DSC Delivery Sub Group

1st October 2018 at 10:30am
Crowne Plaza, Homer Road, Solihull, West Midlands, B91 3QD

Meeting Minutes

Industry Attendees		
Bryan Hale	Centrica	BH
Elly Laurence	EDF	EL
Shane Preston	Utility Group	SP
Swetta Coopamah	Centrica	SC
James Barlow	Npower	JB
Michael Robertson	Scottish Power	MR
Chris Faulds	Scottish Power	CFa
Shanna Key	NGN	SK
Stevie Scott	Centrica	SS
Claire Louise Roberts	Scottish Power	CLR
Mark Oldbury	Extra Energy	MO
Sally Hardman	SGN	SHa

Xoserve Attendees	
Linda Whitcroft (Chair)	LW
Emma Smith	ES
Megan Troth	MT
Simon Harris	SH
Michele Downes	MD
Eamonn Darcy	ED
Padmini Duvvuri	PD
Christina Francis	CF
Paul Orsler	PO
Richard Johnson	RJ
Rajeev Kohali (Wipro)	RK
Rachel Hinsley	RH
Tara Ross	TR
Mark Pollard	MP

1. Welcome and Introductions

Linda Whitcroft (LW) started the meeting and informed all attendees of the following agenda:

DSC Delivery Sub
Group Agenda 01102

2. Meeting's Minutes – 17th September 2018

LW asked for feedback on the minutes for the previous Delivery Sub-Group (DSG) occurrence; no comments were received. The minutes were approved.

3. AQ Defects

Michele Downes (MD) presented slides 5 to 8 to DSG. There are currently 14 issues affecting AQ; 12 defects and two Change Requests. Approx. 280,000 MPRNs are impacted from incorrect AQ calculation; most of them are either Class 3 or 4 sites.

MD stated that these issues will have an impact on the Formula Year AQ/SOQ (FYAQ) process if the AQ is not re-calculated before end of March 2019 when the FYAQs are notified to Shippers, however, as the FYAQ is a snapshot of the rolling AQ as at 1st December the aim would be to fix as many AQs before the 1st December. On slide 6, MD presented a timeline which included all of the required activities to resolve the AQ defects by 1st December. For those MPRNs where the AQ has not been re-calculated for 1st December, the timeline of activities on slide 7 (Plan B) will be followed.

There was some discussion regarding the use of the AQ Calculation tool. MD explained that the tool would be used for scenarios where the consumption for the site has been corrected, but the AQ is incorrect.

MD also mentioned that for any meter points where AQ has not been corrected, any AQ reporting issued to Networks or Shippers will show the incorrect AQ value. For meter points where AQ has not been corrected an aggregate 'ball-park' value by LDZ will be issued to relevant networks on or soon after the 1st December.

Following the presentation of the timelines, MD described how AQ defects have been categorised in terms of priority. Each defect has a priority rating, which can range from Low to High. MD explained that the categorisation is based on the materiality impact on AQ, not the volume of MPRNs impacted by the defect. MD provided a brief update for each defect on the spreadsheet on slide 8.

4. Release 2 Update

Christina Francis (CF) presented slides 9 to 11 to DSG. 14 changes have successfully achieved their PIS Exit Criteria and have been handed over into BAU Operations. One defect remains, regarding 4316, is being fixed. Close down activities are in progress. Christina presented no new updates regarding the risks, issues, cost or resources of Release 2; all have a RAG status of green. Release 2 PIS is expected to complete by 2nd November at the latest.

5. Release 3

5a. Release 3 Update

Padmini Duvvuri presented slides 13 to 15 to DSG. PD's update was split into two parts: Track 1 and Track 2.

Market Trials for Track 1 is going well and is expected to be completed by 5th October at the latest; participation in MT has been high recently. The quantity of defects, including functional defects, has been low.

Regression testing is progressing slightly behind schedule; this is not expected to have any impacts on the milestones.

PD discussed that the Risks and Issues RAG status has changed to RED due to an issue associated with XRN4534 (Amendment to RGMA Validation Rules for Meter Asset Installation Date). A number of Regression issues are preventing the execution of XRN 4534 and largely due to Production code. PD assured DSG that the path to Resolution is being investigated by Xoserve project and operational team and SMEs.

The change is at risk of not being implemented by 1st November due to the above. PD stated that the industry will be informed, frequently, with the latest updates.

5b, Release 3 Track 1 Implementation

PD presented slides 16 to 29 to DSG. The main purpose of this section was to present the File Level Transition Plan to confirm the file exchange and processing activities as part of Release 3. The high level view of the plan can be found on slide 18.

PD stated that Release 2 implementation resulted in a greater influx of files received. The Release 3 project team will monitor inflows (with a cut-off applied at 21:30 hours on 2nd November for all incoming flows).

The cutover activities, to transition from the old file formats to the new, will commence at 5 a.m. on 3rd November, and code will be moved to our core systems – PO, ISU and Market flow. Validation of code movement will take place until 09:00 a.m. on this day; smoke testing will be involved. Go-live is expected to be announced at 09:00 on 3rd November with a fix forward approach. Post Implementation Support will commence immediately after Go-Live; any fix forward activities needed for the inbound and outbound files will be completed from 09:00 to 21:00 on 3rd November.

A more detailed overview of the inbound and outbound files was presented on slide 19. As the inbound files stopping 09:30, Elly Laurence was concerned that users will be able to send files in the new format by they won't be processed. Rajeev Kohali (RK) said that the file would be processed in a file processing catch up activity post Go Live. Any inflows, sent in the old format, would be rejected after 21:30.

PD mentioned that a communications plan, for Release 3 implementation, is currently in progress. Swetta Coopamah (SC) wanted to know when the communications plan and the implementation plan will be ready. PD stated that the implementation plan has already been published; the communications plan is expected to be completed by the end of this week. LW stated that the communications plan for Release 2 was very effective, and that Release 3 should consider any lessons learned from Release 2.

SC wanted to know of the main Xoserve contacts for Release 3 implementation. PD stated that the implementation plan includes Xoserve contact information. As an overview, PD will be the main contact; Neil Morgan will also be listed as a contact; furthermore, an incident manager's name will also be disclosed.

LW stated that Xoserve should produce a consistent implementation approach for all releases:

Action 1001: Customer Change Team to develop a consistent implementation/cutover approach to be used in future releases.

PD presented an overview of the file transactions plan on slide 20. New file formats can be sent from 21:31 pm on 3rd November however will not be processed until after Go Live on 3rd November. All old file formats will be received until 21:30. PD explained that at 21:30, EFT inbound channels will be stopped; the system will do a sweep up and then begin processing. EFT channels will be reopened at 09:00 the following day. PD presented an overview of the implementation activities on slide 21.

To note for all - All inbound files are affected by the new file level rejection change.

PD did a quick overview of slides 22 to 29. These slides provide a description and an indication of the first usage. PD asked DSG members to review the content in their own time.

5c. Release 3 Track 2 Customer Day

PD presented slides 30 to 31 to DSG. Following the success of the Release 3 Customer Awareness Day held on 5th September, the Release 3 project team has scheduled a Customer Awareness session for Release 3 Track 2 - XRN4454 'DN Sales Requirements for UKLP enduring solution'.

An overview of the purpose of the session can be found on slide 31.

The format of the meeting will be a WebEx session; it won't be face to face. PD asked DSG to note the time and the date of the meeting (13:00 to 16:00 on 10th October), and to consider attending.

Shanna Key (SK) was concerned that the session will conflict with the Change Manager's Committee (ChMC) meeting on 10th October. PD agreed to look at options to rearrange the session if additional customers express the same concern; however, PD stated that the Customer Day will be aimed at a different audience; operations and technical colleagues within the industry are expected to be more interested in the customer day, whereas ChMC is intended for colleagues who work within the change and governance remits.

6. June 2019 Release Scope

Emma Smith presented the latest position of the June 2019 Release Scope to DSG (slides 32 to 34). Currently, there are 12 changes allocated to June 2019. Nine of them have completed the Capture phase; 6 are out for solution option review; 1 change is with Xoserve to complete the HLSOIA (High Level Solution Options Impact Assessment); 2 changes have had the preferred solution options agreed.

There was some discussion between DSG members and Emma Smith regarding when customers would like these changes to be implemented. A couple of the changes can be implemented sooner rather than later, within a minor release. However, any changes requiring functional change be assigned to a major release by ChMC.

7. New Change Proposals

7a. XRN4747 – Smart Meter Upgrade Notification Report

Rachel Hinsley (RH) presented slides 35 to 36 to DSG. RH explained that this was originally raised by Npower as individual report request, but other Shippers had already requested a similar service. It was therefore sensible to transfer the original request, from Npower, to a Change Proposal and implement the solution across the whole industry.

RH explained the purpose of the requested report: a commercial report to be run in November 2018 that will confirm the current Supplier for sites with successful and unsuccessful smart meter upgrades that are no longer in Shipper's ownership.

RH asked DSG for any feedback regarding the feasibility of the change before it progresses to ChMC on 10th October for approval; DSG did not provide any comments. ES predicted that ChMC will ask for this change to be issued for initial consultation.

8. Change Proposal Initial View Representations

8a. XRN4752 - Meter Read Performance

RH presented slides 37 to 39 to DSG. The Change Proposal for this change was presented at the previous DSG, but members were unsure of the purpose of the change. Rachel Hinsley stated that this change originated from the Performance Assurance Committee; the purpose of the change is to provide greater detail and context on Meter Read Performance reports.

9. Undergoing Solutions Options Impact Assessment Review

9a. XRN4690 – Actual read following estimated transfer read calculating AQ of 1

Simon Harris presented slides 40 to 51 to DSG. At the previous DSG, Option 1 was discussed at DSG: *Roll over previous AQ where an AQ of 1 is being calculated as a result of actual following estimated transfer reading.* Following from the resulting IA, the scope was deemed too board so 3 variations of the solution were put forward. These variations were impact assessed and the result of the impact assessment can be found in slides 43 to 51.

After much discussion between SH, ES, LW and DSG members, a recommendation was agreed. DSG recommended this change to be implemented within a minor release. This change will therefore be taken to ChMC on 10th October for approval of the recommendation to move this change out of June 2019 to a minor release.

The preferred DSG variant was number 3. However, the solution can either use an existing read reason code or create a new one. DSG generally preferred the approach to use an existing read reason code; however, there was one DSG member (SC – Centrica) who preferred the approach to create a new reason read reason code, which would involve functional change and therefore the change would have to be included within a major release. ChMC on 10th October will be asked to consider both and vote for the preferred solution to proceed with,

For information, 4690 was originally issued for a solution review on 15th June 2018. LW wondered whether future change packs need to include an indication of whether there will be a functional impact on customers.

Action 1002: Customer Change Team to include an indication of whether there will be a functional impact on customers.

9b, c, d and e. 4691 – 4694 – CSEPs and IGT File Formats

Paul Orsler (PO) provided a verbal update to DSG. PO mentioned that an extraordinary change pack, to acquire review comments on the high level solution option impact assessment results for these changes, was issued to the industry on 26th September.

PO provided an overview of the impact assessment results to DSG. XRNs 4691 and 4692 are considered to have a low/medium impact, and the expected solution cost ranges from £16,100 to £18,400 respectively. XRNs 4693 and 4694 are expected to have a medium impact; the estimated cost ranges from £34,500 to £37,950.

10. Solution Options Impact Assessment Review Completed

10a. 4670 – Reject a Replacement Read, where the read provided is identical to that already held in UK Link for the same read date

Richard Johnson (RJ) presented slides 57 to 59 to DSG. It was out for consultation on the solution options. Xoserve received five responses from the industry; four approved Xoserve's and DSG's preferred solution option (option two); one response rejected and suggested an alternative (option one).

- Option One: Reject "duplicate" replacement reads and provide a new rejection code/reason

- Option Two: Reject "duplicate" replacement reads and provide an existing rejection code/reason

This will be taken to Change Managers Committee on 10th October for approval of solution option two.

11. Defect Dashboard

RJ presented statistics of the defect dashboard to DSG (slides 60 to 65). James Barlow (JB) wanted to know where the AML/ASP defects are presented.

Action: 1003: find out where the AML/ASP defects are presented and report back to James Barlow (Npower)

12. Miscellaneous

12a. MIS/JMDG Overview

Mark Pollard presented slides 67 to 72 to DSG. MP attended DSG to provide an overview of MIS (Market Intelligence Service) and to explain how DSG members could get involved with MIS and JMDG (Joint MIS Development Group).

Initially, MP explained where MIS originated from. Ofgem proposed four reform packages, which can be found on slide 68. After a consultation period, option 2 was refined, and the new option became 2A. Ofgem decided that the industry was best placed to develop and fund the MIS services, and asked Xoserve and Gemserv to take the MIS initiative forward.

For those new to MIS, MP provided a succinct definition of the term MIS: "*MIS is a suite of Data Products and services that support improvement in the reliability of switching, and enhanced consumer experience.*"

MP provided an overview of the governance structure for MIS on slide 69. MP explained that Xoserve and Gemserv occupy the bottom section of the governance framework, and their responsibility is to manage all Use Cases which are fed into JMDG. JMDG review and prioritise the Use Cases and provide recommendations to the MIS Programme Board (MPB). MPB provide approval for Use Cases to be raised for delivery and ensure that there is no conflict with existing governance. Three members from the following factions sit on the board: Ofgem, MRASCO and DSC.

MP wanted DSG members to ask their respective organisations to consider joining JMDG; any signatory to the UNC is welcome to join.

Action 1004: DSG members to consider joining the JMDG (Joint MIS Development Group)

MP then explained the industry consultation process (slide 70). An open letter was published to the industry on 4th January, asking for recommendations for the scope of MIS; as a result, 55 use cases were identified, and were then sent to JMDG for them to prioritise and analyse the benefits of each initiative. As a result, a roadmap of upcoming MIS initiatives was developed, which MP presented on slide 71.

12b. Defect 838 RGMA on Transfer Date (AML Impacting)

SH presented slides 73 to 83 to DSG. SH explained the background regarding the defect on slide 74; it was raised to look into issues faced when an RGMA update is received for an effective date that is D+1 of the Shipper Transfer Effective Date and the Transfer Effective Read is then being replaced.

SH asked DSG to review the multiple scenarios presented, and provide input on potential solutions so an enduring solution can be identified and eventually implemented.

SH presented a process flow for each of the three scenarios:

1. If an RGMA comes in between D+1 to D+5 then the RGMA read (FINX) will be used as the Transfer Read (but loaded as an estimate) (Slides 77 to 78)
2. If an RGMA comes in between D+6 to D+10 (effective date can be back to D+1) then we will use the RGMA read (FINX) in calculating an estimated Transfer read (Slides 79 to 80)
3. Once D+10 has passed we will estimate a Transfer Read as per normal NDM logic (RGMA read is not used in any capacity for Transfer Read processing)

SH presented the potential solution options on slide 83:

1. Reject the replacement transfer reading as per UNC
2. Reject replacement transfer reading only where we have an RGMA present at D+1
3. Reject RGMA's with effective date of D+1 of a Transfer Effective Date (forcing the Shipper to submit them for D+2)
4. No system change, Shipper to submit a Consumption Adjustment to account for the missing consumption, when required

SH mentioned that option 2 would fix this defect completely, but may require a UNC modification in order to be implemented, but suggested that option 3 would be the easiest to implement. LW suggested an option not to reject the RGMA and move the process to D+2. SH stated that this would involve considerable impacts on Shipper systems.

SH did explain that the quantity of sites affected by this defect is low; however, the priority of the defect is considered to be high as it is associated with AML, and therefore needs to be resolved by November.

As an outcome, DSG agreed to consider the solution options and provide suggestions at subsequent DSG meetings.

Action 1005: DSG members to consider solution options to Defect 838 - 838 RGMA on Transfer Date (AML Impacting), and to recommend the elimination of any known solution options they consider to be inappropriate.

12c. Replacement/Insertion Reads (a negative consumption scenario)

SH presented slides 84 to 90 to DSG. SH explained that as part of the data analysis relating to XRN4690 (Actual Read following Estimated Transfer Read Calculating AQ of 1) it was identified that negative consumption is being seen in instances other than what is specified within the CP.

SH then presented process flow for the two main scenarios. SH considered two different variations for each scenario. One variation would involve replacing the reading without the cyclic reading, and the other to insert the reading without the cyclic reading.

- Replacing a read (before or after) an Estimated Transfer Read (slides 86 to 87)
- Inserting a read (before or after) an Estimated Transfer Read (slides 88 to 89)

SH mentioned that 4690 has had its solution options impact assessed. After some discussion regarding the different scenarios, SH asked DSG for their recommendation, and provided three options:

- Look into additional variant(s) for XRN4690 to include these scenarios
- Progress with XRN4690 and work up solutions under a new CP
- Do nothing (depending on numbers) live with the risk

Limited feedback from DSG was received. JB was in support of the suggestion to carry on 'as is' and progress with XRN4690.

12d. Action Updates

All old and new DSG related actions can be viewed on the following spreadsheet:

01102018
Actions.xlsx

13. AOB

Several items were discussed during the AOB section.

RJ wanted DSG to think of any additional suggestions for how we could improve the mechanism by which we distribute change packs. Currently, a Change Pack is an email containing several attachments; we're looking for a new mechanism of distribution. RJ raised this as a follow up on 2008.2 – ER – DA. After some discussion involving EL, RJ and SH, Xoserve agreed to take away the following action:

Action 1006: Richard Johnson and Simon Harris to consider how the Change Pack process would work using alternative mechanisms of distribution, including Huddle, SharePoint and OneDrive.

EL provided several suggestions for how we could improve the format of DSG that can be summarised by the following actions:

Action 1007: Emma Smith to investigate how we announce the approval of a solution option to the industry following ChMC.

Action 1008: Richard Johnson to add more information to the DSG agenda, specifically expectations for DSG to provide a recommendation.

Action 1009: Emma Smith to provide an update on RAASP for the next DSG.

Action 1010: Include Major Release and API timetables on future DSG agendas.

End of October 1st DSC Delivery Sub Group meeting.

Next Meeting: **15th October 2018**

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