Section D: High Level Solution Options

# D1: Solution Options

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| Solution Option Summary: | XRN5431 – The link to [Change Proposal](https://www.xoserve.com/media/42636/xrn-5431-temporary-community-access-to-pre-covid-aq-values-for-shippers.pdf) **Background**This Change Proposal has been raised to deliver the service required following the approval of Disclosure Request Report; [DRR-SEP21-01](https://www.gasgovernance.co.uk/sites/default/files/ggf/2021-09/Disclosure%20Request%20Report%20-%20Visability%20of%20pre-Covid%20AQ%20values%20V1.0%20-%20Sep%20CoMC.pdf). A request has been received from a number of Shippers to access specific historical AQ value on Supply Meter Points (SMP) to assist them in identifying whether there has been any temporary impact to the AQ as a result of COVID restrictions. This data has been requested by the Shipper so that it can be considered in discussions with the consumer and to help validate the accuracy of the current AQ due to uncertainty arising around the current AQ due to the impacts of the Pandemic. This access would be for a defined period, so these parties may obtain a “pre-COVID AQ” value for SMPs where required.  Historic AQ data was only available to the Registered Shipper (i.e. Portfolio view) but with the approval of DRR-SEP21-01, the pre-COVID AQ value can be made available to non-Registered Shippers (i.e. Community view).Disclosure Request Report; [DRR-SEP21-01](https://www.gasgovernance.co.uk/sites/default/files/ggf/2021-09/Disclosure%20Request%20Report%20-%20Visability%20of%20pre-Covid%20AQ%20values%20V1.0%20-%20Sep%20CoMC.pdf) was approved by Contract Management Committee (CoMC) at the September Extraordinary meeting. This allows the CDSP to release the Rolling AQ that was effective on 01 April 2020 – having been derived as part of the March 2020 AQ Calculation or earlier, termed as “pre-COVID AQ” to a Shipper where they have requested it.It is anticipated that this service will be temporary and conclude at the end of October 2022.**High-Level Solution Options (HLSO)**As this change is of a time sensitive nature, we are looking at delivering ways for Shippers to access the pre-COVID AQ value as soon as possible. Based on this, we have identified two options to deliver the requirements of this change in a timely manner. Please see details below of each option. It is worth noting that we are proposing that both of these options are to be offered to deliver the service if required by Shippers. *Option 1: Utilise the existing User Telephone Enquiry Service* *Option 2: Shipper Webpage*The High-Level Solution Option (HLSO) for this change is available and can be found [**here.**](https://umbraco.xoserve.com/media/42694/xrn5431-hlso-v100.pdf) **Option 1: Utilise the existing User Telephone Enquiry Service** Under this option, Shippers will be able to request the pre-COVID AQ value via the existing User Telephone Enquiry Service. A Specific Service is already live which offers the User Telephone Enquiry Service. This is designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers (which is required to be provided to obtain access to the requested data). This is SS SSA22 29. As per the current [CDSP DSC Annual Charging Statement](https://www.gasgovernance.co.uk/sites/default/files/ggf/page/2021-01/DSC%20ACS%202021-22%20290121.pdf), the User Telephone Enquiry Service is chargeable via Volume Bands. A User can select the Volume Band they require for the volume of calls they want to utilise within the year. The rate charged is based on the Volume Band selected. Please see the below extract from the Annual Charging Statement of the Volume Bands and the rates: In order for Shippers to utilise the User Telephone Enquiry Service to obtain the pre-COVID AQ value, **a Shipper must have a Volume Band subscription**. (Please also consider calls made to access other information when selecting a potential Volume Band).If a Shipper is already subscribed to a Volume Banding, this can be utilised to request the pre-COVID AQ value. Where Shippers with an existing Volume Band subscription believe they require a different band due to anticipated higher volumes of calls, this can be requested by completing the [Specific Service Request Form](https://www.xoserve.com/media/1501/specific-services-request-form.xlsx) and sending it to the customerlifecycle.spa@xoserve.com box account.The Customer Lifecycle Team upon receipt of this request form will liaise with the requesting Shipper to agree the required Volume Band. If a Shipper is looking to utilise this option and does not currently subscribe to a Volume Band, they can request this subscription to the relevant Volume Band by completing the [Specific Service Request Form](https://www.xoserve.com/media/1501/specific-services-request-form.xlsx) and sending it to the customerlifecycle.spa@xoserve.com box account.The Customer Lifecycle Team upon receipt of this request form will liaise with the requesting Shipper to agree the required Volume Band. Key things to note* **Please be aware, where a Shipper exceeds the call volume of banding they have subscribed to, they will not be able to request any further pre-COVID AQ values via this solution.**
* In order for a Shipper to request the pre-COVID AQ values they must subscribe to a Volume Band, they cannot utilise the Pay As Go Service only.
* Where a Shipper either increases their Volume Band subscription or newly subscribe, the annual cost will be prorated across the months remaining within the financial year.

To allow the User Telephone Enquiry Service to accommodate the potential increase in the volume of calls received due to this change, we are asking Shippers to confirm by **midday 29th October 2021:** * **If they would like to increase their current Volume Band subscription or;**
* **If they would like to subscribe to a Volume Band subscription.**

This should be actioned via the process detailed above which involves completing the [Specific Service Request Form](https://www.xoserve.com/media/1501/specific-services-request-form.xlsx) and sending it to the customerlifecycle.spa@xoserve.com box account.The intention is to discuss this solution option at an Extraordinary ChMC and by this meeting, we will have a view on the expected increase in volumes based on Shippers newly subscribing or increasing existing bandings. **Option 2: Shipper Webpage** A webpage can be delivered which will allow Shippers to search by a single MPRN and view the pre-COVID AQ value (Rolling AQ effective as of 01 April 2020). The webpage can be made available on the Shipper dashboard via the DDP. Please see below an example of the proposed service with dummy data:Shippers that already have access to the Shipper dashboard via DDP will be able to access the webpage via their existing user login details (<https://login.eu1.birst.com/>).Shippers that do not currently have access to the Shipper dashboard via DDP will need to be given a user login. To request a Shipper dashboard user login to access the webpage, please contact servicedesk@xoserve.com. If this option is approved by ChMC, a notification of implementation will be issued to Shipper Contract Managers to make them aware that the webpage is available via the DDP Shipper dashboard. If approved, we will also propose a new Non-Code DSC Service Line for this service. **General considerations for both solution options:*** The service to access pre-COVID AQ values is temporary and expected to conclude in October 2022.
* We are proposing that both options 1 and 2 are delivered and Shippers are able to utilise both or choose their preferred method to obtain the pre-COVID AQ value.
* **Due to the time sensitive nature of this change, we are looking to deliver the solutions as soon as possible. Based on this, we are seeking to take approval of implementation of the proposed solution options to an Extraordinary ChMC on a date to be confirmed. If the solution options are approved by ChMC, we will look to implement as soon as possible.**

**Worth noting if we receive a significant increase in the number of Shippers looking to subscribe to a Volume Band or increase their existing Volume Band under option 1, we may require time to ensure the team is sufficiently scaled to manage the increase in calls. If this scenario occurred, implementation of option 1 could not be immediate and we would need to discuss this at the Extraordinary ChMC.**  |
| Implementation Date for this Solution Option: | Option 1 – if approved at Extraordinary ChMC, as soon as possible depending on the interest received for new Volume Band subscriptions or increased Volume Band subscriptions. Option 2 – if approved at the Extraordinary ChMC, implementation will be immediate. Following approval, Shipper Contract Managers will be sent confirmation that the webpage is available for use.  |
| Xoserve preferred option:(including rationale) | We believe that offering both options 1 and 2 is the most appropriate approach to this change, giving customers choice on how to access the requested data to fit internal operational practices |
| DSG preferred solution option:(including rationale) | To be discussed at DSG on 25th October 2020 |
| Consultation closeout: | 29/10/2021 |

Section E: Industry Response Solution Options Review

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

# E1: Organisation’s preferred solution option

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| User Contact Details: | Organisation: | Wales & West Utilities |
| Name: | Richard Pomroy |
| Email: | richard.pomroy@wwutilities.co.uk |
| Telephone: | 07812973337 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Our understanding is that this change proposes to release data to Shippers relating to a period when they may not have been the Registered User. It is also proposed to operate to October 2022 which will be after the proposed go -live for REC 3.0. Our understanding is that following REC 3.0 go-live community view data will be governed by REC not DSC. Therefore there will be a period when release of this data will fall under REC not DSC governance. Our view is that the DSC contract committee can only authorise release of this data up to the day before REC 3.0 go-live and therefore the period for the release of this data should be amended unless corresponding permission for the remaining period is obtained from REC.We approve the implementation date as we have no problem with the implementation date but reject the solution because we do not believe that the DSC contract committee has the authority to approve release of the data until the end of October 2022 but only until the day before REC 3.0 goes live. If the end date was set to the day before REC 3.0 go-live we would support the change. |
| Implementation Date: | Approve |
| Xoserve preferred solution option: | Reject |
| DSG preferred solution option: | Reject |
| Publication of consultation response: | N/A |

# E2: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your response. I understand your concern around the REC 3.0 go live and how this will take place during the time period that the pre-COVID AQ service will run. At present, the DRR has been approved at September CoMC which allows this information to be given to a Shipper where requested, this will apply up until the REC 3.0 implementation. There will be conversations held with RECCo to discuss and agree on how this service can continue post REC V3 go-live, to continue to provide this service until October 2022 as intended. The outcome of these discussions will be fed through to CoMC / ChMC to provide awareness to industry. |

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

# E1: Organisation’s preferred solution option

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| User Contact Details: | Organisation: | Northern Gas Networks |
| Name: | Helen Chandler |
| Email: | hchandler@northerngas.co.uk |
| Telephone: | 07580704123 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Our below response is a mirrored response to WWU As this is proposed to operate to October 2022 which will be after the proposed go -live for REC 3.0. Following REC 3.0 go-live community view data will be governed by REC not DSC. Therefore there will be a period when release of this data will fall under REC not DSC governance. Our view is that the DSC contract committee can only authorise release of this data up to the day before REC 3.0 go-live and therefore the period for the release of this data should be amended unless corresponding permission for the remaining period is obtained from REC.We approve the implementation date as we have no problem with the implementation date but reject the solution because we do not believe that the DSC contract committee has the authority to approve release of the data until the end of October 2022 but only until the day before REC 3.0 goes live. If the end date was set to the day before REC 3.0 go-live we would support the change. |
| Implementation Date: | Approve |
| Xoserve preferred solution option: | Reject |
| DSG preferred solution option: | Approve |
| Publication of consultation response: | N/A |

# E2: Xoserve’ s Response

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| --- | --- |
| Xoserve Response to Organisations Comments: | Thank you for your response. I understand your concern around the REC 3.0 go live and how this will take place during the time period that the pre-COVID AQ service will run. At present, the DRR has been approved at September CoMC which allows this information to be given to a Shipper where requested, this will apply up until the REC 3.0 implementation. There will be conversations held with RECCo to discuss and agree on how this service can continue post REC V3 go-live, to continue to provide this service until October 2022 as intended. The outcome of these discussions will be fed through to CoMC / ChMC to provide awareness to industry. |