

Section G: Change Pack

G1: Communication Detail

Comm Reference:	2878.6 - MT - PO
Comm Title:	Class 1 Read Service Procurement Exercise - Mod 0710
Comm Date:	16/08/2021

G2: Change Representation

Action Required:	For Representation
Close Out Date:	31/08/2021

G3: Change Detail

Xoserve Reference Number:	XRN5379
Change Class:	Request for views
ChMC Constituency Impacted:	Shipper Users (specifically with Class 1 SMPs) Distribution Network Operator (DNO) IGT** and National Grid NTS** <i>** IGT and NTS processes or interfaces are not understood to be impacted by this change, but as parties in receipt of data from the DM Service review is requested and views specifically invited</i>
Change Owner:	Ellie Rogers Regulation Change Manager +441212292185 ellie.rogers@xoserve.com
Background and Context:	The link to Change Proposal XRN5379 can be found here .

	<p>XRN5379 has been raised to deliver the changes proposed through UNC Modification 0710S - CDSP provision of Class 1 read service (and the IGT equivalent, IGT Modification 148 - Provision of Class 1 meter read service on IGT networks by the CDSP)</p> <p>UNC Modification 0710 (and IGT148) obligates that the Central Data Service Provider (CDSP) provides the Class 1 Supply Meter Point (SMP) read service. It will remove the Transporter obligation to provide a Daily Read service to Shippers for non-telemetered Class 1 SMPs. It does not propose a change to the arrangements for directly connected telemetered Supply Meter Points on Distribution Network Operators (DNOs) or National Transmission System networks.</p> <p>Currently the Transporters contract with the Daily Metering Service Providers (DMSP) to provide the Class 1 read service. The contracts to provide this service will expire on 31 March 2023.</p> <p>The implementation dates have been confirmed for both Modification 0710 and IGT148 as 01 April 2023.</p> <p>To confirm, the CDSP will not novate the existing contracts for the Class 1 read service, <u>the CDSP will run the procurement exercise to appoint a Service Provider and new contract as of 01 April 2023.</u></p> <p>The change proposes that the CDSP will procure a Service Provider and new contract from 01 April 2023 for the Class 1 read service.</p> <p>This Change Pack provides an overview of the proposed high-level requirements for the future Class 1 read service.</p>
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G4: Change Impact Assessment Dashboard (UK Link)

Functional:	<i>TBC – depending on finalised requirements and solutions</i>
Non-Functional:	

Application:	
User(s):	
Documentation:	
Other:	

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

G5: Change Design Description

This Change Pack provides an overview of the Class 1 read service and the proposed high-level requirements for the future service grouped into a few key areas.

Please note that these high-level requirements have been gathered following initial discussions with DSC Customers. We plan to use these base requirements to engage service providers through the procurement processes. If we consider from preliminary vendor engagement that any of these requirements limit the potential service providers, and therefore risk limiting vendor responses we will engage DSC Contract Management Committee.

We also particularly welcome bilateral discussions with Shippers regarding any existing Daily Meter Reading contracting arrangements that they may have in order to further verify the following requirement statements.

Overview of the Class 1 Read Service

UNC TBD G2.1.3 sets out where a Class 1 Requirement applies in relation to an SMP.

All SMPs in Product Class 1 should be subject to the Class 1 Meter Read Requirement. This will be detailed in UNC TPD M6.1.1 post Modification 0710 implementation as:

The “Class 1 Meter Read Requirement” in relation to a Supply Meter is the requirement that Daily Read Equipment be installed and connected to such Supply Meter and has become operational in accordance with paragraph 6.2.3 or 7.2.3.

This is the requirement for Datalogged Daily Read Equipment to be installed Class 1 SMPs for the purpose of obtaining daily Meter Readings remotely which must be sent to the CDSP. Certain sites have telemetry, and so are not included in this service. .

These SMPs require an actual Meter Read on a daily basis and this is provided remotely by the DMSP who will install and maintain the Datalogged Daily Read Equipment. Unlike other Classes in the UNC for these SMPs, the Registered User is not responsible for providing the Meter Read.

The overall principle of the Class 1 Read service is the provision and management by the CDSP of timely and accurate Meter Readings as required Shippers and Transporters.

The existing contracts to provide this service expire on 31 March 2023.

From 01 April 2023, the CDSP (on behalf of Shippers), will need a new contract put in place with a Service Provider to provide the Class 1 Read service.

High level Requirements of the Class 1 Read service:

Daily Meter Read Requirements:

- It is expected that the Service Provider will send the Meter Read to the CDSP daily by 8:15am on Gas Flow Day (GFD)+1, for Class 1 SMPs.
- This daily GFD+1 Meter Read should be sent from the CDSP to the Registered User by 9:30am (providing there are no issues preventing this occurring).
- Minimum obligation for the Service Provider to obtain a Meter Read every day and for this to be provided to the Registered User (by the CDSP) by Exit Close-out Date GFD +5).
- Late Meter Reads received could incur liabilities to be paid by the Service Provider if deemed within the Service Providers control. (Please see the Liabilities heading for more information on these requirements)

Any additional views from customers on Daily Meter Read requirements?

Daily Meter Reading (DM) Equipment:

- There is existing Daily Meter Reading Equipment at the Class 1 Supply Meters. Given the age profile of the existing equipment and the relatively low volume of sites, we are anticipating that the Service Provider will install new equipment at each Supply Meter Point. Consequently, we currently envisage that:
 - The Service Provider will be required to install DM equipment to ensure that Meter Reads are taken at each Class 1 SMP as required.
 - Until all Class 1 SMPs have had new DM equipment installed by the Service Provider, there will be an element of parallel running and dual testing required to ensure all Class 1 SMPs have DM equipment ready for contract go live of 01 April 2023.
 - There is a requirement to consider how the existing DM equipment will be removed.
- The Service Provider is expected to provide an implementation schedule and acceptance testing plan for the roll out of DM equipment for contract go live.
- The Service Provider is expected to install ongoing DM equipment for new Class 1 SMPs within an agreed period of time once they have the required information to progress the installation.

Any additional views from customers on DM equipment requirements?

Within-Day Service Requirements:

- Transporters must have access to hourly consumption data for Class 1 SMPs within their network.
 - The DMSP currently sends this hourly consumption data to Transporters batched up every 4 hours.
 - The preference from Transporters is for this to continue in a format as close to the current process as possible.
- Shippers want available access to hourly consumption data from the DMSP for Class 1 SMPs.
 - The DMSP currently sends this hourly consumption data to Shippers upon request, batched up every 4 hours.
 - Shippers require this service to continue. We anticipate that the format will remain consistent with existing formats where possible.
 - Further requirements have been identified by Shippers related to the within day services – these are detailed in the ‘Additional High Level Requirements’ sections below.

Any additional views from customers on the Within-Day Service requirements?

Liability Requirements

- The Service Provider will be subject to a liability regime which involves liability payments to impacted Shippers where agreed performance standards for Class 1 SMPs are not met.
- The current liability regime is summarised below:
 - A sum of £3 will be paid to the Shipper of an SMP where the DMSP does not provide to the CDSP a Valid Meter Reading by [14:00 hours on the Day following each such Day] (“the liability cutoff time”)
 - If for 4 consecutive Days the DMSP does not provide to the CDSP a Valid Meter Reading by the liability cut-off time then this shall be known as a “Period of Outage” and for each further Day (after the 4th), the appropriate liability payment will be paid to the Shipper until the DMSP provides to the CDSP a Valid Meter Reading by the liability cut-off time.
 - A “Period of Outage Failure Rate” (“POFR”) is calculated in respect of the number of Periods of Outage experienced by a DMSP within each geographical location¹, during any month. There are three levels of liability relevant to the DMSP in respect of Periods of Outage
 - (i) £50 per Day, being a level 3 liability payment which, once triggered, shall be the maximum amount payable by a DMSP in respect of a Period of Outage;
 - (ii) £30 per Day, being a level 2 liability payment;
 - (iii) £10 per Day, being a level 1 liability payment which shall be the minimum amount payable by a DMSP in respect of a Period of Outage.
- Currently the DMSPs confirm where there is a late or missed Meter Read if this is a ‘true’ or ‘exempt’ fail. A ‘true’ failure is within the DMSPs control and should be subject to liabilities and an ‘exempt’ failure is out of the DMSPs control and should not be subject to liabilities.
- The minimum requirement in terms of liabilities is the need to incentivise the Service Provider to deliver to agreed standards.
- The CDSP need to consider the value of the contract to understand what a suitable liability payment is to incentivise performance.
 - This could be the current liability regime.

Any additional views from customers on the Liabilities requirements?

Individual Supply Meter Point Resilience Requirements

- Where the Service Provider DM equipment for a Class 1 SMP fails, the contract should obligate resolution within a specific period.
- The minimum requirement is issue resolution by GFD Close-out (GFD+5)
- Shipper preference indicated that the Service Provider should have backup DM equipment at the site to avoid lose of service. Dual kit running at the same time.
- In the event of DM equipment failure, Shippers have requested different levels of service to resolve failure that Shipper may request. This should involve a ‘gold service’ which ensures resolution within day or next day.

Any additional views from customers on the Individual Supply Meter Point Resilience requirements?

System Availability / Disaster Recovery Requirements:

1. In the event that the Service Provider's systems fail, and they cannot send the Meter Reads to the CDSP, there is a requirement for the Service Provider to have an agreed plan to resolve issues.
2. We have not received specific requirements in this area from DSC Customers. We will engage with vendors to assess realistic Availability, Return to Operation and Recovery Point Objective requirements

Any additional views from customers on the system Availability / Disaster Recovery requirements?

Query Management Requirements:

1. The Service Provider is expected to respond to queries from the CDSP, Shippers and Transporters in relation to Class 1 SMPs within an agreed timeframe [to be determined].

Invoicing Requirements:

1. The Service Provider will be required to collate and send to the CDSP, the required information to allow for Shippers and Transporters to be invoiced.
2. The Service Provider will be required to collate and send to either the CDSP, the Shipper or Transporter the Supporting Information associated to the services they are providing.

Any additional views from customers on the Invoicing requirements?

Additional High-Level Requirements:

1. There has been a request for warning notifications regarding Class 1 SMPs via email, SMS etc. This could involve:
 1. Where a Class 1 SMP is reaching the Ratchet level
 2. Where utilisation drops below specified levels

The above requirements infer configurable levels by Shipper per Supply Meter Point – Shipper views are specifically requested to confirm this requirement.

2. Enhanced reporting for Class 1 SMPs:
 1. Annual data cuts
3. Flexibility within the contract with the Service Provider to change requirements where necessary.
4. Access to real time data – we will assess existing vendor services regarding this capability.

Any additional views from customers on any Additional High-Level requirements?

We are requesting views from DSC Customers (specifically Shippers and Transporters), regarding these high-level requirements.

If anyone has any comments regarding these high-level requirements for the Class 1 read service, please respond during the representation period or contact Ellie Rogers directly at ellie.rogers@xoserve.com.

We also particularly welcome bilateral discussions with Shippers regarding any existing Daily Meter Reading contracting arrangements that they may have in order to further verify the following requirement statements.

Please note, a timeline for the procurement activities associated with this service will be discussed at Contract Management Committee (CoMC). The CDSP will also look to discuss within the CoMC whether a Stakeholder Engagement Panel is required for this procurement exercise. Should DSC customers wish to participate in this panel please provide relevant contact details.

G6: Associated Changes

Associated Change(s) and Title(s):	Modification 0710 / IGT 148
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G7: DSG

Target DSG discussion date:	23/08/2021
Any further information:	Proposed high-level requirements to be discussed at August DSG.

G8: Implementation

Target Release:	The new contract for the Class 1 read service must be in place on 01 April 2023
Status:	For representation

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	SSE Energy Supply Limited
	Name:	Mark Jones
	Email:	mark.jones@sse.com
	Telephone:	07810858716
Representation Status:	Non-confidential	
Representation Publication:	Publish	
Representation Comments:	Agree with the change, but there must be full transparency of the costs of the service.	
Confirm Target Release Date?	Yes	«h1_userDataAlternative»

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your response. At this early stage the Change Pack is covering the high-level requirements, information of the costs of the service will be issued at the later stages of this change once the requirements of the new service are fully developed.
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	EON	
	Name:	Clare Manning	
	Email:	clare.manning@eonenergy.com	
	Telephone:	07812 3667271	
Representation Status:	Approve		
Representation Publication:	Publish		
Representation Comments:	<p>This particular procurement activity is not one that the CDSP has carried out before, but we would expect that learnings are taken from other, recent procurement process activity such as the AUGE and PAFA as certain things were overlooked. It is imperative that there is absolute transparency as to what the service will include. If there are any changes to the current service, (for example file transfer timings) the impacts will need to be fully understood.</p> <p>We would expect regular updates at both ChCM and CoMC so that industry is kept apprised of progress – perhaps a standing agenda item with a dashboard similar to that used for the 0710 updates (including timelines).</p> <p>We would also expect any risk to be minimised and for the CDSP to negotiate the best possible position.</p>		
Confirm Target Release Date?	Support	«h1_userDataAlternative»	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	<p>Thank you for your response. The current Change Pack is focused around gathering customer views of the high-level requirements which will feed into the procurement activities. We have been seeking engagement across the Industry, and have taken the main areas of focus to multiple Industry forums to engage and understand the customer requirements for this service. A subgroup will also been formed with Customer representatives across constituencies and we will continue to engage throughout this process. This is in order to confirm the requirements of the Class 1 Read Service for the purpose of procurement activities.</p> <p>We will keep customers updated throughout the procurement</p>
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	process via the standard ChMC change process and through the standing agenda item at CoMC.
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Centrica
	Name:	Oorlagh Chapman
	Email:	Oorlagh.Chapman@centrica.com
	Telephone:	07557 614769
Representation Publication:	Publish	
Representation Comments:	<p>A few questions under the headings within the mod below:</p> <p>Daily Meter Reading (DM) Equipment Are we confident that two sets of DM equipment can run at the same time for testing? Will there be a freeze on Class 1 settlement obligations while testing and rollout is completed? What happens if a customer doesn't want the new equipment installing? Where settlement obligation is not met, what will the process be?</p> <p>Individual Supply Meter Point Resilience Requirements With the mention of back up DMSP equipment, can we confirm if that will be an additional cost (2x DMSP meters 2x Cost)? Who would specify the service level agreements?</p> <p>Invoicing Requirements My main point around invoicing and cost is when the DMSP equipment is at site but the site is no longer Class 1. For example, we have sites that go above and below the Class 1 threshold. In the event a site was Class 1, with DM equipment installed, but falls below the threshold and we class change; will the DM equipment be removed and the costs stopped or will the equipment be left but the costs stopped? Can you confirm the process for this please?</p>	

H1: Xoserve' s Response

<p>Xoserve Response to Organisations Comments:</p>	<p>Daily Meter Reading (DM) Equipment</p> <p>Q1. The existing kit is expected to stay in place until the new contract goes live on 01 April 2023. Ahead of this point, once the service provider for the contract from 01 April 2023 has been 'selected', there is likely to be a 'roll-out' of DM equipment and as part of this, testing to ensure the service is ready to be provided from the contract go live.</p> <p>We wouldn't expect the 'roll-out' exercise to interfere with the existing service and equipment which will remain in place and continue until the new contract goes live.</p> <p>Q2. As detailed above, the 'roll-out' of the DM equipment for the 01 April 2023 service is not expected to interfere with the existing service and equipment. Based on this, Modification 0710 does not factor in any freeze on Class 1 requirements and the service should not be impacted.</p> <p>Q3. We believe there is something in the Code potentially giving special dispensation where kit cannot be installed (apologies I don't know the Code reference off the top of my head). That being said, we understand that where a site meets the UNC Class 1 requirement, the Shipper is responsible for factoring this into the contract with the customer.</p> <p>Individual Supply Meter Point Resilience Requirements</p> <p>Q1. The concept of back up DM equipment was raised as a potential requirement by a Shipper when discussing the future Class 1 read service. As we are in the high level requirements stage, we don't have confirmation on how the charging would work for backup equipment yet. This is something we will need to discuss with prospective service provider and feed this back to Shippers to confirm how we proceed. When it was discussed as a potential requirement, it was mentioned as a choice, therefore if a Shipper didn't want backup, they wouldn't have to have it. We would expect there would be an additional charge, at this stage, we just don't know exactly what this will look like.</p> <p>Q2. This is something that will be discussed between the CDSP and impacted customers (Shippers, DNs and IGTs). The existing service has already got agreed service levels and there are requirements in Code for Class 1 reads therefore we expect this will be the starting point.</p> <p>Invoicing Requirements</p> <p>Q1. As part of the current service, the DM kit would be removed where a site no longer meets the Class 1 requirement and moves Class. As you mentioned, the ongoing charges for the Class 1</p>
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	service will no longer apply to the site. We expect a similar model will apply with the new service.
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