



## DSC Delivery Sub Group

Monday 2<sup>nd</sup> December 2019 at 10:30am

G.01, Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

### Meeting Minutes

Industry Attendees		
NAME (*Dial in)	ORGANISATION	INITIALS
Ikram Bashir	Npower	IB
Lee Greenwood*	British Gas	LG
Helen Bevan*	Scottish Power	HB
Andy Clasper	Cadent Gas	AC
Patricia Parker	Utiligroup	PP
Steph Podgorski	Generis	SPo
Sally Hardman	SGN	SHa

Xoserve Attendees	
James Rigby (Chair)	JR
Megan Troth	MT
Chan Singh	CS
Simon Harris*	SH
Steve Pownall	SP
Jai LeResche	JLR
Dave Turvey	DT
Michelle Downes	MD
Simon Burton	SB

Slides available [here](#).

#### **1a. Welcome and Introductions/Meeting Minutes**

James Rigby (JR) introduced the meeting and the minutes from the previous meeting were accepted and approved by DSG.

#### **1b. Previous DSG Meeting Minutes and Action Updates**

19 – 0722 - Action: Xoserve to provide an update on when the next update for the AQ issues will be provided. – MD provided an update within this DSG meeting. The update can be seen in the minutes under agenda item 2.

## **2. Issue Management**

Michele Downes (MD) presented this agenda item. MD explained the published AQ Issue Register has been amended; column added to the AQ register to show the expected date the fix will be applied to the Formula Year AQ; 'Datafix to FYAQ'.

MD asked DSG to provide any feedback on the AQ register to help improve anything that might be missing or wanted by customers.

In August 2019, there were 42 defects recognised which Xoserve believed affected the AQ calculation, of those, there were 795,000 affected MPRN's. MD stated that the number of resolved issues since then is 22 defects, 701,000 MPRN's, remain 20 open defects affecting circa 94,000 MPRN's. It is believed these are low impacting AQ defects. MD stated that Xoserve is committed to have these defects resolved by mid-March 2020 and will ensure the FYAQ is corrected as well as the 'rolling' AQ. Main priority currently is defect 1464 due to the number of MPRNs it impacts, the defect is due to be fixed on 6<sup>th</sup> December 2019, following this the remaining MPRNs will be corrected, AQs revised & FYAQ. All Shippers and DN's will be notified what the formula AQ should be once the major defect 1463 has been resolved.

Sally Hardman (SHa) asked when the latest date would be that Xoserve could provide the formula year AQ as SH would need to discuss this with her organisations pricing teams to find the final submission date for her organisation. MD explained that there is a new plan being compiled for the remaining defects and will be published. Furthermore, MD replied to SHa stating she would be in touch shortly to ask the DN's opinion if the dates provided in this plan are ok. IB asked if there was any plan to share with Shippers, in specific sharing Shipper portfolios. MD stated that Shippers will be informed, and information will be shared with all customers.

### **2a. B149 Exceptions**

Michele Downes (MD) talked through the scenarios relating to exception B149. There are currently 8,802 (@ of 26<sup>th</sup> Nov) of exceptions that require resolution. MD explained these exceptions cannot be processed as there is no agreed approach. MD explained that a change has been raised and due to be implemented in November 2020. This will prevent the system from accepting an advancing read however, a solution is still required for the outstanding exceptions.

Therefore, a decision is required on how to process these outstanding exceptions.

#### **B149 Exceptions Options – Interim**

1. Zero value the consumption, zero value the invoice and provide portfolio and read data to Shipper to raise RFA

2. Zero the consumption, zero value invoice, Xoserve can raise an RFA based on submitted read
3. Zero the consumption, zero value invoice and offline adjustment.

IB suggested to provide the Shipper the meter points with these b149 exceptions as they would have the full data set necessary to understand the issues and the information to be able to carry out the necessary actions. All agreed with this approach.

IB asked if Xoserve have a view of when those MPRN's affected can be sent over to Shippers. MD replied that they will be sent out by 11<sup>th</sup> December 2019.

MD agreed to provide an update at each DSG & the volume would be monitored to check if the approach was working & the exception backlog was reducing.

## **2b. Defect 1492**

Dave Turvey (DT) presented this agenda item. DT stated that Defect 1492 was found in September 2019 to look at an issue with regards to the processing of 2 Shipper submitted winter consumption correction requests of the same MPRN. Where this occurred. UK Link is trying to accept both requests but only the first request is going through and being updated. When trying to update the second request, an exception was being created due to the duplicate entries. DT explained that this scenario already occurs for standard AQ corrections, with a rejection code AQI0003 being sent to the submitting Shipper. Defect 1492 has been fixed and emulates the standard AQ correction process to reject the second requested with a rejection code of AQI003.

As a result of this defect fix, we are also proposing to update the rejection code description to "Outstanding AQ/**WC** correction request already exists" to provide additional clarity that this rejection is now being sent for Winter Consumption rejections. Simon Harris (SH) proposed that Xoserve will issue out a change pack in December 2020 outlining the changes for an implementation date in line with February 2020 release.

DSG agreed for these updates to the descriptions to be completed.

## **3a. Change Proposal Initial View Representations / Ratification of the Prioritisation Score**

None for this meeting

### **3a.i. XRN5036 – Updates to must read process**

Jai Le Resche (JLR) presented this agenda item. JLR explained the current must read process involves must read contacts to be generated on the 20<sup>th</sup> business day.

- Monthly read sites that have not had a valid read loaded on UK Link for 4 months
- Non-monthly read sites that have not had a valid read loaded on UK Link for 24 months

Pre-notes with the MPRNs which fall into the criteria above are sent to Shippers on the 1<sup>st</sup> of the month to give them a few weeks to gain reads, load them and avoid must read being generated.

JLR proposed that the new requirements for must read process are as follows:

- Sites that meet one or more of the following conditions are excluded from the must read generation process
  - Have Meter Mechanism Code of [NS, S1 or S2]
  - Have an [AMR Indicator]
  - Have an [active DCC flag]

JLR outlined that as per Modification 0692, checks are being proposed to ensure an NS and S1 Meter is operating as a Smart Meter. Furthermore, this will follow that we should only classify such Meters as Smart where the Installing Supplier is the same as the Effective Supplier, otherwise the NS and S1 Assets will be considered not operating in a Smart functionality and subject to must reads. JLR stated that this is looking to be implemented as close to MOD implementation in June 2020 release and that the impact assessment will decide whether this is Minor or Major release.

Key things to note:

MPRN's which has the meter mechanism code NS, S1 and S2, those which have an AMR indicator and/or an active DCC flag would be present on the pre-notes report but will not have a must read generated for them.

AC asked if this HLSO high level requirements includes all smart meters Active and Dumb. AC explained a dumb smart meter is the exact same as a Active SMART meter so should still be classed as a SMART asset. SH clarified that as per the modification any SMART meters which are classified as Dumb will not be put into monthly read and remain as non-monthly read sites so this needs to be called out in the Must Read change as the proposed requirements differ from the modification.

Lee Greenwood asked a question for some clarity. LG asked if there is a meter moved to monthly read and smart, if they haven't had a reading for 4 months, will they go into the must-read process. AC explained transporters don't want to be doing must reads on domestic sites due to resource constraint.

***3a. ii. XRN5038 – Convert Class 2, 3 or 4 meter points to Class 1 when G1.6.15 criteria are met (MOD0691)***

**Deferred to the next DSG meeting.**

***3a. iii. Supplier details not accurately presented within primary billing supporting information files***

Simon Harris (SH) presented this agenda item. SH explained that currently where Supplier details are updated outside of a Shipper Confirmation i.e. via GEA file the invoice supporting information files do not reflect this change if it occurred between billings periods. This only shows the current Supplier for the whole period and does not apportion the billing period between each Supplier and has been the case since NEXUS implementation. During initial investigations, it was found that as a part of CSSC, any supplier amendments, even if the shipper remains the same, will require a re-confirmation within UK Link.

SH added as per standard billing practices, the CDSP will invoice at confirmation/contract level this in turn will affect the invoice supporting information files to reflect correctly the Supplier details for the appropriate billing periods. SH outlined that due to the required file format amendments, any change to rectify these issues would be a candidate for major release only. In addition, timeframes for next major release for this change is also currently November 2020 but that contains retro, so could be later and within a 2021 release.

Furthermore, SH explained that with CSS currently planned for 2021 and an already congested change landscape, Xoserve is proposing to not progress with fixing of this issue and wait until CSSC is implemented. SH asked for any views from DSG. IB stated he would have to take this away and have a look at this. In addition, JR asked DSG if there were any views. SH requested this to be a formal action at DSG for views/comments for discussion.

**ACTION: DSG reps to feed in whether this is the correct approach for this change. DSG to be prepared to ratify the at next DSG**

### ***3b. Undergoing Solution Options Impact Assessment Review***

None for this meeting

### ***3c. Solution Options Impact Assessment Review Completed***

#### ***3c.i. XRN4931 – Submission of space in mandatory data on multiple SPA files***

SH presented this agenda item. SH explained that it has been brought to the attention of Xoserve that Shippers have been submitting files (e.g. MSI, EMC & CNF) with a space value populated in mandatory fields instead of the required allowable value (e.g. Y/N). SH outlined that AMT accepts space as a value (due to it being an ASCII character) but when the lower level validation of the values have been carried out in SAP PO, as SAP PO is expecting a Y/N value it is unable to play back the data into an appropriate rejection file. The Mandatory data item is therefore populated as a null value which is getting rejected by AMT so no rejection file is being issued.

There are 2 solution options available for this:

1. Changes in PO config to send default values recognised by AMT (Marketflow)
2. Changes in SAP ISU with no conversion and PO config to send default values recognised by AMT (Marketflow)

Option 1: In order to play back the inbound file data including 'space' to AMT, SAP PO changes are required to send default values accordingly. If a Shipper does not send any value in the mandatory field, SAP ISU will send outbound rejection file and SAP PO should send its default.

SH stated this option has an overall low impact and can be scoped into a minor release with a high-level cost estimate of £15,000 - £20,000. This Option only affects the SPA process.

Option 2: Changes in SAP ISU with no conversion and PO configuration to send default values and recognised by AMT. Currently SAP does not show IDOC Inbound/Outbound data where a field is blank, changes will be made in SAP ISU to show mandatory text fields with blank values in IDOCS and SAP PO file message mapping changes are required to send default values to AMT. Marketflow does not need any changes and will recognize the value as space not blank.

Change Summary:

1. SAP PO outbound file message mapping changes
2. SAP ISU IDOC changes for both inbound and outbound files

There is a medium impact to SPA with an overall medium impact. This Change is recommended to be placed into a major release scope and has high level cost estimate of £20,000 - £25,000

SH explained there is a Sub-Option, costed on the basis of around 40 interface files, there is only 3 known affected files but if all files were fixed there is a cost of around 60-70k depending on the number of files needing the fix.

Xoserve's recommendation is option 2 as this is a complete solution to have the inbound files and IDOC aligned correctly, but this would need to be put into a major release.

IB asked if option 1 can be thought of as this can be scoped into a minor release and be conducted much sooner than a major release scope.

### ***3c. ii. XRN4997 – Introducing new charge codes for GSoP3, GSoP13 and GT |voluntary Consumer payments***

Steve Pownall (SP) presented this agenda item. SP outlined the background of the change that NGN and other DN's are required to pay Gsop payments on application from end-consumer for:

- Failure to offer alternative cooking & heating to priority (vulnerable) customers (**GSoP3**)
- Failure to provide notice of a planned interruption (**GSoP13**)

This Change will ensure that end-consumers will receive prompt Network Statutory and Non-Statutory compensation payments without the need to contact the DNs. Based on the compensation payments processed within the UK Link system, there is a requirement to generate the reports for compensation payments information for new charges GSoP3, GSoP13 and GT Voluntary Consumer associated with the RTB invoice.

There is only one solution option for this change:

1. Amend the Network(s) Request to Bill (RTB) template(s) to process the new charge codes.

SP outlined that the change will impact SAP ISU and SAP BW.

#### **SAP ISU: Invoicing via Request to bill (RTB):**

- Introduction of 3 new Charge Types (associated debit and credit charge codes) - GSoP3, GSoP13 & GT Voluntary Consumer Payment
- Three associated adjustment charge codes for GSoP3, GSoP13 & GT Voluntary Consumer Payment
- For the acknowledgement of compensation payments in the to RTB template, Invoice Type, 'INR', would be utilised
- Code changes for new charge type code billing and invoicing with .INV update I57 comments

#### **SAP BW:**

- New report to include GSoP3, GSoP13 & GT Voluntary consumer payment on request basis
- Detailed analysis required to ensure that these new charges do not flow to the existing invoicing reports to DNs

SP stated the overall impact of the solution is medium and can be scoped within a minor release.

The high-level cost estimate is £24,000 - £28,000. As per the HLSOA there are impacts to ISU and BW. In addition, SP stated there is a medium complexity in regard to invoicing.

#### ***4. Changes in Detailed Design***

None for this meeting.

##### ***4a. Design Considerations – None for this meeting***

None for this meeting.

#### ***5. Major Release Update***

##### ***5a. June 2020***

Simon Burton (SB) presented this agenda item. The revised BER was taken to the extraordinary ChMC meeting in November. 3 changes were approved to be descope from the release and market trials option 4 were approved to kick off march/April 2020 for this release.

At December's ChMC the project team will be asking ChMC for approval for implementation Saturday 20<sup>th</sup> June 2020.

**Risk** – There is a risk that for xrn4941 a number of assumptions will be required in design which may not be validated until after build because MOD0692 has not been approved leading to rework and delays

### ***5b. XRN4914 – MOD0651 – Retrospective Data Update Provision***

Megan Troth (MT) presented this agenda item. The overall project RAG status is amber. MT explained the design documents were finalised on 29<sup>th</sup> November. Furthermore, the business and validation rules for step 1 of PoC is now completed. File and connectivity testing to be completed w/c 2<sup>nd</sup> December ahead of step 1 execution by the 4<sup>th</sup> December. Furthermore, detailed requirements workshops for step 2 of data comparison and root cause to be scheduled w/c 2<sup>nd</sup> Dec.

In regards to customer engagement, MT stated that there will be a fortnightly update provided on the Xoserve.com retrospective updates page which can be [found here](#).

MT stated there is a risk that there will not be sufficient volume received from Shippers in the proof of concept to be able to quantify the size of the data mismatch activity. MT explained that since that point, the PoC is in a better position as there has been more interaction and Shippers showing interest. In addition, there is a risk that the amount of time to complete the proof of concept is not currently known; additional checkpoints 2 & 3 agreed

Cost: Approval has been received from DN's for BER of £270K for the proof of concept.

### ***5c. November 2019***

#### ***5c.i. XRN4621 – Suspension of the validation between meter index and unconverted converter index***

**Deferred to the next DSG meeting.**

This was the end of 2<sup>nd</sup> December DSC Delivery Sub Group meeting. Next Meeting: **(Monday 16<sup>th</sup> December 2019)**

If you have any questions relating to the above meeting minutes, please email [uklink@xoserve.com](mailto:uklink@xoserve.com)