High Level Solution Options Change Pack

# Communication Detail

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| Comm Reference: | 3221.1 - VO - PO |
| Comm Title: | XRN5573-B - XRN5573 - Updates to the Priority Consumer process (as designated by the Secretary of State for - BEIS) - Solution Option Change Pack |
| Comm Date: | 18/09/2023 |

**Change Representation**

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| Action Required: | For Representation |
| Close Out Date: | 02/10/2023 |

# Change Detail

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| Xoserve Reference Number: | XRN5573-B |
| \*ChMC Constituency Impacted: | Shippers  Distribution Networks  National Gas Transmission  Independent Gas Transporters |
| Change Owner: | Simon Harris  Industry Solutions & Service Manager  [simon.harris@xoserve.com](mailto:simon.harris@xoserve.com) |
| Background and Context: | This Solution Option Change Pack is for **Part B** of **XRN5573**, a link to the parent Change Proposal can be found [here](https://www.xoserve.com/change/customer-change-register/xrn-5573-updates-to-the-priority-consumer-process-as-designated-by-the-secretary-of-state-for-business-energy-and-industrial-strategy-beis-urgent/).  Back in October 2022, the Secretary of State issued a [letter of direction](https://www.gov.uk/government/publications/priority-lists-direction-to-gas-transporters) to the Gas Transporters looking to update the criteria of Priority Consumer categories of customers to be prioritised during a gas emergency.  The changes to the criteria of existing categories (A & C) and the introduction of a new category (B) were implemented as part of **XRN5573-A**. Due to the urgency of the required process changes and the need for file format amendments (new allowable value), it was agreed with ChMC constituencies that some elements were to be manual, until a more automated solution could be progressed, with the appropriate industry lead time being observed prior to implementation. For the avoidance of doubt, please see below high level description of both parts.  • **Part A** - Interim manual process for handling the introduction of Category B requests, amending the Proforma for requesting Priority Consumer Sites to reflect the category changes and increasing visibility of the process to industry participants.  • **Part B** - Amending the Supply Point Register (UK Link) to accept Category B as an allowable value (including file format amendments for industry consumption) and ensure these values are automatically visible in line with Category A & C.  **XRN5573-B** is now ready for Solution Option review for industry parties, and therefore a High-Level Solution Option (HLSO) document has been produced for representation. |

# Solution Options

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| Solution Option Summary: | For XRN5573-B, the CDSP have presented two Solution Options. One satisfies all customer requirements under XRN5573-B and the other goes a little bit further in looking to automate a number of elements to enhance customer experience with regards to the Priority Consumer process and reduce manual activities for the CDSP.  **Solution Option 1** – Category B reflective in industry file flows.  This solution aims to deliver the core must have requirements looking to ensure that Priority Consumer Category B requests are processed in line with Category A & C and all appropriate downstream processes are automatically fed with this new allowable value (as currently this is done manually, as per agreement under XRN5573-A and the interim manual process).  **Solution Option 2** – Enhancement to how we receive Priority Consumer updates.  This solution aims to deliver the core requirements (as per Solution Option 1) but also includes enhancements to how the CDSP receives Priority Consumer requests and automate specific validation requests.  Please see below the High-Level Solution Option document that goes into each solution option in greater detail for industry parties review and representations. |
| Proposed Implementation Date: | June 24 UK Link Major Release |
| Xoserve preferred option:  (including rationale) | n/a |
| DSG preferred solution option:  (including rationale) | Tbc – to be discussed at the September DSG meeting (25 September 2023) |
| Consultation closeout: | 01/01/0001 |

# Service Lines and Funding

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| Service Line(s) Impacted - New or existing | No changes to existing Service Lines are anticipated as part of this change / solutions outlined to satisfy the requirements. |
| Level of Impact | None |
| Impacts on UK Link Manual/ Data Permissions Matrix | None |

Industry Response Solution Options Review

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

# Organisation’s preferred solution option

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| --- | --- | --- |
| User Contact Details: | Organisation: | ScottishPower |
| Name: | Claire Louise Roberts |
| Email: | Clairelouise.Roberts@ScottishPower.com |
| Telephone: | 01416145930 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | We support option 2.  SP is in the process of raising a REC change to make updates to the PSR flow following PPM SLC change. This is on the agenda for RIG next month and it would be our recommendation that any PSR changes are delivered together subject to approval. | |
| Customer decision on preferred solution option: | approved | |
| Publication of consultation response: | N/A | |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your representation and support for Solution Option 2. However please note that this change is in reference to the Priority Consumer process and not the Priority Services Register (PSR). These are two independent industry processes and this XRN is not proposing to make any changes to the PSR process. |

# *Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response*

# Organisation’s preferred solution option

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| --- | --- | --- |
| User Contact Details: | Organisation: | SEFE Energy |
| Name: | Lisa Saycell |
| Email: | Lisa.saycell@sefe-energy.com |
| Telephone: | 07860408770 |
| Organisation’s preferred solution option, including rationale taking into account costs, risks, resource etc. | Option 2 preferred. Please can you provide more information on the "Portal" you refer to in the change document is (is it CMS, etc?). | |
| Customer decision on preferred solution option: | approved | |
| Publication of consultation response: | N/A | |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | Thank you for your representation and support for Solution Option 2. Regarding your question, I can confirm that the “portal” referenced is the Xoserve Services Portal (link) and is used currently for a number of industry parties to execute DSC related processes. More details regarding the proposed changes to this portal for parties would be provided during the Detail Design Phase of the change development process. |

Change Management Committee Outcome

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| Change Status: | Approve | Reject | | | Defer |
| Approved Solution Option | Option 2 | | | | |
| Industry Consultation: | 10 Working Days | | 15 Working Days | | |
| 20 Working Days | | Other [Specify Here] | | |
| Date Issued: | 18/09/2023 | | | | |
| Comms Ref(s): | 3221.1 - VO - PO | | | | |
| Number of Responses: | 2 | | | | |
| Solution Voting: | Shipper | | | Approve | |
| National Grid Transmission | | | Approve | |
| Distribution Network Operator | | | Approve | |
| IGT | | | Approve | |
| Meeting Date: | 11/10/2023 | | | | |
| Proposed Release Date: | Release: Major | | | | |

Approved Solution Option

# Approved Solution Option

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| Solution Details: |  |
| Implementation Date: | 01/01/0001 |
| Approved By: |  |
| Date of Approval: | 01/01/0001 |

**Version Control**

**Document**

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1.0 | Approved | 15/09/2023 | Simon Harris | Approved Solution Option Change Pack |
| 2.0 | Approved | 13/10/2023 | Kate Lancaster | Approved at ChMC 11/10/2023 |

**Template**

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| Version | Status | Date | Author(s) | Remarks | Approved By |
| 1.0 | Approved | 09/03/2022 | Rachel Taggart | Initial Review Change Pack transferred to own document | Change Management Committee on 09/03/2022 |
| 1.1 | Approved | 25/04/2023 | Rachel Taggart | Updated with new font branding | Emma Smith |
| 1.2 | Updated | 14/08/2023 | Kate Lancaster | Updated Representation tabs |  |