Change Management Committee (ChMC) Change Pack Summary

# Communication Detail

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| Comm Reference: | 2456.1 - RT - PO |
| Comm Title: | Deletion of Customer Contact Details and Priority Service Register Data (PSR) at the Change of Shipper and Supplier Events |
| Comm Date: | 14th October 2019 |

**Change Representation**

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| Action Required: | For Representation |
| Close Out Date: | 28th October 2019 |

# Change Detail

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| Xoserve Reference Number: | XRN4897 and XRN4899 |
| Change Class: | Functional |
| ChMC Constituency Impacted: | Shipper Class A; Shipper Class B; Shipper Class C; DNs; and IGTs  Users are requested to confirm |
| Change Owner: | David Addison  [David.Addison@Xoserve.com](mailto:David.Addison@Xoserve.com) |
| Background and Context: | Currently, Contact Details (including Emergency and Consumer Contact Details and Priority Consumer Data) are deleted when a Supply Meter Point goes through a Change of Shipper event (for the avoidance of doubt this is Contact Details (i.e. data within S66; S67) and Priority Service Data (e.g. data of the nature within S83; S84 – Medical Conditions / Alternative Contact Details) and ‘Premises\_Customer\_Name’ and ‘Shippers\_Customer\_Name’.  The deletion of such data does not occur when there is a **Change of Supplier** **only** (i.e. where this is not coincident with a Change of Shipper event). This Change proposes that this data (Consumer Contact Details and Priority Service Data) is also deleted at a Change of Supplier event whether via confirmation or Supplier sought amendment (XRN4899).  During analysis of the treatment of Contact Details we have also identified that the purging of Contact Details at a Change of Shipper event has not been completed in the business warehouse where the Contact Details have been end dated. This data is not used in any reporting but should be deleted. This change will ensure that once Contact Details have reached their end date these will be purged entirely from the UK Link system (XRN4897).  These changes are required to ensure that only relevant Contact Details are retained in UK Link systems. Since the data has been obtained by the Supplier from the Consumer, in the event that the Supplier has changed, this data should not be considered current and should be purged from UK Link systems, therefore not available to a subsequent Supplier.  Under the Central Switching System Consequential Change (XRN4267) there is a requirement to retain Emergency Contact Details (EMC) as, under the Central Switching Service, there is a requirement to retain EMC data at the Change of Shipper and Supplier events respectively. We propose to retain Emergency Contact Details at a Change of Supplier event, as otherwise we would delete them as part of this change for them to be reinstated subsequently as part of CSSC. Specific comments are invited with respect to this approach. |

# Change Impact Assessment Dashboard (UK Link)

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| Functional: | None identified. |
| Non-Functional: | Supply Point Administration; Delta Files to the DNs, IGTs. |
| Application: | SAP ISU and SAP BW |
| User: | Shipper Users, DNs and IGTs |
| Documentation: | None |
| Other: | N/A |

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| Files | | | | |
| File | Parent Record | Record | Data Attribute | Hierarchy or Format  Agreed |
| None | None | None | None | None |

# Change Design Description

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| **Shipper Users**  For any scenario defined as a Change of Supplier or Change of Shipper, PSR data and Customer Contact details will be deleted. Suppliers will, via their Shipper, need to provide the current Customer Contact Details and PSR data – where applicable; for example: -  By submitting a GEA file to amend the Supplier, a Shipper currently only instructs the CDSP’s central systems to change the registered Supplier for a MPRN. Once these changes are implemented, the CDSP will delete the Customer Contact Details and PSR Data relevant to the MPRN as this is defined as a Change of Supplier; therefore, the relevant Supplier will be required, via their Shipper, to submit a CNC to provide the Customer Contact Details and PSR Data as applicable.  **DNs and IGTs**  This change is not expected to have any functional impacts to DNs and IGTs. The CDSP provides portfolio update files to the DNs and IGTs.   * IDL file to IGTs * EWS file to Cadent * EDL file to DNs (other than Cadent)   These deltas will contain more instructions to delete data than currently, and then a subsequent insert where the Supplier, via their Shipper, provides current Contact Details.  **Solution Options**  As part of the Change Pack consultation, we invite the industry to comment on the solution options: -  [HLSO](https://www.xoserve.com/media/7366/xrn4897-4899-high-level-solution-option-impact-assessment_w.pdf)  The objective of the change is as follows   * Delete the data at the following events, and inform networks of deletion:   + Deletion of previous Customer Contact Details at the Change of Shipper and Supplier events   + Deletion of previous Priority Service Register Data at the Change of Supplier event |

# Associated Changes

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| Associated Change(s) and Title(s): | None |

# DSG

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| Target DSG discussion date: | Monday 7th October 2019 |
| Any further information: | None |

# Implementation

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| Target Release: | June 2020 (proposed) |
| Status: | This proposed approach has been highlighted to Change Management Committee (9th October 2019). Inclusion within the June release will be ratified by ChMC in November 2019. |

Please see the following page for representation comments template; responses to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Section E: Industry Response Solution Options Review

# E1: Organisation’s preferred solution option

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| User Contact Details: | Organisation: | «e1\_organisation» |
| Name: | «e1\_name» |
| Email: | «e1\_email» |
| Telephone: | «e1\_telephone» |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | «e1\_preferredSolutionOption» | |
| Implementation Date: | «e1\_implementationDate» | |
| Xoserve preferred solution option: | «e1\_xoserveSolutionOption» | |
| DSG preferred solution option: | «e1\_dsgSolutionOption» | |
| Publication of consultation response: | N/A | |

# E2: Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | «e2\_xoserveResponse» |

«RangeEnd:EDS»