

# Shipper Constituency Meeting

20/04/21

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Provided by:

 **correlate**

# Agenda

- P2 Incident
- Gemini Update
- Big Data Platform
- MOD0692
- ICS Survey Results

(Please enter **event number: #361761**)

- June Release Update
- Update on new PAFA reports
- No Reads
- CMS Latest Position
- Offtake Error
- HyDeploy
- XRN4979 Data Volume Reduction



# Gemini Project Update – April 2021

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# Introduction

## What is Gemini

- Gemini is a suite of online applications used by National Grid and its business associates to manage the transport of gas through pipelines.
- We have full system responsibility for Gemini and Gemini Exit on behalf of National Grid

## What it includes

- Gemini includes applications for essential gas market processes;
  - Capacity Management
  - Capacity Trading
  - Commercial Balancing
  - Billing
- The Gemini suite is separated into two different applications;
  - Gemini
  - Gemini Exit

# Gemini & Integration Team

## What do we do?

- The team arrange and manage all the system changes and amendments to Gemini on behalf of National Grid.
- Recent examples of this are
  - Gemini Re-platform
  - EU Regulatory change
  - GB Charging Regime

## Why are we at this meeting?

- We would like to give an update of projects in flight that may impact you
- If you find this useful we would like to give an update on a regular basis. This could include
  - Highlighting extended outage
  - User Trial opportunities
  - Stakeholder meetings at the start of project



# Current Projects

# Gemini System Enhancement (GSE)

A number of changes impacting external Gemini users are being made as part of the Gemini System Enhancements project.

These include:

1. Changes to existing screens
2. Changes to the Meter Look up facility
3. Introduction of 2 new report screens
4. Introduction of a Dashboard facility
5. Introduction of 13 new APIs
6. Enhancement to one existing API – View Re-nomination detail
7. Provision of alternative access to APIs via the internet

All documents relating to Gemini System Enhancements are available on <https://www.xoserve.com/systems/gemini/gemini-system-enhancements-gse/> or from the GSE project team [box.xoserve.GeminiSystemEnhancements@xoserve.com](mailto:box.xoserve.GeminiSystemEnhancements@xoserve.com)...

# Gemini System Enhancement (GSE)

1. Currently we are at the start of the User Trials element of the project
  - Briefing sessions for those who have applied to be involved in User Trials are being held on 5<sup>th</sup> May
  - Connectivity test is proposed between 17<sup>th</sup> May and 21<sup>st</sup> May 2021
  - User Trials execution will take place between 1<sup>st</sup> June 2021 and 25<sup>th</sup> June 2021
2. The key documents available to support the enhancements are scheduled for release late May; API User Guide, API Specification document, Screen pack, Briefing pack issued in October and NG User Guide
3. Implementation is scheduled for 25<sup>th</sup> July 2021

All documents relating to Gemini System Enhancements are available on <https://www.xoserve.com/systems/gemini/gemini-system-enhancements-gse/> or from the GSE project team [box.xoserve.GeminiSystemEnhancements@xoserve.com](mailto:box.xoserve.GeminiSystemEnhancements@xoserve.com)...



# XRN5341 (MOD0745) – Mandatory Setting of Auction Bid Parameters

A change to ensure all Shippers (existing and new) have set up within Gemini their User/Shipper preferences for the applicable Method of Sale, prior to participation in bid placing for any particular auction.

Gemini will also be able to determine whether a Shipper has preferences set up for one Method of Sale over another.

Current update;

1. Working with the chosen Supplier to produce and approve a Statement of Work (including Full Delivery Plan and Supplier Costs)
2. Change Pack to be produced and submitted to the industry in May
3. Initial 'kick off' meeting with all Stakeholders will be scheduled prior to formal commencement of the Delivery Plan

# Big Data Platform – BP20

## Overview for Industry

### Forums

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# Big Data Platform: Introduction

- The core purpose of the Big Data Platform (BDP) is to provide improved access to timely and quality data to support analytics and reporting needs of customers
- The platform itself will be central repository of data that has embedded governance processes to assure quality, whilst also improving timeliness and reducing costs to gain access to data
- Supplemented by DDP core data products, it will be an enabler to providing increased numbers of services that allow customers to self-serve, reducing the need to raise change requests. An example of this being a data extraction service due to be delivered to DSC customers through BP21 funding
- Funding to support configuration of the BDP for DSC needs was initially agreed as part of the Business Planning 20 (BP20) process and was aimed at tackling the fundamental issues that customers experience when requesting data from Xoserve. BP21 funding will be used to configure further services for DSC customers
- Using the latest cloud offerings from Microsoft Azure, the platform will drive efficiencies in being able to meet current and future needs of DSC customers
- The workstreams associated with BP20 are currently in flight, and an update at external industry forums is due
- This slide deck addresses the following questions:-
  - What were common problems faced by customers around data?
  - How will the Big Data Platform address these problems?
  - What is the scope of investment and the intended customer outcomes?
  - What industry benefit will be realised in BP20?
  - What's the high-level scope for BP21?

# Big Data Platform: Problem Statements

Previous ICS results have highlighted a lack of trust in the services provided by Xoserve, partially driven by inconsistencies across data products.

Impact: Customer Trust

"We don't trust the data you send"

Data Products are built in isolation with limited/no considerations for existing products and services. Impact: Increased Cost

"The data in our reports don't align"

Xoserve may not be leveraging the data it holds to help generate valuable insight to support customers' needs. Impact: Reputational damage

"Just send us the data and we'll do it ourselves"

Data Governance processes are ineffective and are not at the expected standard for a CDSP. Impact: Organisational Risk

"You try hard, but you keep shooting yourself in the foot"

Existing data platform architecture design and supporting contracts restrict ability to analyse data, combine new data sources and find value. Impact: Reputational damage

"Stop telling us things we already know"

Xoserve are not adapting to evolution in data platform technologies and the benefits they can bring to customer experience. Impact: Customer Experience

"We need help and advice to understand data and what we need"

# Big Data Platform: Vision

## Principle

## As Is

## Vision

Timeliness

Lack of real time data impacts customer's ability to take appropriate action.

Real time data via APIs. Reduced delays between UK link updates and Visualisations from D-2 to D-1.

There are no SLAs on provision of data and customers have a wide variety of experience regarding time to get data.

Reduced and consistent response times to customer data queries.

Cost / Flexibility

Limited data available for specific use cases in Visualisations and APIs.

Additional data available via DDP Core products such as Visualisations, APIs.

Customers have different requirements on how they need to access data.

Capability to access data through DDP Core products such as Visualisations and APIs.

Access

Unable to share data across the industry in a controlled and secure way, limiting ability to tackle problems e.g. net-zero.

Standardisation of processes and to enable secure and controlled access to industry data.

Quality

Not enough transparency around data.

Simplified, easy access to a Data Glossary for consistency and transparency.

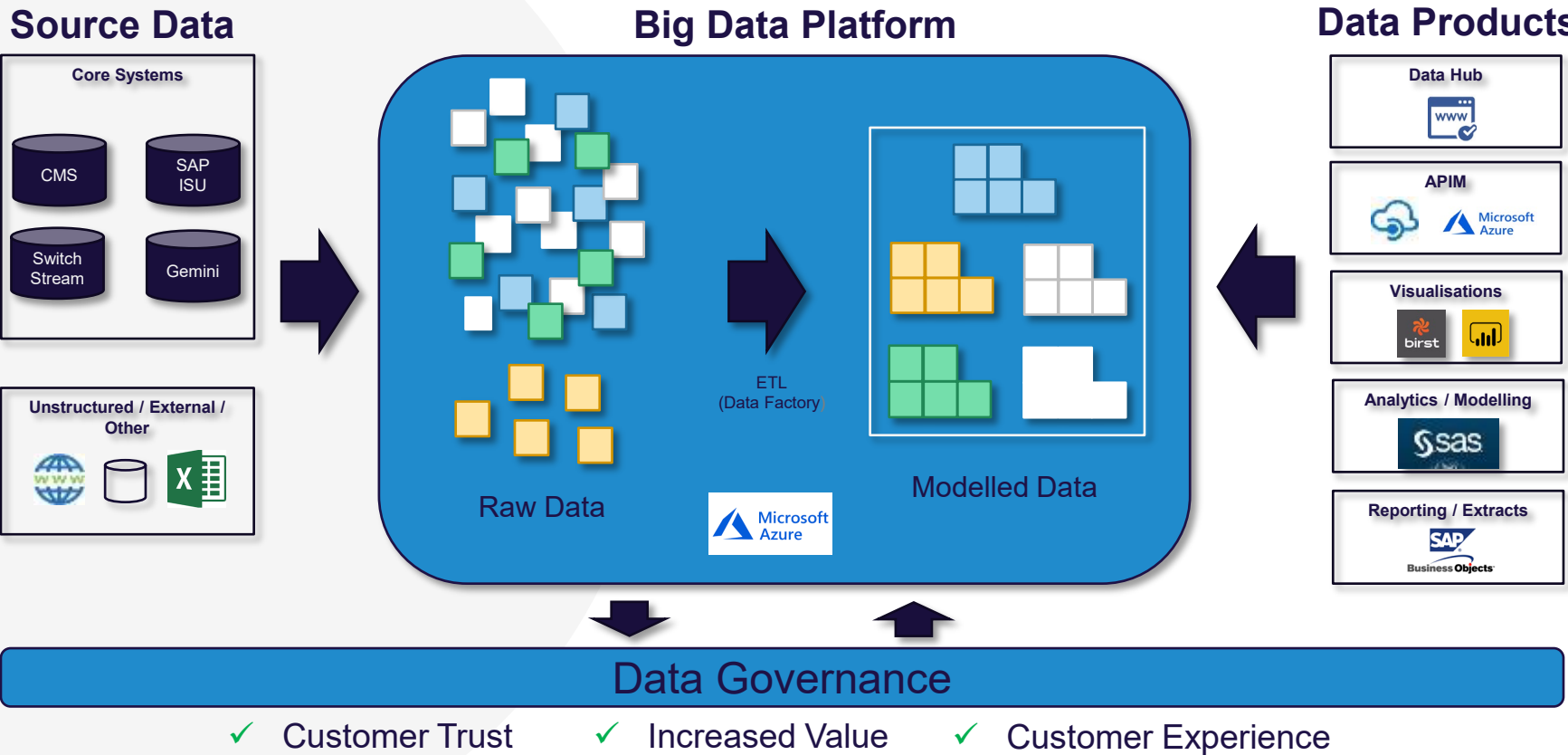
Inconsistencies in outputs across products.

Single source of truth across Visualisations and APIs for consistency in outputs.

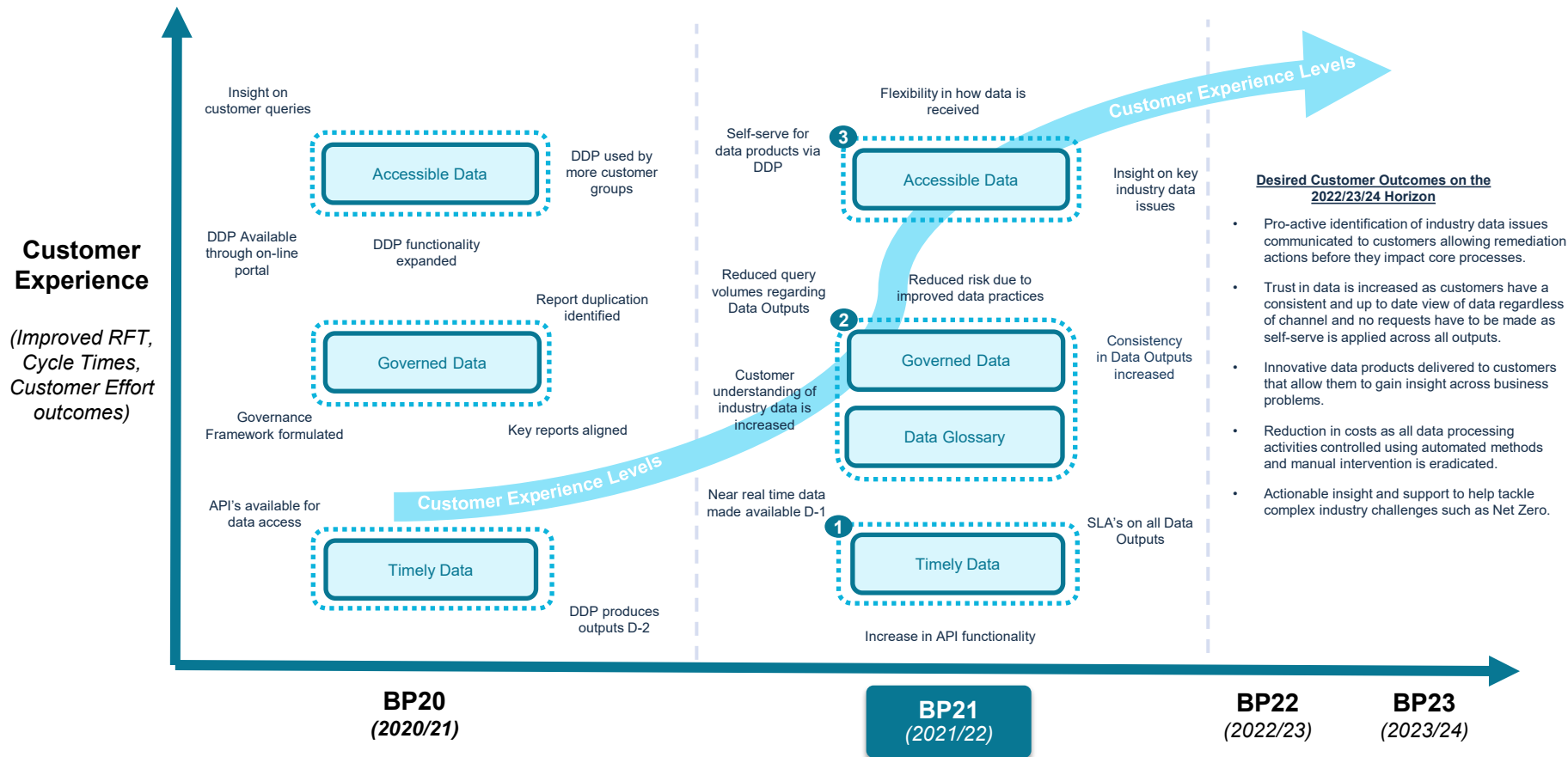
# Big Data Platform: What is the solution?

- The Big Data Platform will (in due course) deliver timely, quality and consistent data to our customer facing Data Discovery Platform product
- The customer facing DDP core products have a vision to offer a range of data products including Visualisations, API's, Data Cleansing, Data Extraction, Data Sharing to improve services for DSC customers
- With supporting Correlia investment, the Big Data Platform will be the foundation capability that enables further products and services to be built for DSC customers.
- The delivery is part of a 3+ year Correlia investment programme, with year 1 (BP20) focused on the following:
  - Data Replication – extraction of data from ISU into BDP utilising SAP DI as the data replication tool
  - Data Platform (Data Lake & Data Warehouse) – Centralised data repository that will ingest data efficiently and provision consistent, timely and quality data to a range of data products and services
  - Azure API Platform – A single API Platform management tool (aligned with CSSC) delivering reduced run costs, reduced customer onboarding times and near real time API's
  - Advanced Analytics – Ability to provision data to our analytics platform to undertake advanced analytics, including machine learning and AI
- DSC Investment in future years will support further configuration of the platform to meet customer needs.

# Big Data Platform: Solution Design

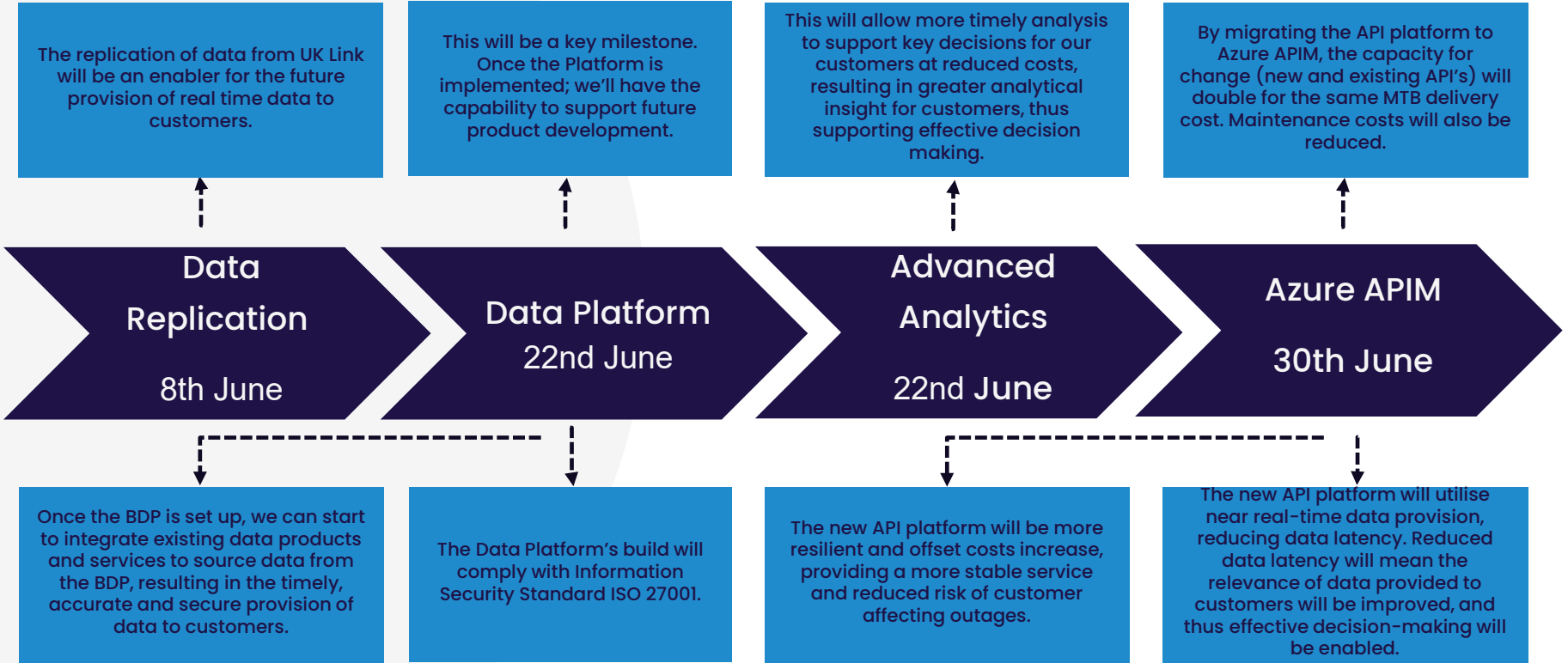


# Opening Up Our Data: What customer outcomes are we aiming for?



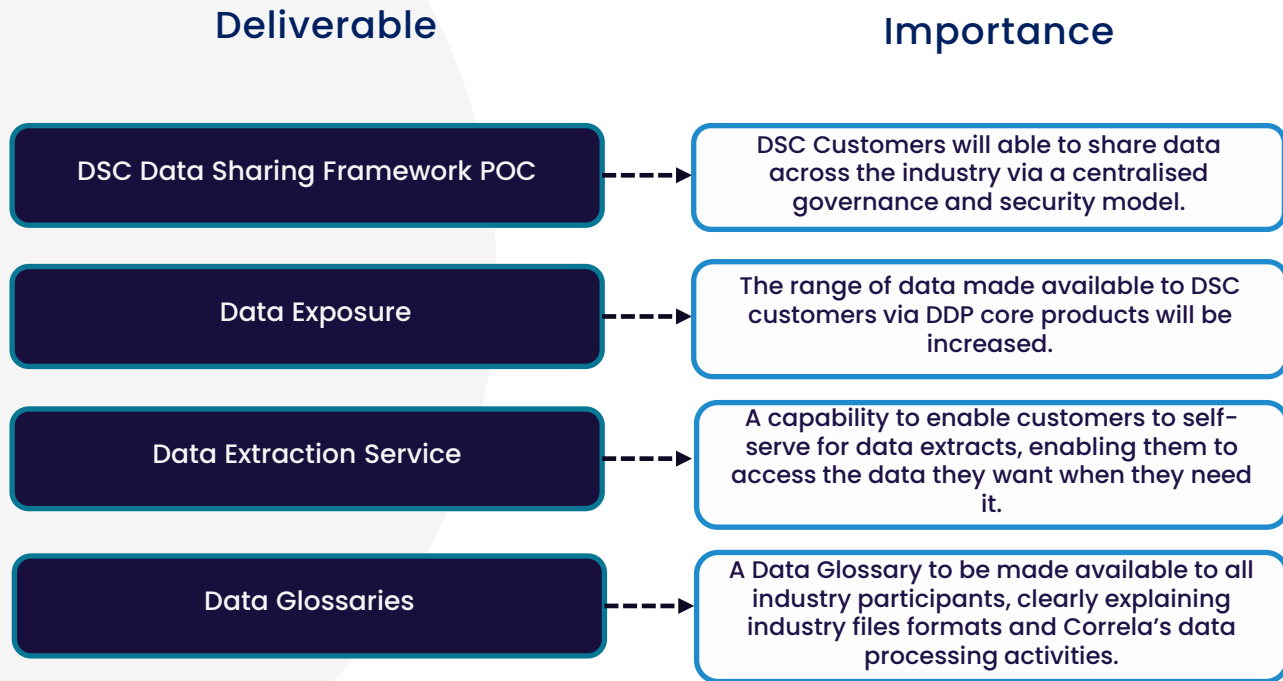


# Big Data Platform: Programme and Customer Outcome Timeline for BP20



# Big Data Platform: High Level Scope for BP21

In BP21, we'll continue to make further enhancements that are focused on improvements to the provision of data to support DSC services.



# Any questions?

## Correla's BP20 BDP Contacts

- Crispin Wibberley (Programme Sponsor)
- Jason Mcleod (Technical Lead)
- Anthony Baker (Programme Manager)
- Richard Johnson (Workstream Lead & Programme Governance)

# XRN4941 – Auto updates to Meter Read Frequency (MOD0692S)

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## Overview

- UNC Modification 0692S was progressed to give the CDSP the right to amend the Meter Read Frequency (MRF) at Supply Meter Points (SMP) when certain conditions are met
- XRN4941 was raised to facilitate the change within CDSP systems and is in scope of November 2021 release (agreed to be moved from June 2021 due to a dependency on XRN5142 (*New Allowable Values for DCC Service Flag in DXI File From DCC*) which is also in scope of November 2021
- Detailed Design Change Pack was issued out on the 12<sup>th</sup> April for a 10WD consultation, closeout on the 26<sup>th</sup> April. Details can be found under *2808.2 - MT - PO*

## XRN4941- Overview

### MOD0692 – Auto updates to meter read frequency

This change will allow the CDSP to update a Meter Read Frequency (MRF) to Monthly for Supply Meter Points in Class 4 (or moving to Class 4) where it meets one or more of the criteria below. Changes to BAU processes will be introduced, in UK Link, which will update the MRF when one of these criteria have been met.

Criteria	Processes triggering the MRF update to Monthly
AQ =>293,000 kWh	The Rolling AQ, AQ Correction or Seasonal Normal Review processes
AMR Device installed	RGMA activity
Operational Smart Meter installed	The DCC Service Flag is set/updated to A (Active) by the DCC

New validations will also be added to .SPC, .CNF and .NOM files to check that the MRF is set to become Monthly (as part of these SPA processes) where an AMR device is present or there is a DCC Service Flag of A. If a non-monthly read frequency is requested the file will be rejected using the existing rejection code MRF00012 (Meter Reading Frequency is not acceptable for the Meter Point). Where the AQ is equal to 293,000 kWh or above these will be rejected with rejection code MRF00013 (Requested Meter Reading Frequency is below minimum acceptable for the AQ of the Supply Point) in line with existing logic.

## XRN4941- Impacts

### Unsolicited SCR (*Supply Meter Point Amendments Response*) record / file

An unsolicited .SCR file or (where a file is already being issued for BAU processes) an unsolicited record within the .SCR file will be issued to inform Shippers that there has been an amendment made to the MRF. The optional field 'NOMINATION\_SHIPPER\_REFERENCE' will be blank.

### Updating existing Supply Meter Points

There are a number of Supply Meter Points that currently meet the criteria and therefore require a monthly MRF as per the Modification rules. A cut-over activity will be carried out to identify and update these sites and an .SCR record/file will be issued once completed.

### Context within File Records

File Record
C38
S34
S42
S48

These records contain context for the Meter Read Frequency which currently state that where an AQ is equal to or greater than 293,000 then it is mandated to be monthly. This will be updated to include where an AMR device is installed or there is a DCC Service Flag of A – Active.

# XRN4941- Awareness

Dependency on XRN5142 (SEC MOD MP077 - New allowable values for DCC service flag in DXI file from DCC)

XRN5142 introduces new DCC Service Flags and includes a mass update activity that will result in some Supply Meter Points with a DCC Service Flag of A being changed to a different Service Flag (I – Installed not commissioned or N – Non-active). As one of the criteria for this change (XRN4941) relies on a Service Flag of A this change will not be implemented prior to XRN5142.

## Shipper Transfer Scenario

If a Shipper Transfer/Re-Confirmation is due to go live on D (the Confirmation Effective Date) and we are updating the Meter Read Frequency at either D-2, D-1 or D, the .TRF file issued at D-2 to the Incoming Shipper will contain the non-compliant Meter Read Frequency value. Once the Meter Read Frequency has been updated, on D, an unsolicited .SCR file/record will be sent to the Incoming Shipper.

## Read Obligations

Supply Meter Points that have a monthly Meter Read Frequency require a valid meter read at least once every 4 months. Where a valid read has not been accepted with a Read Date within the preceding 4 months the Must Read process will be triggered.



# XRN4941- Awareness

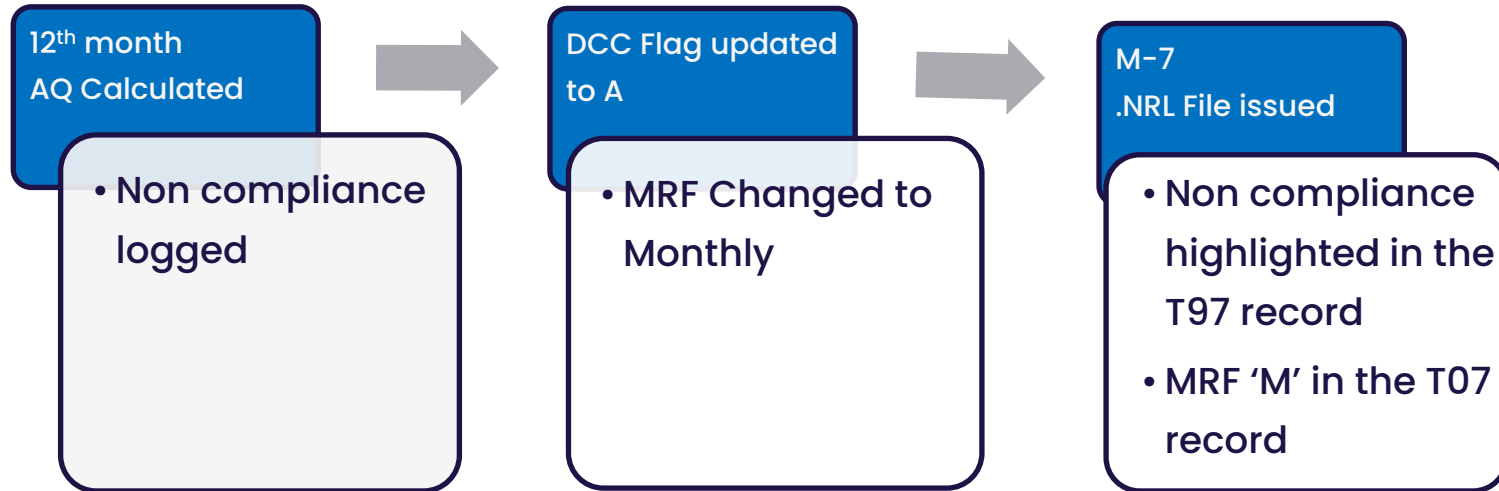
## Sites that no longer require a monthly Meter Read Frequency

If a Supply Meter Point no longer meets the criteria for a mandatory monthly Meter Read Frequency, they will continue to remain monthly read unless a Shipper changes the frequency to non-monthly (6 monthly or annually) using existing SPA processes.

## .NRL File - MRF Non Compliance notification

The non compliance data item (*MRF\_NON\_COMPLIANCE*) is set when the AQ is calculated (on the 12<sup>th</sup> each month) and the AQ has increased to 293,000 kWh or above and doesn't have a monthly MRF.

If we update the MRF based on other activity (i.e. DCC Service Flag set to A) prior to the .NRL being issued to Shippers (M-7 of the month) the MRF non compliance data item will still be set however the MRF (*MRF\_TYPE\_CODE*) will show the MRF value as monthly.



# ICS Survey Results Customer Update

Dionne Thompson  
April 2021

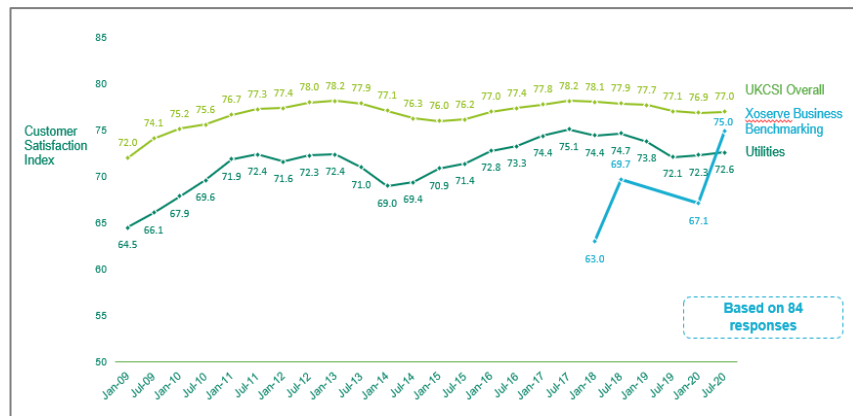


# Agenda

- Update on ICS Results
- Voice Of the Customer KANO Prioritisation Model
- Customer Prioritisation Vote using SLIDO



# Independent research from the Institution of Customer Service (ICS) has shown that Customer Satisfaction has improved by 7.9 points



Top 5	Xoserve Business Benchmarking	UKCSI Overall	Gap
Helpfulness of staff	8.3	7.8	0.5
Competence of staff	8.2	7.9	0.3
Product/service range	7.8	7.9	-0.1
Product/service quality	7.8	7.9	-0.1
Product/service reliability	7.7	7.9	-0.2

Bottom 5	Xoserve Business Benchmarking	UKCSI Overall	Gap
Speed of resolving your complaint	5.7	5.8	-0.1
The outcome of the complaint	6.1	5.9	0.2
Handling of the complaint	6.6	5.8	0.7
Ease of using the website	6.8	7.8	-0.9
XX makes you feel reassured	6.9	7.6	-0.7

What have we done to improve?

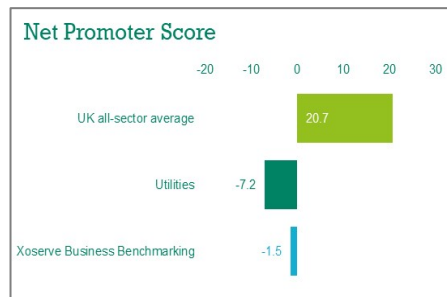
Fixing the basics and laying foundations on which we will continue to build on:

- Improved how we interact and engage with customers
- Introduced effective ways of measuring operational performance and reduced query backlogs
- Resolved a number of technology defects

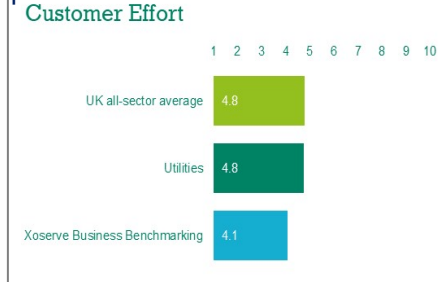
What are our future improvement plans?

- Improvements to the customer contact and complaint handling experience
- Development of Xoserve.com, making it easier for you to use
- Further investment in our Customer Relationship Management System (CRM)
- A new Contact Management System (CMS) replacing the current legacy platform

NPS improved by 32.7 points

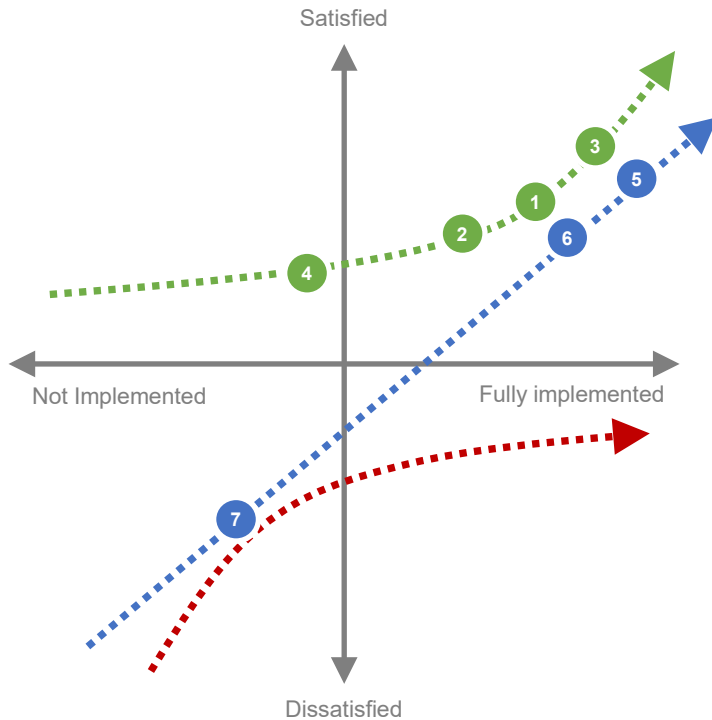


Customer Effort improved by 0.9 points



# VOICE OF THE CUSTOMER – Shippers (Pt1)

- The Kano model is a framework for categorising and prioritising Customer wants & needs, based on their impact to Customer satisfaction – (sources Customer/Advocate verbatim, KVI & Listening post, ICS survey)



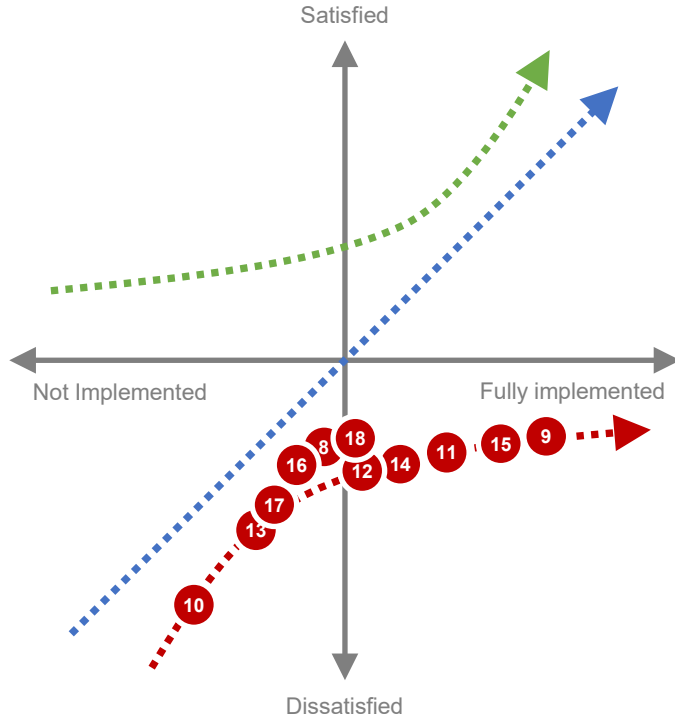
Ref	Description	Improvement Status
1	I want to be made aware of industry change and the impact that change has on my business – keep me informed and on the front foot	
2	Collaborate/partner with us and assist with anything we may need in terms of our long term planning (eg CSS) – horizon scan, tell me what I need to know	
3	We would welcome access to self service reports and data (Data Discovery Platform) – access to what we believe is ours is too slow and we do not understand prioritization	
4	We find your file format and flow documentation far to complex – can you make this easier to understand? “Why can’t you do it like Elexon?”	
5	We like the new Business Planning (BP19/20) process and it is a step in the right direction – ever increasing transparency can only be a good thing	
6	We like the Advocate set up but what we really want is not just a pocket of listeners but a responsive business that hears us and actually implements what we require to run our business better	
7	Control over communication is poor and communication appears to be sporadic and scatter gun rather than anything we value – Improving basic quality and control would be valuable to us	

**DELIGHTERS**- These are ‘nice surprises’. If the Customer gets something more than expected, satisfaction will be enhanced

**PERFORMANCE**- A high degree of achievement will result in enhanced Customer satisfaction

# VOICE OF THE CUSTOMER – Shippers (Pt2)

- The Kano model is a framework for categorising and prioritising Customer wants & needs, based on their impact to Customer satisfaction – (sources Customer/Advocate verbatim, KVI & Listening post, ICS survey)



Ref	Description	Improvement Status
8	Ownership of queries is a big issue for us – too often we experience “radio silence” and we perceive you are reluctant to speak to us – there does not appear to be a distinct complaint/enquiry handling process and no signposting of where to go for help	
9	I want to be confident I can balance my books and I want invoice surety – this is a huge issue for us (AML/ASP)	
10	System reliability is patchy and communication when systems are down is poor – I need you to understand the impact that this has on my business and to react in an appropriate way for my business	
11	You need to link your Strategy to my needs – we should develop a “no surprises” relationship that is built around joint strategic goals	
12	Your contractual performance measures and SLAs are not aligned with my business expectations	
13	We need a robust process for managing non-standard sites – the current process is not working (I&C Shippers)	
14	Your data accuracy is at times really poor and silly errors occur that cost us time and effort to fix before we can pass to our Customers – improve your QA	
15	The UIG task force has been quite successful but we are still a little nervous about UIG surety	
16	New entrants not supported as well as they could be – Gas is a complex business & we feel you could do more to help us gain a foothold – one idea would be provision of a products and service catalogue (New Shippers)	
17	Some improvements in Change have taken place but put simply “Request to Deliver” is still far too slow	
18	Make your website easier for me to complete task and find what I am looking for	

**DISSATISFIERS**– These are bare essentials and if not achieved, will adversely impact Customer satisfaction.

# Customer Slido Vote

To ensure we capture the views and comments from everyone, we will be using the tool 'Slido' and we will be asking you 2 questions.

You can join via a web page by google searching 'Slido'.

Alternatively, you can download 'Slido' to your mobile phone via your App Store.

Please enter **event number: #361761**

# Recent Additions to the “Performance Assurance Report Registers” (PARR)

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# New “PARR” Reports

- Annual Quantity Reports
- NDM Sample Data Submission
- WAR Band Read Submission and Calculation
- Sites above the Class 1 threshold which are not in Class 1
- Class 4 read submission performance as a percentage of portfolio AQ



# Annual Quantity Reports

## Sub-Reports

- a. Percentage Portfolio Calculated in month
- b. Percentage Portfolio Increased in month
- c. Percentage Portfolio Decreased in month
- d. Age of AQ by Percentage of Portfolio
- e. Total Percentage of Portfolio Calculated by Month
- f. Total Percentage of Portfolio Increased by Month
- g. Total Percentage of Portfolio Decreased by Month
- h. Failure to Calculate by Reason Code

Industry Peer Report No.	N/A – already published on Xoserve secure pages – Folder 12 – AQ Transparency Reports
PAC Report No.	2B.11
Introduced by	UNC Mod 0657
Purpose	Monthly reporting allows PAC to monitor monthly AQ movements in count and AQ terms, also % of portfolio without a recent calculation

# NDM Sample Data Submission

## Timing:

- Twice a year based on data provision to March and September each year

## Publication:

- Not on Huddle – reports provided directly to PAC by the CDSP

Industry Peer Report No.	N/A
PAC Report No.	2B.12
Introduced by	UNC Mod 0654S
Purpose	Allows PAC to monitor whether Shippers are complying with their UNC H1.6 obligations to submit usable daily consumption data for use in NDM Modelling
Additional Material	Data submission guidance on Joint Office DESC page <a href="#">click here</a>

# WAR Band Read Submission and Calculation

## Sub-Reports

- a. Percentage of Monthly read MPRNs that have not had reads accepted in November or December
- b. Percentage of Monthly read MPRNs that have not had reads accepted in March or April
- c. Percentage of Monthly read MPRNs without a new winter consumption
- d. Percentage of Monthly read MPRNs per EUC where a winter consumption correction was required in September but was not accepted

Industry Peer Report No.	N/A – own performance visible in DDP
PAC Report No.	2B.12
Introduced by	UNC Mod 0652
Purpose	Allows PAC to monitor whether Shippers are submitting enough reads for sites in EUCs 03 to 08 for a Winter Consumption calc to take place, and are updating Winter Consumptions where required
Additional Material	Xoserve Training Pack “Winter Annual Ratio (WAR) Bands and End User Categories” <a href="#">click here</a>

# Sites above the Class 1 threshold which are not in Class 1

UNC G2.3.15 qualifying rules:

- i) the last 3 AQ Calculation Months were qualifying AQ Calculation Months (including Month M); or
- ii) the last AQ Calculation Month prior to the commencement of the preceding period of 12 months was a qualifying AQ Calculation Month, and any AQ Calculation Month in that period is a qualifying AQ Calculation Month

Industry Peer Report No.	2A.11
PAC Report No.	2B.14
Introduced by	UNC Mod 0690
Purpose	Allows PAC to monitor whether Shippers are complying with their UNC Section G obligations to convert sites to Class 1 when they have met the qualifying criteria
Additional Material	XRN5038 (Mod 0691S) Training Material <a href="#">click here</a>

# Class 4 read submission performance as a percentage of portfolio AQ

Current Target levels (as set out in the current Performance Assurance Report Registers):

- Class 4 AQ > 293,000 kWh = 90% of AQ each month
- Class 4 AQ < 293,000 kWh with AMR or Operational Smart Meter = 90% of AQ each month
- Class 4 < 293,000 kWh without AMR or Operational Smart Meter = 90% of AQ in any 12 month period

Industry Peer Report No.	2A.12
PAC Report No.	2B.15
Introduced by	UNC Mod 0672
Purpose	Allows PAC to monitor Shippers' Class 4 meter read submission in total AQ terms
Additional Material	Xoserve PAC Training Material – Meter Read Submission section <a href="#">click here</a>

# PAC Report Useful Links

- Xoserve.com training pages (Services – Training & Education): -  
<https://www.xoserve.com/services/training-and-education/>
  - Training material on the key reports submitted to PAC -  
[https://rise.articulate.com/share/Dwb8n68bmZfMY6tV9mWWYn5E97MJ\\_i#/](https://rise.articulate.com/share/Dwb8n68bmZfMY6tV9mWWYn5E97MJ_i#/)
  - XRN5038 (Mod 069IS – CDSP to convert sites to Class 1) Training Material -  
[https://rise.articulate.com/share/C-zYhQltNEZys6MGn7QalzX\\_UBCfgiNb#/](https://rise.articulate.com/share/C-zYhQltNEZys6MGn7QalzX_UBCfgiNb#/)
  - WAR Band training material -  
<https://rise.articulate.com/share/bCEE2L9iTJDupMjLYgdUCyYCUjMdnEfA#/>
- NDM Sample Data submission guidance document -  
[https://www.gasgovernance.co.uk/sites/default/files/ggf/book/2020-11/Ref\\_Slides\\_MOD654s%20v01.0.pdf](https://www.gasgovernance.co.uk/sites/default/files/ggf/book/2020-11/Ref_Slides_MOD654s%20v01.0.pdf)
- Performance Assurance Report Registers on Joint Office -  
[https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2020-12/Performance%20Assurance%20Report%20Registers%20v3.01\\_Approved\\_07122020.pdf](https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2020-12/Performance%20Assurance%20Report%20Registers%20v3.01_Approved_07122020.pdf)

# EM LDZ Significant Meter Error (Alrewas)

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# Offtake Meter Error Background

- “Offtake Meter Error” refers to an error in measuring or calculating the amount of gas offtaken from the NTS (National Transmission System) into an LDZ
- The relevant Distribution Network Operator has responsibility for maintenance of the Offtake Meter and reporting any potential measurement errors
- An incorrect measurement means that total throughput in the relevant LDZ is incorrect so daily Unidentified Gas (UIG) is incorrect
  - If the meter has under-measured then UIG is too low
  - If the meter has over-measured then UIG is too high
- DM and NDM Allocations are not affected by Offtake Meter Errors

# Correction of Offtake Meter Errors

- When the error is corrected all Shippers *in the affected LDZ* will be billed *on the next available Amendment Invoice* for their share of the error in UIG – or credited for an over-measurement
  - Small errors use the standard 12-month UIG sharing rules – energy reconciliation only
  - Larger errors (>50 gWh energy value) are shared out using the latest market shares for the actual period of the error – back to the Line in the Sand (Code Cut-Off Date) if necessary but no further – energy only, using the original UIG Weighting Factors for those billing periods
- There is an existing procedure and process for communicating and assessing LDZ Meter Errors – all discussions should happen at the UNC Offtake Arrangements (OA) Workgroup
  - Errors >50 gWh require a report from an independent expert
  - Very large errors (>500 gWh) follow a more complex process requiring two separate independent experts

# Alrewas Significant Offtake Meter Error

- Cadent has notified Joint Office of a potentially significant under-measurement at the offtake from the NTS into East Midlands (EM) LDZ at Alrewas between May 2019 and Feb 2021
- This offtake is actually managed by Cadent's WM LDZ team due to its location
- The first Offtake Arrangements Workgroup discussion took place on March 15<sup>th</sup> 2021 – invite issued by Joint Office but no Shippers attended
- An Independent Technical Expert was appointed and when they are ready to start reporting the OA Workgroup will meet again
- We recommend that Shippers look out for the next invitation and engage with the process

# Meter Error Useful Links

- Meter error pages – <https://www.gasgovernance.co.uk/mer>
- MER page for Error EM009 (Alrewas) – <https://www.gasgovernance.co.uk/MER/EM009>
- Measurement Error Notification Guidelines – <https://www.gasgovernance.co.uk/sites/default/files/ggf/Measurement%20Error%20Notification%20Guidelines%20v4.pdf>
- UIG Training – <https://www.xoserve.com/media/1343/uig-education-pack.pdf>

# Meters with No Reads

Shipper Constituency Meeting April 2021



Provided by:



# No Reads: Overview of the issue

## **Meter readings are critical to the smooth running of the industry:**

- To update a sites Annual Quantity (AQ)
- To help assign the most appropriate End User Category (EUC) particularly the calculation of WAR Bands for EUC03 and above
- To Reconcile previous allocations and correct any NDM allocation error
- To update the Unidentified Gas (UIG) position

## **What's the problem?**

- As of mid April 2021 there are over 200,000 sites with no 'Actual' read on UKLink for more than 4 years!
- Code Cut-Off Date (aka LIS) prevents adjustments/Reconciliation prior to that date (LIS date is always 1<sup>st</sup> April 3 years ago)
- Mis-allocations prior to current LIS date will not get corrected

# No Reads: Reducing the impact to your organisation

**Obtain and load 'Actual' meter reads to UKLink for these meters ASAP**

## **How to identify affected Meters**

- Shippers can use the Data Discovery Platform (DDP) to easily identify affected meters in their portfolio:
- In DDP go to: *Reads* > *No Reads* > *Drill Across*
  - You can view/download affected meters (including useful site info) by clicking the bar for the relevant age bucket (i.e. '>4 Years')

## **Guidance and Support**

- Training material on how to improve and maintain your overall industry performance, which includes info on 'Meter Read Submissions', is available [here](#)
- Support is available by contacting the Customer Performance Analysis team via [uigtaskforce@Xoserve.com](mailto:uigtaskforce@Xoserve.com) or your Customer Advocate

# CMS Rebuild Update

April Updates – Jo Williams

**xserve**

Provided by:





# CMS Rebuild – Progress to date

## Summary of progress to date

- All Ideal “To Be” Workshops have now been facilitated with some great discussion and internal “focus” groups have been stood up to investigate some of the requirements in more detail, an example of this is for the Must Reads process.
- SLAs have been a reoccurring requirement and painpoint, so there maybe future discussions regarding introducing or amending SLAs to the processes i.e. Must Reads or Consumption Adjustments.
- A small focus group has been established to try and identify the cross communication process requirements in lower level so we can Inform the suppliers of any discussion. During this discussion a similar collaboration tool (SDEP) that has been launched and mandated by Ofgem and so further investigation is taking place to understand the value of another collaboration tool within the CMS rebuild option.
- Advocates are undertaking an Industry end to end new connections journey workshop and CMS team will attend to identify any additional requirements that could be delivered through CMS.
- Suppliers have submitted their HLSO as per the agreed date and the team are currently completing due diligence on the options provided. Included in this month’s presentation there will be a high level verbal update from the team, as we are still in confidential discussions with the suppliers there is a limit on what can be shared in a wider forum.

## Next Steps

- Continue to understand the SDEP integration and identify any potential impact.
- Identify the recommended solution from the supplier options and take this option to CoMC for approval to proceed, following which the ChMC shall be advised of the recommended option and the necessary change governance shall commence.
- Approval of processes to remain in scope of CMS

Key Milestones	Due
Initial Workshops Completed	22/01/2021
To Be Workshops Commence	08/02/2021
HLSO – Target Date	21/04/2021

# High Level Solution Options

Category	Details
Number of Suppliers engaged	4
Technology Solutions Proposed	Pega, Azure, hybrid of Pega & Azure
Delivery Options	Phased Delivery (two Phases) or a Single Delivery
Delivery Timescales from mobilisation	Shortest: 12 months Longest: 16 Months
NB – All the above are initial views of the bid submissions and need to be fully validated and evaluated. Therefore they are subject to change	

## Next Steps

- Assess bids and choose option based on satisfying customer requirements, total cost to operate and change capability
- Provide update to CoMC in May and request funds to mobilise the detailed design phase
- Agree engagement approach with customers during detailed design (DSG/interactive sessions)
- Consult on phased or single delivery with customers, during detailed design phase

# June Release Update

Shipper Constituency Meeting April  
2021

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Provided by:

 **correla**

# XRN5253 June 21 Major Release - Status Update

	Overall Project RAG Status		
	Schedule	Risks and Issues	Cost
RAG Status			
	Status Justification		
Schedule	<ul style="list-style-type: none"> <li>Project On Track</li> <li>System Testing Completed, UAT Complete, Regression Testing commenced on 12<sup>th</sup> April</li> <li>Project Cutover date will be 26<sup>th</sup> June as per baselined plan, contingency date will be 3<sup>rd</sup> July</li> <li>PIS Dates agreed in principle following discussion and agreement on requirements for 1<sup>st</sup> usage coverage.</li> </ul>		
Risks and Issues	<p>There is a risk that we cannot define a contingency Go Live date because of the Gemini code freeze which starts on 28th June 2021 leading to a significant delay to Go Live in the event that our original Go Live date cannot be achieved</p> <p>Update: Agreement reached with Gemini team to utilise 3<sup>rd</sup> July as a contingency date following code analysis exercise. Risk to be closed</p>		
Cost	<ul style="list-style-type: none"> <li>Overall cost approved in BER in March 2021 is 373k. Project forecast within approved sanctioned amount.</li> </ul>		
Scope	<ul style="list-style-type: none"> <li>XRN5093 - MOD0711 - Update of AUG Table to reflect new EUC bands</li> <li>XRN4992 - MOD0687 - Creation of new charge to recover last resort supply payments - Descoped at Extraordinary CHMC on 26<sup>th</sup> October</li> <li>XRN4941 - MOD0692 - Auto updates to meter read frequency - Descoped at Change Management Committee on 11<sup>th</sup> November</li> </ul>		

# HyDeploy

Shipper Constituency Meeting April  
2021

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# HyDeploy

<https://hydeploy.co.uk/>

<https://www.xoserve.com/services/hydeploy-hub/>

HyDeploy is a partnership between Northern Gas Networks, Cadent, the Health and Safety Executive, Keele University, ITM Power and Progressive Energy. HyDeploy is carrying out vital demonstrations to show that the gas network can carry a blend of hydrogen with no impact on the customer's gas supply. It is providing evidence on how customers don't have to change their cooking or heating appliances to take the blend, which means less disruption and cost for them. It is also confirming initial findings that customers don't notice any difference when using the hydrogen blend.

The HyDeploy project began with a first phase live demonstration of blended hydrogen and natural gas on part of the private gas network at Keele University campus in Staffordshire.

# Xoserve's role in this HyDeploy demonstration

## Xoserve's role in this HyDeploy demonstration

Xoserve is working closely with stakeholders across the industry to deliver HyDeploy in a transparent and coherent manner from an operational point of view. It is our role to ensure the data infrastructure underpinning the transformation is fit for purpose and effective – and scalable for similar projects that are coming up further on down the line.

As a Distribution Network Operator, Northern Gas Networks and Cadent require Xoserve, as the Central Data Service Provider (CDSP), to ensure all Meter Point Reference Numbers (MPRNs) included within the second phase North East live demonstration are readily identifiable and have processes and controls in place to protect these sites (and end-consumers) from being adversely impacted for the duration of the demonstration.



XRN4979: Data Volume Reduction

20/04/2021



# Background

UK Link SAP IS-U system holds all gas industry transactional data to support Xoserve role as CDSP. This system is now housing data that is at least 3 years old, with an ongoing monthly growth of 600 GB (expected to increase further as smart meter rollouts increase in the market). Data archival strategy is required to address the increasing data and related storage, maintenance and performance issues.

As part of this project data archiving would mean that all tables identified/eligible for archival (based on the agreed retention periods and rules) will have the data deleted from the SAP IS-U system and be stored in SAP Archive Files and these files will be stored in OpenText. This data will be available for authorised users to be accessed and queried upon, however not be available for any transactional changes. Raise Purchase Request Form – old form – follow current process

The reduction of data volume is expected to enable performance improvements to the database. It is also a key dependency that will support the UK Link Platform Roadmap and the move of UK Link production to the Cloud by reducing the data volume that must be migrated from On-Premise to the Cloud. Longer term it is envisaged that we will achieve storage cost savings in the cloud due to archive data taking up less space and saving on storage costs.

# Objective of DVR Project

The objective of the project is to:

To devise and implement a data volume reduction strategy working with Proceed for the UK Link IS-U database so to:

- ✓ Reduce the data volume using recommended data archival and data purge techniques
- ✓ Enable regular scheduled archiving and purging (for the objects in DVR scope) in BAU process once project handover to BAU Team is completed

Ensure stability of the UK Link platform by reduction of data held and so improve performance that is caused by large volumes of transactional data.

Support the future aspirations of the UK Link Strategic Roadmap by reducing the volume of data that must be migrated from On-Premise to the Cloud and reduce future Cloud storage costs

# DVR Scope

The delivery of the DVR project is split into 3 Tracks:

Track 1 – These are billing and metering objects which will be archived for retrieval.

EABL  
EABLG  
ZDT\_UMR\_RECORDS  
ERCH  
DBERCHZ1  
DBERCHZ3

Any records older than the retention period will be archived and the retention period for each site will be the:

The oldest of (Lesser of)  
Move in date of first latest contract which was moved out before LIS  
Installation date of latest device which was removed pre LIS  
LIS date

Track 2 – This scope is made up of Custom Z tables which will be purged and all the Idocs (SAP intermediate documents) will be Archival based on the individual Idoc retention period.

Track 3 – This scope is made up of all new Archival objects. These objects will be archived for retrieval.

# Replacement Meter Reads Rejection Code

Table ZDT\_REJ\_CODES Display

MANDT	400
MSG CLS	ZDM_MR_REJ
MSG NO	640
REJECTION CODE	MRE00482
OBJ CLASS CODE	MRE
MESSAGE CODE	482
EXCEPTION MSG	Meter point has no read to be replaced

