Change Pack

# Communication Detail

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| Comm Reference: | 3108 - RT - PO |
| Comm Title: | XRN5573 - Part A - Updates to the Priority Consumer process (as designated by the Secretary of State for Business, Energy, and Industrial Strategy - BEIS) – Urgent – Detailed Design Change Pack |
| Comm Date: | 07/11/2022 |

**Change Representation**

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| Action Required: | For Information Only |
| Close Out Date: | 21/11/2022 |

# Change Detail

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| Xoserve Reference Number:  | XRN5573 - Part A - Updates to the Priority Consumer process (as designated by the Secretary of State for Business, Energy, and Industrial Strategy - BEIS) - Urgent |
| Change Class: | Operational Processes |
| ChMC Constituency Impacted: | National Grid NTSDistribution NetworksIndependent Gas TransportersShipper Users |
| Change Owner:  | Ellie Rogers 01212292185 ellie.rogers@xoserve.com |
| Background and Context: | The link to Change Proposal XRN5573 can be found [here](https://www.xoserve.com/change/change-proposals/xrn-5573-updates-to-the-priority-consumer-process-as-designated-by-the-secretary-of-state-for-business-energy-and-industrial-strategy-beis-urgent/). **Background**Under the Gas Transporters Standard Licence Conditions (GTSLC), Gas Transporters are obliged to establish, amend and review a list of priority customers, who would be the last to be told to cease taking gas where such an instruction is necessary for safety reasons (i.e. their ‘Priority Consumer List’). The Central Data Service Provider (CDSP) manages the central Priority Consumer List and supporting processes on behalf of the Gas Transporters.Priority Consumers are Supply Meter Points (SMPs) that must be prioritised when there is a national gas emergency. SMPs on the Priority Consumer List are the last to be told to cease taking gas where necessary for safety reasons. This is set out in the Uniform Network Code, section Q1.7.1.Currently there are two categories of Priority Consumers with defined criteria:* **Category A** - Institutions providing care for those to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled, where gas is the sole means of heating and not on an interruptible contract. Also, non-domestic consumers providing emergency services, who need to continue to use gas to ensure the safety of human life, where the gas supply is not supplied under an interruptible contract, and where no alternative fuel supply is available.
* **Category C** - Consumers without an alternative fuel source, who use in the course of their business, major items of plant - defined as plant with a capital replacement value exceeding £50 million, which would be severely damaged without a safe run-down period.

The BEIS Secretary of State has directed the Gas Transporters, via a [letter of direction](https://www.gov.uk/government/publications/priority-lists-direction-to-gas-transporters), that changes are to be made to the classes (categories) and criteria of relevant customers on which the Priority Consumer List is based. The revised list of classes (categories) are shown below.* **Category A** - Relevant customers where a failure in the supply to their premises could put lives at risk.
* **Category B** - Relevant customers for which the sudden loss of gas causes or threatens to cause serious damage, for an unacceptably prolonged period, to human welfare, the environment or the security of the United Kingdom that cannot be reasonably mitigated.
* **Category C** - Relevant customers taking over 2 million therms per annum for which the sudden loss of gas would result in repair or replacement costs amounting to 10% or more of the Site Fixed Tangible Asset Value.

Change Proposal XRN5573 has been raised to deliver the changes to the Priority Consumer process, as per the BEIS Secretary of State [letter of direction](https://www.gov.uk/government/publications/priority-lists-direction-to-gas-transporters) to the Gas Transporters, to reflect the amendments being made to the classes (categories) set out within.Due to the urgency of this change in Priority Consumer criteria, and the introduction of a new class (category) that will involve CDSP system and DSC customer changes, it has been seen as prudent to split XRN5573 into two parts:* **Part A** - Interim manual process for handling the introduction of Category B requests, amending the Proforma for requesting Priority Consumer Sites to reflect the category changes and increasing visibility of the process to industry participants.
* **Part B** - Amending the Supply Point Register (UK Link) to accept Category B as an allowable value (including file format amendments for industry consumption) and ensure these values are automatically visible in line with Category A & C.

**Please note that this Detail Design Change Pack is in relation to Part A (interim) of XRN5573 only and is being expedited due to the urgent changes required to the Priority Consumer process (outlined in the following sections).** There are no system or technical changes being made and details are for **information only** as the CDSP have implemented Part A already.  |

# Change Impact Assessment Dashboard (UK Link)

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| Functional: | None |
| Non-Functional: | Operational Processes (Supply Point Administration (SPA)) |
| Application: | N/A |
| User(s): | National Grid NTSDistribution NetworksIndependent Gas TransportersShipper Users |
| Documentation: | Priority Consumer Status Application Form (Proforma) |
| Other: | N/A |

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| Files |
| File | Parent Record | Record | Data Attribute | Hierarchy or FormatAgreed |
| N/A | N/A | N/A | N/A | N/A |

# Change Design Description

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| *The below Change Design Description section is in relation to XRN5573* ***Part A only****. Part B will be progressed separately in line with standard ChMC governance and change management procedures.***Current Priority Consumer Process**The current Priority Consumer process, managed by the CDSP is relatively manual. It centres around the *Priority Consumer Status Application Form* and includes the submission, validation and progression of requests to add a Priority Consumer category to a SMP within the Supply Point Register.**Amended (Interim) Process - XRN5573 Part A**The process currently in place will, in the majority, remain the same. However, XRN5573 Part A is introducing a number of subtle changes as a result of the updated Priority Consumer categories and criteria, which will be outlined below.The CDSP has introduced a new, dedicated web page on Xoserve.com that outlines the Priority Consumer process to increase visibility and aid the industries understanding. The updated Priority Consumer Status Application Form (Proforma) is now accessible via Xoserve.com as well as via the UK Link Manual Documents SharePoint.<https://www.xoserve.com/help-centre/supply-points-metering/supply-point-administration-spa/priority-consumers/> Lower-level changes to the Priority Consumer process, as a result of XRN5573 Part A, are outlined below:* Priority Consumer Status Application Form (Proforma) has been updated to:
	+ Introduce **Category B** as a Priority Consumer value to be requested.
	+ Include “Amend” as an allowable choice to cover the scenario of a Shipper wanting to change an existing Category assigned to an SMP.
	+ Include the “24/7 Emergency Contact Details” as data requested to be provided when completing the Proforma.
	+ Reflect the amended criteria for **Categories A** & **C**.
	+ Include more guidance on evidence requested and required by the Gas Transporters to be provided by Shippers completing the Proforma to support the assessment of the request.
	+ Inclusion of template version control.
* Updates to internal CDSP process/validation to account for the amendments to the criteria for **Category** **C** requests.
* Introduction of a process for handling **Category B** requests.
	+ As per the letter of direction from BEIS to Gas Transporters, it is expected that for **Category B** requests, BEIS will be involved in the assessment of any SMP being assigned to this class (category). The Proforma has been updated to allow the submission via the Shippers, but these **will** be referred to the appropriate Gas Transporter and expected to be assessed with BEIS to either accept or reject.
	+ The CDSP will, for **Category B** requests, log these offline and for accepted requests, manually feed the **Category B** values within the Priority Consumer Portfolio Reporting.
	+ For clarification, **Category B** requests will **not** be logged directly in the Supply Point Register, so as a result will **not** be visible in GES or in Supply Point administration (SPA) files (more detail provided in the Additional information Section below).
* The optional Shipper Priority Consumer Portfolio Reporting will now become **mandatory** and be issued out to all Shippers that have a portfolio of Priority Consumer SMPs.
* Update the relevant CDSP Local Work Instructions (LWI) to reflect the changes being introduced by the interim process.

For completeness, please see below the full and updated (interim) high-level Priority Consumer Process:* Shipper completes a Priority Consumer Status Application Form (found on either the [UK Link Manual Documents SharePoint](https://xoserve.sharepoint.com/sites/UKLink/SitePages/Home.aspx) or [Xoserve.com](https://www.xoserve.com/help-centre/supply-points-metering/supply-point-administration-spa/priority-consumers/)) for either **Category A, B** or **C** and sends this to the CDSP at priorityconsumer.spa@xoserve.com
* Priority Consumer Status Application Form allows the Shipper to request to Add/Remove/Amend a Priority Consumer value for a SMP held on the Supply Point Register.
* CDSP undertakes a review of the submitted request and carries out validation activities in accordance with the category criteria’s and AQ thresholds.
* For **Category A** requests, the CDSP will undertake validations and notify the relevant Gas Transporter. Based on this the request will be accepted, rejected or further information could be requested to determine the outcome. To confirm, the outcome of the request will be communicated to the requesting Shipper.
* For **Category B** requests:
	+ Shipper submitted: Refer to the appropriate Gas Transporter, via email, to assess (likely with BEIS) and accept or reject
	+ Gas Transporter submitted via BEIS direction: Take this as approval to proceed in updating the offline datastore.
	+ Where required, the outcome of the request will be notified to the Shipper via the Priority Consumer Portfolio Report.
* For **Category C** requests, the CDSP will undertake required validations but, in all instances, refer these to the appropriate Gas Transporter via the Portal to either accept or reject.
* The CDSP, for accepted **Category A** & **C** requests, will update the Priority Consumer value within the Supply Point Register and update the submitting Shipper of the outcome.
* The CDSP, for accepted **Category B** requests, will update the Priority Consumer value within the offline datastore.
* Priority Consumer **Category A** & **C** requests updated within the Supply Point Register will automatically flow into downstream visualisation tools (e.g., GES) and the Priority Consumer Portfolio Reports.
* Priority Consumer **Category B** requests updated within the offline datastore will be manually fed into the Priority Consumer Portfolio Reports.
* The CDSP, for Shipper submitted rejected requests, will update the submitting Shipper of the outcome and reasoning for the rejection.
* There are two Priority Consumer Portfolio Reports that the CDSP generate and issue out to industry representatives on a scheduled basis.
	+ Shipper Priority Consumer Portfolio Report – Monthly
		- Issued via email to the provided operational contacts *(produced first Monday of the month, issued a few days later)*
	+ Network Priority Consumer Portfolio Report – Weekly
		- Issued via email to the provided operational contacts *(produced every Monday (BH permitting), issued a few days later)*

**Additional Information****Reporting/GES Miss-match (existing issue)**When a new Priority Consumer request is received by the CDSP to place a SMP in Category A or C, the CDSP refers this to the appropriate Gas Transporter via the Portal, requesting review and to either accept or reject. Where the Gas Transporter has not yet responded to these requests within the Portal, it results in a reporting difference between the Priority Consumer Reports and GES. I.e., The outstanding requests will appear in the Priority Consumer Reports but will **not** be visible in GES until the request has been responded to within the Portal. This occurs under the existing process, and potential changes to this are out of scope to XRN5573 Part A (interim).**Supply Point Administration (SPA) Miss-Match (as a result of interim process)**During Part A interim process being in place, Category B sites will be recorded in an off-line datastore and not directly recorded into the Supply Point Register. As a result, in the case of a Shipper/Supplier transfer, the Category B value will not appear on automatic CDSP outbound files. For example, Category B values assigned to SMPs shall not appear on the (Shipper) ‘Transfer of Ownership’ file S15. This is proposed to be within scope of XRN5573 Part B, as it requires industry file format changes. However, for the duration of the interim process, Category B SMPs will be manually added within the Priority Consumer Portfolio Reporting. This will give the incumbent Shipper visibility of these sites. As part of XRN5573 Part A (interim), these reports are to be moved from optional to mandatory to mitigate the risk and lead time of not having visibility of Category B Priority Consumer SMPs.For clarification, it is not being proposed to inform the incoming Shipper on an adhoc basis where they are taking over a SMPs where a Priority Consumer Category of B is present. This will appear within the first Priority Consumer Portfolio report issued post the Confirmation Effective Date.**Requesting access to the Priority Consumer Portfolio Reports**As part of XRN5573 Part A (interim), the Priority Consumer Portfolio reports are being set to mandatory so will be issued to all Shippers that have SMPs with Priority Consumer values present. But if you would like more information regarding the issuing of these reports, please see the DSC Extra Services [web page](https://www.xoserve.com/dsc-support/data-services-contracts-dsc/dsc-extra-services/).**Handling of Supply Meter Points currently assigned Category C status**To date, the CDSP has recorded a collection of Priority Consumer sites in Category C, which are held on the Supply Point Register. These Supply Meter Points may no longer qualify to be a Category C Priority Consumer under the amended criteria. However, these SMPs shall remain in situ (subject to any valid requests to amend/remove under the Priority Consumer process) until the 31 March 2023. Leading up to the 01 April 2023 (specific date to be determined), we anticipate there will be a reassessment of the legacy Category C SMPs. This is expected to involve the CDSP, Gas Transporters and the relevant Shipper. Further details of this will be communicated closer to this date. **Updated Priority Consumer Status Application Form (Proforma)**Please see attached for reference the updated Priority Consumer Status Application Form (Proforma). Please note this is for information only and we are not seeking approval under this Detail Design Change Pack.[Priority Consumer Status Application Form](https://umbraco.xoserve.com/media/43786/priority-consumer-status-application-proforma.docx)  |

# Associated Changes

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

# DSG

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| Target DSG discussion date: | N/A |
| Any further information: | N/A |

# Implementation

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| Target Release: | Implemented October 2022 |
| Status: | For Information |

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

Detailed Design Response

«RangeStart:HDS»

Change Representation

(To be completed by User and returned for response)

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| --- | --- | --- |
| User Contact Details: | Organisation: | «h1\_organisation» |
| Name: | «h1\_name» |
| Email: | «h1\_email» |
| Telephone: | «h1\_telephone» |
| Representation Status: | «h1\_userDataStatus» |
| Representation Publication: | «h1\_consultation» |
| Representation Comments: | «h1\_userDataComments» |
| Confirm Target Release Date? | «h1\_targetDate» | «h1\_userDataAlternative» |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | «h1\_xoserveResponse» |

Please send the completed representation response to uklink@xoserve.com

«RangeEnd:HDS»