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:	XRN5007	
Change Title:	Enhancement to reconciliation process where prevailing volume is zero	
Date Raised:	08/06/2020	
Sponsor Representative Details:	Organisation:	Xoserve
	Name:	Satpal Kalsi
	Email:	Satpal.Kalsi@xoserve.com
	Telephone:	0121 229 2611
Xoserve Representative Details:	Name:	Emma Smith
	Email:	Emma.Smith@xoserve.com
	Telephone:	01212292194
	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	Where exception is encountered the MPRN in context cannot be invoiced until the exception is cleared

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	There has been a large increase in the number of MN09 exceptions with no current workaround. The functional process needs to be reviewed and corrected to ensure valid MN09 exceptions no longer occur.

	The number of MN09 exceptions is increasing by around 10k per month. As at 10th June the volume of exceptions and related MPRNs was: Total MN09 exceptions – 171,141 Total impacted MPRNs – 102,613	
Change Description:	To prevent valid MN09 exceptions from occurring and ensure that the resultant billing, and any related downstream processing, is correct.	
Proposed Release:	Nov 21	
Proposed Consultation Period:	☐ 10 Working Days	☐ 15 Working Days
	☐ 20 Working Days	☒ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	An MN09 exception prevents any further billing on an impacted MPRN therefore this is impacting the customer invoices. There will also be adverse impacts to AQ and UiG as the volumes are not being accounted for. *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?*
Benefit Realisation:	Immediately upon delivery *When are the benefits of the change likely to be realised?*
Benefit Dependencies:	None at this time *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 5: Metered Volume and Metered Quantity
Level of Impact	Major/ Minor/ Unclear/ None
If None please give justification	
Impacts on UK Link Manual/ Data Permissions Matrix	

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Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☒ Shipper	33 %	XX %
	☐ National Grid Transmission	XX %	XX %
	☒ Distribution Network Operator	67 %	XX %
	☐ IGT	XX %	XX %
	☐ Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation – Initial Review

Change Status:	☒ Approve	☐ Reject	☐ Defer
DSC Consultation Issue:	☐ Yes	☒ No	

A7: ChMC Recommendation – Solution Review

Change Status:	☒ Approve	☐ Reject	☐ Defer
Industry Consultation:	☒ 14 Working Days	☐ 15 Working Days	
	☐ 20 Working Days	☐ Other [Specify Here]	
DSC Consultation Issue:	☒ Yes	☐ No	
Date Issued:	14/12/2020		
Comms Ref(s):	2741.2 - RT - JR		
Number of Responses:	2 approval responses for option 2.		
Solution Voting:	☒ Shipper	Approve	
	☐ National Grid Transmission	Please select.	
	☒ Distribution Network Operator	Approve	
	☐ IGT	Please select.	
Meeting Date:	13/01/2021		
Release Date:	Release: November 2021 Release		

XRN5007 - Correction in the reconciliation process when volume is zero

A8: ChMC Recommendation – Detail Design

Change Status:	☒ Approve		☐ Reject		☐ Defer	
Industry Consultation:	☒ 10 Working Days			☐ 15 Working Days		
	☐ 20 Working Days			☐ Other [Specify Here]		
DSC Consultation Issue:	☒ Yes			☐ No		
Date Issued:	15/03/2021					
Comms Ref(s):	2788.2 - MT - PO					
Number of Responses:	No Responses received					
Design Voting:	☒ Shipper			Approve		
	☐ National Grid Transmission			Please select.		
	☒ Distribution Network Operator			Approve		
	☒ IGT			Approve		
Meeting Date:	07/04/2021					
Release Date:	Release: Nov 21					
Change Status:	☒ Approve		☐ Reject		☐ Defer	
Industry Consultation:	☒ 10 Working Days			☐ 15 Working Days		
	☐ 20 Working Days			☐ Other [Specify Here]		
DSC Consultation Issue:	☒ Yes			☐ No		
Date Issued:	14/06/2021					
Comms Ref(s):	2839.1 - RT - PO					
Number of Responses:	1 Approval representation					
Design Voting:	☐ Shipper			Approve		
	☐ National Grid Transmission			Please select.		
	☐ Distribution Network Operator			Approve		
	☐ IGT			Approve		
Meeting Date:	07/07/2021					
Release Date:	Release: Nov 21					

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

XRN5007 - Correction in the reconciliation process when volume is zero

DSG Date:	14/12/2020

DSG Summary:	JB presented this agenda item. JB provide a detailed Change overview of this Change. There are 2 solution options for this change.
	
	1. Review and amend formulas, supporting the reconciliation process, where the prevailing volume is used.
	
	   JB stated that this would impact SAP ISU with an overall large impact requiring a major release. The high level cost estimate for this solution is 120K-200K GBP. JB clarified that this Change solution has no code conflict with CSS.
	
	2. Change reconciliation methodology to calculate reconciliation values using the deemed position.
	   This solution involves impacts to SAP ISU and will look to address all MN09 backlog. In addition, the solution has an overall impact of medium and a recommended for a Major Release. The high level cost estimate for this solution is 70K-150K GBP.
	
	Sean McSweeney asked JB if the similar comms regarding exceptions was relating to the backlog. JB replied stating there is a workaround currently in place, being used by Michele Downes and her team to manage the exceptions. JB stated Shippers would still see consumption adjustments even after the manual workaround of the exceptions. The main issue that triggers the MN09 is the divide by 0 issue. This solution will prevent the divide by 0. JB also urged customers to provide responses via the December Change Pack, issued 14th December 2020.
	IB advised that there has been no reporting received since July 2020 and if this can be chased to provide an updated number and report.
	
	Action: JB to speak to MD regarding the 15,000 exceptions as IB has not received anything for the past few months.

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

D1: Solution Options

Solution Option Summary:	<u>**Overview**</u> XRN5007 "Correction in the reconciliation process when volume is zero" seeks to ensure the reconciliation process can complete, without exception, on variance periods with a prevailing volume having a value of 0. This will ensure that reconciliations charges are

XRN5007 - Correction in the reconciliation process when volume is zero

issued to the customer in a timely manner and future periods are not prevented from reconciling.

The Change Proposal can be found [here](#)

<u>Change/Solution Overview</u>
Currently, for Supply Meter Points with a Product Class of 3 or 4, where a reconciliation period has been reconciled to a zero position and then a valid read related to that period is received and re-reconciliation takes place an exception (MN09) is generated. This occurs as the prevailing metered volume is used in the reconciliation calculation and holds a value of zero. The scenarios that have been identified as resulting in an MN09 exception are:

- Re-reconciliation of a zero reconciled period triggered by a site visit or replacement reading
- A Breaking Rec (where a previously reconciled period is split as a result of an inserted read) on a non consuming period

There are currently two workarounds in place to try and manage the exception pot:

1. For a read resulting in a standard reconciliation, after the exception has occurred consumption adjustments are applied to allow reconciliation to occur
2. Where a check read is received resulting in check to check reconciliation manual work is required to clear the exception

There are around 7-10k MN09 exceptions created per month with both workarounds requiring some level of manual effort resulting in a delay in reconciling a large proportion of the impacted MPRNs. As a result of this delay in reconciliation, and prevention of any further reconciliation, there is a further impact on AQ calculations and UiG volumes.

The High Level Solution Option (HLSO) document for this change is now available and can be found [here](#) for your review.

The HLSO outlines that Xoserve have identified two solution options to deliver the requirements of the change.

Solution Option 1:
This solution is to amend the current reconciliation calculations to account for the scenario where the prevailing volume is zero whilst returning the correct reconciled volume and charges.

Solution Option 2:
This solution is to investigate using the deemed position in the existing reconciliation calculation, taking in to account any previous reconciliation calculations.

Option Summary
Both options will meet the requirement of the change proposal, to minimise the risk of MN09 exceptions occurring, and will seek to

	resolve any valid, outstanding MN09 exceptions present within UK Link at time of implementation. The functional changes are limited to SAP ISU however option 1 is a more complicated solution as the exact amendments required to the calculations are not known and, as this option will change the calculation routines for all reads, testing effort will be greater than for option 2. Option 2 will look to substitute the prevailing volume with the deemed volume and will not seek to change the formula itself. This will allow the testing effort to focus on the scenarios in scope of the change.
Implementation Date Solution Options:	Both solution options will require delivery within a Major Release, aiming for November 2021, subject to ChMC approval.
Xoserve preferred option: (including rationale)	Xoserve's preferred solution is option 2 as this will ensure the "prevailing volume" value used in reconciliation calculations will never be zero without changing the existing base formulas and minimising the risk of adversely impacting the process. Solution option 1 will change the fundamentals of the reconciliation calculation and increase testing effort to ensure all other scenarios are not impacted. It should also be noted that the changes required to the formula under option 1 are not yet known and as such risk would be carried into delivery.
DSG preferred solution option: (including rationale)	The proposed solution, along with a run-through of the HLSO, will be presented to DSG on 14th December 2020.
Consultation closeout:	05/01/2021
Impact on Service Line(s) and funding (A6) for each Solution Option:	(If differ from original assessment in A6)

Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

<table>
<tr><td rowspan="4">User Contact Details:</td><td>Organisation:</td><td>EDF</td></tr>
<tr><td>Name:</td><td>Eleanor Laurence</td></tr>
<tr><td>Email:</td><td>eleanor.laurence@edfenergy.com</td></tr>
<tr><td>Telephone:</td><td>07875117771</td></tr>
<tr><td>Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.</td><td colspan="2">Approve solution option 2</td></tr>
<tr><td>Implementation Date:</td><td colspan="2">Approve</td></tr>
<tr><td>Xoserve preferred solution option:</td><td colspan="2">Approve</td></tr>
<tr><td>DSG preferred solution option:</td><td colspan="2">Approve</td></tr>
<tr><td>Publication of consultation response:</td><td colspan="2">N/A</td></tr>
</table>

E2: Xoserve' s Response

<table>
<tr><td>Xoserve Response to Organisations Comments:</td><td>Thank you for your representation, we will feed this into ChMC for a final decision</td></tr>
</table>

E1: Organisation's preferred solution option

<table>
<tr><td rowspan="4">User Contact Details:</td><td>Organisation:</td><td>SSE Energy Supply Limited</td></tr>
<tr><td>Name:</td><td>Megan Coventry</td></tr>
<tr><td>Email:</td><td>megan.coventry@sse.com</td></tr>
<tr><td>Telephone:</td><td>02392277738</td></tr>
<tr><td>Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.</td><td colspan="2">We support option 2, as it is less complex than option 1 whilst still providing an adequate solution to reduce delay and subsequent impact on AQ calculations and UIG.</td></tr>
</table>

XRN5007 - Correction in the reconciliation process when volume is zero

Implementation Date:	Approve
Xoserve preferred solution option:	Approve
DSG preferred solution option:	Approve
Publication of consultation response:	N/A

E2: Xoserve' s Response

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

Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN5007
Solution Details:	Option 2 - Change reconciliation methodology to calculate reconciliation values using the deemed position SAP ISU : This change would investigate the use the Deemed Volume instead of the Prevailing Volume for normal reconciliation. For Check to Check Reconciliation, the change would use the deemed volume to validate the period. Wherever deemed volume is taken to calculate the rec factor in case of re-reconciliation, Supporting Information should also display deemed energy and volume instead of actual / true prevailing volume and energy. Code changes to : i. Class 3 Reconciliation ii. Class 4 Reconciliation iii. Class 3 Check to Check Reconciliation iv. Class 4 Check to Check Reconciliation New program (one time activity) to clear the outstanding MN09 backlog. This will reverse the rec, re-rec the site using the deemed position and close the exception.
Implementation Date:	05/11/2021
Approved By:	Change Management Committee
Date of Approval:	13/01/2021

XRN5007 - Correction in the reconciliation process when volume is zero

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2788.2 - MT - PO
Comm Title:	XRN5007 Correction in the reconciliation process when volume is zero Detailed Design Change Pack
Comm Date:	15/03/2021

G2: Change Representation

Action Required:	For representation
Close Out Date:	29/03/2021

G3: Change Detail

Xoserve Reference Number:	XRN5007
Change Class:	Functional System
ChMC Constituency Impacted:	Shipper Class A; Shipper Class B; Shipper Class C
Change Owner:	James Barlow Customer Change Specialist james.barlow@xoserve.com 0121 229 2802
Background and Context:	For Supply Meter Points in Class 3 and Class 4 where a period has been previously reconciled and then a valid read related to that period is received (including a check reading) re-reconciliation takes place. The reconciliation process calculates the Reconciliation Factor, which is used to apportion the reconciliation volume across the reconciliation period, as: $$RF = RV / PV$$ RF is the Reconciliation Factor RV is the Reconciliation Volume PV is the Prevailing Volume When the Prevailing Volume used during the Reconciliation Factor calculation is zero, a divide by zero error occurs and an MN09 exception is created preventing any further reconciliation and billing activity for the MPRN(s) in question. The scenarios that cause an MN09 exception are: • Re-reconciliation of a non-consuming period (zero reconciled) triggered by a site visit read or replacement read that impacts upon that non-consuming period

- A Breaking Reconciliation on a non-consuming period (zero reconciled). For clarity, this is where a previously reconciled period is split following an inserted read within it.

As stated, once an MN09 exception has been generated any future reconciliation, including the Shipper financial charges, is prevented until the exception has been resolved.

There is currently a technical workaround in place to resolve MN09 exceptions using a consumption adjustment to calculate the volume for the impacted period and generate the appropriate charges. Once the exception is resolved then future reconciliation can continue.

However, it should be noted that, the technical workaround, defined above, does not resolve MN09 exceptions created against Supply Meter Points where one of the below criteria is true:
- The zero Prevailing Volume is within a Check to Check reconciliation period
- A Consumption Adjustment has already been applied for the same reconciliation period
- Incorrect calculation of volume due to multiple Through The Zero's (TTZ)/Round The Clock (RTC) counts
- The reconciliation period is for one day

Where an MN09 exception has been created as a result of one of the above scenarios a manual workaround is required to determine the action required to resolve. As this is a manual process there are delays to the reconciliation being processed which, in turn, results in a delay in the associated, and future, reconciliation charges from being generated and issued to the Shipper. As the volumes are not accounted for until the MN09 exception is resolved there is also a delay to downstream processes which has an adverse impact to AQ calculation and UiG allocation.

This change has been raised to enhance the Reconciliation Factor calculation to minimise the number of MN09 exceptions created. This, in turn, will remove the reliance on both the technical and manual workarounds and allow reconciliation charges to be invoiced in a timely manner.

It should be noted that the TTZ scenario highlighted above will not be directly resolved by this change. XRN5072 "Application and derivation of TTZ indicator and calculation of volume and energy – all classes" will address any incorrect calculation of volume due to multiple TTZ's, once the MN09 exception has been resolved the correct volume will be calculated. This change is also in scope of November 2021 Major Release and details can be found here. To ensure that the volume is corrected prior to the MN09 exception being resolved the processing order of functional changes during the implementation of both changes will be considered within the November 2021 Major Release delivery plan.

G4: Change Impact Assessment Dashboard (UK Link)

|	
Functional:	Reconciliation
Non-Functional:	None
Application:	SAP ISU
User(s):	Shipper Class A; Shipper Class B; Shipper Class C
Documentation:	None
Other:	None

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

G5: Change Design Description

Within the initial Change Pack consultation two solution options were proposed and all representations were in support of the solution, defined below. This was ratified by Change Managers at the Change Management Committee (ChMC) meeting in January 2021.

The change will, for Supply Meter Points in Class 3 and Class 4, utilise the Deemed Volume, rather than the Prevailing Volume, to calculate the Reconciliation Factor where re-reconciliation takes place and the Prevailing Volume is zero.

Prior to calculating the Reconciliation Factor, a step will be added to the reconciliation process to determine the volume source that will be used. This is shown in the below diagram.
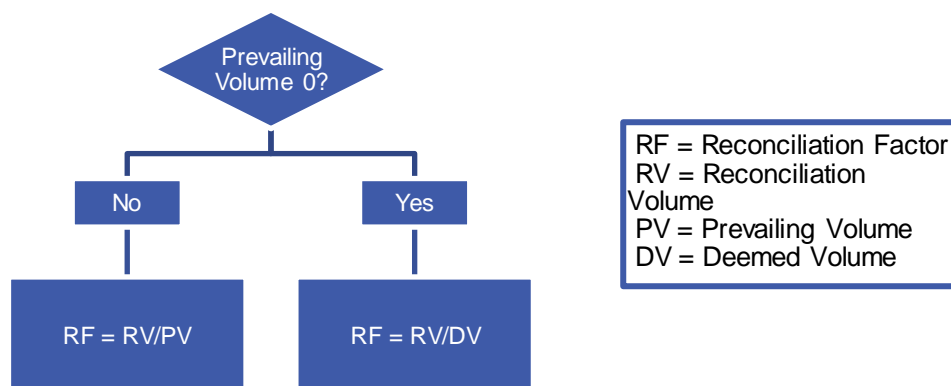
By utilising the Deemed Volume, where the Prevailing Volume is zero, the risk of a divide by zero error and, therefore, an MN09 exception, will be minimal allowing re-reconciliations to complete and charges to be generated without the requirement for intervention via technical or manual workaround and a consumption adjustment being applied.

To clarify, the term Prevailing Volume refers to the latest volume position for a given MPRN. In a first time reconciliation the Prevailing Volume is the Deemed Volume and, due to the

XRN5007 - Correction in the reconciliation process when volume is zero

Annual Quantity (AQ) having a minimum value of 1, only in the most extreme scenario will the deemed volume be zero. Therefore, the additional step in the process to check for a Prevailing Volume of zero, defined above, will only be added to the re-reconciliation process.

Check to Check Re-Reconciliation
A Check to Check period is made up of one, or multiple, reconciliation periods. For Supply Meter Points in Class 3 and Class 4, each of these periods will be assessed individually to establish the volume source to be used to calculate the Reconciliation Factor. This means that, within the Check to Check period, the Prevailing or the Deemed Volume can be used to calculate the Reconciliation Factor for each given reconciliation period. A basic example of this is shown in the below table:

Prevailing Volume	RF using Prevailing Volume	RF using Deemed Volume
75	Yes	No
100	Yes	No
0	No	Yes
125	Yes	No
100	Yes	No

RF = Reconciliation Factor

The values provided in this table are for illustrative purposes only

Impact on .ASP and .AML Supporting Information Files
Where the Reconciliation Factor for a Class 4 Supply Meter Point has been calculated using the Deemed Value the fields on the K88 record (ASP) and the K92 record (AML) will reflect the following:

Field Name	Content When Deemed Value Used in Rec Factor Calculation
RECONCILIATION_VARIANCE_TOTAL_DEEMED_ALLOC_VOLUME	Deemed Volume
RECONCILIATION_VARIANCE_TOTAL_DEEMED_ALLOC_ENERGY	Prevailing Energy. Please note, this is as is however it cannot be used to calculate the Deemed Volume
RECONCILIATION_FACTOR	Calculated using Deemed Volume. This cannot be used to calculate the Actual Energy from the Prevailing Energy.

It should be noted that this is aligned to how the information is currently displayed in these fields where a consumption adjustment has been applied for a given reconciliation period.

UK Link Manual
As agreed at Distribution Work Group on 28th May 2020, a guidance document, which will set out the approved process, will be created and added to the UK Link Documentation Library. This document will be issued for review and approval in a separate change pack at a later date.

Resolution of existing MN09 exceptions

The existing workarounds, as defined within section G3, will continue to be used until this change is implemented. Following implementation, the reconciliation process will be re-triggered for Supply Meter Points where a MN09 exception is open at that point in time. This will allow the use of the Deemed Volume to calculate the Reconciliation Factor for the affected Supply Meter Points and periods in context and clear the exceptions without the need to apply consumption adjustments.

Please note this activity will generate reconciliation charges which will be included on the next scheduled invoice to Shippers. The timeline for this activity will be defined within the Project delivery lifecycle.

Any outstanding MN09 exceptions that are not resolved by re-triggering the reconciliation process will be investigated to identify the root cause of the issue preventing the exception from being resolved.

G6: Associated Changes

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

G7: DSG

Target DSG discussion date:	22nd March 2021
Any further information:	To discuss any comments provided from the Detailed Design Change Pack representations

G8: Implementation

Target Release:	November 2021
Status:	Approved

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

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2839.1 - RT - PO
Comm Title:	New UK Link Manual Guidance Document as a result of XRN5007
Comm Date:	14/06/2021

XRN5007 - Correction in the reconciliation process when volume is zero

G2: Change Representation

Action Required:	For Representation
Close Out Date:	28/06/2021

G3: Change Detail

Xoserve Reference Number:	N/A
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 new guidance document to provide supporting information of the changes being introduced under XRN5007 - *Correction in the reconciliation process when volume is zero.* Additional details for the above XRN can be found on xoserve.com or alternatively please see communication ref 2788.2.

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	None
Non-Functional:	None
Application:	None
User(s):	All Shipper Users, Distribution Networks & Independent Gas Transporters
Documentation:	UK Link Manual – Reconciliation Factor Guidance Document
Other:	None

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

XRN5007 - Correction in the reconciliation process when volume is zero

G5: Change Design Description

To support the implementation of the changes being introduced under XRN5007 there is a requirement to create a new UKLink Manual guidance document, *__Reconciliation Factor calculation where Prevailing Volume is zero__*. Please note that this will **not** form part of the UK Link Manual.

This change pack is seeking DSC ChMC approval of the following proposal to create the aforementioned guidance document. The purpose of the document is to describe the Reconciliation Factor calculation for re-reconciliation of Supply Meter Points in Product Class 3 or Product Class 4. This document does not form part of the UK Link Manual, it is intended for illustration and guidance purposes only.

If accepted, the guidance document will go live following the implementation of the changes under XRN5007 (currently within scope of November 2021 Major Release).

Please see attached the proposed guidance document for the reconciliation factor calculation for your review. We will, following closeout of the representation window, be seeking approval from ChMC in at the next committee meeting on July 7th 2021.

G6: Associated Changes

Associated Change(s) and Title(s):	XRN5007

G7: DSG

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

G8: Implementation

Target Release:	November 2021 Major Release
Status:	For Approval

XRN5007 - Correction in the reconciliation process when volume is zero

Section H: Representation Response

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:	Approve.	
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

XRN5007 - Correction in the reconciliation process when volume is zero

Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	Initial draft	04/06/2020	James Barlow	All sections created
2.0	With DSG	22/12/2020	Chan Singh	Updated CP with discussions from DSG 14th December 2020
3.0	For Approval	08/01/2021	Rachel Taggart	Solution Review Change Pack added
4.0	Approved	20/01/2021	Rachel Taggart	Outcome from ChMC on 13th January added
5.0	For Approval	31/03/2021	Rachel Taggart	Detail Design Change Pack added
6.0	Approved	12/04/2021	Rachel Taggart	Outcome from ChMC on 7th April added
7.0	Approved	09/07/2021	Rachel Taggart	Document Design Change Pack added Outcome from ChMC on 7th July added

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 Driver Type	☐ CMA Order ☐ MOD / Ofgem ☐ EU Legislation ☐ License Condition ☐ BEIS ☒ ChMC endorsed Change Proposal ☐ SPAA Change Proposal ☐ Additional or 3rd Party Service Request ☐ Other *(please provide details below)*
Please select the customer group(s) who would be impacted if the change is not delivered	☒Shipper Impact ☐iGT Impact ☒Network Impact ☐Xoserve Impact ☐National Grid Transmission Impact
Associated Change reference Number(s)	
Associated MOD Number(s)	
Perceived delivery effort	☐ 0 – 30 ☐ 30 – 60 ☒ 60 – 100 ☐ 100+ days
Does the project involve the processing of personal data? *'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.*	☐ Yes *(If yes please answer the next question)* ☒ No

XRN5007 - Correction in the reconciliation process when volume is zero

A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	☐ New technology ☐ Vulnerable customer data ☐ Theft of Gas ☐ Mass data ☐ Xoserve employee data ☐ Fundamental changes to Xoserve business ☐ Other *(please provide details below)* *(If any of the above boxes have been selected then please contact The Data Protection Officer (Kevin-Eltoft-Prest) to complete the DPIA. Kevin-Eltoft-Prest. Information can be found: https://xoserve.sharepoint.com/dept/tech/infosec/Documents/Forms/AllItems.aspx*
Change Beneficiary *How many market participant or segments stand to benefit from the introduction of the change?*	☒ Multiple Market Participants ☐ Multiple Market Group ☐ All industry UK Gas Market participants ☐ Xoserve Only ☐ One Market Group ☐ One Market Participant
Primary Impacted DSC Service Area	Service Area 5: Metered Volume and Metered Quantity
Number of Service Areas Impacted	☐ All ☐ Five to Twenty ☐ Two to Five ☒ One
Change Improvement Scale? *How much work would be reduced for the customer if the change is implemented?*	☐ 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
**Known Impact to Systems / Processes**
Primary Application impacted	☐ BW ☒ ISU ☐ CMS ☐ AMT ☐ EFT ☐ IX ☐ Gemini ☐ Birst ☐ Other *(please provide details below)*
Business Process Impact	☐ AQ ☐ SPA ☐ RGMA ☒ Reads ☐ Portal ☒ Invoicing ☐ Other *(please provide details below)*
Are there any known impacts to external services and/or systems as a result of delivery of this change?	☐ Yes *(please provide details below)* ☒ No
Please select customer group(s) who would be impacted if the change is not delivered.	☒ Shipper impact ☒ Network impact ☐ iGT impact ☒ Xoserve impact ☐ National Grid Transmission Impact
**Workaround currently in operation?**
Is there a Workaround in operation?	☒ Yes ☐ No
If yes who is accountable for the workaround?	☒ Xoserve ☐ External Customer ☐ Both Xoserve and External Customer
What is the Frequency of the workaround?	Ad hoc
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	☐ Low *(easy, repetitive, quick task, very little risk of human error)* ☐ 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)*

XRN5007 - Correction in the reconciliation process when volume is zero

Document Control

Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	27/04/18	Anesu Chivenga	
1.1	approved	27/12/19	Pooja Patel	Updates have been made to the DPIA information

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