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:	XRN5309
Change Title:	FSG - Automating the FSR 'Standard Liability' process
Date Raised:	13/01/2021

Sponsor Representative Details:	Organisation:	Scotland and Southern Gas Networks (SGN)
	Name:	Sally Hardman
	Email:	Sally.Hardman@sgn.co.uk
	Telephone:	07970 019027

Xoserve Representative Details:	Name:	Steve Pownall
	Email:	Steve.Pownall@xoserve.com
	Telephone:	0121 229 2671
	Business Owner:	Dan Donovan, Billing Operations Manager

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	The FSR File (Mod0565) / Automated Reporting relates specifically to the DNs.	

A3: Proposer Requirements / Final (redlined) Change

| Change Statement: | SGN has raised this change proposal on behalf of all Gas Distribution Networks ('DNs')

The revised RIIO-2 Failure to Supply Gas (FSG) arrangements will reduce the timescale for the FSG process e.g. compensation payments from fortnightly to weekly.

As a consequence, automation of the FSR manual workaround is required. |
|---|---|

	Note: This change was originally in the scope of XRN5080 (within Option 2) however, due to delivery time constraints, ChMC agreed (11th Nov '20) to descope this element and, that a new change proposal should be raised. The **XRN5080 HLSO** may be used as a basis for this Change Proposal.
Change Description:	Automate the FSR file (Mod0565) manual workaround, including the reporting (for output to DNs) for those MPRNs > 73,200 kWh i.e. on transfer from domestic to I&C FSG compensation payment threshold
Proposed Release:	Minor Release: MiR Drop 10
Proposed Consultation Period:	☒ 10 Working Days ☐ 15 Working Days
	☐ 20 Working Days ☐ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	This change will provide the DNs with an automated FSR file /reporting mechanism. This will be of benefit given the reduced RIIO-2 FSG compensation timescales. *What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?*
Benefit Realisation:	Benefits will be realised by the DNs upon implementation of this change. *When are the benefits of the change likely to be realised?*
Benefit Dependencies:	This change has no dependencies outside of its scope. *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	DSC Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and Energy Balancing Invoices Service Line ASGT – CS SA7 03
Level of Impact	~~Major/ Minor/ Unclear/~~ None
If None please give justification	This is an existing, manual Xoserve process that will be automated; no other changes are proposed.

Impacts on UK Link Manual/ Data Permissions Matrix	None		
Level of Impact	None		
If None please give justification	This is an existing, manual Xoserve process that will be automated; no other changes are proposed.		
Funding Classes:	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☐ Shipper	XX %	XX %
	☐ National Grid Transmission	XX %	XX %
	☒ Distribution Network Operator	100 %	100 %
	☐ 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
Meeting Date:	10/02/2021		

A7: ChMC Recommendation – Solution Review

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:	12/04/2021		
Comms Ref(s):	2808.7 – MT - PO		
Number of Responses:	1 approval, 1 deferred		
Solution Voting:	☐ Shipper	Please select.	
	☐ National Grid Transmission	Please select.	
	☒ Distribution Network Operator	Approve	
	☐ IGT	Please select.	
Meeting Date:	12/05/2021		

Release Date:	Release: TBC

A8: ChMC Recommendation – Detailed 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:	14/06/2021				
Comms Ref(s):	2839.4 - RT - PO				
Number of Responses:	No representations received				
Solution Voting:	☐ Shipper			Please select.	
	☐ National Grid Transmission			Please select.	
	☒ Distribution Network Operator			Approve	
	☐ IGT			Please select.	
Meeting Date:	07/07/2021				
Release Date:	Release: MiR10				

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

DSG Date:	22/02/2021
DSG Summary:	PO presented this agenda item. PO advised this change has been raised to automate the FSR file 9Mod0565) manual workaround, including the reporting (for output to DNs) for those MPRNs > 73,200 kWh i.e on transfer from domestic to I&C FSG compensation payment threshold. PO stated this is looking to be change packed either in March 2021 and April 2021. Note: This change was originally in the scope of XRN5080 (within Option 2) however, due to delivery time constraints, ChMC agreed (11th Nov '20) to descope this element and, that a new change proposal should be raised. The XRN5080 HLSO may be used as a basis for this Change Proposal. No questions raised by DSG.
Capture Document / Requirements:	<Insert where appropriate>
DSG Recommendation:	☐ Approve ☐ Reject ☐ Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY

DSG Date:	26/04/2021
DSG Summary:	SP presented this agenda item. SP explained that this change pack involves the high level solution option: Modify FSG IDoc processing and execution program to trigger FSR response with appropriate details to all MPRNs received in FSG file where Standard Liability is flagged as 'Y'. SP added that this is a single solution option that will provide DNs and Xoserve with the ability to clearly identify all Standard Liability (SL) MPRNs following an FSG event; notwithstanding the MPRN SL payments are recalculated, accepted or rejected. SAP ISU would be the only impacted system within this HLSO with the billing and invoicing process of SAP ISU impacted. High level cost estimate of £ 20k-£30K with an overall impact of medium and Release type recommendation of Minor. Furthermore, detailed information regarding the HLSO can be found within the solution option change pack issued April 2021.

Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	☐ Approve	☐ Reject	☐ Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

DSG Date:	21/06/2021		
DSG Summary:	SP presented this agenda item. SP advised that the FSG/FSR manual process to ensure all MPRN's within an FSG event that have been submitted to Xoserve for processing are included in the subsequent FSR file that is returned to the DNs. Currently, there is an issue whereby 'SL' MPRNs (> 73,200 kWh AQ) that have the financial compensation value recalculated are not included within the return FSR file. Xoserve (Billing Operations) has a manual process in place to correct this however, with the revised Ofgem RIIO2 arrangements, the manual process is no longer sustainable from an economic nor efficiency perspective. This change will ensure that all MPRN's identified for the standard Liabilities process (MSC I & AQ>73,200) are notified to the Network on the FSR file.		
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:	**Background:** *SGN is facilitating this change on behalf of all the Gas Distribution Networks (DNs)* The revised Ofgem RIIO-GD2 Failure to Supply Gas (FSG) arrangements will reduce the timescale for the FSG process e.g. compensation payments will be weekly rather than fortnightly. This change requirement* is to automate the existing manual workaround for the 'Failure to Supply Gas Response' (FSR); Standard Liability process. The key business driver is the manual process is no longer sustainable from an economic nor, an efficiency perspective. Automation will ensure the DNs have sight of those MPRNs > 73,200 kWh that were subsequently transferred to the Standard Liability process. *This was descoped from XRN5080 to expedite the delivery of the RIIO-GD2 GSOP1/12 arrangements for 1st April '21. **Solution Summary:** This is a single solution option that will provide DNs and Xoserve with the ability to clearly identify all Standard Liability (SL) MPRNs following an FSG event; notwithstanding the MPRN SL payments are recalculated, accepted or rejected.
Xoserve preferred option: (including rationale)	The single option identified will automate the manual FSR Standard Liability process between Xoserve and the DNs. Xoserve will no longer be required to manually intervene when producing the FSR response files; prior to issuing them to the DNs. The HLSO can be found *here.*
DSG preferred solution option: (including rationale)	To be confirmed at DSG on 26TH April '21
Consultation closeout:	26/04/2021
Impact on Service Line(s) and funding (A6) for each Solution Option:	DSC Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and Energy Balancing Invoices (Service Line ASGT – CS SA7 03) – DN funded through DSC Investment Line

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>Northern Gas Networks</td>
</tr>
<tr>
<td>Name:</td>
<td>Helen Chandler</td>
</tr>
<tr>
<td>Email:</td>
<td>hchandler@northerngas.co.uk</td>
</tr>
<tr>
<td>Telephone:</td>
<td>07580704123</td>
</tr>
<tr>
<td>Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.</td>
<td colspan="2">Whilst we see the need to automate a manual process for efficiency, all FSG payments that are outside GSoP (I&C or >73,200kWh) are paid in accordance with UNC Section J 3.5.10

3.5.10 For the purposes of Section V10, the rules in paragraphs 3.5.3 and 3.5.5 (but not paragraph 3.5.8, but without prejudice to paragraph 3.5.9(a)) are Compensation Rules within Compensation Group J; and in relation thereto the 'payment month' is the second month following the month in which the relevant failure commenced.

Based on this, speeding up the payments may put us in breach of UNC.</td>
</tr>
<tr>
<td>Implementation Date:</td>
<td colspan="2">Defer</td>
</tr>
<tr>
<td>Xoserve preferred solution option:</td>
<td colspan="2">Defer</td>
</tr>
<tr>
<td>DSG preferred solution option:</td>
<td colspan="2">Defer</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 response.

The solution option will automate the manual process to ensure all 'Standard Liability' MPRNs are included within the relevant Failure to Supply Gas response file (FSR file). The timing of the Standard Liability payments will remain 'as is'; in accordance with UNC Sections J 3.5.10 and V10 and the associated Compensation Rules.</td>
</tr>
</table>

	Your response will be further discussed at the Change Management Committee.

E1: Organisation's preferred solution option

User Contact Details:	Organisation:	SGN
	Name:	Sally Hardman
	Email:	Sally.hardman@sgn.co.uk
	Telephone:	07970 019027
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	Single solution option therefore no preference	
Implementation Date:	Approve	
Xoserve preferred solution option:	Single solution option therefore no preference	
DSG preferred solution option:	Single solution option therefore no preference	
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:	XRN5309

Solution Details:	Option 1
	
	Modify FSG IDoc processing and execution program to trigger FSR response with appropriate details to all MPRNs received in FSG file where Standard Liability is flagged as 'Y'
	
	SAP ISU:
	• Standard Liability validation in FSG IDoc processing function module to be changed to populate MOD565 amendment message in ZBT_REJCODES_FSG table for all the standard liability MPRNs.
	• Code changes required in object ZCL_B_FSG_CHARGE_CALCULATION to trigger FSR response to all the MPRNs received in the FSG file and Standard liability is flagged as 'Y'
	• After the authorization of FSG file by user, ZBR_EXECUTE_FSG program will generate FSR outbound IDoc with following details of the Standard Liability MPRNs
	      o K95 – FSG record details of the MPRN
	      o K97 – AMMENDMENT_CODE: FSG051, AMMENDMENT_MESSAGE: Compensation charges have been recalculated in line with MOD565

Implementation Date:	MiR10 Date TBC
Approved By:	ChMC
Date of Approval:	12/05/2021

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2839.4 - RT - PO
Comm Title:	FSG: Automating the FSR 'Standard Liability' Process
Comm Date:	14/06/2021

G2: Change Representation

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

G3: Change Detail

Xoserve Reference Number:	XRN5309
Change Class:	Functional
ChMC Constituency Impacted:	DNOs
Change Owner:	Steve Pownall steve.pownall@xoserve.com
Background and Context:	This change was raised to fully automate the Xoserve FSG/FSR manual process to ensure all MPRNs within an FSG event that have been submitted to Xoserve for processing are included in the subsequent FSR file that is returned to the DNs. Following validation of the MPRNs, the FSG process will create a Failure to Supply Gas Response (FSR) file containing those MPRNs. The FSR file is then returned to the DN confirming the compensation payments that will be made and, any validation errors. Currently, there is an issue whereby 'SL' MPRNs (> 73,200 kWh AQ) that have the financial compensation value recalculated are not included within the return FSR file. Xoserve (Billing Operations) has a manual process in place to correct this however, with the revised Ofgem RIIO2 arrangements, the manual process is no longer sustainable from an economic nor efficiency perspective. This change will ensure that all MPRN's identified for the standard Liabilities process (MSC I & AQ>73,200) are notified to the Network on the FSR file. Note: There are no consequential impacts to Shippers arising from this change as it relates to FSR file transfers from Xoserve to the DNs.

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	Yes
Non-Functional:	N/A
Application:	SAP ISU
User(s):	DNs
Documentation:	None
Other:	N/A

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

G5: Change Design Description

The solution agreed for this change is to Modify FSG IDoc processing and execution program to trigger FSR response with appropriate details to all MPRNs received in FSG file where Standard Liability is flagged as 'Y'.

The following will be implemented as part of the agreed solution:

*Standard Liability validation in FSG IDoc processing function module to be changed populate MOD565 amendment message in ZBT_REJCODES_FSG table for all the standard liability MPRNs.

*After the authorization of FSG file by user, ZBR_EXECUTE_FSG program will generate FSR outbound IDoc with following details of the Standard Liability MPRNs
K95 – FSG record details of the MPRN
K97 – AMENDMENT_CODE: FSG051, AMENDMENT_MESSAGE: Compensation charges have been recalculated in line with MOD565

*Code changes required in object ZCL_B_FSG_CHARGE_CALCULATION to trigger FSR response to all the MPRNs received in the FSG file and Standard liability is flagged as 'Y'

Additional Points to Note:

- There will be no changes to how the charges get populated in INV and FSI files.
- The FSR issue only exists for FSG incidents with standard liability records. No changes to GSOP1 and GSOP12 FSG incidents.
- Currently FSR notification being sent for the Standard Liability records in the system but not populating the MOD565 message which is being populated by Business Ops manually.
- The existing Amendment code and message will be used in FSR to notify networks of MPRNs that have been moved into the Liability process.
- No changes required to the FSG templates as part of this change. .

G6: Associated Changes

Associated Change(s) and Title(s):	XRN5080: Failure to Supply Gas (FSG_GSOP1) - System Changes - Implemented March 2021 (MiR Drop 9)

G7: DSG

Target DSG discussion date:	21/06/2021
Any further information:	N/A

G8: Implementation

Target Release:	MiR10
Status:	For approval

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

CP_V7.0

Section H: Representation Response

«RangeStart:HDS»

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	«h1_organisation»
	Name:	«h1_name»
	Email:	«h1_email»
	Telephone:	«h1_telephone»
Representation Status:	«h1_userDataStatus»	
Representation Publication:	«h1_consultation»	
Representation Comments:	«h1_userDataComments»	
Confirm Target Release Date?	«h1_targetDate»	«h1_userDataAlternative»

H1: Xoserve's Response

Xoserve Response to Organisations Comments:	«h1_xoserveResponse»

Please send the completed representation response to <u>uklink@xoserve.com</u>

«RangeEnd:HDS»

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 ☒ Licence 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)	**XRN5080: Failure to Supply Gas (FSG/GSOP1) – System Changes**
Associated MOD Number(s)	N/A
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
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 7: NTS Capacity / LDZ Capacity / Commodity / Reconciliation / Ad-Hoc Adjustment and Energy Balancing Invoices
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 *FSG Module within SAP ISU*
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 DN's will need to ensure their systems are aligned to the changes being made as a result of this change. ☐ 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 – dependent on FSG event occurring
What is the lifespan for the workaround?	Until RIIO-2 (commences 1st April 2021)
What is the number of resource effort hours required to service workaround?	Ad hoc – but effort will likely increase under DNs' RIIO-2 FSG arrangements
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)*
Change Prioritisation Score	

Version Control

Document

Version	Status	Date	Author(s)	Remarks

1.0	Raised	13/1/2021	Steve Pownall	SGN has approved CP for progression
2.0	DSG	10/02/2021	Rachel Taggart	Updated with the outcome from ChMC on 10th February 2021
3.0	DSG	02/03/2021	Chan Singh	CP updated with discussions from DSG 22nd February 2021
4.0	Approval	05/05/2021	Megan Troth	Updated with Solution Option Change Pack (Issued in April 2021)
5.0	With DSG	05/05/2021	Chan Singh	CP updated with discussions from DSG 26th April 2021
6.0	Approved	13/05/2021	Rachel Taggart	Updated with the solution option outcome from ChMC on 12/05/21
7.0	With DSG	02/07/2021	Chan Singh	CP updated with discussions from DSG 21st June 2021
8.0	Approved	09/07/2021	Rachel Taggart	Updated with the design Change Pack
Updated with the outcome from ChMC on 07/07/21