



## DSC Delivery Sub Group

7<sup>th</sup> May 2019 at 10:30am

G.02, Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

### Meeting Minutes

Industry Attendees		
Elly Laurence	EDF Energy	EL
James Barlow	Npower	JB
Swetta Coopamah	British Gas	SC
Niall McPherson	First Utility	NMc
Steph Podgorski	Generis	SP
Aleksandra Cebo	EDF Energy	AC
Samuel Ramplee	Utilita	SR
Kelly Oldfield	Utiligroup	KO
John Cooper	BUUK	JC
Helen Bevan	Scottish Power	HB

Xoserve Attendees	
Emma Smith (Chair)	ES
Rachel Taggart	RT
Chan Singh	CS
Tom Lineham	TL
Matt Rider	MR
Tara Ross	TR
Richard Hadfield	RH
Simon Harris	SH
Paul Orsler	PO
Ellie Rogers	ER
Jane Goodes	JG
Michele Downes	MD
Megan Laki	ML
Andrew Poolton	AP

#### 1. Welcome and Introductions

Emma Smith (ES) started the meeting and informed all attendees that this meeting is being audio recorded for the purpose of producing the minutes and each recording will be deleted once the relevant minutes have been signed off. ES informed the attendees of the following agenda:

[Link to DSG Presentation Pack](#)

#### 2. Meeting's Minutes – 7<sup>th</sup> May 2019

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

### **3. Defects Summary**

ES advised that defect dashboard has been added for DSG members to view. If there is any defect issues that members want to discuss, please email [uklink@xoserve.com](mailto:uklink@xoserve.com)

#### **3b. Issue Management**

Megan Laki (ML) stated that following recent feedback, the Customer Issue Register has been revamped and published on [Xoserve.com](https://xoserve.com), updated fortnightly.

ML also stated that the register provides information at issue level rather than defect level (but it will still include all the defects & relevant information. This should be easier for customers to identify issues & impacts.

The AQ issues have been integrated into the Customer Issue Register, however we shall continue to publish the AQ Issue Register until the end of June when majority of the AQ issues will be resolved.

Michele Downes (MD) – If anybody has any feedback on the newly updated register it would be beneficial. The new issued version

### **4. Portfolio Delivery**

#### **4a. Portfolio Delivery Overview POAP**

ES advised that The POAP has been added for DSG members to view only as there is little change which is:

- R&N SAP ISU HANA POC project - removed as it is complete
- R&N November 2019 Release - design phase extended to 12/07/19

#### **4b. Retail and Network Delivery Overview**

Richard Hadfield (RH) stated that in relation to slide UK Link Timeline (Indicative) – there are no changes to the timeline.

Swetta Coopamah (SC) asked if February 2020 is going to be a Minor Release. RH confirmed that it will be a documentation release, however it will include XRN4851 Moving Market Participant Ownership from SPAA to UNC/DSC.

RH gave verbal walkthrough of slide time line

RH also stated that minor release drop 4 will be going to change management 8<sup>th</sup> May for approval.

RH stated it is a priority to get approval for June 2020 release. RH is working through the capture process to find the requirements and then develop solution options and have them chosen and agreed. This is so the scope for June 2020 release can be agreed and go to ChMC in June.

RH informed DSG members of indicative releases for UK Link unallocated external impacting Changes.

RH- New change request has been raised which is going to ChMC regarding June 2020.

ES asked members for their views that they can cope with Change in a timescale in regards to CSSC, to help create a delivery plan. For example having the environments and resources. ES Feedback regarding this would be important.

Elly Laurence (EL) stated that from the previous DSG meeting, there was an issue with the identification of CSSC changes. For example applying a C at the start of the XRN to link to CSS as a form of identification. RH said he will be looking into it and follow this up.

**Action: Add a colour key on the R&N unallocated External change slide**

**Action: Put CSSC indicator on XRN related to CSSC. Speak with Portfolio Governance Team.**

**Action: DSG to feedback views that they can cope with Change in a timescale in regards to CSSC, to help create a delivery plan.**

#### 4c. Data Delivery Overview

Jane Goodes (JG) – There are 4 changes being delivered during June/July

JG stated that Changes XRN4770 NDM sample data, XRN4833 Rollout of Business Intelligence Tool and XRN4752 Meter Read Performance have been delivered.

Slide is for visibility of what is being delivered by the Data Office which are usually customer impacting Change Requests.

### 5. Major Release Update

#### 5a. June 2019

Tara Ross (TR), System testing and integration testing completed, User Acceptance testing has commenced, some minor delays but no plan impact; no major or functional defects have been raised as of yet.

High level Implementation plan has been shared with ChMC, no issues were raised from sharing the implementation plan

On track to implement as expected on the 28th of June

#### 5b. End User Categories 2019

Matt Rider (MR) stated that the change is currently in the testing phase of the project and are currently executing the OUAT testing and there have been no significant defects raised at this point in time. The project is now preparing to move to regression testing which is planned to commence from 01/07. There is currently nothing material that is hitting us at the moment to alter the previously communicated and agreed implementation dates

ES – offered if any would like the reports regarding the right allocation of EUC.

#### 5c. November 2019

Tom Lineham (TL) states that start of initiation phases are now complete. Change pack has been published back in April and responses have been received.

TL also stated that there are some risks associated with the release as it may be impacted by preproduction environment congestion due to multiple deliveries of changes running in

parallel. Also due to multiple UK Link deliveries running in parallel, there may be limited access to resources.

TL stated that the BER was approved April 2019 and the release is on track with an overall project RAG status as green.

A new CR has been raised against November 19, XRN4866 UIG Recommendation – removal of validation on uncorrected read which is to be discussed at ChMC on 8<sup>th</sup> May. A BER will be issued to ChMC in June if accepted.

#### **5d. Minor Release Drop 4**

RH stated the Impact assessment has been done regarding MOD 0665 – changes to ratchet regime. RH is looking to be scheduled into the next minor release.

RH also states that Part A will be delivered in a Minor Release before October 19. Part B will likely be delivered in June 2020 Release There are issues around environments and the risk of unavailability due to pre prod refresh, this is however being worked through with ECMS, expect this to be a workaround. Also there is an ongoing risk the CPE's will not be available when required. This is being closely monitored.

### **6. New Change Proposals (For Ratification of the Prioritisation Scores)**

#### **6a. XRN4888 – Removing duplicate address validation for IGT Meter Supply points.**

Paul Orsler (PO) – Went out for initial consultation with IGT's, GT's and Shippers. Current validation is quite restrictive and requires manual checking. Change was voted on in April at ChMC. PO Stated that it cannot be ruled out there won't be a consequential impact on other Users processes but will this was the intention and will be assessed as part of High Level Solution Options.

PO – Verbal walkthrough of the change appendix 1 prioritisation of ratification score.

EL noted that the Change Proposal workaround section wasn't completed despite Xoserve indicating that existing business processes are currently picking these up these updates manually. PO noted that the workaround section had been introduced to the Change Proposal form post Project Nexus Implementation as a way of identifying whether any functional workarounds exist to mitigate issues that were being experienced with the solution, and that these were solution options

P.O asked John Cooper (JC) about the requirements and to give some information to DSG members. JC noted that his understanding was that the change is for IGTs only, and that the suggestion to re-use Multi Service Flag to bypass existing validation rules was not appropriate as this would be misusing the purpose of the Multi Service Flag which should be to genuinely change address details for sites where multiple MPRNs are at the same premise. .

PO asked JC to confirm whether he supported the view that the existing process (whereby address changes are being processed manually due to the validation failures) would be seen by IGTs as a workaround. JC noted that this was not a workaround as it isn't able to handle the volumes of updates – as BUUK are recorded as the Proposer of the change it was agreed to leave the workaround section blank, and to ensure any future Change Proposals have given appropriate consideration of the validity of workarounds.

Finally PO agreed to discuss reporting requirements offline with JC in order to get these established before High Level Solution Options could be presented back to the group. Action - PO/JC to clarify reporting requirements ahead of producing HLSO

## **7. Change Proposal Initial View Representations**

**None for this meeting**

## **8. Undergoing Solution Options Impact Assessment Review**

### **8a. XRN4801 – Additional information to be made viewable on DES**

Simon Harris (SH) discussed the potential removal of data items and prioritisation which will be moving forward on. SH provided background of this change, stating raised by Npower to add a set of items to DES. SH reminded DSG members that this change was included in November 2018's change pack for initial review: during this period, DSC Customers put forward additional data items to be included in the scope.

SH informed DSG members that this change has been presented at DSG previously on a few occasions; the last time being the 18<sup>th</sup> February 2019.

SH stated the purpose XRN4801 is being presented at DSG is for the discussion of possible removal of a requirement for a Shipper to be able to view historical asset and read information for when they were the registered Shipper (but not the current Shipper).

SH informed members that an assessment was carried out to determine whether each of the requested data items can be extracted into DES; the results can be found on Xoserve.com.

High level Impact assessments have been done all of the data items listed. Some that required need further assessment.

SH stated that two requirements were raised to enable Shippers to view historical meter asset and read information for when they were the registered Shipper (where they are not current registered Shipper). From this it was concluded that the requirement is of very high complexity and would demand extensive effort in order to tailor asset information in DES screens to the individual Shipper.

SH asked DSG members for support on removal of the requirement. Due to no comments of objection from anybody, SH informed DSG that the Change will now move forward into HLSOA

2 data items being removed

- Assets history for the period(s) the non-registered user was registered
- Read history for the period(s) the non-registered user was registered.

SH – asked is there anything DSG members would like to raise. No comments from DSG.

### **8b. XRN4851– Moving Market Participant Ownership from SPAA to UNC/DSC**

Removed – added in error

### **8c. XRN4914 – MOD 0651 – Retrospective Data Update Provisions**

P.O Presented a Context Diagram (which has now been published in the presentation pack found on [xoserve.com](https://xoserve.com))

PO stated the change proposes a one off data cleansing exercise allowing the industry to put right the data quality issues in one go. Also an enduring solution forms a second part of the change which allows a simplified option to enable incremental data quality updates to be made to UK Link as and when these are identified.

PO confirmed that the steer from the UNC Modification, and subsequently the Change Proposal, is to focus initial efforts on the data cleansing exercise. After completion of the data cleaning exercise, an enduring solution can be made.

PO explained that the purpose of the context diagram is to describe all of the areas that will need to be fully understood before Xoserve and customers are able to define appropriate solution options. PO used an example of making live updates into SAP – the effects of these updates will need to be fully understood on downstream processes to ensure parties are fully aware of any regression / consequential impacts that may arise. EL asked what the intention of the data cleansing exercise was. Was this seen as a chance to correct some information before the full solution came into effect?

PO responded by stating that the data cleansing exercise is intended to correct existing data quality issues in one go, ahead of a enduring solution that allows Shippers the opportunity to correct retrospective data quality issues that they identify following a transfer of ownership.

PO also stated that a significant part of this exercise needs to be, understanding the data we receive and identifying trends and possible root causes of issues, as well as quantifying the impact of applying updates to UK Link systems, including any consequential impacts on UIG and Settlement processes.

EL agreed with PO and also said she is not sure of what the data items are. PO responded by saying the data items are a list and can be found in the MOD and the Change Proposal form itself.

PO explained that effectively everything meter asset and meter reading related is considered to be within scope of the Data Cleansing submissions and comparison exercise, in addition to a list of data items that are associated to providing consumption details. . PO explained that the challenge will now be to understand the conditionality, logic and validation that should be applied to the Shipper Data Cleansing portfolio submissions. This would allow a suitable file format and delivery mechanism option to be established.

EL asked a question about permission of Shippers to view and update data outside of their period of ownership, and also about the perceived delivery mechanism of the portfolio extracts.

PO answered that only the registered user will be able to obtain and update data, which is in line with existing data permission rules. PO explained that Mod0651, and the requirements of Retrospective Updates sought to allow the current Registered Shipper to update data outside of their period of ownership where necessary, but that there was not requirement to notify previous Shippers of these revisions. ES added that one of the aspects of Retrospective Updates was that functionality would only ever take the update from the current Registered Shipper, and no automatic adjustment would be performed against any previous Registered Shippers position as they no longer had the ability to recover costs from their customers and

the Settlement position has effectively closed out. . In terms of delivery mechanisms, PO noted that the Portfolio Extracts are classified as UK Link Communications, and will form part of the the UK Link Manual, The traditional mechanism for UK Link Comms is the IX Network, which is secure and able to process large files, EL noted concerns with developing 2 new IX files for a one off exercise and is there any other alternates. PO confirmed that we would need to make sure that it is the right delivery mechanism to achieve the requirements and bring solution options to DSG for consideration. ES stated that we will need to have several DSG meetings (which may need to be extraordinary) for Retro in its own right.

PO continued to elaborate on the items that need to be considered about allowing a bulk update of data. What things do we need to control and assure that updates had been applied appropriately by Xoserve? Requirements on this front need to be defined.

PO stated that we want to reconcile a customer's portfolio against the portfolio we hold on your behalf of UK Link. As part of that reconciliation, we can then identify what data is outside of their control to update due to the UK Link validation, and therefore what constitutes a genuine 'Retrospective' data update. In addition we should identify what data updates are within a Registered Shippers ability to control, and how best can existing business processes support enabling these updates and tracking that they have been made successfully

SC asked if there could be an update on what happened with the data validation process used in Project Nexus. PO mentioned that the proposal was looking to re-use the functionality that Xoserve adopted for Project Nexus data migration, which saw a cycle of migrations of data from source to target systems ahead of PNID. SC confirmed that it will be Shippers will be updating what they have on their system and believe to be true so Xoserve can compare it to what they hold on Shippers behalf and work with Shippers on what the next steps are to correct. PO also suggested that there are other industry initiatives that may supplement the data cleansing exercise such as SPAA Schedule 22 MAM Portfolio Reconciliation exercise)

EL raised concerns of potential issues with respect to end consumers billing. PO noted that requirements regarding billing where considered from a Shipper perspective, and agreed that in order for the change to be successful parties will need to fully understand implications on billing arrangements between Shippers / Suppliers and Suppliers / end consumers before changes are implemented. .PO explained that the purpose of the update being provided to DSG was to highlight how big a change this is, and that there is a lot of factors that need to be considered and agreed before it can be taken forward. . Alex Cebo (AC) asked if there are any timelines that we are working to. PO stated that whilst the UNC Modification has been approved the change doesn't have a set implementation date at present. It is currently scheduled for November 2020 Major Release for both the cleaning and enduring solution. With the enduring solution, it needs to be worked out if it is implemented in one go or with a scheduled release in cycles.

EL described that she is struggling to see the benefit of the change from what Shippers are currently able to do, other than reflecting dates. EL went on to state that she felt benefits need to be understood when requirements are being considered. . PO confirmed that as part of UNC Modification 0624 parties where provided an opportunity to respond to a Request for Information (RFI) allowing them to articulate costs and perceived benefits of Retrospective Update capability. . ES mentioned that in an attempt to better understand benefits Xoserve had challenged the drivers for Retrospective Update functionality, and customers have continued to express a real business need to progress with a solution. . ES stated what we can do is complete the cleansing exercise, review issues and impacts. This will allow us collectively to understand whether an enduring solution will continue to meet customers' requirements and allow agreed benefits to be realised.



With regards to the contextual diagram, the next milestone is to establish and agree communication and engagement approach with customers, which in turn will allow customers to understand the level and type of resource that will be needed throughout the project.

## **9. Solution Options Impact Assessment Review Completed**

### **9a. XRN4866 – UIG Recommendation – Removal of validation on uncorrected read**

SH went through the High level impact assessment which is on the ChMC agenda for approval tomorrow. This change is specifically to remove the validation on uncorrected read on file flows.

There is only one way to do this as stated in Option 1. There is low impact on systems and the process assessment impact is low on complexity. In regards to the costings this would be the maximum as we are looking to merge with another similar change that is scoped to be implemented in November 19 so costings are thought to be reduced.

### **9b. XRN4871 Modification 0665 – Changes to Ratchet Regime**

Ellie Rogers (ER) confirmed that modification 0665 has been approved by Ofgem with an implementation date of 1<sup>st</sup> October 2019. It was highlighted that a minimum scope requires implementation ahead of 1<sup>st</sup> October in order to comply with the modification.

The minimum scope was stated as the following:

- Network Designated Flag added within UK Link  
*This will allow the CDSP to identify within the system the sites which the DNs have assigned as Network Designated and which should be Class 1 and subject to the Class 1 Ratchet Charging Regime*
- SPA Validation changes  
*This is to allow Shippers (or CDSP) to move Network Designated sites which could be Class 2, 3 or 4 into Class 1. Also preventing the Network Designated sites being moved out of Class 1.*
- Forced Class Change process  
*This is to allow the CDSP to move Network Designated sites into Class 1 if the time period for Shippers to do so elapses.*

There were 2 options provided within the HLSO for the minimum scope (Part A of this change). Option 1 had an automatic Class Change process and option 2 was a manual process.

As Part A (minimum scope) of this change needs to be implemented by 1<sup>st</sup> October, Option 1 has been discounted due to a Major Release being required for implementation (earliest point November 2019) which would be too late..

Therefore Option 2 was stated as the only option for Part A as it can be implemented within a Minor Release. ER went through the HLSO for Option 2 (slide 58-60) which was highlighted to have minimum impact for Users with no system impacts expected.

ER asked for views on the proposed solution option. DSG members raised no objections with the proposed option.



It was confirmed that a Solution Option Change Pack would be issued by w/e 10<sup>th</sup> May 2019 to solicit wider industry views on the solution and proposed implementation.

In terms of Part B for this change, it will require implementation within a Major Release. This is likely to be proposed for June 2020 release, however this is still to be agreed and confirmed.

To confirm, Part B will encompass the following changes:

- Automated Force Class Change
- Automated calculation and issue of Class 2 Ratchet invoices

A HLSO for Part B will be undertaken and discussed at DSG before being issued out within a Solution Change Pack for Users review and approval.

## **10. Miscellaneous**

### **10a. XRN4665 – EUC Change**

SH stated it was agreed at ChMC that we will only re-assign the EUC value in line with current business logic. In detailed design, further clarification is thought to be beneficial for industry participants on “Confirmations as part of SPA” and what that includes (slide 64-66) and the context round them. In summary, only Greenfield confirmation will assign EUC based on the Market Sector Code received in the confirmation, Brownfield, Re-Confirmation and Shipper Transfers will not and will wait until another BAU process re-assigns the EUC (e.g. Rolling AQ Calc).

### **10b. XRN4833 – Business Intelligence Tool**

ES confirmed that this was successfully rolled out over the weekend with 26 Shippers and 74 Users having access to the tool. As we progress there will be more data items added to expand the capability of self-service for customers.

## **11. JMDG/MIS Overview**

ES advised that the slides have been added for DSG members to view as no change.

## **12. Action Updates**

All DSG actions can be found on the relevant event page on [Xoserve.com](https://xoserve.com), including the 3 new actions that were raised during this meeting:

## **13. AOB**

### **13a. Demonstration of new Change Pack process on the website**

Andrew Poolton (AP) gave a walkthrough of the Change Pack process on the website, using the tokenised URL. This is due to go live on 10<sup>th</sup> May with the May Change Packs. An email will go out with the tokenised URL link enabling the recipients to submit responses. There was

a pilot completed with customers and feedback was taken away to be implemented for the live process.

### **13b. XRN4857 – Reporting Review**

Jane Goodes (JG) Updated that KPMG have been working with us over the last month to advise on our reporting catalogue, identifying any redundant/duplicate reports or cross over being used by customers. Also to amalgamate the reports where we can.

KMPG have been working with IS Ops and the Data office to document all our internal reporting capabilities. This is almost complete and they will be advising on quick wins and initial recommendations in their report due at the end of the month. The recommendations will be presented to customers to prioritise. JG went through work stream deliverables, key activities and May deliverables (slide 84). We are mindful that this is being completed taking into account changes that are in capture, so that we are giving the most value without the issue of regret spend.

PO iterated that when we deliver the report it is important to get the right people (Shipper's) involved who use these reports and understand the impacts of the recommendations and what it means to them and the best way to receive the data. JG confirmed that all the feedback collated at DSG on various changes has been given to KPMG for consideration.

**Action – Present the outputs of the KPMG report at mid-June DSG.**