Business Requirements Document

Ofgem Switching Programme

Data Enquiry Service Consequential Change Requirements Overview

Author (for this version):	Xoserve
Version:	0.2
Status:	For Review
Date:	06th February 2020

This document contains confidential or privileged information; it should not be copied or disclosed to any third party without the express permission of Xoserve Ltd. All rights reserved.

Copyright © 2020 Xoserve Ltd

Contents

1 Introduction 3
1.1 Document Purpose 3
1.2 Related Documents 3
2 Executive Summary 4
2.1 Introduction to the Change 4
2.2 Change Background 4
2.3 Process Issues 4
2.4 Scope 5
3 Design Considerations 7
4 Business Requirements Definition 8
4.1 Emergency Contacts – GDPR 8
4.2 Provision of Switching Service Data 8
4.3 Provision of REL Data 9
5 Screen Design 10
5.1 Home Screen (Modified) 10
5.2 Search Screen (Modified) 11
5.3 Search Results Screen (Modified) 12
5.4 Search Details Screen (Modified) 13
5.5 CSS Switching Data (New Tab) 14
5.6 REL Search Screen (New) 15
5.7 REL Search Results Screen (New) 17
5.8 REL Search Details Screen (New) 19
6 Non-Functional Business Requirements 20
7 Document Control 21
7.1 Version History 21

DRAFT

1 Introduction

1.1 Document Purpose

The purpose of this business requirements document (BRD) is to ensure that the high level business requirements associated with the design baseline 4 phase of the switching programme changes have been captured, and to clearly specify these requirements to DSG to provide an understanding of the consequential change impacts.

To provide adequate information to enable the industry to undertake analysis of the impacts to their systems and business processes. The contents refer to the business scope of the change and provide descriptions of the business requirements.

1.2 Related Documents

The underlying source documents and further details about the Switching Programme can we found on Ofgem's website:

https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme

DRAFT

2 Executive Summary

2.1 Introduction to the Change

This document defines the consequential changes that are required to be undertaken to Data Enquiry Service (DES) to support the implementation of the new Central Switching Service.

The details contained within the document are currently based on the Ofgem switching programme E-2-E design products that have been produced to support faster and more reliable switching within the energy market and provide a high-level view of the changes that will be required within Xoserve's systems to support.

2.2 Change Background

This change relates to the consequential changes to the gas Shipper / Supplier switching process required to support the wider Ofgem Switching Programme. This programme is an Ofgem initiative within a broader set of energy market reforms that aim to encourage consumers engagement with the energy market (especially switching), and to improve their experiences of doing so through a faster more reliable centralised set of industry processes.

The overarching ambition of the Switching Programme is to "improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers".

UNC modification review workgroup (630R) was formed back in October 2017 to conduct a review and assessment of the consequential impacts to the UNC, DSC and associated UK Link processes as a result of the Ofgem Switching Programme (OSP). This workgroup has now concluded, and its output has been used to inform this Business Requirements Document (please note that this document supersedes the version created under this workgroup).

2.3 Process Issues

The implementation of the new central switching service leads to a number of consequential changes having to be made within UK Link, as summarised below:

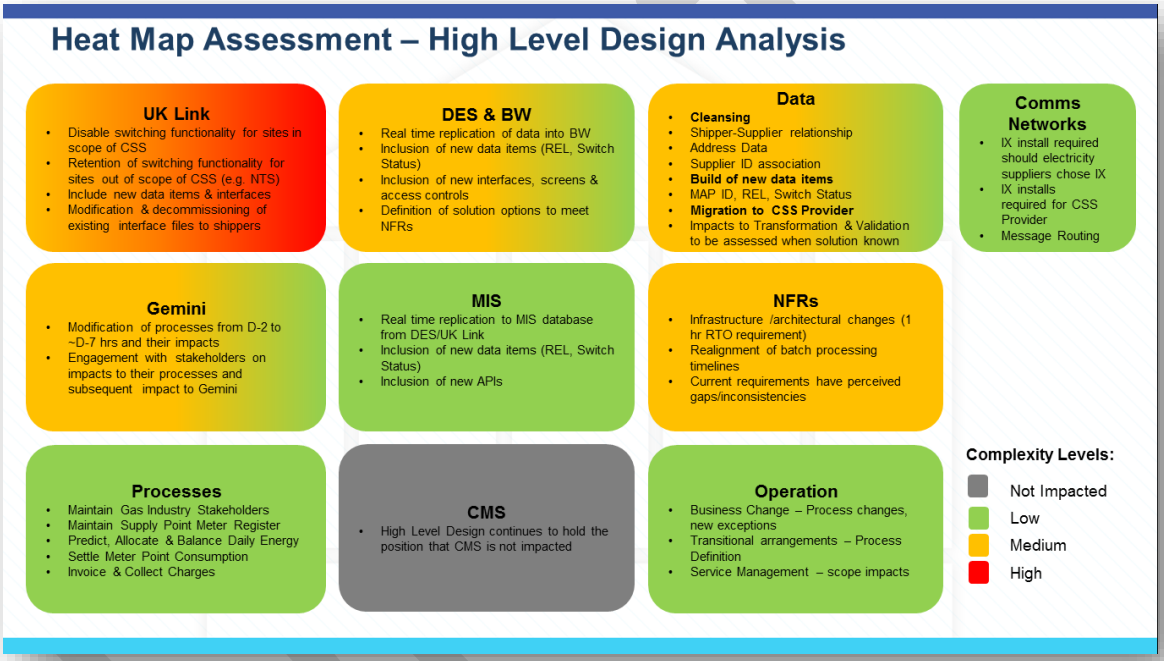
- Moving to a Supplier led switching process via CSS and removing the Shipper led confirmation process within UK Link for in-scope Supply Meter Points
- Provision and capture of settlement parameters for an incoming Supplier registration from the incoming Shipper
- Stakeholder changes required to support new CSS processes

DRAFT

- Synchronisation of meter point and registration data between UK Link and CSS
- Capture of Meter Asset Provider details for all installed meters
- SPA data update for Supply Meter Points

Below is a heat map which represents the areas of Xoserve that are impacted by the Ofgem Switching Programme. This provides a visual view of the scope and scale of change across the current CDSP value chain / processes. This has been updated to reflect the position at the end of the high-level consequential design phase of the project.

The sections that are highlighted red within this heat map signify high complexity impact changes to his area; the yellow areas will create medium impact; minimal impacts have been identified within the green areas and grey indicates that no impact.



2.4 Scope

2.4.1 In Scope

The following areas are included with the scope of this requirements document:

- Consequential changes to the Data Enquiry Service resulting from the implementation of the new Central Switching Service

2.4.2 Out of Scope

Requirements relating to the following areas have been deemed as out of scope of this document:

- Consequential change to the UK Link system (this is covered by a separate BRD)

- Consequential changes to Gemini system (this is covered by a separate BRD)
- Changes to any interfaces or interactions between Shippers and gas Suppliers as a result of the switching programme
- Any process being managed or maintained by the new CSS
- Any processes that are not impacted by the implementation of the new CSS
- Any other areas of change that are not a direct consequence of the new CSS implementation
- Supply Meter Points that are deemed out of scope of the new Central Registration Service, this is currently expected to include the following Supply Meter Point site types:
    - Sites directly connected to the National Transmission System (NTS Sites)
    - Shared Supply Meter Points
    - Supplier Exempt Sites
    - LPG Supply Meter Points

DRAFT

3 Design Considerations

Design considerations will continue to be captured as industry design continues to progress.

The following is currently being considered as part of our design:

- Utilise the existing Xoserve Services Portal to provide access to view the new Switching related data items.

DRAFT

4 Business Requirements Definition

The following section of the document provides a summary of the requirements that are a direct consequence of the implementation of the new switching regime; these are derived requirements from the Ofgem Switching Programme Design documentation. These have been enhanced following industry discussion at the extraordinary CSSC DGS sub group meetings and the 630R workgroup.

DES will align to all the applicable requirements that are part of Retail Energy Code

4.1 Emergency Contacts – GDPR

4.1.1 DES will display emergency contacts details to portfolio Shippers and Suppliers only if they have been provided by the Shipper along with settlement data during the switch. The networks (GTs and IGTs) will have access to emergency contact details irrespective of Shipper providing them with settlement data.

4.2 Provision of Switching Service Data

4.2.1 DES will accurately display all the relevant new data items to authorised Users as provided by CSS.

4.2.2 DES will provide a view of the following registration data items to the authorised Users. (refer to section 5.3)

- MPRN
- Registration ID
- Registration Status
- Registration Status From Date
- Registration Active Date
- Registration Inactive Date
- Supplier ID
- Shipper ID
- Shipper From Date
- Supply Start Date
- Domestic Premises ID

4.2.3 DES updates will be aligned to display CSS registration status (Pending, Cancelled, SecuredActive and SecuredInactive) as received from CSS and also UK Link registration status of Active.

4.2.4 DES will provide a view of the following new data items through the existing screens to the authorised Users. (refer section 5.2)

- RMP Status onto Search Results and Search Detail Screens
- MAP ID to be added onto Meter Asset Data tab

4.3 Provision of REL Data

4.3.1 DES will provide a view of the following REL data items to the authorised Users. (refer to section 5.3)

- MPRN
- Address Source
- UPRN
- REL Address
  - Primary Name
  - Secondary Name
  - Street1
  - Street2
  - Locality1
  - Locality2
  - Town
  - Postcode
  - Logical Status
  - Language
  - Organisation
  - Address Type
  - Confidence Score
  - Classification
  - Latitude
  - Longitude

4.3.2 DES will be required to display both an English and Welsh (or other alternative language) version of the Retail Energy Location (REL) address for supply meter points that are located in Wales

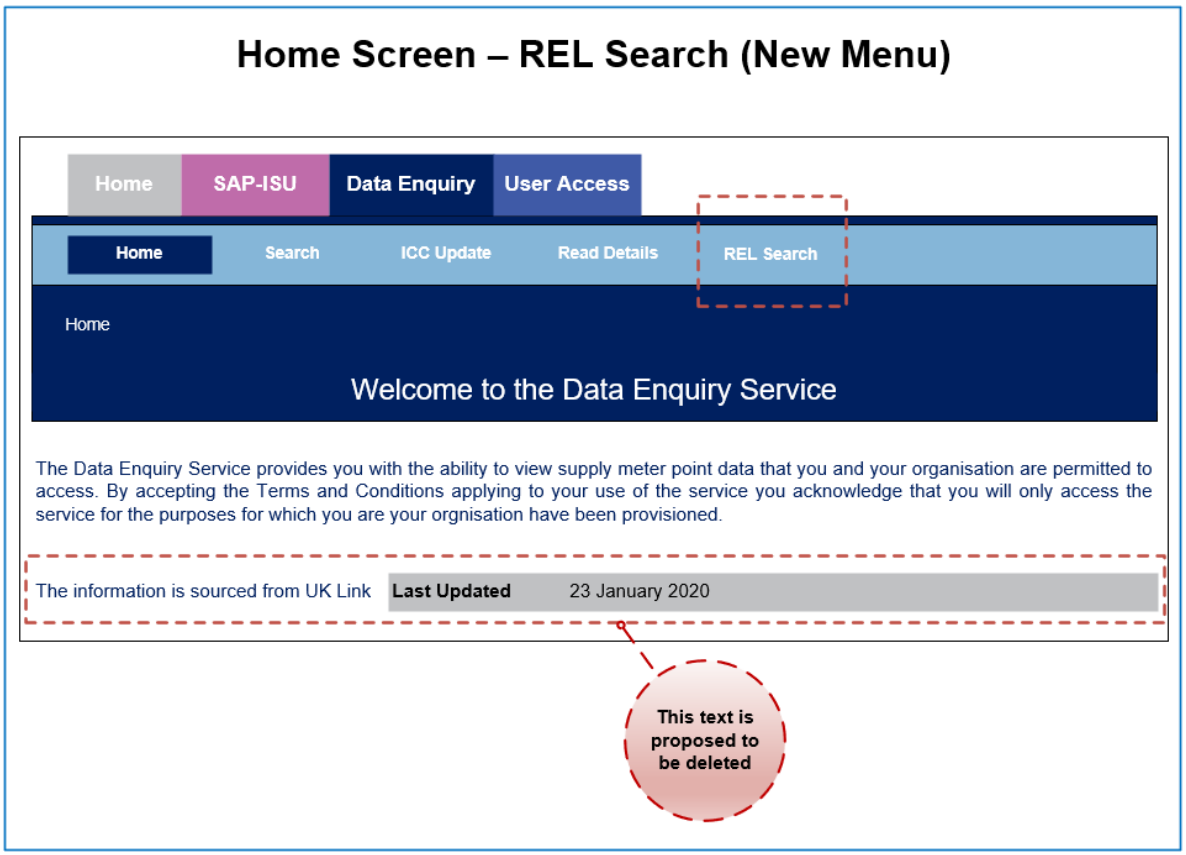
5 Screen Design

The following are the screen design layouts that modified/created to support the implementation of the new Switching Service.

5.1 Home Screen (Modified)

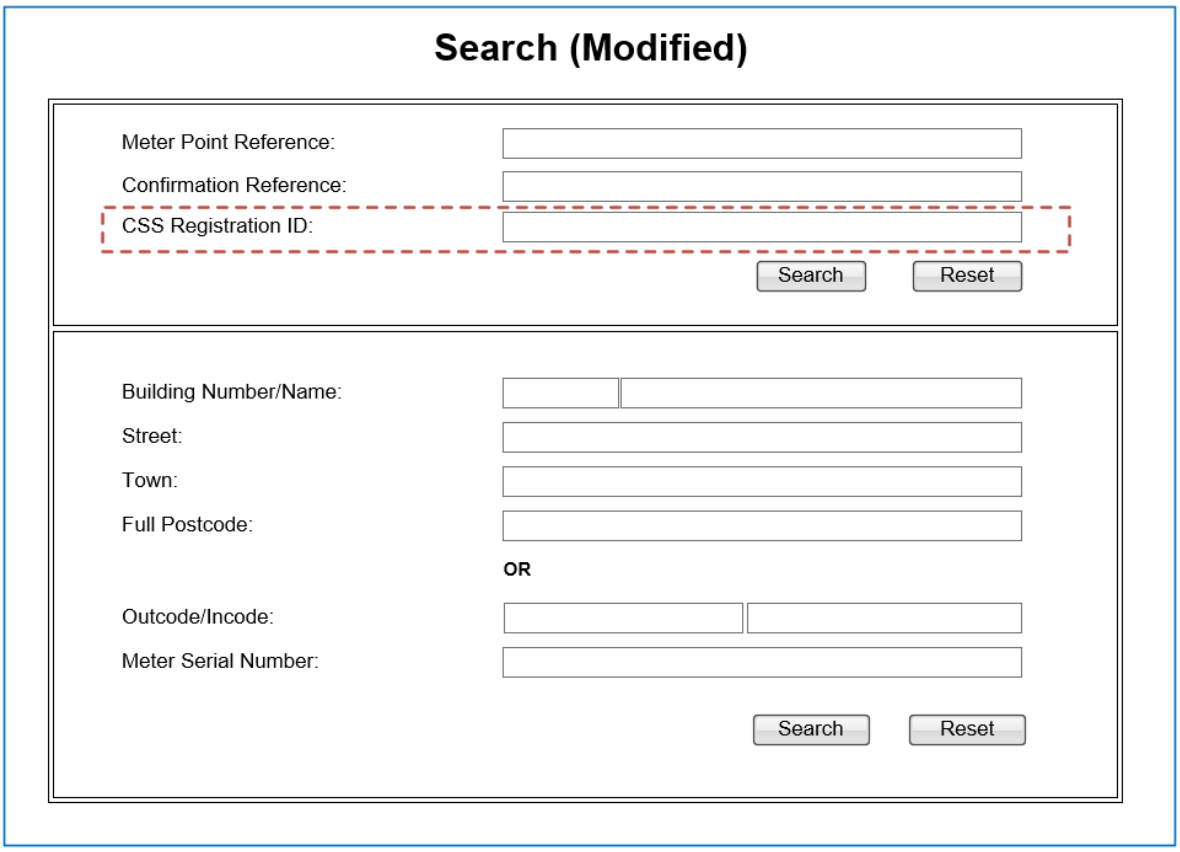
5.1.1 The new 'REL Search' Menu will be available to Shippers, Suppliers and Networks (GTs and iGTs).

5.1.2 On clicking the new REL Search menu, the new REL Search screen (refer section 5.6) will appear.



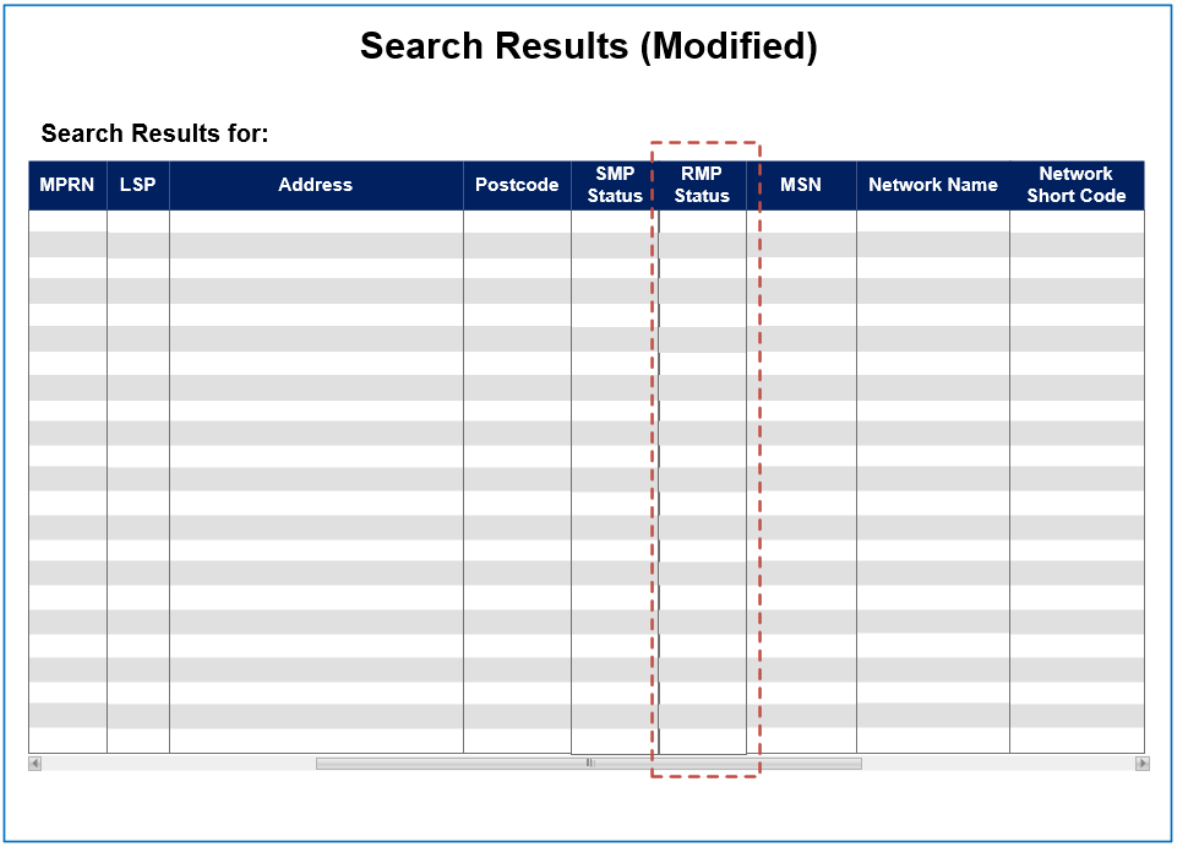
5.2 Search Screen (Modified)

The new CSS Registration ID will be added to hierarchy 1 input fields to enable Users to search using their CSS Registration ID.



5.3 Search Results Screen (Modified)

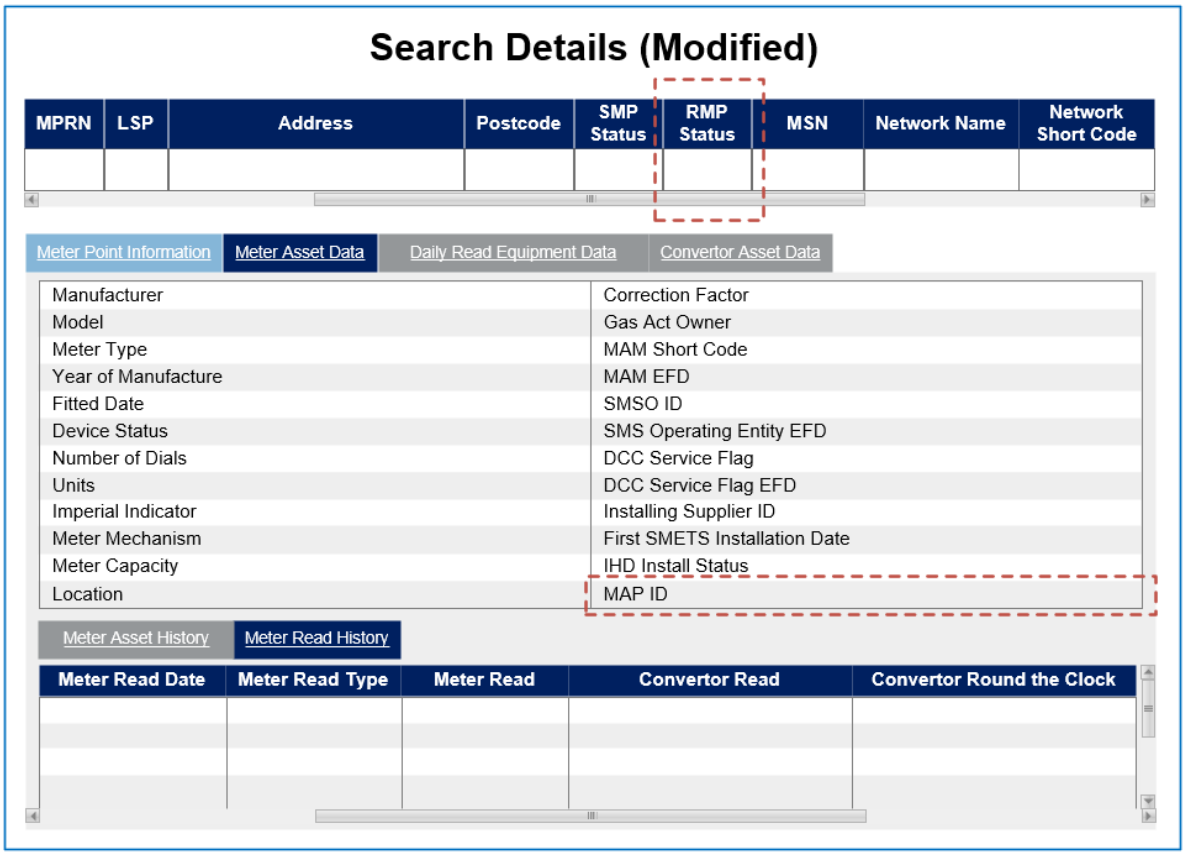
The new RMP Status field will be added next to the existing SMP Status field on the existing Search Results screen.



5.4 Search Details Screen (Modified)

5.4.1 The new RMP Status field will be added next to the existing SMP Status field on the existing Search Details screen.

5.4.2 The new MAP ID field will be added to the existing Meter Asset Data tab.



5.5 CSS Switching Data (New Tab)

5.5.1 The new CSS Switching Data tab will be created on the existing Search Details screen and will be Shippers, Suppliers, MAMs, Authorised Agency Users and Major Energy Users

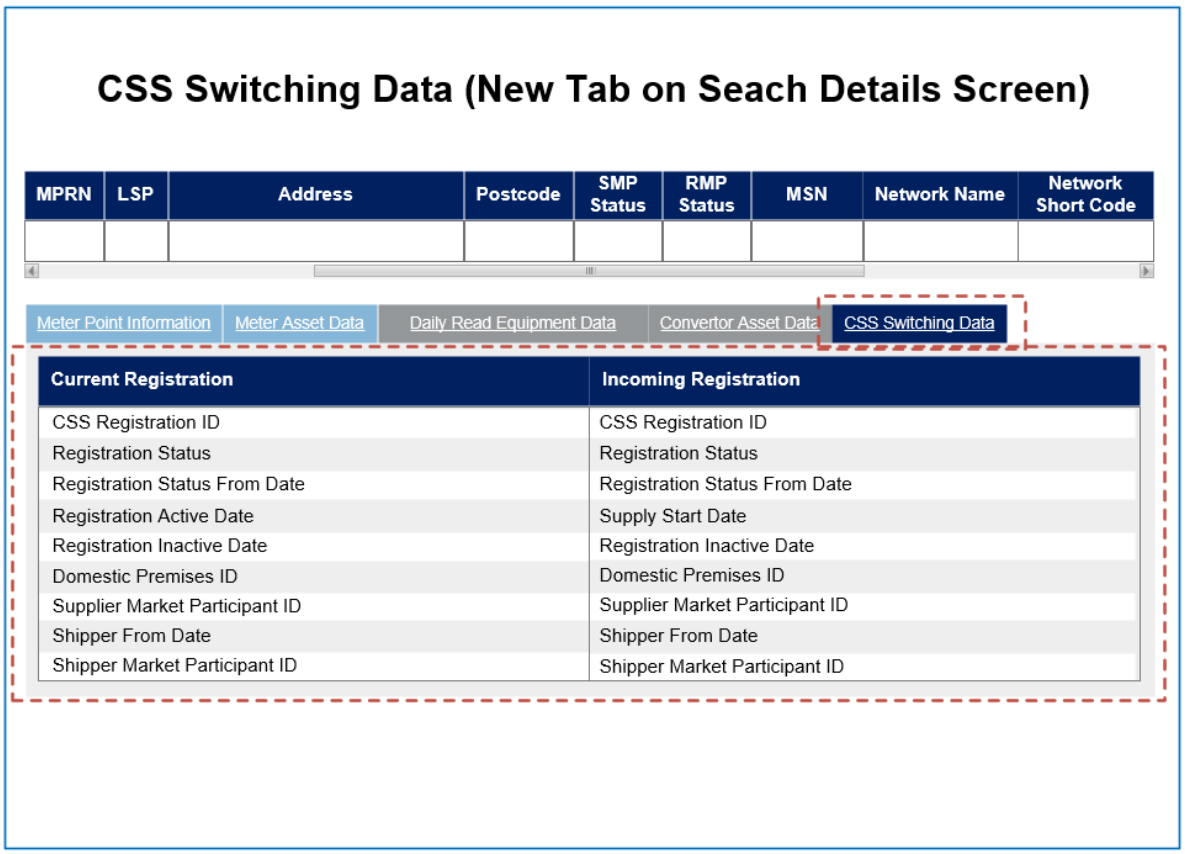
5.5.2 The new tab will display Current Registration and Incoming Registration details to the authorised Users

5.5.3 The Current Registration section will only be populated with CSS Registration ID value that has been provided as part of CSS initial data migration. No new data will be populated until a switch is attempted or completed post CSS implementation.

5.5.4 The Current Registration section will always display current registration details as it progresses from Active to SecuredInactive status. The details will not appear once the registration moves to Inactive status.

5.5.5 The Incoming Registration section will always display incoming registration details as it progresses from Pending to (SecuredActive or Cancelled). Once the registration moves into Active status then the details will appear under Current Registration section.

5.5.6 An incoming registration when cancelled will appear under Incoming Registration section until a new switch is attempted, which will replace the cancelled registration details becoming the new incoming registration.



5.6 REL Search Screen (New)

5.6.1 The new REL Search screen will function and will also appear like the existing Search screen.

5.6.2 The REL search can be used to search with either the MPL address or REL address and the search will be case insensitive

5.6.3 The User will have to agree to REL usage limitation by placing a tick against it to enable the search to progress. However, once a tick is placed, it will be stay active until the User session expires or logs out or clears it manually.

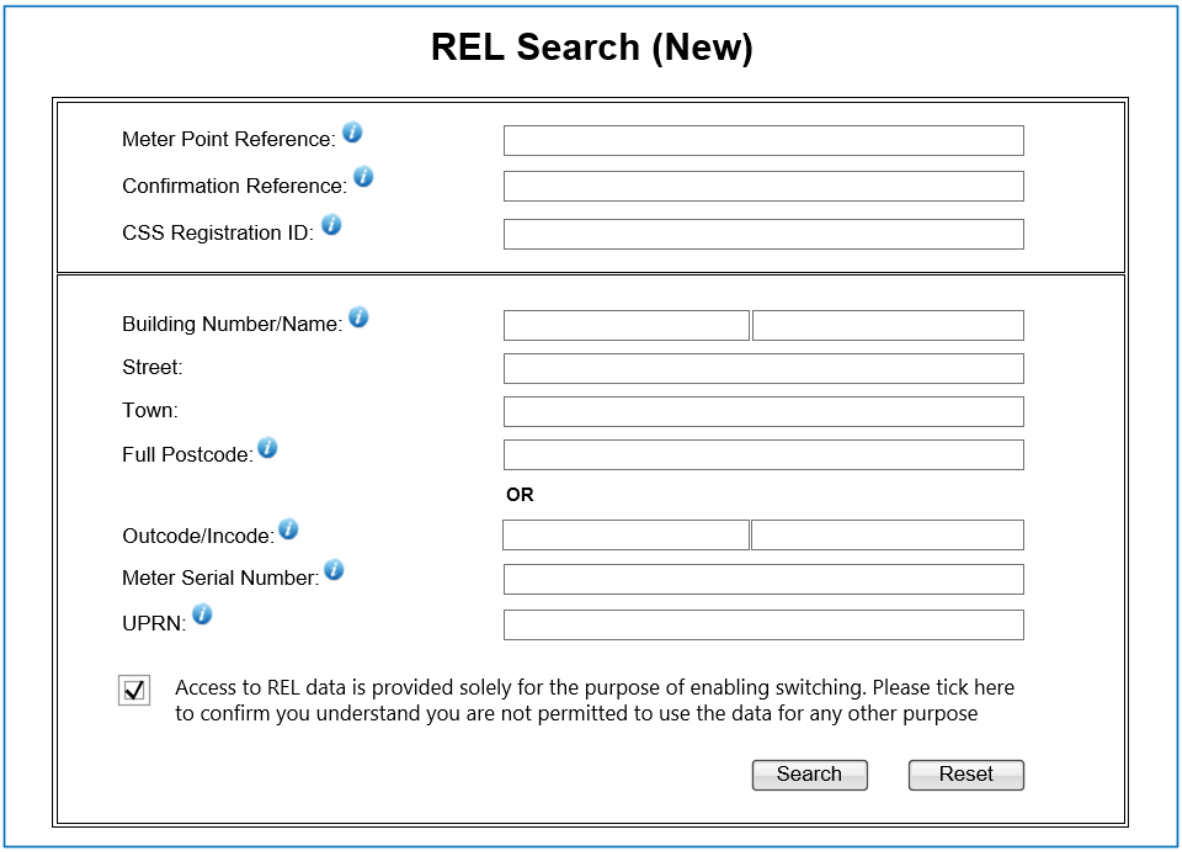
5.6.4 The input fields Building Number, Building Name, Street and Town will have an ability to accept Welsh character set (in addition to English character set) and perform a search based on input Welsh characters.

5.6.5 The UPRN field refers to CSS supplied UPRN. A User can input only UPRN to perform a valid search.

5.6.6 The valid REL search combinations for hierarchy 2 fields is same as those of existing Search screen.

Table 1: Valid REL Search Combination

	Building No.	Building Name	Street	Town	Full Postcode	Out-code	In-code	MSN	UPRN
Building No.					Yes	Yes			
Building Name					Yes	Yes			
Street				Yes	Yes	Yes		Yes	Yes
Town			Yes		Yes			Yes	Yes
Full Postcode	Yes	Yes	Yes	Yes	Yes			Yes	Yes
Outcode	Yes	Yes	Yes				Yes	Yes	Yes
Incode						Yes			
MSN			Yes	Yes	Yes	Yes		Yes	
UPRN			Yes	Yes	Yes	Yes			Yes


REL Search (New)
Meter Point Reference:
Confirmation Reference:
CSS Registration ID:
Building Number/Name:
Street:
Town:
Full Postcode:
OR
Outcode/Incode:
Meter Serial Number:
UPRN:
Access to REL data is provided solely for the purpose of enabling switching. Please tick here to confirm you understand you are not permitted to use the data for any other purpose
Search
Reset

5.7 REL Search Results Screen (New)

5.7.1 A valid REL search leading to multiple MPRNs will display the resultant record set within the REL Search Results screen.

5.7.2 On clicking a particular MPRN from the displayed result, the REL Search Details screen will be displayed providing REL details of the selected MPRN.

5.7.3 The REL address and REL Postcode fields will display as blank if there is no data REL data available to be displayed.

5.7.4 The search results will be displayed in sort order of MPL address

5.7.5 MPL address is combination of following fields with comma as field separator

- Sub Building Name
- Building Name
- Building Number
- DPA (displayed within parenthesis)
- Dependent Street
- Principal Street
- Dependent Locality
- Post Town
- County

5.7.6 The REL addresses are displayed in sort order of its logical status i.e. 1 (Approved), 6 (Provisional), 3 (Alternative), 8 (Historic) and 0 (N/A [for Delivery Point Address which does not have a logical status])

5.7.7 REL address is combination of following fields with comma as field separator

- Primary Name
- Secondary Name
- Street1
- Street2
- Locality1
- Locality2
- Town

5.7.8 The input fields Building Number, Building Name, Street and Town will have an ability to display Welsh character set (in addition to English character set).

REL Search Results (New)

Search Results for:

MPRN	MPL Address	MPL Postcode	MSN

REL Address	REL Postcode

MPRN	MPL Address	MPL Postcode	MSN

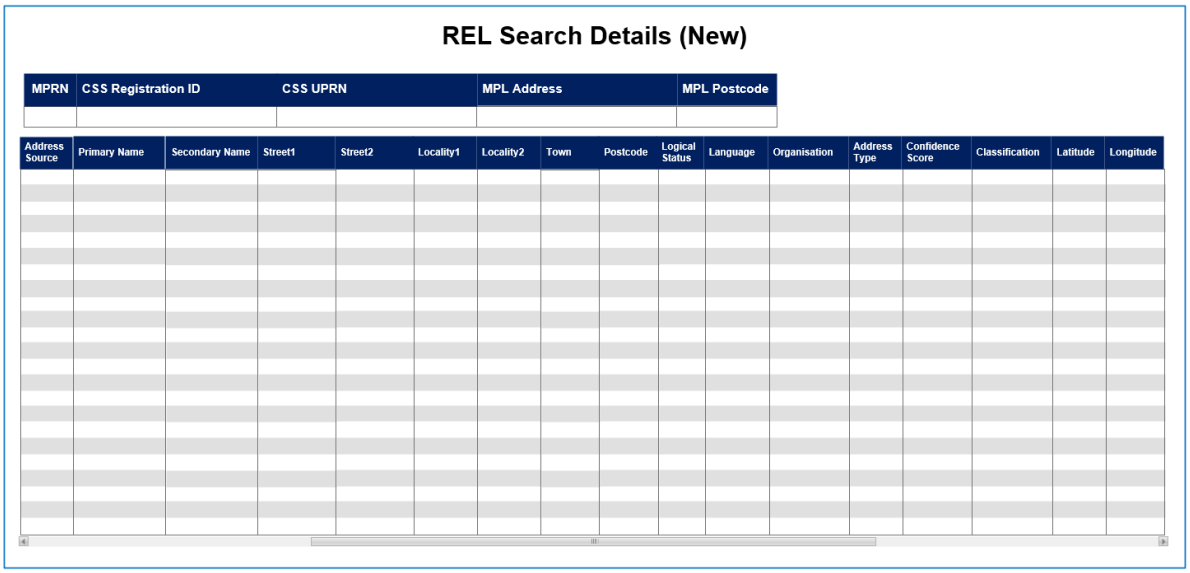
REL Address	REL Postcode

5.8 REL Search Details Screen (New)

5.8.1 A valid REL search leading to single MPRN will display the resultant record within the REL Search Results screen.

5.8.2 The input fields Building Number, Building Name, Street and Town will have an ability to display Welsh character set (in addition to English character set).

5.8.3 The REL addresses are displayed in sort order of its logical status i.e. 1 (Approved), 6 (Provisional), 3 (Alternative), 8 (Historic) and 0 (N/A [for Delivery Point Address which does not have a logical status])



6 Non-Functional Business Requirements

A number of non-functional requirements have been defined by the switching programme that will have a direct impact on Xoserve's systems. Full details of these can be found in the switching programme E2E Non-Functional Requirements document on Ofgem's website (link).

No additional non-functional requirements have been defined outside of the Switching Programme.

All the relevant non-functional requirements mentioned within REC against DES will be applicable.

7 Document Control

7.1 Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Initial Draft	Jan 2020	Xoserve	N/A
0.2	For Review	Feb 2020	Xoserve	Modified sort order of logical status i.e. sections 5.7.6 and 5.8.3