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:	XRN5453	
Change Title:	GSOS 2, 3 & 13 Payment Automation	
Date Raised:	06/10/2021	
Sponsor Representative Details:	Organisation:	SGN
	Name:	Sally Hardman
	Email:	sally.hardman@sgn.co.uk
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Xoserve Representative Details:	Name:	Paul Orsler
	Email:	paul.orsler@xoserve.com
	Telephone:	0121 2292 496
	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 MAPs / MAMs

Justification for Customer Class(es) selection	***SGN are raising this change proposal on behalf of all Gas Distribution Networks (DN's).*** As part of the RIIO-2 Price Control process Ofgem implemented the requirement for all Guaranteed Standards of Service Payments (GSOPs) to be paid within 10 working days from the resolution of the failure under the The Gas (Standards of Performance) (Amendment) Regulations 2021 on 4th March 2021 effective from 1st April 2021 https://www.ofgem.gov.uk/sites/default/files/docs/2021/03/the_gas_standards_of_performance_amendment_regulations_2021.pdf Although GSOP2, 3 & 13 payments can currently be made via the AdHoc Request to Bill (RTB) process there are restrictions in

	relation to facilitating the prompt and timely payment to the consumer within the 10 working days specified by Ofgem. This proposal considers that the DN Operator will submit the required data to Xoserve and Xoserve raises an invoice on behalf of the DN Operator to the registered Shipper directly who will in turn pass on the compensation to the end consumer via the supplier.

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	**GSOP2, 3 & 13 Change Requirement for RIIO-2:** https://www.ofgem.gov.uk/sites/default/files/docs/2021/02/final_determinations_-_gd_annex_revised.pdf ***GSOP2 – Reinstatement of Customers Premises*** If the GT initiates work on premises, the premises will be permanently reinstated within 5 working days of the completion of the engineering work. • Payable after 5 working days of the completion of engineering work or 3 working days for PSR customers. • Domestic payment of £100 for failure, and £100 for each succeeding period of 5 working days thereafter or 3 working days for PSR customers. • Non-Domestic payment of £200 for failure, and £200 for each succeeding period of 5 working days thereafter or 3 working days for PSR customers. • No payment cap in place • Payable to customer (via Shipper) within 10 working days ***GSOP3 – Heating and Cooking Facilities, Access to Hot Water and a Hot Meal for PSR Customers*** If the GT does not provide alternative heating and cooking facilities within 4 hours. • £50 payable upon failure and for each 24 hour succeeding period. For interruption affecting 250 or more customers and the GT does not provide alternative heating and cooking facilities within 8 hours. • £50 payable upon failure and for each 24 hour succeeding period. Where interruptions affect 250 or more customers and lasts longer than 48 hours, provide after the initial 48 hours, access to a hot meal: to all PSR customers every 24 hours; and access to hot water: to customers with a medical need every 24 hours. • £50 payable upon failure and for each 24 hour succeeding period. • Payment cap of £500 ***GSOP13 – Advance Notification of Planned Supply Interruptions***

	If the GT does not provide 7 working days' notice of an interruption. • Payable if the 7 working days' notice is not provided. • Domestic payment of £40 for failures. • Non-Domestic payment of £100 for failure. • No cap one off payment. As part of RIIO-2 Ofgem has placed an obligation on DN Operators to proactively pay GSOP3 and GSOP13 payments in the event of a failure. Previously it was the responsibility of the end consumer to contact the DN Operator directly to make the claim. ***GSOP12 – Timely payment of GSOP customer payments*** Late liability is incurred for GSOP2, 3 & 13 if payment is not made by the DN Operator within 10 working days from the failure or Gas on day. • Payable on the 11th working day if payment not provided. • Domestic and Non-Domestic payment of £40 for failures. • No cap one off payment
Change Description:	To automate the GSOP 2, 3 & 13 payments currently made via the Adhoc Request to Bill (RTB) process will require the following changes: • New Invoice Type • Utilise existing Charge Types • New Template in line with current FSG process • New AMT Interfaces • New PO Interfaces • Update Supporting Information We would look to Xoserve to provide solution options which could facilitate the timely payment of the GSOP's listed within this Change Proposal and would expect that the following options be investigated as a minimum. 1. A solution which could automate the current RTB process. 2. A solution which would utilise similar functionality to the current Failure to Supply Gas process. 3. A solution which could facilitate a daily submission.
Proposed Release:	TBC
Proposed Consultation Period:	☐ 10 Working Days / ☐ 15 Working Days / ☐ 20 Working Days / ☐ Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	The benefit of automation would provide a consistent and timely process of GSOP payments across the board for all DN Operators ultimately ensuring the end consumer receives any payments in an efficient and timely manner. *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 following implementation.
	When are the benefits of the change likely to be realised?
Benefit Dependencies:	N/A
	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	TBC		
Level of Impact	TBC		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix	N/A		
Level of Impact	TBC		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☐ Shipper	XX %	XX %
	☐ National Grid Transmission	XX %	XX %
	☐ Distribution Network Operator	XX %	XX %
	☐ IGT	XX %	XX %
	☐ Other - Minor Release	XX %	N/A
ROM or funding details:	N/A		
Funding Comments:			

A7: ChMC Recommendation – Initial Review

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

A8: 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:	Click here to enter a date.		
Comms Ref(s):			
Number of Responses:			
Solution Voting:	☐ Shipper	Please select.	
	☐ National Grid Transmission	Please select.	
	☐ Distribution Network Operator	Please select.	
	☐ IGT	Please select.	
Meeting Date:	Click here to enter a date.		
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA		

A9: 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:	Click here to enter a date.		
Comms Ref(s):			
Number of Responses:			
Solution Voting:	☐ Shipper	Please select.	
	☐ National Grid Transmission	Please select.	
	☐ Distribution Network Operator	Please select.	
	☐ IGT	Please select.	
Meeting Date:	Click here to enter a date.		
Release Date:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY or NA		