

# 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 ■

## A1: General Details

Change Reference:	XRN4896		
Change Title:	Failure to Supply Gas System and Template Amendment		
Date Raised:	24/07/2019		
Sponsor Representative Details:	Organisation:	Xoserve	
	Name:	Matt Smith	
	Email:	Matthew.c.smith@xoserve.com	
	Telephone:		
Xoserve Representative Details:	Name:	Simon Harris	
	Email:	Simon.harris@xoserve.com	
	Telephone:	0121 229 2642	
	Business Owner:		
Change Status:	<input type="checkbox"/> Proposal	<input type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input type="checkbox"/> Approved	<input checked="" type="checkbox"/> Implemented

## A2: Impacted Parties

Customer Class(es):	<input type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input type="checkbox"/> IGT
	<input type="checkbox"/> All	<input type="checkbox"/> Other <Please provide details here>
Justification for Customer Class(es) selection	Only DNOs are impacted because they are the party which trigger FSG invoices.	

## A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	In 2018 Northern Gas Networks voluntarily doubled their compensation payment from £30 to £60 for a failure to supply gas incident and shortly after Wales & West Utilities also decided to follow suit. As part of the gas Transportation Customer Standards of Performance there is a maximum value of £1,000 per incident; this value was not amended within Xoserve's systems as part of the 2018 change but does need to be changed to £2,000. There are
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	two specific areas where this maximum allowable value needs to be amended: <ul style="list-style-type: none"> <li>The Excel template customers use to create their submission</li> <li>UK Link SAP ISU parameter change</li> </ul>	
Change Description:	Changes need to be made to the customer compensation submission form and align UK Link with the increased threshold to allow for the revised maximum compensation rate of £2000 where there is a disruption to gas supply.	
Proposed Release:	Release: Feb/Jun/Nov XX or Adhoc DD/MM/YYYY	
Proposed Consultation Period:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]

#### A4: Benefits and Justification

Benefit Description:	This change will allow billing for longer incidents for Distribution Networks that have chosen to increase their compensation rate	
	<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:	Immediately upon delivery	
	<i>When are the benefits of the change likely to be realised?</i>	
Benefit Dependencies:	N/A	
	<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>	

#### 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	Service Area 4: Interruption Auction Services in accordance with UNC
Level of Impact	Major/ Minor/ <b>Unclear</b> / None
If None please give justification	To be identified during Capture
Impacts on UK Link Manual/ Data Permissions Matrix	To be identified during Capture
Level of Impact	Major/ Minor/ <b>Unclear</b> / None

If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input type="checkbox"/> Shipper	XX %	XX %
	<input type="checkbox"/> National Grid Transmission	XX %	XX %
	<input checked="" type="checkbox"/> Distribution Network Operator	100 %	100 %
	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

### A7: ChMC Recommendation

Change Status:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days	
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]	
Expected date of receipt for responses (to Xoserve)	XX/XX/XXXX		

DSC Consultation Issue:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date Issued:	Click here to enter a date.	
Comms Ref(s):		
Number of Responses:		

### A8: DSC Voting Outcome

Solution Voting:	<input type="checkbox"/> Shipper	Please select.
	<input type="checkbox"/> National Grid Transmission	Please select.
	<input type="checkbox"/> Distribution Network Operator	Please select.
	<input type="checkbox"/> IGT	Please select.
Meeting Date:	Click here to enter a date.	
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA	
Overall Outcome:	<input type="checkbox"/> No	<input type="checkbox"/> Yes If [Yes] please specify <Release>

# 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:	16/09/2019		
DSG Summary:	<p>This Change was raised by Northern Gas Networks, who worked with Xoserve to have this raised. This is due to the only impacted party being the Distribution Network Operators because they trigger the related invoices to Shipper users. This change involves compensation submission form and align UK Link with the increased threshold to allow for the revised maximum compensation rate of £2000 where there is a disruption to gas supply. PO added that the change will allow billing for longer incidents for distribution networks that have chosen to increase their compensation rate. Furthermore, the benefit realisation will be immediate upon delivery.</p> <ul style="list-style-type: none"> <li>- 100% Distribution Network Operator funded.</li> </ul> <p><b>Action: In relation to XRN4896, the primary impacted DSC service area listed in Appendix 1 is service area 16, this does not align to the aforementioned service area 7 within A6 (Service Lines and Funding) of the change proposal.</b></p> <p>This was ratified by DSG with a prioritisation score of <b>39%</b></p> <p><b>Action: In relation to XRN4896 PO raised an action on behalf of SH to add in Shipper impact within the known impact systems and processes section.</b></p>		
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

Please send the completed forms to: [box.xserve.portfoliooffice@xserve.com](mailto:box.xserve.portfoliooffice@xserve.com)

## Version Control

### Document

Version	Status	Date	Author(s)	Remarks
V1	With DSG	24/07/2019	Xoserve	DSC Service Lines added
V2	With DSG	24/09/2019	Xoserve	CP updated with discussions from DSG 16 <sup>th</sup> September 2019
V3	Implemented	08/09/2020	Xoserve	This Change was successfully implemented on Friday 14 <sup>th</sup> August 2020

### Template

Version	Status	Date	Author(s)	Remarks
3.0	Superseded	17/07/2018	Emma Smith	Template approved at ChMC on 11th July 2018
4.0	Superseded	07/09/2018	Emma Smith	Minor wording amendments and additional customer group impact within Appendix 1
5.0	Superseded	10/12/2018	Heather Spensley	Template moved to new Word template as part of Corporate Identity changes.
6.0	Approved	12/12/2018	Simon Harris	Cosmetic changes made. Approved at ChMC on the 12 <sup>th</sup> December 2018.
6.1	In Draft	26/03/2019	Richard Johnson/ Alison Cross	The following minor changes were made: <ul style="list-style-type: none"> <li>- Inclusion of an All 'Impacted Parties' option in A2</li> <li>- Justification section added to section A2</li> <li>- Change Description replaced with Problem Statement in section A3</li> </ul>

				<ul style="list-style-type: none"> <li>- Remove 'X' in Release information (sections A3, A5, A7, C1 and G8)</li> <li>- Updated Service Line and UK Link impacts and funding section (A6) to include further detail</li> <li>- Amended questions 3 and 4 in section B</li> <li>- Added Service Line/UK link Assessment in section D</li> <li>- Removed Section A5</li> </ul>
6.2	For approval	14/05/2019	Alison Cross	Following review at DSC Governance review group re-added Change Description text box
7.0	Approved	13/06/2019	Richard Johnson	DSC Governance Review Group changes to the template approved at Change Management Committee on 12 <sup>th</sup> June 2019

# Appendix 1

## Change Prioritisation Variables 35%

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.

<b>Change Driver Type</b>	<input type="checkbox"/> CMA Order <input type="checkbox"/> EU Legislation <input type="checkbox"/> BEIS <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Other <i>(please provide details below)</i>	<input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> License Condition <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> Additional or 3 <sup>rd</sup> Party Service Request
<b>Please select the customer group(s) who would be impacted if the change is not delivered</b>	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> Xoserve Impact	<input type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network Impact <input type="checkbox"/> National Grid Transmission Impact
<b>Associated Change reference Number(s)</b>	XRN4896	
<b>Associated MOD Number(s)</b>		
<b>Perceived delivery effort</b>	<input type="checkbox"/> 0 – 30 <input type="checkbox"/> 60 – 100	<input checked="" type="checkbox"/> 30 – 60 <input type="checkbox"/> 100+ days

<b>Does the project involve the processing of personal data?</b> <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input checked="" type="checkbox"/> No
<b>A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:</b>	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other <i>(please provide details below)</i>  <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
<b>Change Beneficiary</b> <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input checked="" type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
<b>Primary Impacted DSC Service Area</b>	Service Area 4: Interruption Auction Services in accordance with UNC
<b>Number of Service Areas Impacted</b>	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
<b>Change Improvement Scale?</b> <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
<b>Are any of the following at risk if the change is not delivered?</b>	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
<b>Are any of the following required if the change is delivered?</b>	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
<b>Known Impact to Systems / Processes</b>	
<b>Primary Application impacted</b>	<input type="checkbox"/> BW <input checked="" type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Business Process Impact</b>	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input checked="" type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
<b>Are there any known impacts to external services and/or systems as a result of delivery of this change?</b>	<input type="checkbox"/> Yes <i>(please provide details below)</i>  <input checked="" type="checkbox"/> No
<b>Please select customer group(s) who would be impacted if the change is not delivered.</b>	<input checked="" type="checkbox"/> Shipper impact <input checked="" type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
<b>Workaround currently in operation?</b>	
<b>Is there a Workaround in operation?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes who is accountable for the workaround?</b>	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
<b>What is the Frequency of the workaround?</b>	
<b>What is the lifespan for the workaround?</b>	
<b>What is the number of resource effort hours required to service workaround?</b>	

<b>What is the Complexity of the workaround?</b>	<input type="checkbox"/> <b>Low</b> <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> <b>Medium</b> <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> <b>High</b> <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
<b>Change Prioritisation Score</b>	35%