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:	XRN4897
Change Title:	Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event
Date Raised:	11/10/2019

<table>
<tr><td rowspan="5">Sponsor Representative Details:</td><td>Organisation:</td><td colspan="5">Xoserve</td></tr>
<tr><td>Name:</td><td colspan="5">Satpal Kalsi</td></tr>
<tr><td>Email:</td><td colspan="5">sat.kalsi@xoserve.com</td></tr>
<tr><td>Telephone:</td><td colspan="5">0121 229 2611</td></tr>
</table>

Xoserve Representative Details:	Name:	David Addison		
	Email:	david.addison@xoserve.com		
	Telephone:	0121 229 2138		
	Business Owner:			

Change Status:	☐ Proposal	☐ With DSG	☐ Out for Review
	☐ Voting	☒ Approved	☐ Rejected

A2: Impacted Parties

Customer Class(es):	☒ Shipper	☐ Distribution Network Operator
	☐ NG Transmission	☐ IGT
	☐ All	☐ Other <Please provide details here>
Justification for Customer Class(es) selection		

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	When Customer Contact Details are end dated, we should delete the associated data. End dating of contact details occurs within UK Link systems when a Change of Shipper happens, the Shipper provides an update to the Contact Details or an instruction to end date them. This includes the following data:
	
	   - Information related to Consumers in the S66 Record
	   - Premises Customer Name

CP_V7.0	- Shipper Customer Name - ISO and ISC Contacts (S66 Record) This change applies to Customer Contact Details
Change Description:	There is a requirement that when the CDSP pass this data to Cadent and National Grid it will be associated with an instruction whether it's a 'delete', 'insert' or 'update' when they receive Customer Contact Details within the EWS file. When there is an amendment, this will lead to update. Where there is a Change of Shipper, when the incoming Shipper doesn't provide the contact details in the confirmation file, the GTs should be instructed to delete their version of the Customer Contact Details. The EDL file is also provided to all Transporters and contains Contact Details in the B39 Record. IGTs receive the same data via their respective Delta file (IDL – B46 record). In short, there is a requirement to identify all contact data updates and where we pass this information out to customers. There is also a requirement to ensure that SAP ISU instructs to SAP BW and makes sure records are deleted as a result of a Change of Shipper / Supplier event. If the two systems don't align then we risk breaching the Contact detail retention rules.
Proposed Release:	Release: ~~June 2020~~ 26/06/2020 Minor Release

Proposed Consultation Period:	☐ 10 Working Days	☐ 15 Working Days
	☐ 20 Working Days	☒ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	Change is to ensure Xoserve is data compliant. *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?*
Benefit Realisation:	 *When are the benefits of the change likely to be realised?*
Benefit Dependencies:	 *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	Service Area 1 – Manage supply point registration
Level of Impact	Minor
If None please give justification	
Impacts on UK Link Manual/ Data Permissions Matrix	None
Level of Impact	Major/ Minor/ Unclear/ None
If None please give justification	This change will not require any data items, or parties, to be added or removed from the Data Permissions Matrix

	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
Funding Classes :	☒ Shipper	100 %	100 %
	☐ National Grid Transmission	XX %	XX %
	☐ Distribution Network Operator	XX %	XX %
	☐ IGT	XX %	XX %
	☐ Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation

Change Status:	☒ Approve		☐ Reject		☐ Defer
Industry Consultation:	☒ 10 Working Days			☐ 15 Working Days	
	☐ 20 Working Days			☐ Other [Specify Here]	
Expected date of receipt for responses (to Xoserve)	02/12/2019				

DSC Consultation Issue:	☒ Yes	☐ No
Date Issued:	18/11/2019	

Comms Ref(s):	2489.13 - RT - PO
Number of Responses:	Four approval responses
Date Issued:	14/04/2020
Comms Ref(s):	2566.1 – MT – JR – (Detailed Design)
Number of Responses:	4 Reps: Four approval responses

A8: DSC Voting Outcome

	☒ Shipper	Approve
Solution Voting:	☐ National Grid Transmission	Please select.
	☒ Distribution Network Operator	Approve
	☒ IGT	Approve
Meeting Date:	13/11/2019	
Meeting Date:	13/05/2020	Detailed Design	
Release Date:	26/06/2020	
Overall Outcome:	☒ No	☒ Yes	June 2020

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Section B: Change Proposal Initial Review

No consultation is required

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:	07/10/2019		
DSG Summary:	JB presented this agenda item. JB explained that customer contact and PSR information should not persist on change of Supplier. JB outlined that data is provided by end consumers to the Supplier with the intent that this would be passed to parties who require it. Furthermore, it is not expected to include subsequent Suppliers. Therefore, the aim of the change is to identify the impacted data items and ensure that, where required, these are deleted at a change of Supplier event. To add to this, the CSSC team will be engaged throughout to ensure the current and to be processes are aligned. Please note: JB added that this will also be reviewed for change of Shipper events. Sally Hardman (SH) had a concern with this stating that as a GT they use PSR information and use that information to understand if a customer needs to be dealt with in a different way. PO added that Xoserve will record the supplier data from the end consumer and pass onto the relevant networks so they can adhere to their license conditions, however what should not happen is the information being retained and then passed onto the new Supplier/Shipper or to the relevant network on their behalf.		
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	☐ Approve	☐ Reject	☐ Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

DSG Date:	04/11/2019

DSG Summary:	James Barlow (JB) presented this agenda item. JB outlined the change pack that was out for review closed out last week. The change involves ensuring the customer data is being correctly maintained within UK Link systems. The data in context is: • Emergency (and Isolation)Contact Details • Customer Contact Details • Priority Service Register (PSR) data • The above data will be deleted at change of Shipper and/or change of Supplier – For the avoidance of doubt, this is any change in short code for either entity • In a Change of Supplier event the Emergency Contact Details will be retained – This is in line with the Central Switching Service Consequential Changes (CSSC) JB explained that following this, after the change of Shipper and or Supplier event, the details should be resubmitted by the Shipper/Supplier via the Shipper if required. - In the change of a Shipper event, this can be included in the CNF file. Michele asked why the change of emergency contact details are not included for change of Shipper. JB explained that the existing issue with change of Shipper/Supplier emergency contact details and that the larger issue will be addressed within CSSC as it is a requirement of them. JB advised this change is looking to be aligned into June 2020 release.
Capture Document / Requirements:	<Insert where appropriate>
DSG Recommendation:	☐ Approve ☐ Reject ☐ Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY

Section D: High Level Solution Options

Communication Detail

Comm Reference:	2456.1 - RT - PO
Comm Title:	Deletion of Customer Contact Details and Priority Service Register Data (PSR) at the Change of Shipper and Supplier Events
Comm Date:	14th October 2019

Change Representation

Action Required:	For Representation
Close Out Date:	28th October 2019

Change Detail

Xoserve Reference Number:	XRN4897 and XRN4899
Change Class:	Functional
ChMC Constituency Impacted:	Shipper Class A; Shipper Class B; Shipper Class C; DNs; and IGTs Users are requested to confirm
Change Owner:	David Addison David.Addison@Xoserve.com
Background and Context:	Currently, Contact Details (including Emergency and Consumer Contact Details and Priority Consumer Data) are deleted when a Supply Meter Point goes through a Change of Shipper event (for the avoidance of doubt this is Contact Details (i.e. data within S66; S67) and Priority Service Data (e.g. data of the nature within S83; S84 – Medical Conditions / Alternative Contact Details) and 'Premises_Customer_Name' and 'Shippers_Customer_Name'. The deletion of such data does not occur when there is a **Change of Supplier only** (i.e. where this is not coincident with a Change of Shipper event). This Change proposes that this data (Consumer Contact Details and Priority Service Data) is also deleted at a Change of Supplier event whether via confirmation or Supplier sought amendment (XRN4899).

| | During analysis of the treatment of Contact Details we have also identified that the purging of Contact Details at a Change of Shipper event has not been completed in the business warehouse where the Contact Details have been end dated. This data is not used in any reporting but should be deleted. This change will ensure that once Contact Details have reached their end date these will be purged entirely from the UK Link system (XRN4897).

These changes are required to ensure that only relevant Contact Details are retained in UK Link systems. Since the data has been obtained by the Supplier from the Consumer, in the event that the Supplier has changed, this data should not be considered current and should be purged from UK Link systems, therefore not available to a subsequent Supplier.

Under the Central Switching System Consequential Change (XRN4267) there is a requirement to retain Emergency Contact Details (EMC) as, under the Central Switching Service, there is a requirement to retain EMC data at the Change of Shipper and Supplier events respectively. We propose to retain Emergency Contact Details at a Change of Supplier event, as otherwise we would delete them as part of this change for them to be reinstated subsequently as part of CSSC. Specific comments are invited with respect to this approach. |
|---|---|
| CP_V7.0 | |

Change Impact Assessment Dashboard (UK Link)

Functional:	None identified.
Non-Functional:	Supply Point Administration; Delta Files to the DNs, IGTs.
Application:	SAP ISU and SAP BW
User:	Shipper Users, DNs and IGTs
Documentation:	None
Other:	N/A

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
None	None	None	None	None

Change Design Description

Shipper Users

For any scenario defined as a Change of Supplier or Change of Shipper, PSR data and Customer Contact details will be deleted. Suppliers will, via their Shipper, need

to provide the current Customer Contact Details and PSR data – where applicable; for example: -

By submitting a GEA file to amend the Supplier, a Shipper currently only instructs the CDSP's central systems to change the registered Supplier for a MPRN. Once these changes are implemented, the CDSP will delete the Customer Contact Details and PSR Data relevant to the MPRN as this is defined as a Change of Supplier; therefore, the relevant Supplier will be required, via their Shipper, to submit a CNC to provide the Customer Contact Details and PSR Data as applicable.

DNs and IGTs

This change is not expected to have any functional impacts to DNs and IGTs. The CDSP provides portfolio update files to the DNs and IGTs.

- IDL file to IGTs
- EWS file to Cadent
- EDL file to DNs (other than Cadent)

These deltas will contain more instructions to delete data than currently, and then a subsequent insert where the Supplier, via their Shipper, provides current Contact Details.

Solution Options

As part of the Change Pack consultation, we invite the industry to comment on the solution options: -

HLSO

The objective of the change is as follows

- Delete the data at the following events, and inform networks of deletion:
  - Deletion of previous Customer Contact Details at the Change of Shipper and Supplier events
  - Deletion of previous Priority Service Register Data at the Change of Supplier event

Associated Changes

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

CP_V7.0

DSG

Target DSG discussion date:	Monday 7th October 2019
Any further information:	None

Implementation

Target Release:	June 2020 (proposed)
Status:	This proposed approach has been highlighted to Change Management Committee (9th October 2019). Inclusion within the June release will be ratified by ChMC in November 2019.

Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

User Contact Details:	Organisation:	
	Name:	
	Email:	
	Telephone:	
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.		
Implementation Date:	☐ Approve	☐ Reject	☐ Defer
Xoserve preferred solution option:	☐ Approve	☐ Reject	☐ Defer
DSG preferred solution option:	☐ Approve	☐ Reject	☐ Defer
Publication of consultation response:	☐ Publish	☐ Private

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	

Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN4897 & 4899 Deletion of Customer Contact Details and Priority Service Register Data (PSR) at the Change of Shipper and Supplier Events
Solution Details:	Delete the contact data & PSR data at the following Change of Shipper, Change of Supplier and CNC updates and inform networks of deletion
Implementation Date:	26/06/2020
Approved By:	Change Management Committee
Date of Approval:	13/11/2019

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2489.13 - RT - PO
Comm Title:	XRN4897 / 4899 - Deletion of Customer Contact Details and Priority Service Register Data (PSR) at the Change of Shipper and Supplier Events
Comm Date:	18/11/2019

G2: Change Representation

Action Required:	For representation
Close Out Date:	02/12/2019

G3: Change Detail

Xoserve Reference Number:	XRN4897 / 4899
Change Class:	Functional System
ChMC Constituency Impacted:	Shipper Class A; Shipper Class B; Shipper Class C; DNs; and IGTs
Change Owner:	James Barlow james.barlow@xoserve.com 0121 229 2802
Background and Context:	Link to CP 4897 Link to CP 4899 Currently, Contact Details (including Emergency and Consumer Contact Details and Priority Consumer Data) are deleted when a Supply Meter Point goes through a Change of Shipper event (for the avoidance of doubt this is Contact Details (i.e. data within S66; S67) and Priority Service Data (e.g. data of the nature within S83; S84 – Medical Conditions / Alternative Contact Details) and 'Premises_Customer_Name' and 'Shippers_Customer_Name'. The deletion of such data does not occur when there is a **Change of Supplier only** (i.e. where this is not coincident with a Change of Shipper event). This Change proposes that this data (Consumer Contact Details and Priority Service Data) is also deleted at a Change of Supplier event whether via confirmation or Supplier sought amendment (XRN4899). During analysis of the treatment of Contact Details we have also identified that the purging of Contact Details at a Change of Shipper

	event has not been completed in the business warehouse where the Contact Details have been end dated. This data is not used in any reporting but should be deleted. This change will ensure that once Contact Details have reached their end date these will be purged entirely from the UK Link system (XRN4897).
	These changes are required to ensure that only relevant Contact Details are retained in UK Link systems. Since the data has been obtained by the Supplier from the Consumer, in the event that the Supplier has changed, this data should not be considered current and should be purged from UK Link systems, therefore not available to a subsequent Supplier.
	Under the Central Switching System Consequential Change (XRN4267) there is a requirement to retain Emergency Contact Details (EMC) as, under the Central Switching Service, there is a requirement to retain EMC data at the Change of Shipper and Supplier events respectively. We propose to retain Emergency Contact Details at a Change of Supplier event, as otherwise we would build a solution to delete them as part of this change for that change to be subsequently removed as part of CSSC. Specific comments are invited with respect to this approach.

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	Supply Point Administration
Non-Functional:	Supply Point Administration; Delta Files to the DNs, IGTs.
Application:	SAP ISU and SAP BW
User(s):	Shipper Users, DNs and IGTs
Documentation:	None
Other:	N/A

Files				
File	Parent Record	Record	Data Attribute	Hierarchy, Format or Record Agreed
None	None	None	None	None

G5: Change Design Description

Within the initial Change Pack consultation, we proposed a single solution as described below – i.e. deletion of data. We sought industry views on alternative solutions but none were identified in any representation responses, and the proposed approach was ratified by Change Managers in November.

This change will delete the data held within UK Link systems at the following events, and inform networks of deletion:

- Deletion of previous Customer Contact Details at the Change of Shipper and Supplier Short Code events
- Deletion of previous Priority Service Register (PSR) Data at the Change of Supplier Short Code events

For the avoidance of doubt, a Change of Supplier Short Code will result in deletion of these details.

This change will also determine where the above details were provided by a Supplier who is no longer the recorded Supplier and will delete any such details. This will be done, by data set, where the Effective Date of the given data set [Customer Contact or PSR] is prior to the current Supplier Effective Date as recorded in UK Link systems. Within UK Link systems, if a Shipper sends a S96 record that does not update the Supplier Identity then the initial Supplier Effective Date would be retained in UK Link systems, rather than the one provided in the S96 being processed. Users also are asked to note that historically some Supplier updates were provided with retrospective effective dates, in such circumstances if Contact or PSR Details have an effective date prior to the S96 processing date, but after the Supplier Effective Date, then these details will NOT be deleted. Since data is deleted at a Change of Shipper event currently, this will only impact Supply Meter Points where the latest Supplier was provided by a Generic Organisation Entity Amendment File.

In support of the above the CDSP, will seek to analyse the data currently held in UK Link systems and work with Shippers in advance of the deletion exercise in order to proactively encourage population of up to date information from the relevant Supplier.

This change has no impacts to file format structure. Shipper Users are asked to note that at a Change of Supplier event an equivalent to the PRIORITY_SERVICE_CONDITIONS_OVERRIDEN flag will **NOT** be provided. This flag is currently used in the Confirmation Response (S07 Record in the CFR File (and their Shared Supply Meter Point equivalents)) to inform Shippers at a Change of Confirmation (whether this is Change of Shipper or a same User Confirmation) that indicates whether priority service conditions are recorded against the previous Supply Point, and therefore will be deleted once this Confirmation goes Live.

Shipper Users

For any scenario defined as a Change of Supplier or Change of Shipper, PSR data and Customer Contact details will be deleted. Suppliers will, via their Shipper, need to provide the current Customer Contact Details and PSR data – as applicable following such an event. For example, following the implementation of XRN4897 and 4899, where a Shipper submits a Generic Organisation Entity Amendment (GEA File/S96 Generic Organisation Entity Amendment Record) to amend the Supplier, the CDSP will also delete any Customer Contact Details and PSR Data associated to the Supply Meter Point, therefore the newly appointed Supplier will be required, via their Shipper, to submit a CNC to provide the Customer Contact Details and PSR Data as applicable.

Implementation of these changes will ensure purge of Customer Contact Details and PSR data from UK Link systems at a Change of Supplier and/or Change of Shipper.

DNs and IGTs

This change is not expected to have any functional impacts to DNs and IGTs. The CDSP provides portfolio update files to the DNs and IGTs.

- IDL file to IGTs
- EWS file to Cadent
- EDL file to DNs (other than Cadent)

These deltas will contain more instructions to delete data than currently, and then a subsequent insert where the Supplier, via their Shipper, provides current Contact Details.

G6: Associated Changes

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

G7: DSG

Target DSG discussion date:	07/10/2019
Any further information:	None. Solution discussed and agreed to be considered within Change representations.

G8: Implementation

Target Release:	June 2020 Release
Status:	For approval

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

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	NGN
	Name:	Helen Chandler
	Email:	HChandler@northerngas.co.uk
	Telephone:	07580704123
Representation Status:	Support	
Representation Publication:	Publish	
Representation Comments:	We are supportive of both proposals. These changes should ensure that Customer Contact Details are accurate and up to date. No impacts to systems, processes or file formats have been identified for NGN as a result of this change.	
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.

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

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Npower Ltd
	Name:	Alison Price
	Email:	alison.price@npower.com

	Telephone:	07557202065	
Representation Status:	Large Shipper		
Representation Publication:	Publish		
Representation Comments:	No comments		
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.

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

H1: Change Representation

(To be completed by User and returned for response)

	Organisation:	EDF Energy	
User Contact Details:	Name:	Eleanor Laurence	
	Email:	eleanor.laurence@edfenergy.com	
	Telephone:	07875117771	
Representation Status:	Approve		
Representation Publication:	Publish		
Representation Comments:	None		
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.

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

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Scottish Power
	Name:	Helen Bevan
	Email:	Helen.Bevan@scottishpower.com
	Telephone:	01416145517
Representation Status:	Support	
Representation Publication:	Publish	
Representation Comments:	N/A	
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.

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

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2566.1 – MT - JR
Comm Title:	XRN4897 - Resolution of deleted Contact Details at a Change of Shipper event & XRN4899 - Treatment of Priority Service Register Data and Contact Details on a Change of Supplier Event – Change Pack
Comm Date:	14/04/2020

G2: Change Representation

Action Required:	For Representation
Close Out Date:	28/04/2020

G3: Change Detail

Xoserve Reference Number:	XRN4897 & XRN4899
Change Class:	Functional System
ChMC Constituency Impacted:	Shipper Users, Distribution Networks & iGTs
Change Owner:	James Barlow Customer Change Lifecycle Specialist 0121 229 2802 James.Barlow@Xoserve.com
Background and Context:	This Change Pack refers to two Change Proposals: • XRN4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event • XRN4899 - Treatment of Priority Service Register Data and Contact Details on a Change of Supplier Event These have been initiated to ensure that Xoserve complies with GDPR regulations in the following ways: 1. Consumer data is not maintained in the system (via a time slice) once it is replaced with more up to date data or becomes out of date 2. Consumer data is not being maintained in the system when it has not been provided by the incumbent supplier with the end consumers consent (change of supplier only via GEA file) 3. Files issued to industry participants must instruct them to remove historic customer data if no longer current

	4. Historic Customer data (where it exists with an end date) must be deleted from all Xoserve systems, databases and environments
	XRN4897 When Customer Contact Details are end dated, Xoserve must delete the associated data. End dating of contact details occurs within UK Link systems when a Change of Shipper happens, the Shipper provides an update to the Contact Details or instructions to end date them. This includes the following data: • Information related to Consumers in the S66 Record • Premises Customer Name (S42 or S38) • Shipper Customer Name (S42 or S38) • ISO and ISC Contacts (S66 Record) This change applies to Customer Contact Details **XRN4899** Currently, Priority Consumer Data is deleted when a Supply Meter Point goes through a Change of Shipper event (for the avoidance of doubt that this is Contact Details (i.e. data within S66) and Priority Service Data (e.g. data of the nature within S83; S84 – Medical Conditions / Alternative Contact Details) and 'Premises_Customer_Name' and 'Shippers_Customer_Name'. The deletion of such data does not occur when there is a Change of Supplier only (i.e. where this is not coincident with a Change of Shipper event). This Change Proposal proposes that this data (contact Details and Priority Service Data) is also deleted at a Change of Supplier event whether via confirmation or Supplier sought amendment. This change applies to Customer Contact Details, PSR Data and ISO and ISC Contacts.

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	End Consumer Data Maintenance
Non-Functional:	None
Application:	SAP I-SU & SAP BW
User(s):	Shippers, Distribution Networks & iGTs
Documentation:	None
Other:	Not Applicable

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

Shippers are not expected to have to make any system changes as a result of the work the CDSP is carrying out to resolve the issue identified, however mitigation steps are encouraged.

This change primarily impact CDSPs Systems which will see the following updates upon implementation.

The CNC, CNF & GEA workflows are to be enhanced to delete the below details following receipt of a Change of Shipper and/or Supplier, Customer contact amendment or if an existing contract has been ended following an Isolation and withdrawal:

Customer Contact Details
1.   PREMISES_CUSTOMER_NAME (S42 & S38 record)
1.   SHIPPERS_CUSTOMER_NAME (S42 & S38 record)
2.   CONTACT_TITLE (S66 record)
3.   CONTACT_SURNAME (S66 record)
4.   CONTACT_INITIALS (S66 record)
5.   CONTACT_FIRST_NAME (S66 record)
6.   CONTACT_JOB_TITLE (S66 record)

Priority Service Register (PSR)
1.   CONTACT_PASSWORD (S83 & S84 records)
2.   CONTACT_GENERAL_PRTY_SVC_NOTES (S83 & S84 records)
3.   LANGUAGE_ADD_INFO (S83 & S84 records)
4.   ALT_PRTY_SVC_CONTACT_NAME (S83 & S84 records)
5.   ALT_PRTY_SVC_CONTACT_PHONENO_1 (S83 & S84 records)
6.   ALT_PRTY_SVC_CONTACT_PHONENO_2 (S83 & S84 records)
7.   PRIORITY_SERVICE_TYPES (S83 & S84 records)
8.   CONSENT_TO_SHARE_DATA_OBTAINED (S83 & S84 records)
9.   PSR_CODE_EXPIRY_DATE (S83 & S84 records)

The change does not impact Emergency Contact details, and these will continue to be maintained. This is also in line with treatment post the deployment of the Central Switching Service and, as such, removes the need for rework in this area.

Historic Data Cleanse
On implementation of this change, a data cleanse will be completed to delete the above listed data items existing within CDSP systems that are not current i.e. have an end date.

This activity will also identify MPRNs that have associated consumer contact details, those listed above, which were not supplied during the current Supplier's active association i.e. historically there has been a change of Supplier via the GEA file, not with a change of Shipper event, and contact details have not been added/updated via the CNC file however, a set is present with an effective date prior to the effective date of the new Supplier. These MPRNs will be shared with the current Registered Shipper to allow them to inform the associated Supplier that these details are to be deleted and a new version, if required, should be submitted to the CDSP via the CNC file. The contact details themselves will not be shared as the current Supplier did not supply them.

Shippers
In the case of a Supplier only change (via GEA File), all contact and PSR data (listed above) will be deleted, no notification will be issued to the requesting Shipper. This contact data

should be submitted (via a CNC File) where necessary, in line with change of Supplier processes.

For clarity, if no CNC file is submitted to populate the PSR and/or Contact Details following a change of supplier (via the GEA file) then none will be stored by the CDSP.

It should be noted that the S10 record, which is the SMP_ WITHDRAWAL _NOTICE in the Confirmation Hierarchy, and the S08 record, which is part of the DCF, MPE and MPD hierarchies, both contain the fields PREMISES_CUSTOMER_NAME and SHIPPERS_CUSTOMER_NAME. Where the Contact Details have been deleted as part of a Change of Supplier event and not submitted via a subsequent CNC file, if the S10 or S08 are sent by the CDSP to the Shipper the aforementioned fields will be null. Shippers may find this causes a mismatch if they have not updated their Contact Details in line with the Change of Supplier event.

GTs, iGTs & Cadent
Portfolio Files (IDL, EWS & EDL) will contain an instruction to delete Contact and PSR data as per existing functionality. There is likely to be an increase in delete instructions contained within the portfolio files following implementation of this change due to the addition of the change of supplier scenario. There will also be a one-off increase as a result of the change of supplier data cleanse mentioned above. Where historic data items are to be deleted i.e. those that have an end date in the past, a new delete instruction will not be sent within the portfolio files as this will have been provided previously.

It should be noted that, as per existing functionality, where contact and/or PSR details are deleted the delete (D) record in the portfolio file will not contain the PSR details, however, they will have been deleted and updates made on receipt of the portfolio files should reflect this. Similarly, where an update (U) record is included then it will detail the PSR codes currently active. For example, for a given MPRN, PSR codes 35/36/37 are currently held and then this is updated by the shipper to remove 37. The (U) record sent in the portfolio file will detail the codes still active, in this instance, 35/36.

G6: Associated Changes

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

G7: DSG

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

G8: Implementation

Target Release:	November 2020 Major Release
Status:	Approved

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

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Wales & West Utilities
	Name:	Richard Pomroy
	Email:	richard.pomroy@wwutilities.co.uk
	Telephone:	07812973337
Representation Status:	Support	
Representation Publication:	Publish	
Representation Comments:	We support these changes that are required to ensure GDPR compliance. We note the impact on EDL files for WWU We note that this process is part of the solution for the secure repository for XRN4850 customer contact data currently being built	
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.

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

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	EDF
	Name:	Eleanor Laurence

	Email:	eleanor.laurence@edfenergy.com
	Telephone:	07875117771
Representation Status:	Approve	
Representation Publication:	Publish	
Representation Comments:	I would just like to question whether BRO contact data should be included in this change as the change will be implemented before this one.	
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.

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

H1: Change Representation

(To be completed by User and returned for response)

	Organisation:	Npower
User Contact Details:	Name:	Sasha Pearce
	Email:	sasha.pearce@npower.com
	Telephone:	07881617634
Representation Status:	Support	
Representation Publication:	Publish	
Representation Comments:	No comments	
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.

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

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	OVO Energy	
	Name:	David Morley	
	Email:	david.morley@ovoenergy.com	
	Telephone:	07817250252	
Representation Status:	XRNs 4897 and 4899 will ensure Xoserve's compliance with GDPR. We support this modification and advise implementation to be as soon as reasonably practicable.		
Representation Publication:	Publish		
Representation Comments:	N/a		
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.

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

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2654.3 – KL – PO
Comm Title:	Update to CDSP Retention Policy document as a result of XRN4897/4899
Comm Date:	17/08/2020

G2: Change Representation

Action Required:	For Representation
Close Out Date:	31/08/2020

G3: Change Detail

Xoserve Reference Number:	XRN4897 & XRN4899
Change Class:	Documentation
ChMC Constituency Impacted:	Shipper Users, Distribution Networks & Independent Gas Transporters
Change Owner:	James Barlow Customer Change Lifecycle Specialist 0121 229 2802 james.barlow@xoserve.com
Background and Context:	This Change Pack is looking for approval of the proposed amendments to be made to the CDSP Retention Policy document to reflect the changes being made under the following changes: • XRN4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event • XRN4899 - Treatment of Priority Service Register Data and Contact Details on a Change of Supplier Event Additional details for the above XRNs can be found on xoserve.com or alternatively please see communication ref 2566.1.

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	None
Non-Functional:	None
Application:	None

File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
		Files		
N/A	N/A	N/A	N/A	N/A

User(s):	Shipper Users, Distribution Networks & Independent Gas Transporters
Documentation:	UK Link Manual - CDSP Retention Policy
Other:	None

G5: Change Design Description

To support the implementation of the changes being implemented under XRN4897/4899 there is a requirement to update the UKLink Manual retention policy document, **UKLCD2 – CDSP Retention Policy**

This change pack is seeking for DSC member approval of the following proposal to amend the below item within Section 2 Retention Schedule of the **UKLCD2 – CDSP Retention Policy**.

Current wording within the table:

Contact Details - Consumer Details - Vulnerable Customer Detail - Emergency / Large Site / Interruptible	Contact Deleted once Supply Point Confirmation is end dated – i.e. end dated or superseded by another User Supply Point

Proposed wording:

Contact Details - Consumer Details - Vulnerable Customer Detail	Contact Deleted upon Change of Supplier and / or Shipper event
Contact Details -Emergency / Large Site / Interruptible Contact	Deleted once Supply Point Confirmation is end dated – i.e. end dated or superseded by another User Supply Point

If accepted the changes will go live following the implementation of the changes under XRN4897/4899.

Please see marked up **UK Link Manual - CDSP Retention Policy** for your review and approval.

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G6: Associated Changes

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

G7: DSG

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

G8: Implementation

Target Release:	November 2020 Major Release
Status:	Approved

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

<table>
<tr><td rowspan="6">Change Driver Type:</td><td>☐ CMA Order</td><td colspan="2">☐ MOD / Ofgem</td></tr>
<tr><td>☐ EU Legislation</td><td colspan="2">☐ License Condition</td></tr>
<tr><td>☐ BEIS</td><td colspan="2">☐ ChMC endorsed Change Proposal</td></tr>
<tr><td>☐ SPAA Change Proposal</td><td colspan="2">☐ Additional / 3rd Party Service Request</td></tr>
<tr><td>☐ Other</td><td colspan="2"><If [Other] please provide details here></td></tr>
<tr><td colspan="3"></td></tr>
<tr><td rowspan="3">Customer group(s) impacted if the change is not delivered:</td><td>☐ Shipper</td><td>☐ IGT</td><td>☐ Network</td></tr>
<tr><td>☐ Xoserve</td><td>☐ NG Transmission</td><td>☐ NTS</td></tr>
<tr><td>☐ Other</td><td colspan="2"><If [Other] please provide details here></td></tr>
<tr><td>Associated Change Ref Number(s):</td><td></td><td>Associated MOD Number(s):</td><td></td></tr>
<tr><td rowspan="2">Perceived delivery effort (days):</td><td>☐ 0-30</td><td colspan="2">☐ 30-60</td></tr>
<tr><td>☐ 60-100</td><td colspan="2">☐ 100+</td></tr>
<tr><td rowspan="2">Does the change involve the processing of personal data?</td><td rowspan="2">'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' - includes MPRNS.</td><td colspan="2">☐ Yes (if selected please answer the next question)</td></tr>
<tr><td colspan="2">☐ No</td></tr>
<tr><td rowspan="5">A Data Protection Impact Assessment (DPIA) will be required if the change involves the processing of personal data in any of the following scenarios:</td><td>☐ New Technology</td><td colspan="2">☐ Theft of Gas</td></tr>
<tr><td>☐ Mass Data</td><td colspan="2">☐ Xoserve Employee Data</td></tr>
<tr><td>☐ Vulnerable Customer Data</td><td colspan="2">☐ Fundamental changes to Xoserve</td></tr>
<tr><td>☐ Other</td><td colspan="2"><If [Other] please provide details here></td></tr>
<tr><td colspan="3">(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</td></tr>
<tr><td rowspan="2">Change Beneficiary: How many market participant or segments</td><td>☐ Multiple Market Participants</td><td colspan="2">☐ Multiple Market Group</td></tr>
<tr><td>☐ All UK Gas Market Participants</td><td colspan="2">☐ Xoserve Only</td></tr>
</table>

stand to benefit this change?	☐ One Market Group	☐ One Market Participant
Primary Impacted DSC Service Area:	Choose Item	
Number of Service Areas Impacted:	☐ One	☐ Two to Five
	☐ Five to Twenty	☐ All
Improvement Scale?	☐ High ☐ Medium	☐ Low

Are any of the following at risk if the change is not delivered?	☐ Safety of Supply at risk
	☐ Customer(s) incurring financial loss
	☐ Customer Switching at risk
Are any of the following required if the change is delivered?	☐ Customer System Changes Required
	☐ Customer Testing Likely Required
	☐ Customer Training Required

Primary Application impacted:	☐ BW	☐ ISU	☐ CMS
	☐ AMT	☐ EFT	☐ IX
	☐ Gemini	☐ Birst	☐ API
	☐ Other	<If [Other] please provide details here>	
Business Process Impacted:	☐ AQ	☐ SPA	☐ RGMA
	☐ Reads	☐ Portal	☐ Invoicing
	☐ Other	<If [Other] please provide details here>	

Any known impacts to external services and/or systems as a result of this change?	☐ Yes	<If [Yes] please provide details here>
	☐ No	

Workaround Details

Workaround in operation?	☐ Yes	If [No] please do not continue completing the [Workaround Details] section	
	☐ No		
Who is accountable for the workaround?	☐ Xoserve	☐ External Customer	☐ Both
What is the Frequency of the workaround?			
What is the lifespan for the workaround?			
What is the number of resource effort hours required to service workaround?			
	☐ Low	*(easy, repetitive, quick task, very little risk of human error)*	

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What is the Complexity of the workaround?	☐ Medium	*(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)*
	☐ 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
V1	With DSG	18/10/2019	Xoserve	CP updated with discussions from DSG 7th October 2019.
V2	Out for Consultation	15/11/2019	Jai Le Resche	CP updated with discussions from ChMC 13th November 2019 and in Change Pack under Section D.
V3	Voting	10/12/2019	Rachel Taggart	Change Pack and Reps added from November Change Pack
V4	Approved	15/05/2020	Chan Singh	CP updated with outcome from ChMC 13th May 2020
V5	Approved	10/09/2020	Rachel Taggart	Change Pack added from August Change Pack.