

DSC Change Proposal Document

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A1: General Details

Change Reference:	XRN4989				
Change Title:	Online end to End Credit Interest process - Defect 1063				
Date Raised:	16/07/2019				
	Organisation:	Xose	Xoserve		
Sponsor	Name:	Elizal	Elizabeth Ryan		
Representative Details:	Email:	Email: liz.ryan@xoserve.com Telephone: 0121 229 2380			
	Telephone:				
	Name:	Simon Harris			
Xoserve	Email:	simon.harris@xoserve.com			
Representative Details:	Telephone:	0121 229 2642			
	Business Owner:	Michelle Kearney			
Change Status	Proposal		□ With DSG	□ Out for Review	
Change Status.	Change Status:		⊠ Approved	□ Rejected	

A2: Impacted Parties

	⊠ Shipper	□ Distribution Network Operator	
Customer Class(es):	□ NG Transmission	□ IGT	
		□ Other <please details="" here="" provide=""></please>	
Justification for Customer Class(es) selection	Shipper impacts due to Supporting Information (.IIS) being issued via the IX for the first time following Nexus implementation.		

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	The End to End Credit Interest process within UK Link to be amended to ensure it is carried out online and meets original NEXUS requirements with minimal manual intervention from the CDSP Business Operations Team.
Problem Statement:	amended to ensure it is carried out online and meets original NEXUS requirements with minimal manual intervention from the



Change Description:	Credit Interest invoices are raised as a result of a credit adjustment being issued to Shippers and represents the total amount of interest which would have been earned on any monies that were overpaid by the customer/Shipper when paying the adjustment as if it never left their bank account. As part of NEXUS (UK Link Replacement Programme), the end to end Credit Interest process was not build as per the agreed requirements and therefore post NEXUS an interim solution was introduced including a number of manual workarounds to ensure the CDSP could continue to invoice these invoices/adjustments while the issues were being looked into.		
Proposed Release:	MiR7		
Proposed	⊠ 10 Working Days	15 Working Days	
Consultation Period:	□ 20 Working Days	Other [Specify Here]	

A4: Benefits and Justification

Benefit Description:	A manual workaround is carried out for each trigger to raise the Credit Interest Invoice and Supporting Information offline and issue to the Shippers via RTB process.
	What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?
Benefit Realisation: Immediately upon delivery	
	When are the benefits of the change likely to be realised?
Benefit Dependencies:	Defect 1313. This defect has been raised to fix the issue of having overlapping adjustment period entry for a particular site. This issue will cause an incorrect credit interest calculation. Therefore defect 1313 should be implemented prior to this change request. 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.

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s)	
Impacted - New or	
existing	
Level of Impact	Minor
If None please give	N/A
justification	
Impacts on UK Link	
Manual/ Data	N/A
Permissions Matrix	



Level of Impact	None			
If None please give justification	Existing File format and data to be passed to Shippers as per existing DPM/UKL Manual versions			
	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment	
Funding Classes :	□ Shipper	XX %	XX %	
	National Grid Transmission	XX %	XX %	
	Distribution Network Operator	XX %	XX %	
	□ IGT	XX %	XX %	
	□ Other <please specify=""> XX %</please>		XX %	
ROM or funding details:	None			
Funding Comments:	Funding agreed via ChMC, change being delivered via MiR			

A7: ChMC Recommendation

Change Status:	Approve	Reject		□ Defer
Industry	□ 10 Working Days		□ 15 Working Days	
Consultation: 20 Working Days			Other [Specify Here]	
Expected date of				
receipt for				
responses (to				
Xoserve)				

DSC Consultation Issue:		⊠ No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of		
Responses:		

A8: DSC Voting Outcome

	⊠ Shipper			Approve
	National Grid Transmission			N/A
Solution Voting:	Distribution Network Operator			N/A
	🗆 IGT			N/A
Meeting Date:	08/04/2020			
Release Date:	MiR7			
Overall Outcome:	□ No			



Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

DSG Date:	20/04/2020
DSG Summary:	SH provided a background on this Change, explaining that the Credit Interest process has remained manual following NEXUS. SH stated that the CDSP Business Operations team create the invoice from scratch using multiple reports, feeding the charges into the Request To Bill invoice (sent via IX) and create and send out pre agreed non-confirming Supporting Information (via email) to the relevant parties. SH stated that XRN4989 an internal Change Request, was raised to look at making the Credit Interest Invoice process more automated to reduce the manual effort involved. XRN4989 has been approved (ChMC) to be within scope of MiR7 due for implementation in early July-20. SH informed DSG that the CDSP will be looking to obtain closed/completed DUP (Duplicate) Contacts from CMS to automatically feed the Credit Interest process. This will involve the appropriate charges being calculated as per the existing process but just automatically to feed the RTB Invoice within the INT Invoice Type. In addition, the Supporting Information to be issued in the correct .IIS File Format and via the IX. SH added that the Detail Design Change Pack is to be issued out in May-20 following ChMC. SH explained that this change was thought to have minimal/no impact to Shipper impacts due to the supporting information (.IIS) file being formalised and set up to go via the IX (as this was part of NEXUS). SH added that if the invoice nets off at Zero, it will not be added to the .IIS file. SH stated that this conforms to the ODSP. SH also added that if there are any issued identified, the CDSP. SH also added that if there are insues found that results in Shippers not being able to accept .IIS files via IX for implementation of MiR7, then the CDSP could continue to issue the supporting information manually via email until 6 months post formal notification. DW stated that from a logical perspective, this is perfect as it aligns with NEXUS principles and is happy to support this. SH stated that if any party has any concerns, please raise them either
Requirements:	



DSG Recommendation:	⊠ Approve	Reject	□ Defer
DSG Recommended Release:	MiR7		

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

DSG Date:	27/07/2020
	 Simon Harris (SH) presented this agenda item. SH stated that following implementation fo XRN4989A (MiR7), the credit interest invoice process has become fully automated, this includes, The identification of qualifying MPRN's via closed Duplicate (DUP) contacts through CMS Calculating the Credit Interest charges and issuing via the INT Invoice Type
DSG Summary:	 Sending of Supporting Information via the Information eXchange (IX) in the agreed File Format (.IIS - Interest Invoice Supporting Information) SH stated that there were risks identified during testing that changes may be required to the .IIS file format to mitigate potential risks. During testing, SH stated the following risks were identified The current Max Occurrences (3000) for the K77 (INTEREST_DETAIL) Record may be set too low The K77 Record gives the Shipper visibility of the different variances that make up the overall Credit Interest Adjustment Variances occur where there is a change in standing data items that feed the calculation of charges (e.g. Barclays Base Rate (BBR) change) The current INTEREST_NO_OF_DAYS data item Character Length (3) within the K77 Record may be set too low The INTEREST_NO_OF_DAYS data item shows the
	 number of days for the relevant variance record If a variance spans a long period with no changes to standing data items and the Credit Interest Adjustment goes back a long time then the number could exceed 999 days



In addition, SH stated that as a result the CDSP are proposing to make the following amendments to the .IIS file format and hierarchy.
 The current Max Occurrences (3000) for the K77 (INTEREST_DETAIL) Record may be set too low Increase the Max Occurrence for the K77 Record within the .IIS file to 750,000 This is to account for potential increase in DUP contacts (same Shipper/DN) and in BBR changes
 2. The current INTEREST_NO_OF_DAYS data item Character Length (3) within the K77 Record may be set too low Increase the Character Length for the INTEREST_NO_OF_DAYS data item to 5 This will allow up to 9999 days per variance period SH added that either of the risks highlighted will stop the CDSP from being able to successfully process the .IIS file via the IX. Furthermore as the file format changes were not included in MiR7, there will be a period of time where the .IIS file may have an occurrence and character length breach (up until implementation of XRN4989-B).
SH also added that the risk is extremely low. However if this were to happen, the file would need to be sent via email to impacted shippers as previously discussed. Also post implementation of MiR7, the CDSP has put in a process place to identify where these issues occur and have the appropriate business teams ready to execute the workaround if needed. SH stated that the changes to the File Format and Hierarchy is planned to be delivered via the Minor Enhancement. The exacts dates for this will be communicated out once known. The intention is to ensure the .IIS supporting information is issued out in October 2020 (3 rd last business day) and will have the prosed amendments to it. The detailed design change pack 2634.2 – MT – JR was issued out in July2020 with the proposed amendment to file format and hierarchy. SH stated that this is for awareness and information only at the moment. The Detailed design change pack will be closing out for representation on the 27 th July 2020. SH urged DSG to please raised any concerns they might have from the outlined presentation and this would need to be raised asap due to the change pack consultation process closing out. Sean McSweeney (SMc) EON asked why this was separated as part b and not included into part A. SH replied explaining that to keep track of this issue, the same XRN was used to ensure there is a link to the previous part of this change delivered in MiR7 which is still in PIS.
EL asked if is this being delivered as per the releases outlined. SH stated that this was originally proposed for MiR8 but has not been scoped as yet due to the 3 month lead time which would avoid any other risks.



	SH added that the change could even be scoped into the MiR9 if need be to allow for the lead time and industry being informed with enough time.		
Capture Document / Requirements:	<insert appropriate="" where=""></insert>		
DSG Recommendation:		Reject	□ Defer
DSG Recommended Release:	Release: Feb / Jun / N	lov XX or Adhoc DD/MN	Ӎ҅ҮҮҮҮ



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Section D: High Level Solution Options

D1: Solution Options

Solution Option Summary:	N/A – Solution Options not discussed, Credit Interest Invoice process to be more automated in line with existing Invoicing Practices. HLSO consultation was not carried out.
Xoserve preferred option:	N/A
(including rationale)	
DSG preferred	
solution option: (including rationale)	N/A
Consultation	N/A
closeout:	

Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN4989
Solution Details:	Solution Options not discussed, Credit Interest Invoice process to be more automated in line with existing Invoicing Practices. HLSO consultation was not carried out. ChMC approved for XRN4989 to be included in MiR7.
Implementation Date:	MiR 7
Approved By:	ChMC
Date of Approval:	08/04/2020



Section G: Change Pack – Part A

G1: Communication Detail

Comm Reference:	2587.2 - MT - JR
Comm Title:	XRN4989 - Online End to End Credit Interest Process - Detail Design
Comm Date:	18/05/2020

G2: Change Representation

Action Required:	For Representation
Close Out Date:	02/06/2020

G3: Change Detail

Xoserve Reference Number:	XRN4989	
Change Class:	CDSP System Amendments	
ChMC Constituency Impacted:	Shippers	
Change Owner:	Simon Harris Customer Change Service Development Specialist <u>simon.harris@xoserve.com</u> 0121 229 2642	
	As part of NEXUS (UK Link Replacement Programme), the Credit Interest process was not built as per the original requirements, this is due to some elements having been de-scoped as agreed with our external customers for the revised NEXUS implementation approach.	
Background and Context:	Therefore, post NEXUS implementation, a semi manual interim solution was introduced to identify the MPRN's applicable to have Credit Interest Charges calculated, calculate the appropriate charges using the charge type (I04), apply these to the Credit Invoice (INT) for issuing via the IX and manually create Supporting Information to be sent out to Shippers via email.	
	Credit Adjustments being issued to Shippers represents the total amount of interest which would have been earned on any monies that were overpaid by the customer/Shipper when paying the adjustment, as if it never left their bank account.	
	XRN4989 has been raised to deliver the system requirements to make this change.	



G4: Change Impact Assessment Dashboard (UK Link)

Functional:	Invoicing
Non-Functional:	None
Application:	SAP ISU (UK Link)
User(s):	Shipper Users Only
Documentation:	None
Other:	None

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
n/a	n/a	n/a	n/a	n/a

G5: Change Design Description

Solution

Following implementation of XRN4989 the Credit Interest process will become fully automated. This includes the identification of qualifying MPRN's that have been processed through the closed Duplicate (DUP) contacts via CMS, calculating the Credit Interest charges automatically, issuing them out on the INT Invoice Type and the I04 Charge Type and send Supporting Information via the Information eXchange (IX) channel in the agreed File Format (.IIS - Interest Invoice Supporting Information).

Customer Impacts

By removing the manual elements of the interim process, the following impacts on Customers have been identified.

The Credit Interest Supporting Information will, following implementation, be issued in the .IIS (Interest Invoice Supporting Information) File Format and issued to customers through IX where applicable. *This differs from the current process where supporting information is issued in a spreadsheet format via email.*

- The. IIS Interest Invoice Supporting Information File Format includes additional fields that are not currently provided in the interim spreadsheet issued via email.
- Where the net value of a Credit Interest invoice is zero neither the Supporting Information or Invoice will be generated, this differs from current manual Credit Interest processing, but does conform to standard invoice/supporting information practices.

To clarify, the Interest Invoice Supporting Information (.IIS) File was developed as part of Nexus and is a published file format. No changes to this file are being made as part of this change, the existing live version of the .IIS has been provided here for reference only.





Additional Information

XRN4989 is an internal Change Request to the CDSP, however, as the .IIS (Interest Invoice Supporting Information) file has not yet been issued out via the IX post NEXUS implementation, it was agreed that awareness should be given to Shippers to ensure that they are capable to receive the .IIS file via IX.

As the .IIS file format was agreed and set live as part of NEXUS go live, there is no formal 6-month lead time for Shippers to allow for potential system configuration that may be needed to facilitate the acceptance of .IIS files.

This change has been discussed at DSG and ChMC and no concerns were raised by Shipper representatives. However, the CDSP have developed 2 options for implementation of XRN4989 if Shipper representatives feel more time is needed to configure their respective systems to accept the .IIS file.

Option 1 – CDSP will automate the Credit Interest process and issue the .IIS through IX on the first invoice cycle following implementation
 Option 2 – CDSP will automate the Credit Interest process and issue the .IIS via email for 6 months (following notification of this Detail Design Change Pack). Following the lapse of 6 months, the CDSP will then issue the .IIS files via the IX (date to formally be agreed and communicated out accordingly)

Please be aware, to prevent complication of the solution, if any Customer is unable to support option 1 then option 2 will apply for all. If no comments are provided regarding either implementation options from Shipper representatives, then Option 1 will be progressed into delivery.

If you have any comments regarding implementation options specified above, please provide these within your representation submission.

G6: Associated Changes

Associated	
Change(s) and	None
Title(s):	

G7: DSG

Target DSG discussion date:	N/A
Any further information:	None



G8: Implementation

Target Release:	Minor Release 7 (MiR7)
Status:	Approved

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



Section H: Representation Response – Part A

H1: Change Representation

(To be completed by User and returned for response)

	Organisation:	Orsted			
User Contact	Name:	Lorna			
Details:	Email:	lolew@orsted.co.uk			
	Telephone:	02074511974			
Representation Status:	Approve				
Representation Publication:	Publish				
Representation Comments:	We support this change which may require a minor change to our system.				
Confirm Target Release Date?	Yes	«h1_userDataAlternative»			

H1: Xoserve' s Response

Xoserve Response to Organisations Comments: Thank you for your representation, we will feed this into ChMC for a final decision.

H1: Change Representation

(To be completed by User and returned for response)

	Organisation:	SSE Energy Supply Ltd			
User Contact	Name:	Megan Coventry			
Details:	Email:	megan.coventry@sse.com			
	Telephone:	02392277738			
Representation Status:	Support.				
Representation Publication:	Publish				
Representation Comments:	We support this change being implemented in MiR8/ October 2020.				
Confirm Target Release Date?	Yes	«h1_userDataAlternative»			



H1: Xoserve' s Response

Xoserve Response to Organisations	Thank you for your representation, we will feed this into ChMC for a final decision.	
Comments:	final decision.	

H1: Change Representation

(To be completed by User and returned for response)

	Organisation:	Scottish Power			
User Contact	Name:	Helen Bevan			
Details:	Email:	Helen.Bevan@scottishpower.com			
	Telephone:	01416145517			
Representation Status:	Approve				
Representation Publication:					
Representation Comments:	None.				
Confirm Target Release Date?	Yes	«h1_userDataAlternative»			

H1: Xoserve' s Response

Xoserve Response	Thank you for your representation, we will feed this into ChMC for a
to Organisations	final decision
Comments:	

Please send the completed representation response to <u>uklink@xoserve.com</u>



Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Details

	CMA Order		MOD / Ofgem		
Change Driver	EU Legislation		□ License Condition		
	🗆 BEIS		⊠ Cł	⊠ ChMC endorsed Change Proposal	
Туре:	SPAA Change Proposal		Additional / 3rd Party Service Request		
	□ Other		<lf [o<="" td=""><td>ther] please</td><td>provide details here></td></lf>	ther] please	provide details here>
Customer group(s)	⊠ Shipper	🗆 IG	Τ		□ Network
impacted if the change is not	□ Xoserve		G Tran	smission	
delivered:	□ Other	<lf [c<="" td=""><td>Other] p</td><td>lease provid</td><td>e details here></td></lf>	Other] p	lease provid	e details here>
Associated Change Ref Number(s):	N/A			ciated MOD Number(s):	N/A
Perceived delivery	⊠ 0-30		□ 30-60		
effort (days):			□ 100+		
Does the change involve the	'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' - includes MPRNS.		☐ Yes (if selected please answer the next question)		
processing of personal data?			⊠ No		
A Data Protection Impact Assessment	New Technology		□ Theft of Gas		
(DPIA) will be	Mass Data		□ Xoserve Employee Data		
required if the change involves the	Vulnerable Customer Data		□ Fundamental changes to Xoserve		
processing of personal data in any	□ Other	<if [other]="" details="" he<="" please="" provide="" th=""><th>provide details here></th></if>		provide details here>	
of the following scenarios:	(If any of the above boxes have been selected then please contact The Data Protect Officer (Sally Hall) to complete the DPIA.			contact The Data Protection	
Change Beneficiary: How many market	Multiple Market Participants		6	□ Multiple Market Group	
participant or segments	All UK Gas Market Participants		ants	□ Xoserve	Only
stand to benefit this change?	⊠ One Market Group			□ One Mar	ket Participant
Primary Impacted DSC Service Area:	Service Area 7: NTS Ca Reconciliation / Ad-Hoc				
	⊠ One			🗆 Two to F	ive



Number of Service Areas Impacted:	□ Five to Twenty		🗆 All		
Improvement Scale?	🗆 High	🛛 Medium			□ Low
Are any of the	□ Safety of Sup	oply at ri	sk		
following at risk if the change is not	Customer(s) incurring financial loss				
delivered?	Customer Sw	vitching	at risk		
Are any of the	□ Customer Sy	stem Ch	nanges Requ	ired	
following required if the change is	Customer Te	sting Lik	ely Required		
delivered?	Customer Training Required				
	□ BW		⊠ ISU		
Primary Application			🗆 EFT		
impacted:	🗆 Gemini		□ Birst		
	□ Other		<lf [other]="" p<="" td=""><td colspan="2"><if [other]="" details="" here="" please="" provide=""></if></td></lf>	<if [other]="" details="" here="" please="" provide=""></if>	
	□ AQ				🗆 RGMA
Business Process Impacted:	□ Reads		Portal		🛛 Invoicing
	□ Other		<if [other]="" details="" here="" please="" provide=""></if>		le details here>
Any known impacts to external services	□ Yes			an ida data'la bana	
and/or systems as a result of this change?	⊠ No	- <if [yes]="" details="" here="" please="" provide=""></if>			

Workaround Details

Workaround in	⊠ Yes	lf [No]	completing the					
operation?	□ No	[Worka						
Who is accountable for the workaround?	⊠ Xoserve		External Customer	□ Both				
What is the Frequency of the workaround?	Monthly Processing							
What is the lifespan for the workaround?	Since NEXUS implementation up to implementation of this change							
What is the number of resource effort hours required to								
service workaround?								
What is the	⊠ Low	(easy, repetitive, quick task, very little risk of human error)						
Complexity of the	□ Medium	(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)						
workaround?	🗆 High	(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)						



Prioritisation Score

Change	
Prioritisation Score:	



Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	Draft	26//05/2020	Simon Harris	Converted XRN4989 to a CP (from a CR) following DSG/ChMC discussions.
2.0	With DSG	04/08/2020	Chan Singh	CP updated with discussions from DSG 27 th July 2020.
3.0	For Approval	06/08/2020	Kate Lancaster	Updated with Part B - File Format and Industry Responses.
4.0	Approved	19/08/2020	Rachel Taggart	Updated CP to reflect Part A only