

## **CMS Rebuild Customer Focus Group Minutes**

**Date: 7<sup>th</sup> February 2023**

**Location: Teams**

**Chair: Jo Williams (JW)**

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

### **Agenda:**

- 1. Intro**
- 2. ISO / DTL Launch update and activities**
- 3. Prioritisation**
- 4. UIPs and Set to Extinct**
- 5. Pull back of CCs and DCs to CDSP**
- 6. Clarification on requirements**
- 7. AOB**

#### *1. Intro*

JW introduced herself and Richard and ran through the purpose of the CFG

#### *2. ISO / DTL launch update and activities*

*JW talked through the following information and updates:*

The ISO / DTL change pack is due to be issued Friday 10<sup>th</sup> February.

The launch of both contact codes is planned for 24<sup>th</sup> April 2023.

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

### *3. Prioritisation roadmap and change proposals*

JW walked through the roadmap noting that is based on previously discussed pain-points and the new requirements.

JW stated that there is the opportunity to test those priority assumptions and that this is an opportunity for CFG members to vote for their top 3 contact code priorities for future releases. The results of which would go into the consideration of the road map going forward.

JW made a Miro board available for each participant to vote. The results of the Top were:

1. ADD / UNC
2. RFA/ CDQ
3. TOG (Network)

It was noted that some members were unable to access the Miro board and JW would look for an alternative tool for any future voting activities. Those unable to vote via Miro entered their preferences within the Teams chat facility.

Total scores were:

ADD/UNC	28
RFA/CDQ	16
TOG	16

MUR	10
GSR	9
MUS	7
FOM	7
DMQ	3
Bulk STE	1

#### *4. UIPs and access to the Set to Extinct contact code*

Richard Cresswell (RC) raised some questions for the group on whether it is appropriate for UIPs to be granted access to the Set to Extinct (STE) contact code, and if it were should there be a Gas Transporter referral function prior to the CDSP setting the MPRN to Extinct (if other validations passed).

The views of the group were that:

- DNs would like UIPs to have access to the process so they may raise STE contacts on DN supply points, but would require a DN referral process
- IGTs do not want UIPs to be able to raise STE contacts at all on IGT supply points.

RC stated that he will write to the group with the high level process as above and will ask for requirements on information required from the UIPs in order to submit and for the CDSP to refer to the DN. When these requirements have been received, they will go into the backlog for future development and release.

#### *Questions:*

The question was raised asking when it is appropriate to set an MPRN to extinct and vice versa. The response given was that if there was a service pipe that has since been removed it should be set to Dead, and if it is a cancelled connection job or as the result of a Duplicate (DUP) MPRN investigation then it should be set to Extinct.

A second question was asked – how is an MPRN set to Capped or Clamped meter point statuses and if this should be an option through the ISO or DTL contact codes.

Eamonn Darcy (ED) confirmed that Shippers update to Capped or Clamped via ONUPD or ONJOB RGMA files.

## 5. Clarifications on requirements

RC asked the group their thoughts on if it is the correct requirement in new CMS to not auto-close contacts at DC and CC after a period of time as happens in legacy CMS. And if it is a requirement what would be the optimum number of days before the contact is returned for re-evaluation and escalation.

Group members agreed that there should be the automated pull back of DCs and CCs and that the optimal time is 15 working days.

RC informed that this requirement will go into the backlog for future development and release.

## 6. AOB

JW advised that discussion notes will be included in the minutes and ChMC will be updated with the output of the meeting.

JW also advised that the next CFG will cover the rollout of the ISO and DTL contact codes, the dates, and training materials and potentially a demo of the latest build. The roadmap will also be updated and issued.

## Further questions

Q. When I look in legacy CMS drop-downs there are not all the contact codes mentioned in the road map. How would I get access to these?

A. Some contacts are auto-generated and so are not selectable to be logged by a customer, for example, MUS. Others are only available to certain stakeholder types, for example, only Shippers can log ISO contacts and so ISO is not an option in the drop-down list for a DN or IGT.

Q. We have the preference for the bulk loading of Set to Extinct contacts to be a priority

A. We are currently working on the bulk contact logging feature and is expected to be in the release after the upcoming release for ISO and DTL.

Q. There have been some separate meetings regarding the output files from bulk logged contacts as seen in legacy CMS

A. There will be an amendment to the Change pack 5556C – v1.2 (Introduction of the BLC file) for feedback on the requirement for response files.

Q. In legacy CMS there are instances of the status saying that a DC response is required but the DC cannot be found, and then the contact auto-closes

A. Please provide the example and the operational team will investigate and respond.