

DSC Change Completion Report (CCR)



Change Title	UK Link November 24 Release
Change reference number (XRN)	XRN5778
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Target Change Management Committee date	12 th March 2025
Date of Solution Implementation	12 th November 2024

Section 1: Overview of Change Delivery

As part of November 24 the below change were delivered:

XRN	Title	Type	Description	Link to Change Proposal	Impacts
5585	Flow Weighted Average Calorific Value - Phase 2 Service Improvements (FWACV2)	Non - Regulatory	<p>Following successful implementation of XRN5231 – Provision of a FWACV Service, the CDSP now operates the calculation of Local Distribution Zone (LDZ) average Calorific Values, which are utilised in several industry processes.</p> <p>To ensure the Service could be delivered to the necessary timescales, a number of Distribution Network requirements and process improvement opportunities which were identified during the delivery phase were agreed to be deferred until a later date.</p> <p>These requirements and process improvement will enable the service to be operated in a more efficient and effective manner, from a CDSP perspective and in turn will improve the interactions that Distribution Network operational teams manage.</p>	XRN 5585 Xoserve	DNs

			<p>In summary, the new requirements and process improvement opportunities that have been identified fall in to the following areas;</p> <ol style="list-style-type: none"> 1. Automation of manual processes 2. Reduce the frequency and volume of email notifications that are provided to DNs as part of the FWACV process 3. Make interactions more effective by amalgamating datasets where possible – e.g. combined loss of record notifications 4. Ensure information is provided to the relevant Distribution Network operational contacts 5. Assess any additional opportunities to improve the efficiency and effectiveness of the FWACV Calculation process. <p>In addition, to support a specific programme of work being undertaken by Cadent, the CDSP is required to implement changes which will enable a site to be separated into three components, allowing each component to feed the FWACV calculation process individually.</p>		
5720	Modification IGT 173 Gateway delivery for RPC backing data	Regulatory	<p>Currently the Relative Price Control (RPC) invoicing backing data is issued using the IGT Transportation Charges Invoice Template document. It is encrypted using the IGT Password Protection Protocols. This is sent by the IGTs to Shippers.</p> <p>The RPC invoicing backing data is issued to the relevant Shipper either via email or via a bespoke portal. The delivery mechanism varies from IGT to IGT, so Shippers have different operational processes for each IGT. The proposer has also raised security concerns around the password protection and delivery mechanisms currently in use stating they are not as secure as an encrypted gateway such as Information Exchange (IX).</p>	XRN 5720 Xoserve	Shippers, IGTs

			<p>IGT MOD 173 proposes that the RPC invoicing backing data should be sent via the IX (according to the DSC Agreement) as Communication Type 2*. The proposer believes the benefit of this would be to create a secure gateway delivery mechanism that is consistent across all IGTs, streamlining Shippers' in-house operational processes and alleviating any security concerns for both Shippers and IGTs.</p>		
5615	<p>Establishing/Amending a Gas Vacant Site Process (Modification 0819).</p>	Regulatory	<p>Modification 0819 aims to create a new process for Vacant Product Class 4 Non-Daily Metered (NDM) sites which would allow Shippers to receive immediate commodity and performance relief and capacity relief (after 12 months at vacant status) for sites in their ownership.</p> <p>To ensure the Service could be delivered to the necessary timescales, a number of Distribution Network requirements and process improvement opportunities which were identified during the delivery phase were agreed to be deferred until a later date.</p> <p>A Supply Meter Point (SMP) must meet the criteria set out in the MOD and associated documentation to enter the new process from the Vacant Site Effective Date.</p> <p>When an SMP has had a vacant status for 12 months the Shipper can request to reduce Annual Quantity (AQ) to 1 via a new Vacant Site 'eligible cause' as per the existing AQ amendments process to receive capacity relief from the new AQ effective date.</p> <p>An SMP will exit the process when one of the Vacant Site exit criteria (Set out in Modification 0819) is met.</p>	<p>XRN 5615 Xoserve</p>	Shippers, DNs

Additional Performance Report Register (PARR) reporting will be introduced for the Vacant Sites process.

Section 2: Confirmed Funding Arrangements

XRN5585

Gas Industry Participant	BER Share of Cost	BER Cost Value	Actual Cost Value
Shippers	0%	£0	£0
IGTs	0%	£0	£0
DNOs	100%	£289,171	£255,329
Transmission	0%	£0	£0
Total	100%	£289,171	£255,329

XRN5720

Gas Industry Participant	BER Share of Cost	BER Cost Value	Actual Cost Value
Shippers	65%	£13,700	£10,450
IGTs	35%	£7,377	£5,627
DNOs	0%	£0	£0
Transmission	0%	£0	£0
Total	100%	£21,077	£16,077

XRN5615

Gas Industry Participant	BER Share of Cost	BER Cost Value	Actual Cost Value
Shippers	70%	£427,290	£362,991
IGTs	0%	£0	£0
DNOs	30%	£183,124	£155,567
Transmission	0%	£0	£0
Total	100%	£610,414	£518,558

BER costs are documented in BER v1 which was approved by Change Management Committee on 12th March 2024.

XRN Ref	Design	HLSO £	Build	Test	Implementation PIS	1st Year S&O	Delivery Total	Risk Margin	BER Total for Approval
5585	£ 41,250	£385,000	£ 98,960	£ 85,970	£ 69,241	£ -	£ 254,171	£ 35,000	£289,171
5720	£ -	£50,000	£ 7,851	£ 5,911	£ 2,316	£ -	£ 16,077	£ 5,000	£21,077
5615	£ 81,053	£682,000	£ 207,590	£ 215,172	£ 95,796	£ -	£ 518,558	£ 91,856	£610,414
Total	£ 122,303	£1,117,000	£ 314,400	£ 307,053	£ 167,353	£ -	£ 788,806	£ 131,856	£920,662

XRN Ref	Design	HLSO £	BER Total for Approval	Shipper %	DN %	IGT %	NTS %	Shipper £	DN £	IGT £	NTS £
5585	£ 41,250	£385,000	£289,171	0%	100%	0%	0%	£0	£289,171	£0	£0
5720	£ -	£50,000	£21,077	65%	0%	35%	0%	£13,700	£0	£7,377	£0
5615	£ 81,053	£682,000	£610,414	70%	30%	0%	0%	£427,290	£183,124	£0	£0
Total	£ 122,303	£1,117,000	£920,662					£440,990	£472,295	£7,377	£0

The November 24 release has been delivered in full within the approved budget.

We have not fully utilised the risk margin of £131,856, with only a spend of £1,158 Customer Contingency for a customer change under XRN5585 (see details in section 3 below). This has resulted in £130,698 unspent Customer Risk.

XRN Ref	Risk Margin	Description	Risk Spent
XRN5585	£35,000	There is a risk that the customers may request a scope for XRN5585 change during the duration of the project. If customers request a scope change for 5585 (decrease or increase); this will need to be formally requested and assessed via the change control process, and an increase of costs may occur.	£1,158
XRN5720	£5,000	There is a risk that the number of participants in the Market trials for XRN5720 is unknown, additionally there might be issues that occur during the market trials such as file processing issues from IGTs/Shippers that will require additional resources to rectify said issues Further discussion will be required to agree on the number of participants to ensure there is adequate support throughout the market trials	Unspent
XRN5615	£51,856	There is a risk that the customers may request a scope for XRN5615 change during the duration of the project. If customers request a scope change for 5615 (decrease or increase); this will need to be formally requested and assessed via the change control process, and an increase of costs may occur.	Unspent

Benefits

- XRN5585: This change has consolidated and reduced customer correspondence and amalgamated datasets to make customer interactions more effective. There is also a reduction of £90,000 to operational costs due to automation of manual process.
- XRN5720: Greater security and time saving for both Shippers and IGTs as the IX is a secure gateway and this has removed the requirement for them to manage different IGT portals, passwords and emails and provided an ability to track and effectively manage all files sent and received.
- XRN5615: A new process created by which Shippers could set a SMP to vacant status via CMS. Allowing the Shipper to access Commodity relief immediately and capacity relief after 12 months. Since Go-live 2932 VAC contacts have been logged via CMS. This will continue to be monitored and managed by service and operate.

Section 3: Provide a summary of any agreed scope changes

- XRN5585 - Change to the agreed RMP mapping rules to include multiple original sites mapped to a single RMP site.

Section 4: Detail any changes to the Xoserve Service Description

Within this release there where impacts to the service description table as a result of XRN5615. The following 3 service lines have been added:

- DS-CS-SA2-08 - Where an SMP exits Vacant status, the AQ is 1 and the User does not increase within the Relevant Period then the CDSP will reinstate the pre-Vacant Rolling AQ value
- DS-CS-SA3-32 - For Class 4 Non-Daily Metered Supply Meter Points VAC CMS CONTACTS – Entry. Receipt of request from the User for site to enter vacancy.
- DS-CS-SA3-33 - VAC CMS CONTACTS – Exit. Remove the vacant Flag on the Supply Meter Point reference Number where a successful trigger has been received.

Section 5: Provide details of any revisions to the text of the UK Link Manual

XRN5720 - No changes made to the text of the UK Link Manual. Detail added to confirm transmission for. RPC through IX.

XRN5615 - Detail added to update the volume capacity for Vacant status request submissions.

Section 6: Lessons Learnt

The key lessons learned from November 24 have been captured below;

- Extra review, with support from Solution Consultants, and approval step to be introduced to ensure alignment of technical specification to design and functional specifications – this will be documented as a governance step, to avoid any misalignment between the documentation and the system logic. This lesson is applicable to XRN5615 and XRN5585.
- Any changes with specific 'real life' test scenarios should be captured and tested to ensure coverage especially where new rules/site set up and functionality are concerned. Specific data conditions should be agreed and traced back to all test scenarios.
- First usage monitoring should always monitor system activity alongside new functionality/alerting mechanisms and daily monitoring across all aspects for assurance and track during PIS lifespan.
- There were focus group sessions held with customers impacted by XRN5585 and XRN5720. These proved to be beneficial in keeping customers engaged, discussing issues and tracking progress.

In addition to the above lessons a detailed RCA has been undertaken and is available here -

<https://www.xoserve.com/change/customer-change-register/xrn-5585-flow-weighted-average-calorific-value-phase-2-service-improvements/>

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Document Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Draft	17/01/25	William Cole	Initial draft
0.2	Approved	29/01/25	Tara Ross	All Comments addressed and approved
0.3	Review	30/01/25	William Cole	Discussed with James and updated document
0.4	Review	13/02/25	William Cole	Discussed with James and Paul updated Lesson learnt

1.0	Approved	19/02/2025	William Cole	All updates completed and submitted

Template Version History

Version	Status	Date	Author(s)	Summary of Changes	Approved By
2.0	Approved	17/07/18	Rebecca Perkins	Template approved at ChMC on 11 th July	Change Management Committee
3.0	Approved	19/12/18	Heather Spensley	Moved onto Xoserve's new Word template in line with new branding	Change Management Committee
3.0	Reviewed	21/03/2022	Rachel Taggart	Reviewed – no updates required	N/A
3.1	Approved	25/04/2023	Rachel Taggart	Updated with new font branding	Emma Smith