is to avoid any confusion and give warning to the Shippers of an incoming reconciliation.

IB asked MD if these 10,000 sites are included in the reports issued following the Amendment Invoice t that is generated every month. Also, in that report are all periods inclusive? MD responded stating that she has not checked that report before and will check the point raised.

Action: Michele Downes to check the exceptions report to see if all periods are inclusive.

MD stated that a communication will be issued to all Shippers and Distribution Networks. This will include any preference on the options discussed/agreed at DSG today.

Action: Xoserve to compile information regarding the options for this change so this can be issued out in an adhoc change back to get an informed decision from customers regarding their preferred option going forward.

7b. XRN5093 Update of AUG Table to reflect new EUC bands

Kate Lancaster (KL) presented this agenda item. KL explained to DSG that the requirements for this change were confirmed and sent off for HLSO, this has not comeback as yet and will be presented at the next DSG as well as sent out in July's Change Pack.

This was the end of 22nd June DSC Delivery Sub Group meeting. Next Meeting: **(Monday 27th July2020)**

If you have any questions relating to the above meeting minutes, please email uklink@xoserve.com