

CMS Rebuild Customer Focus Group Minutes

Date: 10th January 2023

Location: Teams

Chair: Jo Williams (JW)

Agenda:

- 1. Intro**
- 2. Recap of 2022 and last launch**
- 3. Roadmap**
- 4. ISO/DTL walkthrough and site visit form discussion**
- 5. AOB**

1. Intro

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

2. Recap of 2022

JW talked through the following information and updates:

A brief history of the CFG, description of the requirement gathering workshops held last year, and how an agile approach is being taken to continue the release of functionality to add to that seen so far.

There have been two successful launches which have introduced the Shipper raised MNumber creation (MNC), Duplicate (DUP), Set to Ex (STE), and Supplier raised theft of gas (SUT) – though the SUT process is not yet being used by the industry, the rebuild team is working with Xoserve and RECCo to determine when this will happen.

There was a slow uptake of use of the MNC contact on introduction in October but immediately following the introduction of DUP and STE the volumes of contacts being logged increased significantly.

Ten tickets were raised following the releases, all of which were related to the user set up and email addresses and that some information Correla had prior to release was out of date, which resulted in a change of approach to IGT LSOs to avoid any issues for the onboarding of new users.

Lessons learned from December launch:

It was found that the daily drop-in assistance call at a consistent time worked well for customers.

Feedback on communications has been positive. Customers have found them easy to understand and follow.

Some users had connectivity issues when first attempting to access the system. This will be looked into prior to the next release where new stakeholder groups are onboarded to ensure this is not experienced again.

Feedback on walkthrough sessions were well received and has generated good suggestions and new requirements.

3. New CMS Roadmap

JW walked through the roadmap noting that Isolation (ISO) and Dead to Live (DTL) contacts are targeted for March or April, and that the team is currently working on estimated times for releasing the remaining processes along with the any process or system enhancements.

JW noted that there have been two change proposals raised which may impact the roadmap if there is an industry decision to prioritise the development and release either a new contact type or existing related contact type required to manage the desired outcomes. These CPs are:

- IGT Must Reads
- Reads replacement process

JW asked that any suggestions for enhancements should be sent to the CMS rebuild account CMS_rebuild@correla.com

4. ISO/DTL walkthrough and site visit form discussion

Richard Cresswell (RC) walked through the new DTL and ISO logging screens, highlighting the differences with the information required in legacy CMS and the expanded fields to be included to assist in better performance, easier investigation, and progression of these contact types.

The key changes:

- Introduction of 'Justification' reasons to reduced incorrectly raised contacts
- Introduction of 'Alternative address' with address look up functionality to assist in the investigation of contacts referred as site visits

Various questions were asked and responded to:

Debbie Watson: Are ISO contacts always referred to the Gas Transporter (GT) for investigation?

RC: The CDSP will carry out a triage investigation, and if it passes certain checks and validations and can't be resolved as invalid at that stage then it will always be referred to the GT.

RC also advised to provide as much information as possible and select the most appropriate 'justification' when raising the contact

Chris: Can a user enter the MPRN and then see the address on a Supply Point which is not in their ownership?

RC: The address is not pulled into the contact or visible until after the contact has been successfully logged and accepted. So, if a customer entered an MPRN that is not in their ownership or not Shipperless, then when they submit the contact, the contact would be immediately resolved as invalid.

Debbie Watson: Have DTL and ISO been merged?

Jo: No, they will remain two separate contact codes

RC then talked through the list of options currently captured for the 'Justifications' drop-down lists for both DTL and ISO and requested other suggestions.

Note: The suggestions put forward were noted and have been added to the list. This list will be sent with these notes for further consideration and the request for any other suggestions for the lists to be sent to CMS_rebuild@correla.com so that they may be included. Additionally, advice on the scenarios its appropriate to select the 'justifications' will be provided in the ISO and DTL training guides

Following the questions there was some discussion around Shippers receiving updates on those contacts referred to the Gas Transporter where there may be a delay in completing investigations. RC suggested that where necessary requests for updates could be included in the 'Contact explanation' (OC) functionality, and any updates could be sent via the 'Originator Clarification' functionality, thought this would mean the Shipper sending the responses back to the GT to continue the investigation before the contact could be resolved. RC will look at potential enhancements to allow for updates without the need for moving contacts to another stakeholder work queue.

RC then walked through the site visit rejection reasons and advised that if 'Other' is selected from the drop-down then the 'Additional information' field will become mandatory.

RC requested suggestions for other rejection reasons.

Note: The suggestions put forward were noted and have been added to the list. This list will be sent with these notes for further consideration and the request for any other suggestions for the lists to be sent to CMS_rebuild@correla.com so that they may be included.

Debbie Watson requested that on Site Visit responses more info is provided where the GT finds the request invalid. For instance, where a supply was disconnected approximately 18 months previous but not set to dead at the time. In the meantime it was used for a contract and a meter installation but timescales were not included on the rejection.

5. AOB

The screenshots shown during the CFG will be sent out along with the captured 'Justification' and 'Rejection reason' drop-down lists discussed. Any further inclusions to be received by 8th February 2023.

These minutes will be published on the CMS rebuild page.

Any further feedback or queries should be sent to CMS_rebuild@correla.com and we will respond.