Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3069.5 - KL - PO |
| Comm Title: | XRN5236 Reporting Valid Confirmed Theft of Gas into Central Systems (Modification 0734S) |
| Comm Date: | 18/07/2022 |

**Change Representation**

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| Action Required: | For Approval |
| Close Out Date: | 01/08/2022 |

# Change Detail

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| Xoserve Reference Number: | XRN5236 |
| Change Class: | Internal Functional System, Internal and External Non-Functional System and Process |
| \*ChMC Constituency Impacted: | Shippers – All Classes |
| Change Owner: | Ellie Rogers  [ellie.rogers@xoserve.com](mailto:ellie.rogers@xoserve.com)  0121 229 2185 |
| Background and Context: | **What is the CMS Rebuild?** The current CMS system provides the ability for DSC Customers to query and update the data within their own portfolio. It is an ageing system that needs to be updated to cater for new ways of working and make it easier for customers to use. An extensive study was carried out with CMS users to understand their current pain points, requirements for a new version of CMS, and where possible business process improvements.  **CMS Rebuild Delivery** CMS is being re-built using a family of methods and practices for flexible product delivery, called Agile. One of the key principles of this approach is to “satisfy the customer through early and continuous delivery of valuable solutions”.  The project will develop and test small parts of the product every few weeks, which can then be demonstrated to users during the customer focus groups, allowing early and frequent feedback. These small deliveries will be grouped into releases and a Change Pack will be issued per release.  Customer focus groups will continue the customer engagement and will allow users to feed into the delivery of the new solution and demo the latest developments in the Alpha Trials environment. If you would like to register for future sessions, please use this [link](https://www.eventbrite.co.uk/e/cms-rebuild-focus-groups-registration-302607797067). All minutes from these sessions will be published on the [CMS Rebuild Page](https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild-product/).  To support customers in learning and adopting the system and processes, we are launching ‘Alpha Trials’ in July to customer focus group attendees. This will provide those attendees access to a test environment where they can try out the system and gain familiarity with new functionality and processes. Alpha Trials will also enable the CDSP to obtain real-time feedback from customers on the solution.  Further training on the new CMS solution and processes will be provided prior to go live.  **CMS Rebuild Release 1 Scope** In consultation with the customer focus group, it is proposed that the following two processes will be delivered in the first release:   1. Shipper raised Meter Number Creation (MNC) – this allows Shipper organisations to request that a Supply Meter Point (SMP) is recorded in UK Link. This will be managed within the new version of CMS, instead of the current manual process. For the avoidance of doubt Network raised MNumber creations will continue to be logged in the current CMS, this will move over to the new version of CMS in a later release. 2. Supplier Theft of Gas Process (SUT) – this is the new Supplier raised Theft of Gas process introduced by Modification 0734, which will be triggered by receipt of claims from the Retail Energy Code Company (RECCo).   This Change Pack will outline the changes under point 2. *Supplier Theft of Gas Process (SUT)*. The Supplier Raised Meter Number Creation (MNC) has been defined in a separate Change Pack [(link).](https://umbraco.xoserve.com/media/43460/30692-kl-po-contact-management-service-cms-rebuild-release-1-and-shipper-meter-number-creation-mnc-detailed-design.docx)  We are targeting Q4 2022 with Release 1; however, this date will be firmed up and confirmed by the end of July 2022.   **Modification 0734/XRN5236 Background** The link to Change Proposal XRN5236 relating to this Modification can be found [here](https://www.xoserve.com/change/change-proposals/xrn-5236-reporting-valid-confirmed-theft-of-gas-into-central-systems-modification-0734/).  XRN5236 has been raised to deliver the changes proposed through approved [UNC Modification 0734 - Reporting Valid Confirmed Theft of Gas into Central Systems and Reporting Suspected Theft to Suppliers](https://www.gasgovernance.co.uk/0734).  UNC Modification 0734 proposes to introduce a new process to help ensure that valid confirmed theft data (claims), received from Suppliers via the Retail Energy Code Company (RECCo), are appropriately reported into central systems.  The Modification requires theft of gas notifications to be sent to the CDSP to ensure that valid confirmed theft of gas data received from Suppliers via the RECCo are appropriately entered into central systems for the purposes of settlement. The Modification and new process allows the relevant Shipper Users the opportunity to object to a theft gas notification sent via RECCo on behalf of Suppliers in the case of manifest (clear/obvious) error, preventing it being reflected in settlement.  Please note Modification 0734 was approved by UNC Panel on 17 February 2022 and is awaiting implementation. |

# Change Impact Assessment Dashboard

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| Functional: | Please note, at this point we have not identified system changes for DSC Customers as a result of this change. There are CDSP internal system changes and the introduction of new processes and interfaces to manage this change but we have not identified system changes for DSC Customers. *We recommend your organisation reviews this Change Pack and advises us if you believe there is a system impact.*  As part of this process, there could be scenarios whereby a Shipper could be issued an unsolicited file by the CDSP to notify them of activities the CDSP have carried under the theft process to ensure theft is appropriately reflected in settlement. This is highlighted later in the document. |
| Non-Functional: | This change will introduce a new process and new interfaces for Shippers to receive theft claims and have the opportunity to object to them being processed into settlement via the new system. |
| Application: | CMS  SAP ISU |
| User(s): | Shipper Users – All Classes  Non-DSC Customer impacted Users - RECCo and Suppliers |
| Documentation: | No changes to files for DSC Customers as a result of this change.  This change will introduce a new process and therefore training material will be made available to customers. |
| Other: | A business process for Shippers will be altered as part of this change to allow approval or objection of a theft of gas incident via the new CMS.  The name of the process will change and as such, Shippers will now receive SUT contacts, in addition to referred TOG contacts. |

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| Files | | | | |
| File | Parent Record | Record | Data Attribute | Hierarchy or Format  Agreed |
| None | None | None | None | None |

# Change Design Description

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| **Supplier Theft of Gas (SUT) Process Overview**  Currently, where suspected theft instances are identified, this information is logged through the Contact Management Service (CMS) via a Theft of Gas (TOG) by either the Distribution Network Operator (DNO), Independent Gas Transporter (IGT), or the Shipper – where logged by the DN or IGT, the information is passed to the Shipper to complete an investigation and provide the relevant detail back to the CDSP.  In instances where the Shipper completes the investigation and finds that energy has been stolen, an adjustment is processed on UK Link and the Shipper is then invoiced.  The new process introduced as a result of Modification 0734/XRN5236 will see Suppliers informing the RECCo of instances of theft of gas claims, who will in turn upload details of those thefts in the new CMS with all the relevant information necessary to complete adjustment and invoice.  For the avoidance of doubt, Modification 0734/XRN5236 and the changes highlighted in this Change Pack impact Shipper raised theft as per the current TOG process. This process **does not** include DNO or IGT raised theft of gas instances as these suspected thefts will follow the current process.  Following implementation of XRN5236, Suppliers will send confirmed theft claims to the CDSP via RECCo, where the information will be validated and, where appropriate, be passed to the relevant Shipper(s) via CMS. These Shipper(s) will have the opportunity to object to the theft claim being processed centrally in settlement. Where the Shipper does not object to the theft claim within 15 Supply Point System Business Days (SPSBDs) of the CDSP notification, the stolen energy will be processed in UK Link and the relevant Shipper(s) duly invoiced. Please note, as set out within Modification 0734, the only reason a Shipper should object to a theft claim is for a manifest (clear/obvious) error.  **Reason for Change and Proposed Changes:**  This change seeks to deliver the requirements of UNC Modification 0734S: Reporting Valid Confirmed Theft of Gas into Central Systems and Reporting Suspected Theft to Suppliers.  As described in the ‘Purpose of Modification’; “*The intent of this Modification is to introduce a new process to help ensure that valid confirmed theft data (claims), received from Suppliers via the Retail Energy Code (REC), is appropriately reported into central systems.”*  For further details on the Modification, please see the link to: [UNC Modification 0734 - Reporting Valid Confirmed Theft of Gas into Central Systems and Reporting Suspected Theft to Suppliers](https://www.gasgovernance.co.uk/0734).  **High-Level Process**  This section outlines the high-level process relating to the Modification 0734 - XRN5236/SUT process and system change.   1. The CDSP will receive a confirmed energy theft ‘file’ from RECCo which will trigger the process. This can contain Confirmed Energy Theft Claims or Confirmed Energy Theft Withdrawals from Suppliers. For the avoidance of doubt a Confirmed Energy Theft Withdrawal has the effect of withdrawing the Confirmed Energy Theft Claim it relates to in its entirety which requires the CDSP to reverse any Offtake Reconciliation action. (For more details please refer to Modification 0734).      1. The RECCo theft ‘file’ is uploaded by RECCo for CDSP receipt. 2. Upon receipt of the theft ‘file’, the CDSP will carry out validations to check that the information provided is complete and to check the validity of the theft claims. During these checks, the system also pulls the required data and identifies the correct Shipper to notify and ultimately invoice for the theft amount, subject to any Shipper objection. The system carries out UK Link and CMS validations on theft claims which may result in the claim not progressing. Examples of scenarios where the theft would fail validation and not progress include: 3. Supply Meter Point is extinct 4. MPRN does not exist in UKLink 5. It is a duplicate contact 6. There is no Shipper(s) during the theft period 7. The entirety of theft period is prior to line in the sand (LIS) 8. In the case of a Confirmed Energy Theft Withdrawal, there is no associated Confirmed Energy Theft Claim to reverse 9. If the file passes the UKLink and CMS validations, the theft claims are routed to relevant Shipper(s) for approval. Shipper(s) will have 15 SPSBDs from receipt of the notification from the CDSP to object to the theft claim. For avoidance of doubt, as per Modification 0734, a Shipper can only object on the grounds of manifest error. In the absence of an objection within 15 SPSBDs, the theft is progressed to be processed in settlement and the relevant invoicing and billing is undertaken.   Please note, Shippers will receive notification of a Supplier raised theft via their notifications inbox in the CMS system and it will also appear in their organisation ‘work queue’.  This notification will alert them that a theft has been raised and provide them with the opportunity to object to the theft in the relevant system screens within 15 SPSBDs as per Modification 0734. For the avoidance of doubt, training will be made available to Shippers regarding this process in due course.   1. If a Shipper objects to the theft, it is closed and will not be progressed in settlement. The RECCo will be notified of the Shipper objection and the required action will not be progressed. 2. If a Shipper does not object to the theft claim within 15 SPSBDs, in the case of a Confirmed Energy Theft Claim, a consumption adjustment will be progressed, and the theft position reflected in settlement, with the associated Shipper(s) invoiced. In the case of Confirmed Energy Theft Withdrawal, any action which occurred as a result to the associated Confirmed Energy Theft Claim will be reversed, and this will be reflected in settlement. 3. A monthly report will be added to the PARR and provided to PAC reflecting the outcomes of the previous month’s resolved contacts.   In relation to the above process, where the theft has not been objected to and should be processed in settlement, the CDSP may take certain actions to ensure a Confirmed Energy Theft Claim or Withdrawal is progressed appropriately and the theft is reflected in settlement. These are detailed below:     * CDSP aligning the theft period to UK Link Meter Reads where required   In order to process a consumption adjustment within UK Link to ensure the required theft is reflected centrally in settlement and the relevant Shipper(s) are invoiced, we require a Meter Read for the start and end period of the consumption adjustment.  As per the existing theft process, where there is no recorded usable Meter Read on UK Link on the theft period start date, the consumption adjustment will begin on the date of the next appropriate recorded Meter Read prior to the theft period start date within the relevant Shipper’s ownership.    Where there is no recorded usable Meter Read on the theft period end date, the consumption adjustment will end on the date of the next appropriate recorded Meter Read post the theft end date.  Please note, this is as per the current process to ensure the consumption adjustment for the theft can be reflected in settlement. As described above, this is proposed to continue for the new process introduced under XRN5236.   * CDSP loading a non-incremental Meter Read where required   In instances where there are no Meter Readings recorded in UK Link post the theft period end date, in order for the consumption adjustment to be progressed, the CDSP will insert a non-incrementing Meter Read within UK Link as set out in the legal text of Modification 0734. This non-incrementing Meter Read is for the purposes of selecting a consumption adjustment end date.  Please note, where a non-incremental Meter Read is inserted within UK Link by the CDSP, it will be used **only** for the purpose of processing the consumption adjustment to account for the instance of theft. For the avoidance of doubt, this non-incrementing Meter Read **will be** included on the MBR Hierarchy - Billable Meter Readings issued by the CDSP to the Shipper. This could be an unsolicited MBR and/or M03 Record.   * CDSP attaching a dummy Meter where required   In instances where there is no Meter attached on UK Link for the Supply Meter Point the instance of theft has been raised against, the CDSP will manually attach a dummy Meter for the theft period as well as a non-incrementing end Meter Read to allow the consumption adjustment for the theft period to be processed successfully.  Please note, the dummy Meter will be manually removed by the CDSP following the loading of the non-incrementing Meter Reads in order for the consumption adjustment being processed.  Please be aware, as per existing process, RGMA Meter Reads cannot be replaced, therefore the nil-incrementing Meter Read added for this purpose will remain in situ and cannot be replaced.  When the CDSP attaches and removes a dummy meter Shippers will receive an unsolicited Response to Notification of Metering Details (UPR) file and an unsolicited Response to Notification of Metering Job (JRS) file.  As mentioned above, notification of the non-incrementing Meter Reads will be on included on an unsolicited MBR and/or M03.  For the avoidance of doubt, for all three scenarios above, the actions are taken by the CDSP to ensure the approved theft can be reflected in settlement via a consumption adjustment and the relevant Shipper(s) invoiced, as per the intent of Modification 0734.  Please note, in all scenarios, the theft energy value provided by the Supplier via the RECCo and approved by the Shipper(s) **will not** be changed as a result of the above activities. These actions are only taken to allow the consumption adjustment to be processed successfully, ensuring the theft is reflected in settlement.  Consumption Adjustment process to reflect the theft in settlement  Following the objection period, and in the absence of an objection, the CDSP will enter the consumption adjustment details within UK Link.  This will include:   * The total corrected volume (the total of gas legitimately used plus the stolen amount) * The start and end dates of the theft period (aligned to a useable Meter Read as detailed above)   Once the consumption adjustment is raised by the CDSP in UK Link, the invoice for the recovery of Transportation Charges for each relevant Shipper will be triggered.  Following the consumption adjustment, the SUT (processed theft), will be included as part of the Amendment Invoice (AMS). Supporting data is provided within the ASP – Amendments Invoice Supporting Information and AML – Amendments Invoice SMP Supporting Information files.  For the avoidance of doubt, consumption adjustments for the new theft process should follow the current process.  Line in the Sand (LIS)  Please note, where the entire theft period of a Supplier submitted theft falls before Line in the Sand (LIS), the relevant Shipper will be notified of the theft being raised but the consumption adjustment will not be progressed, and the theft will not be processed in settlement.  If the theft period crosses over pre and post-LIS, the theft will be pro-rated in order for the post-LIS element to be processed. To do this, the CDSP will calculate the volume of the entire period (pre and post-LIS) and UK Link will allocate the appropriate consumption and generate a zero charge for the pre-LIS period.  For the avoidance of doubt, the treatment of theft claims which are pre-LIS or cross over pre and post-LIS is not proposed to change as a result of this XRN. The information above, is as per current process.  **Training and Support**  Please note, further training on the new CMS system and processes will be provided prior to go live. Further information about this will be provided via the Customer Focus Groups as it becomes available. Help will also be available within the new version of CMS, which can be accessed from the main menu by selecting “Help and FAQs”.  **Reporting**  As a result of Modification 0734, there will be new reporting expectations, as follows:   1. New PARR report for Performance Assurance Committee (PAC) 2. Monthly MI report for RECCo containing monthly outcomes   New PARR report for PAC  A new report will be added to the PARR for PAC to review.  As per the standard process, the proposed new PARR report is being discussed at PAC and ahead of implementation and will be taken to the Uniform Network Code Committee (UNCC) for formal approval.  At a high-level, the report will provide a view, both count and energy values submitted by Suppliers within a Confirmed Energy Theft Notification and the instances where Shippers have objected to Confirmed Energy Theft Notifications being updated in settlement.  *For the avoidance of doubt a Confirmed Energy Theft Notification includes a Confirmed Energy Theft Claim and a Confirmed Energy Theft Withdrawal.*  A draft report has been proposed and can be viewed [**here.**](https://umbraco.xoserve.com/media/43425/draft-parr-report-modification-0734_xrn5236.pdf)  RECCo report  Once a month a report will be made available to RECCo. This report will contain the outcomes of all the resolved SUT Contacts from the previous month. Content is yet to be agreed, but expected to list each Contact, the outcome of the investigation, the detail of the theft, and adjustment detail at Shipper level.  **Transitional arrangements**  Once this change is implemented, Shippers will no longer be able to log TOG contacts via the existing CMS TOG process. As per Modification 0734, the new process will supersede the existing Shipper theft process in CMS. A hard transition has been proposed whereby existing in-flight Shipper-raised theft records (TOG contacts) will be closed and need to be replaced via the new process, in which the Supplier will need to raise in-flight theft claims via RECCo. |

# Associated Changes

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| Associated Change(s) and Title(s): | [UNC Modification 0734 - Reporting Valid Confirmed Theft of Gas into Central Systems and Reporting Suspected Theft to Suppliers](https://www.gasgovernance.co.uk/0734). |

# DSG

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| Target DSG discussion date: | 18/07/2022 |
| Any further information: | None |

# Implementation

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| Target Release: | Ad hoc release  Q4 2022 as part of the CMS Rebuild release 1 – targeting October but to be determined by ChMC |
| Status: | For Approval |

Industry Response Detailed Design Review

Change Representation

(To be completed by User and returned for response)

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

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| --- | --- | --- | --- |
| User Contact Details: | Organisation: | Wales & West Utilities | |
| Name: | Tom Stuart | |
| Email: | tom.stuart@wwutilities.co.uk | |
| Telephone: | 07964937739 | |
| Representation Status: | Support | | |
| Representation Publication: | Publish | | |
| Representation Comments: | Wales & West Utilities support this change. Consideration should be given to the impact that implementation might have on parties IT systems following the technical difficulties experienced during the DES migration to the cloud. This should include, as a minimum, testing of any changes to interfaces including testing of URLs against firewalls. | | |
| Confirm Target Release Date? | Yes | | «h1\_userDataAlternative» |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your response. In terms of technical difficulties experienced across other projects, we always look to review lessons learnt and look to address issues encountered under previous projects to ensure a smooth implementation. Worth noting, the CMS Rebuild project team will be providing specific training and guidance for release 1 which should give the opportunity for any questions and concerns to be discussed and resolved before delivery. |

**Change Management Committee Outcome**

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| Change Status: | Approve | ☐ Reject | | | ☐ Defer |
| Industry Consultation: | 10 Working Days | | ☐ 15 Working Days | | |
| ☐ 20 Working Days | | ☐ Other [Specify Here] | | |
| Date Issued: | 18/07/2022 | | | | |
| Comms Ref(s): | 3069.5 – KL – PO | | | | |
| Number of Responses: | 1 | | | | |
| Solution Voting: | Shipper | | | Approved | |
| ☐ National Grid Transmission | | | Please select. | |
| Distribution Network Operator | | | Please select. | |
| ☐ IGT | | | Please select. | |
| Meeting Date: | 10/08/2022 | | | | |
| Release Date: | Implementation via CMS Rebuild | | | | |