

DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■
 Xoserve to fill out all of the information in the sections coloured ■

General Details

Change Reference:	XRN 5968		
Change Title:	Parent Change Proposal – Identifying improvements to Meter Point Location Address Data processes		
Date Raised:	13/08/2025		
Sponsor Representative Details:	Organisation:	Cadent	
	Name:	Andy Clasper	
	Email:	Andy.Clasper@Cadentgas.com	
	Telephone:		
Xoserve Representation Details:	Organisation:	Paul Orsler	
	Name:	Paul.orsler@xoserve.com	
	Email:		
	Telephone:		
	Business Owner:		
Change Status:	☐ Proposal	☒ With DSG	☐ Out for Review
	☐ Voting	☐ Approved	☐ Rejected

Impacted Parties

Change Reference:	☐ Shipper	☒ Distribution Network Operator
	☐ NG Transmission	☐ IGT

	☐ All	☐ Other <Please provide details here>
Justification for Customer Class(es) selection:	This is a parent Change Proposal, raised by Distribution Networks, to investigate and identify improvements that can be made to Address Data processes. Any changes connected to this parent Change Proposal will be raised individually and progressed via the DSC Change Management process	

Proposer Requirements / Final (redlined) Change

Problem Statement:	The current ADD (Address Amendment) process within the Contact Management Service (CMS) has limited validation and currently offers little protection against inappropriate or inaccurate Meter Point Location address changes to Supply Meter Points recorded within the Supply Point Register. This could prevent the relevant Distribution Network (DN) or IGT from holding the accurate information necessary for compliance with their Standard Special Condition A31. Additionally, accurate Meter Point Location data is essential for DN and IGT safe operation of their networks, including use in assessments of asset repurposing / decommissioning. Finally, challenges relating to address data validations and data accuracy have been raised and discussed during Project Trident Pain Point workshops which have been help throughout 2025, during which, customers have categorised this as a high priority topic area for analysis to take place, so that opportunities can be identified to implement improvements to CDSP services where feasible.
Change Description:	This Change Proposal seeks to investigate and identify improvements that could be made to address amendments processes, with the objective of ensuring legitimate use of the process is protected so that any address amendments to Supply Meter Point data held on UK Link are accurate and applicable to the Meter Point

Location, which the Supply Point Register is in place to administer.

Building on the Project Trident Pain Point workshop recommendations which propose a review of address data accuracy and validations, DNs would like to investigate and identify controls and validations that could be put in place which would reduce (with an aim to preventing) inappropriate address changes being applied to the Meter Point Location.

Suggestions of controls and validations that could be included are outlined below. Please note this is not an exhaustive list and may change as investigation progresses;

- Address Amendments that lead to a change of LDZ/Exit Zone to be rejected (unless it is warranted that supporting information would preclude rejection)
- Confirmation that Address Amendment relates to Meter Point Location rather than Retail Energy Location - if update relates to Retail Energy Location than advise requesting party of appropriate route to correct details
- Create Address Amendment permitted reasons and warrant that justification of reason is available and can be provided upon request. Suggested reasons may include the following;
 - Plot to Postal
 - Billing system error
 - Historic data quality issue
 - Demolition and rebuild
 - Incomplete Address
 - Property conversion
 - Redevelopment
- Evidence to be provided in support of the Address Amendment upon request. Examples of supporting information to be defined and may include the following;
 - Photographic evidence
 - Documentation

	○ Written justification • Address Amendments to include a geographic check to prevent addresses from changing over a defined distances without appropriate evidence being available and approved if required. • Address Amendments to prevent personal data (e.g. names of consumers) being accepted in address data fields • Where Address Amendment relates to a change of property usage from domestic to I&C (or vice versa) then warrant that supporting documentation can be made available if requested. • Address Amendment to warrant that supporting evidence can be provided where required to justify changes to the street, town or postcode of a Meter Point Location. • Ability to understand the age of the current address for the Meter Point and the date on which the Meter Point was created, to support validation processes. • Clarification that equivalent checks and balances are performed against processes relating to non PAF valid addresses for all address amendments received • Analysis on address data to identify anomalies and improvements that can be made to address standing data, with data cleansing progressed where required. Any changes that are identified because of this parent change will be progressed and delivered seperately following DSC Change Management approval	
Proposed Release:	N/A – any changes that are identified from this proposal will be progressed and delivered seperately following DSC Change Management approval.	
Proposed Consultation Period:	☒ 10 Working Days	☐ 15 Working Days
	☐ 20 Working Days	☐ Other [specify here]

Benefits and Justification

Benefit Description:	Addressing high priority Project Trident Customer pain points relating to data accuracy and data validations would see positive customer satisfaction feedback. Accurate data held on the Supply Point Register against an MPRN for the Meter Point Location – which in turn can be relied upon by necessary parties and support adherence to applicable License Conditions.
	<i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	Upon Implementation.
	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	None Identified.
	<i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>

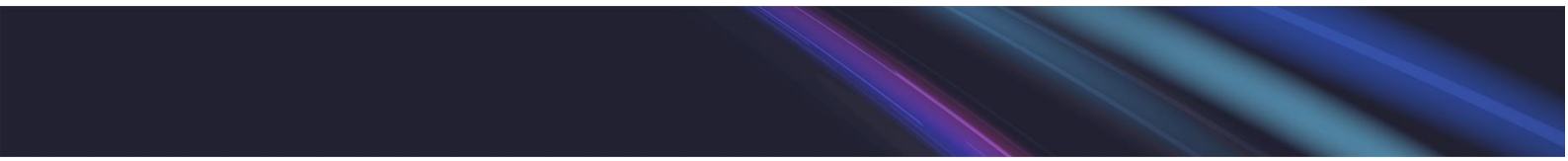
Service Lines and Funding

Service Line(s) Impacted - New or existing:	Service Area 3 – Manage Updates to Customer Portfolio DS-CS-SA3-02 DS-CS-SA3-17
Level of Impact:	Unclear
If None please give justification:	
Impacts on UK Link Manual/ Data Permissions Matrix:	Tbc
Level of Impact:	



If None please give justification:			
Funding Classes:	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☐ Shipper	XX %	XX %
	☐ National Gas Transmission	XX %	XX %
	☒ Distribution Network Operator	100%	XX %
	☐ IGT	XX %	XX %
	☐ Other [please specify]	XX %	XX %
ROM or funding details:			
Funding Comments:	DNs have agreed to wholly fund the investigation and identification of changes under this parent Change Proposal.		

Please send the completed forms to: pmo@xoserve.com



Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	Approved	13/08/2025	P.Orsler	
2.0	Approved	10/09/2025	Kate Lancaster	Approved at ChMC 10/09/25

