# Central Switching Service Adapter Overview

Following the decision made by Ofgem in September 2019 to allow the provision of adapters to support the Central Switching Service (CSS) Programme, Xoserve will be providing its customers with an Adapter Service to enable them to connect to the Central Switching Service.

The intent of our CSS Adapter is to provide a service that delivers secure event driven data flows for both gas and electricity, while minimising Industry change, optimising costs, reducing delivery timelines and building for the future.

What options are available?

We have three different options to choose from, which give customers the flexibility to decide on the level of change they want to make.

Option one
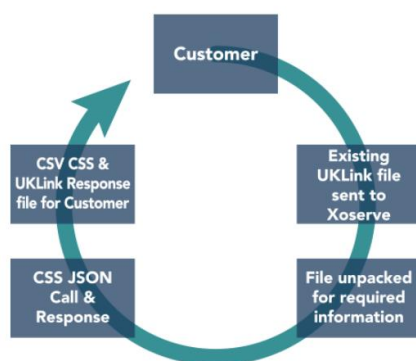
Option 1

Designed around using **existing file formats, technology and business processes** to fulfill CSS switching obligations whilst helping you avoid costly system changes.

This option allows you to continue to use the current legacy switching files for both gas and electricity meter points, and will remove the effort in connecting with CSS by translating legacy switching files into new CSS messages and responses.

Changes you'll need to make

- You will need to develop processes to handle new files to support One Fail All Fail (OFAF) and erroneous transfer resolution
- Development to capture new CSS data items as per CSS Switching requirements
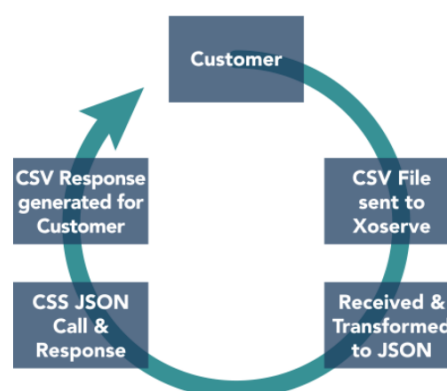
Option two

Option 2

Ideal for those wanting to **adopt new file message formats and business processes whilst using existing technology.**

SwitchStream takes your files and translates them into the new CSS messages which you then need to submit to SwitchStream via an IX network, SwitchStream then sends to CSS on your behalf.
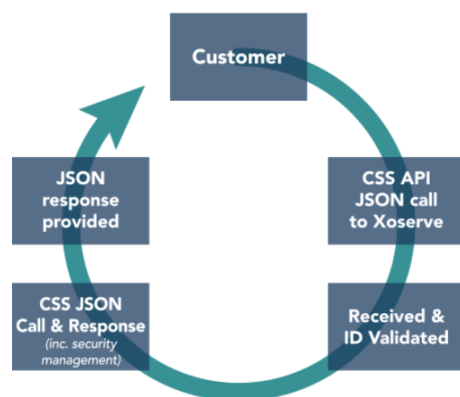
The API messages generated by CSS are received and converted by the SwitchStream adapter to your new file formats with all relevant data items.

Changes you'll need to make

- Changes to your systems and processes to submit messages that meet the new CSS data and structure requirements
- Build new CSS files in your preferred format and issue CSS files for SwitchStream processing
- Process CSS response files via SwitchStream service
- Shippers will still need to undertake consequential process changes to support new switching arrangements

We appreciate that customers are at various stages of their decision-making journey, so we have taken this opportunity to provide you with an update on our Adapter.

What progress have we made?

We can offer customers the use of our Adapter Service free of charge, as much of the build is already being completed as part of the CSS consequential changes. We are currently within the build and internal test phases for our primary interfaces to CSS, which will supplement the Adapter build.

We are also building a self-serve portal for the Adapter service, enabling configuration of:

- Service
- Event driven data flows; filter and search
- Basic reporting
- Service management.

You will be able to use this to complete the following activities:

- View events by type and time
- View message transaction per meter point
- View a list of all messages
- View a list of all exceptions and rejections
- See details behind each transaction step per meter point
- Incident management

We will be looking at ways to constantly improve the portal, and so we will produce a product roadmap from the feedback we receive.

What timelines are we working too?

The timelines for our CSS Adapter are heavily aligned with the CSS Programme timelines. We are currently completing Smoke Testing where the primary interface connectivity will be tested from both a Central Data Service Provider (CDSP), and Adaptor Service perspective.

There is a programme requirement for Adaptor services to be ready, and part of the programme System Integration Testing (SIT) phase - which we will be ready for. We are currently waiting for the scenarios and timelines involved from the Programme and will plan accordingly. This will continue for User Entry Process Testing (UEPT) and End-to-End (E2E) phases.

For customers using option one of our Adaptor service, we will participate in Xoserve's market trials on our customers behalf. The will allow us to test the new consequential settlement file flows, which we will create following receipt of the current 'As Is' business as usual file formats. Customers using options two and three will create the new consequential files in house, and will decide if they wish to participate in consequential market trials.

Throughout these phases we will provide progress and management information to our customers to ensure they have confidence in the activities taking place, and therefore complete their Programme assurance activities.

What is our onboarding process?

Onboarding to the Adapter Service will be based on the current practices employed by our Customer Lifecycle Team - these will be flexed where necessary. From a technical and security management perspective, you will be onboarded via the Xoserve web portal that we have referred to above.

We understand that some of our customers will want to use Xoserve's CSS Adapter as their contingency option. Our onboarding process will allow customers to quickly adopt our Adapter service should they wish to do this at short notice. Training material will also be provided.

What support will we provide?

We are developing a Service Management wrap as part of the CSS Programme – our Adapter service will benefit from similar levels of availability, developed on a similar technology stack and with similar Service Level Agreements (SLAs). In the first instance users will be able to raise support cases with Xoserve via our web portal, and over the telephone. Over time our intention is to provide more sophisticated service capabilities based on customer demand.

We will also provide post implementation support as defined by the CSS Programme. Ongoing support after this will be as per Xoserve's usual support standards.

What other information is available?

We have a suite of documentation all available upon request:

- Business rules
- Process maps
- File formats
- Routes
- Code of connections
- Validation rules

For more information please visit www.xoserve.com/services/switchstream/.

Alternatively, we are on hand to answer any questions you may have.

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