**CMS Rebuild Customer Focus Group Minutes**

**Date: 7ᵗʰ March  2023**

**Location: Teams**

**Chair: Jo Williams (JW)**

**Notes/Actions: Kirsty McGarry (KM)**

## Agenda:

1. **Progress Update and Roadmap**

2. **ISO Demo**

3. **Demo of advanced search changes**

4. **Change Packs**

5. **Feedback and AOB**

### 1. *Progress Update and Roadmap*

JW introduced herself and walked through the changes to the roadmap from last month's session.

The Team are targeting 24ᵗʰ April for ISO / DTL, and are finalising drops throughout the year, aligning with UK Link changes where necessary. These dates will be communicated as soon as they are agreed.

The launch activities will follow a similar approach to previous releases:

- Prior to release there will be UAT walkthroughs – these will be scheduled through Eventbrite

- Training material will be released and available prior to the release

- FAQs will be updated to reflect any new questions that have been received

- There will be communication to users providing launch dates and information

- There will be a daily open customer dial in session from 10am to 2pm for the first week where there will be a member of the team on hand to answer or assist with any queries or support needed

The Roadmap is also going to ChMC and CoMC for discussion. We'll publish the roadmap on the CMS rebuild web page, as well as info on support activities for the April release, i.e. UAT walkthrough, dial in sessions for support and questions. We may do a UAT walkthrough at the next CFT too.

The CFG dates for the year are being finalised and will be sent out soon – just checking that we don't clash with other industry meetings

## 2. ISO Demo

### RC Demo'd the ISO contact and process:

The ISO / DTL change pack is now approved following on the March's Change Management Committee meeting.

**Questions from the demo:**

1. If someone in the network got the info and set to dead at the same time as responding to us, would it create a problem?

   a. No, we'd get a msg saying that its already set to dead and the contact would close.

2. Currently the ISO process seems to be an automatic valid resolution where the change is from CS to Live – will that stay the same?

   a. Yes it will stay the same. No more info needed – it will flow through to uk link.

3. Could a warning notification be displayed saying that the query could not be submitted when a MSN gets pulled through from UK Link when doing Live to dead?

a. We thought about that, ie pulling info through immediately, but for performance reasons it wouldn't really work. The validation would take time, so the screen would be locked. We decided it would be better for the validation to be done after submission

4. When trying to verify shipper 1 status, you choose from the drop down and the status is auto-populated, what if the existing mprn is capped / clamped and the shipper wants to set it to dead?

a. RC – if its live and capped then it would still go through. We can add in capped / clamped to dead option

5. What is clamped?

a. It's when equipment is placed on a meter to stop gas flowing, it is usually due to debt or theft of gas. It's not common

6. Currently if an MPRN is extinct on UK Link we can't get it back. Would there be an option to move it form extinct to live?

a. There are checks to prevent it form happening. It would need to go through m number creation process

7. There is a problem with current training guides – shippers misinterpret dead as not in use, and sometime ask networks to set them to dead erroneously. Set to dead should not be used for meter removed or not in use. Can you make it clear in new training material?

a. We'll spell out when it should be used. The drop down of valid reasons should act as a prompt too

8. A valid / invalid request for set to dead

a. ISO is only for the service pipe disconnection. Meter removal does not mean It should be set to dead

The launch of both contact codes is still planned for 24th April 2023.

## 3. Demo of Advanced search

RC walked through the advanced search for MPRN.

Questions:

1.  Can it be moved to the top search bar

    a.  Yes – We shall add that to the backlog

## 4. Change Packs

RC ran through some slides on proposed changes to RFA and DMQ, from which the RFA /CDQ change pack will be sent out to Change Management in April.

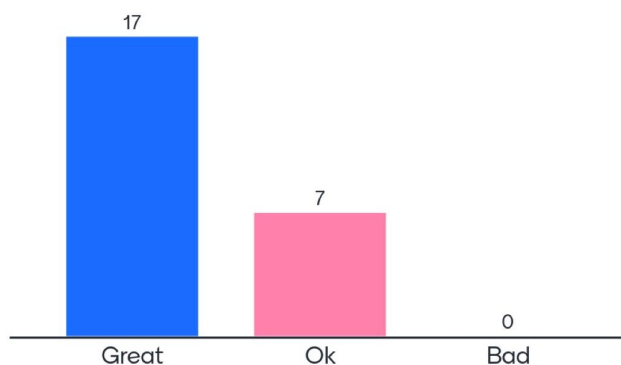The updated BCL file Change pack has been issued for Reps from Change Management Commitee

Questions:

1.  Please confirm that QMR, QCL, QMJ's will still exist but there will be file format changes?

    a.  Yes they will be renamed too as they will have to run for legacy CMS and New CMS

2.  To clarify as we are discussing ADD and UNC which we do as bulk uploads – is this making sure that everything is in place for New CMS so that bulk uploads will be available

    a.  Yes we want to get the file format cleared up so that bulk upload is available when ADD is launched

## 5. AOB and Further Questions

No further questions

JW requested feedback on Mentimeter:

# How would you rate the CMS Rebuild Engagement

17

7

0

Great        Ok        Bad

## With regards to what has been launched and plans going forward, do you have any feedback, suggestions or ideas?

Mentimeter

| | | |
|---|---|---|
| Demo's work well as easy to understand | All good so far thank you | Love it. New CMS is great and the demos are really helpful |
| RFA process looks good - will there be any training documents on how to raise each specific scenario? | demos are helpful, as are guidance docs | nothing else to add - looking forward to more demos |
| All good so far thank you | Can't wait the launch of new CMS! | I would like more demos on this and DUPs and easy to understand. |

## With regards to what has been launched and plans going forward, do you have any feedback, suggestions or ideas?

Mentimeter

| | | |
|---|---|---|
| Jo, Richard and team have been really approachanble, knowledgeable and open to the questions and queries we have had. The demos have been really informative - There are others in my team that will benefit from this - will you rerun the demo at all? | First meeting I've attended but big improvements from the old CMS and love the capped to live option being suggested too | Move MPRN field in advanced search to the top. Engagement is great, feel involved in creating a system that we want rather than being landed with a system that could be better. Keep up the good work. |
| CMS is good need to get use to it. | Move MPRN field in advanced search to the top. Engagement is great, feel involved in creating a system that we want rather than being landed with a system that could be better. Keep up the good work. | Would be good to have more details on the RFA process - a demo and dummy account would be available? |
| Potential access to demos so we as end users who will be using this on the day to day could go through the system and pick out any user issues before it goes live. Apricate this may not be possible | I enjoy the walk through seeing from shipper to CDSP to network and back to shipper understanding the whole process is great | I appreciate how engaged to the shippers and network |