Business Requirements Document

Ofgem Switching Programme

Shipper Consequential Change Requirements Overview

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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 Shipper systems and business processes.

The contents refer to the business scope of the change and provide descriptions of the business requirements and the relevant 'As Is' and 'To Be' process maps.

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

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2 Executive Summary

2.1 Introduction to the Change

This document defines the consequential changes that are required to be undertaken for gas Shipper facing processes 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 an indicative 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 required 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

This leads to a number of changes having to be made within UK Link, as summaries below:

- Moving to a Supplier lead switching process via CSS and removing the shipper lead confirmation process within UK Link
- Provision and capture of settlement parameters for an incoming Supplier registration
- Stakeholder changes required to support new CSS processes
- Capture of Meter Asset Provider details for all installed meters

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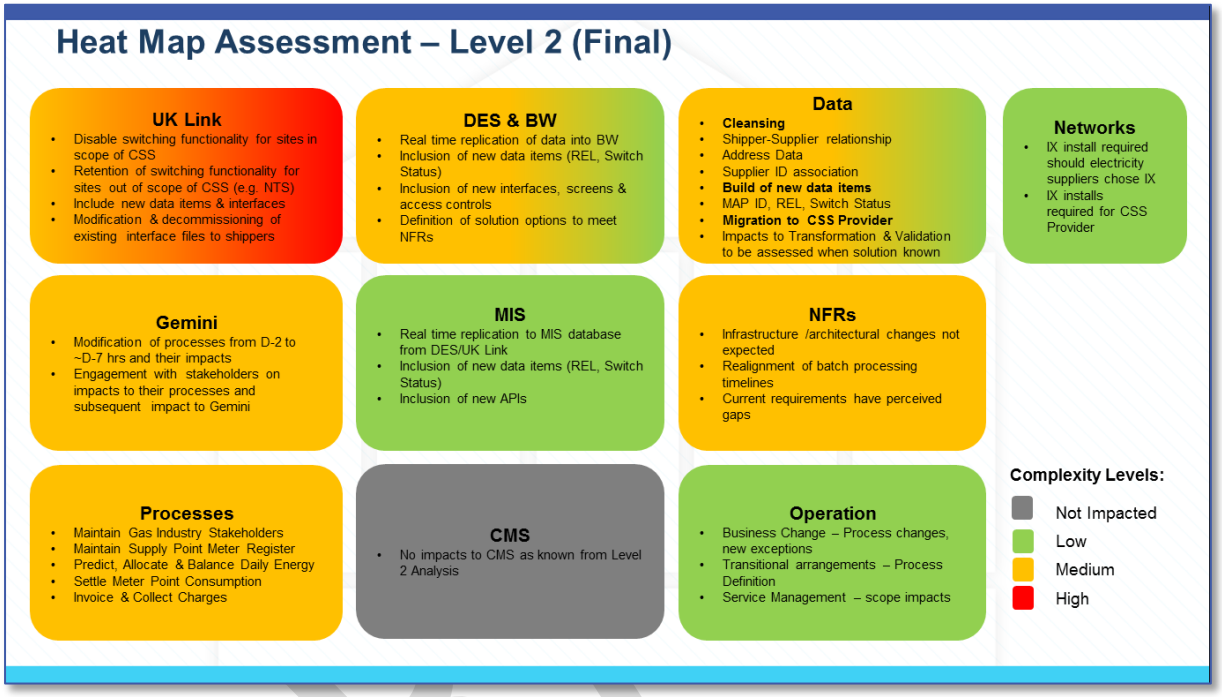
- SPA data update for Supply Meter Points

Below is a draft 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.

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



2.4 Scope

2.4.1 In Scope

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

- Consequential changes to the interactions between Shippers and the CDSP 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 Gemini system (this will be covered by a separate BRD)
- Consequential changes to Data Enquiry (this will be 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

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3 Design Considerations

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

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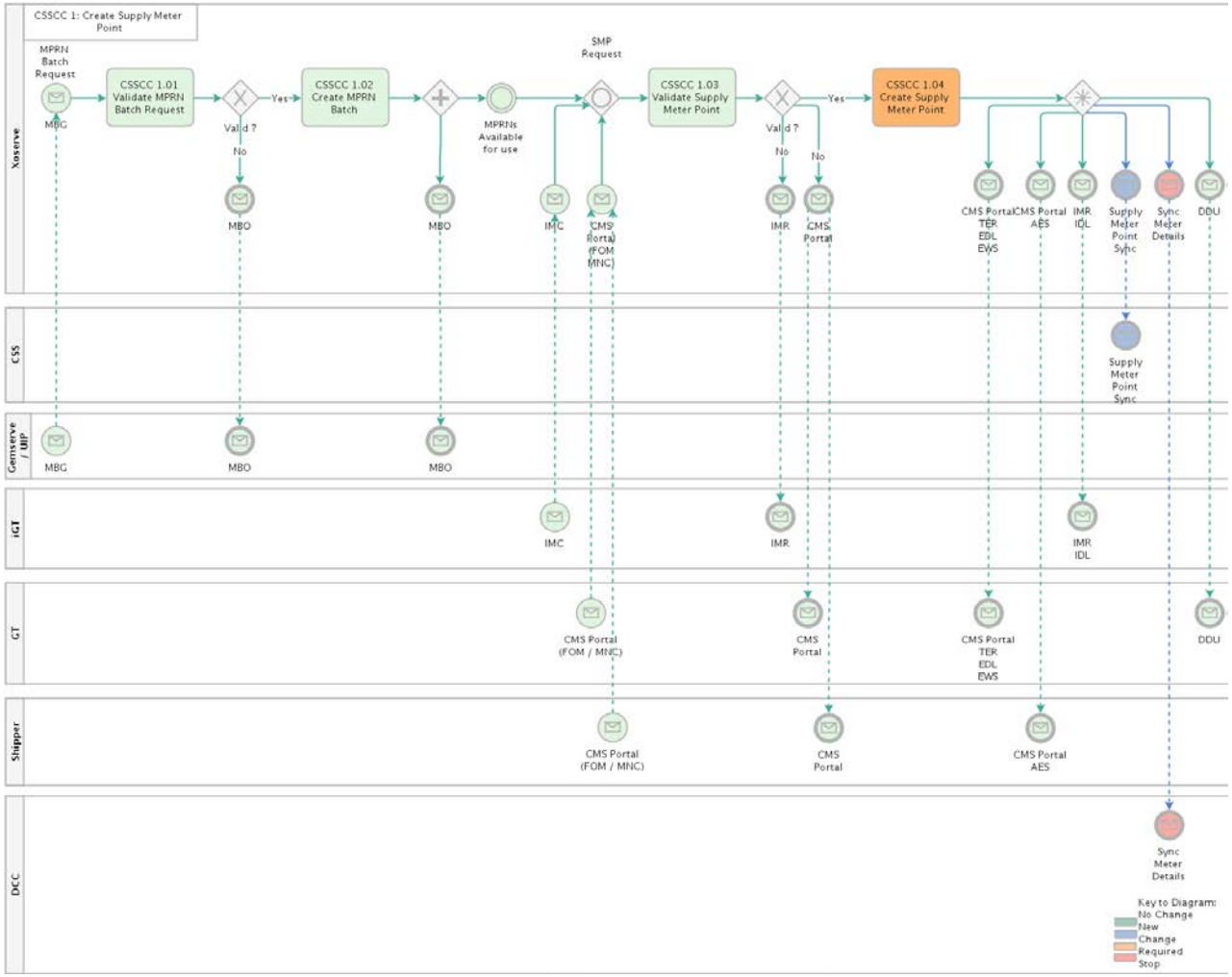
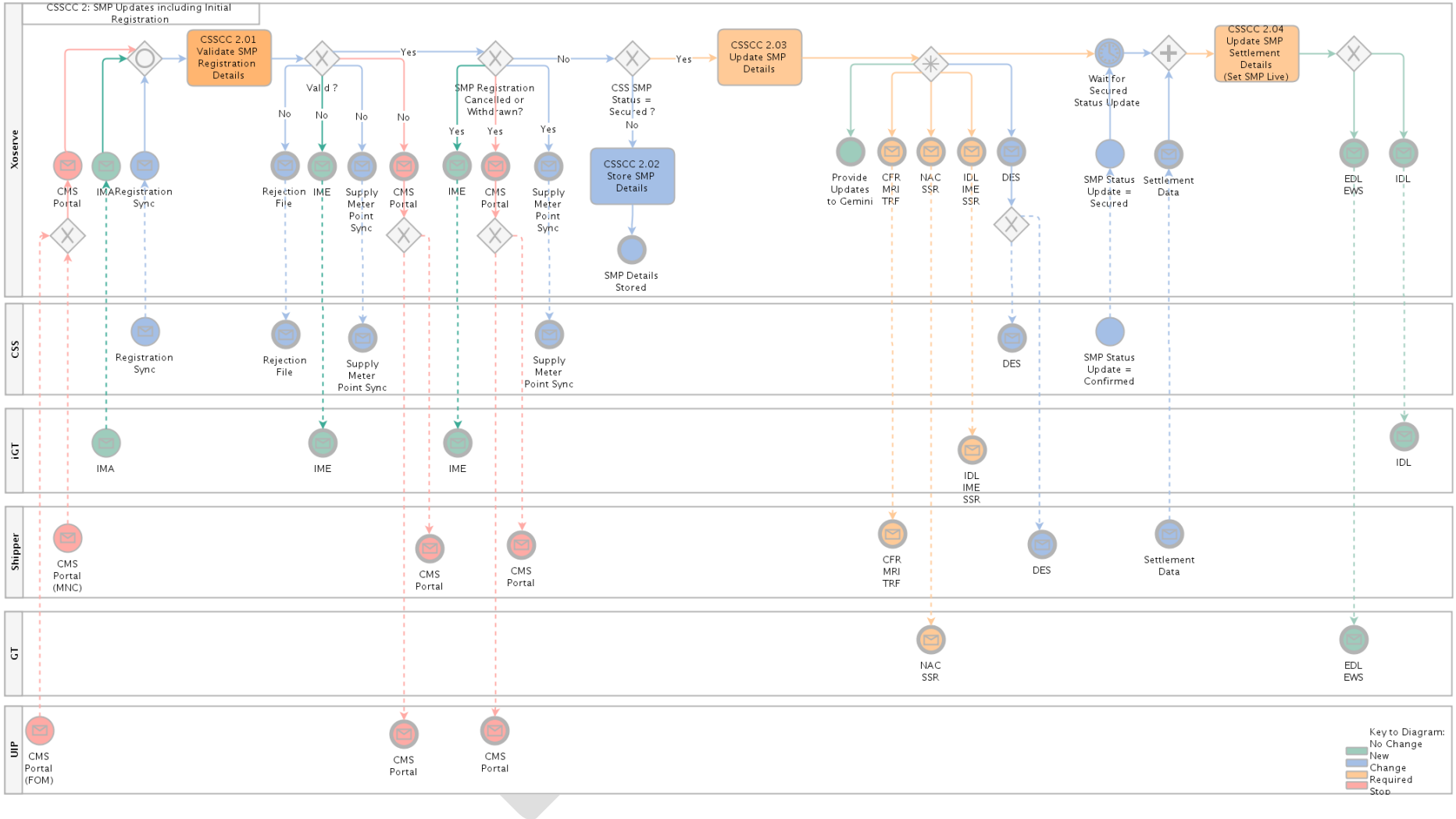
4 Business Process

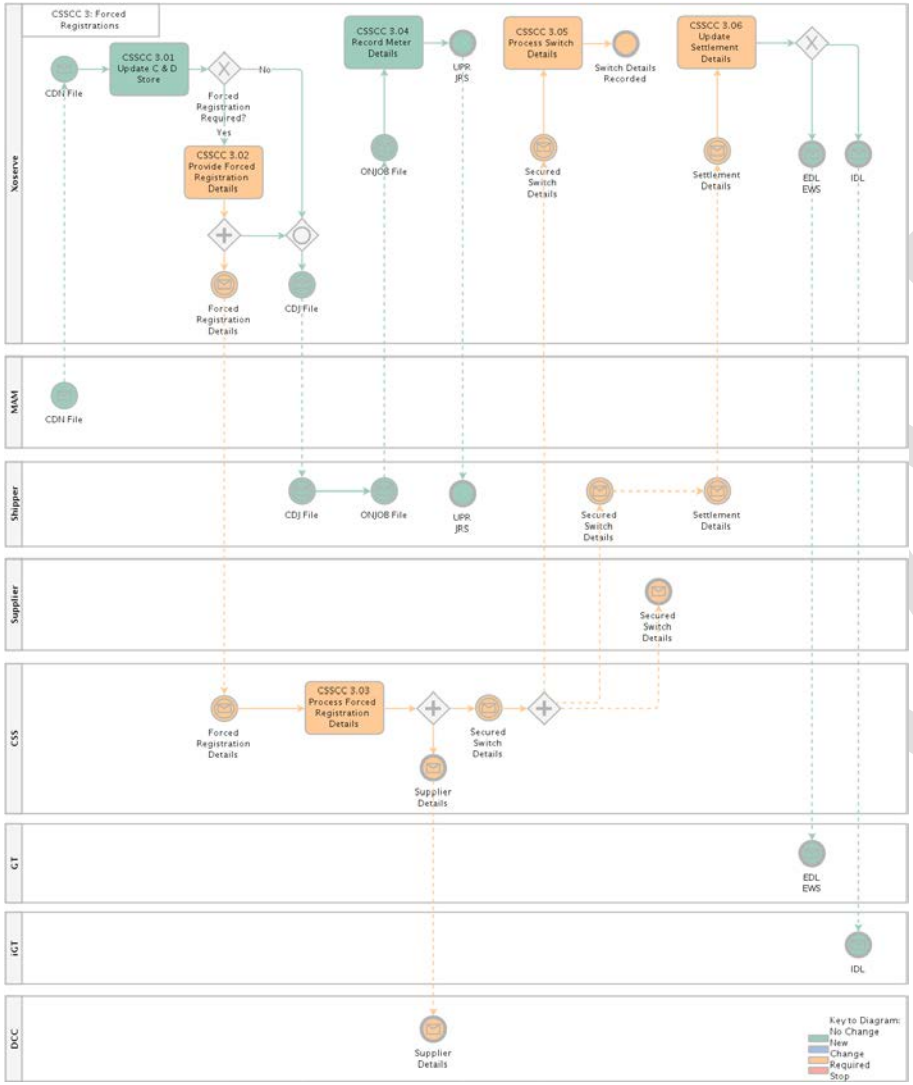
4.1 Create Supply Meter Point



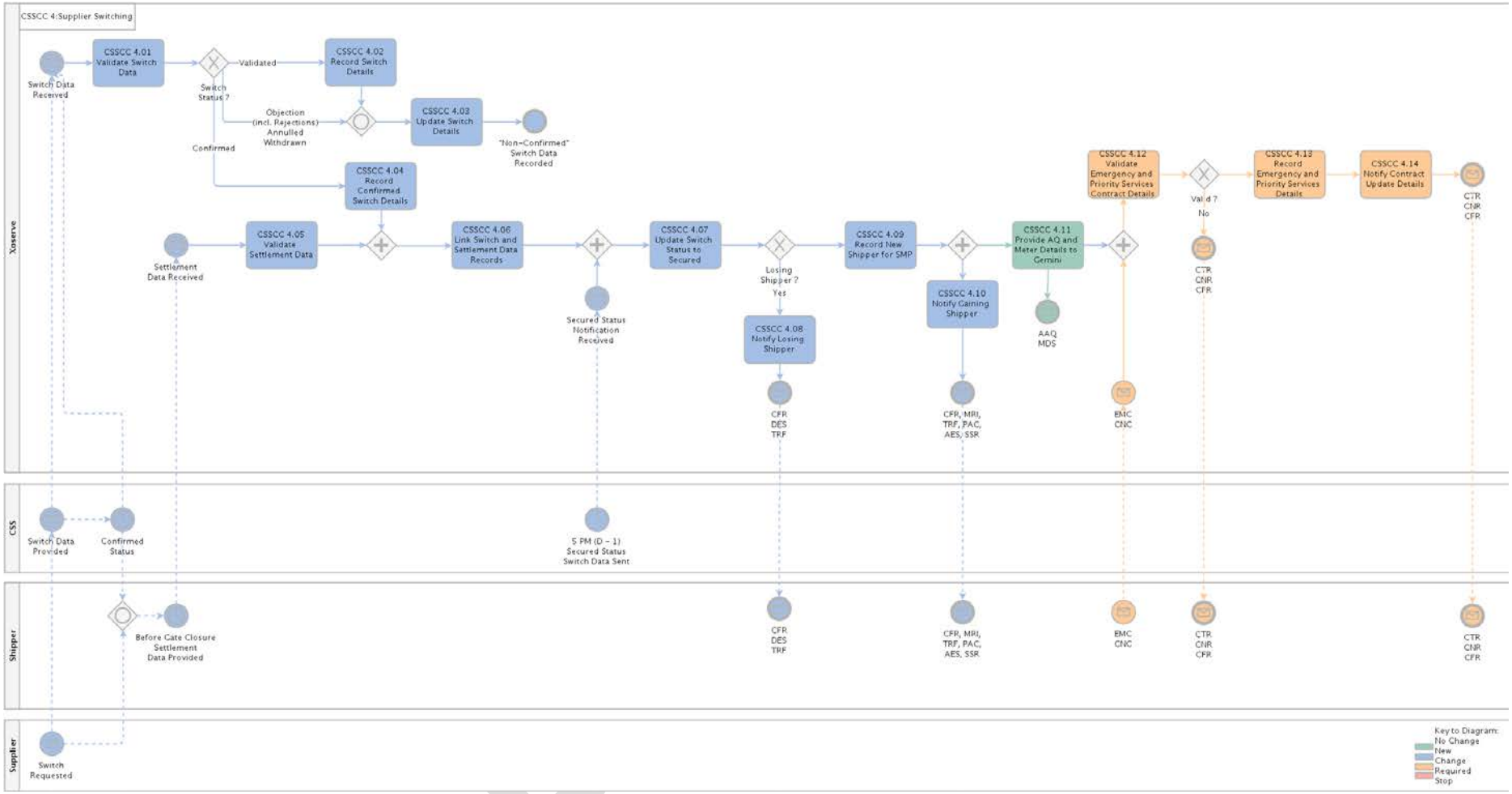
4.2 SMP Updates including Initial Registration



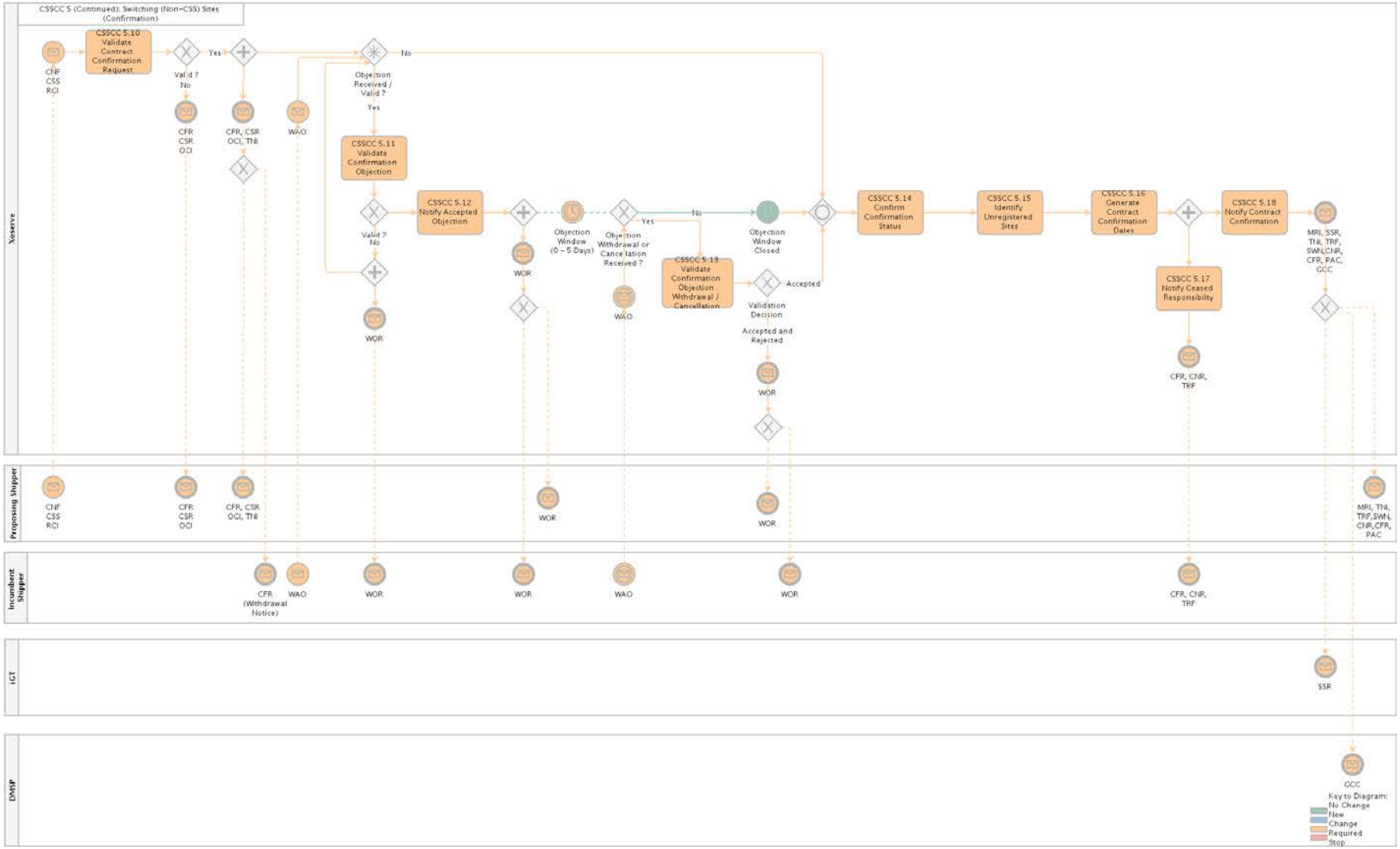
4.3 Forced Registrations



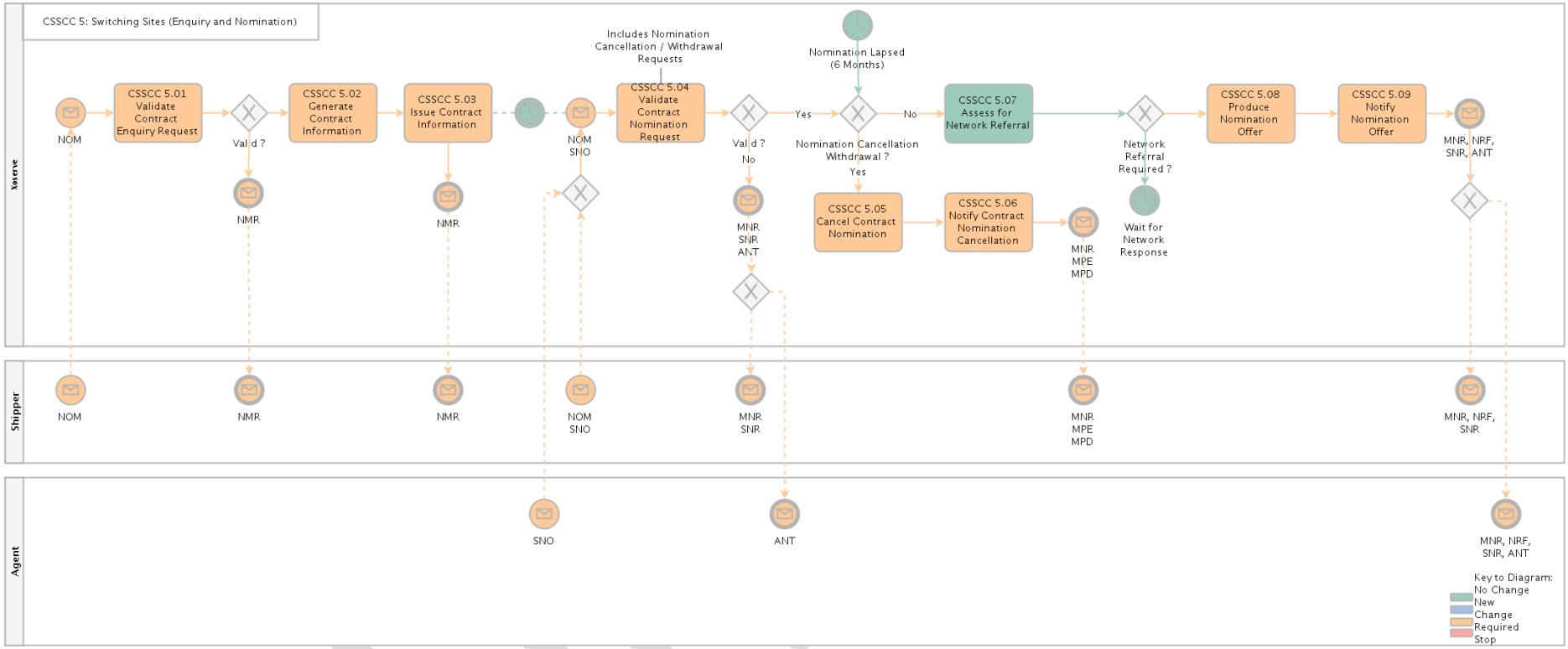
4.4 Supplier Switching



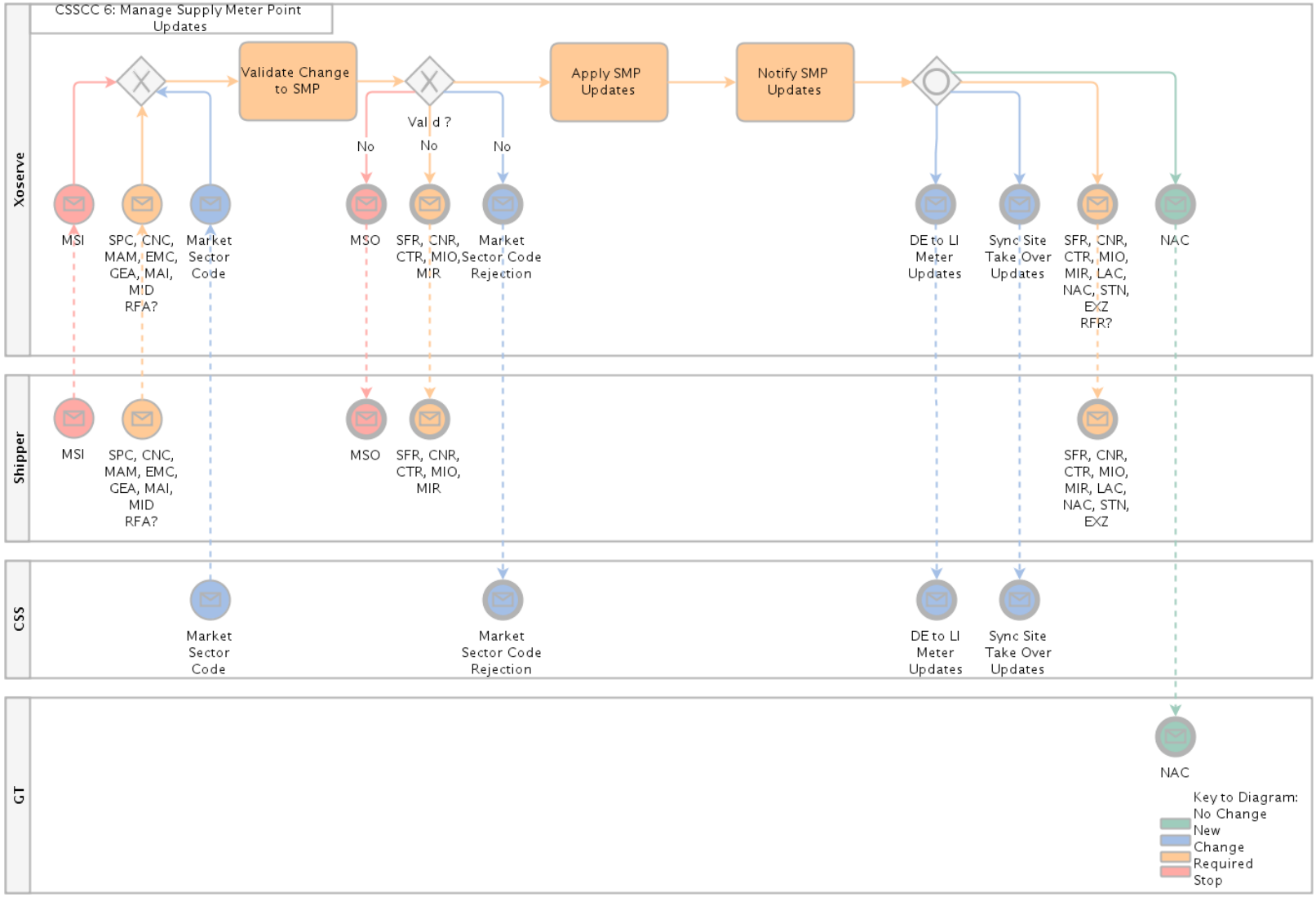
4.5 Switching (Non-CSS) Sites (Confirmation)



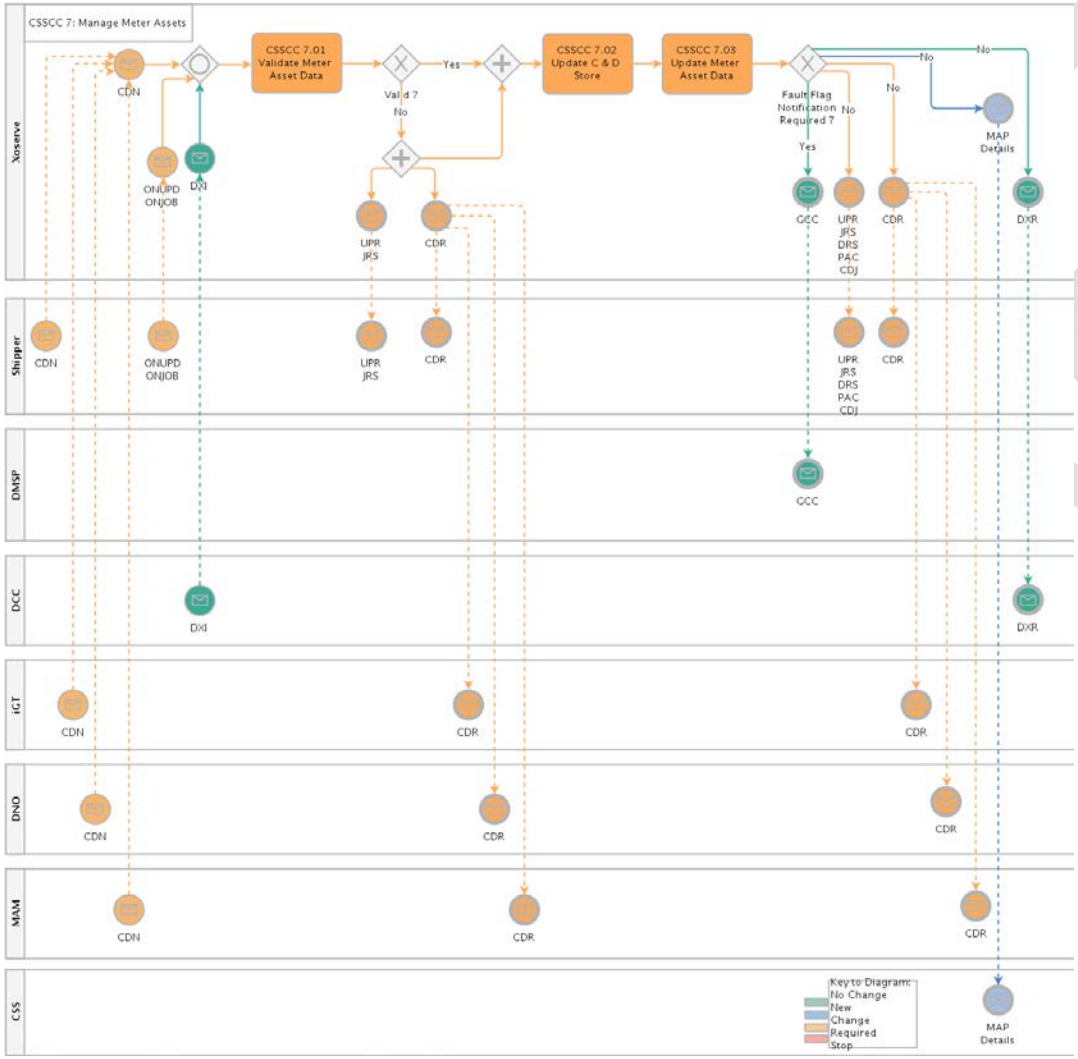
4.6 Switching Sites (Enquiry and Nomination)



4.7 Manage Supply Meter Point Updates



4.8 Manage Meter Assets



5 Business Requirements Definition

The following sections of the document provide a summary of the requirements that are a direct consequence of the implementation of the new switching regime; these are broken down into the areas of change and are derived requirements from the Ofgem Switching Programme Design Baseline 4 set of documentation. A full list of the source documents analysed can be found in Appendix 7.1.

5.1 Stakeholder Management

5.1.1 The CDSP shall continue to master the gas market participant data, details of which are defined within the new Retail Energy Code, and will be responsible for the provision and maintenance of the gas stakeholder data to the new CSS service provider and REC code manager. This will continue to include the following role types that are required to support the new switching processes:

- Gas Shippers
- Gas Suppliers
- Gas Transporters (including gas distribution network operators, independent gas transporters, etc.)
- Meter Asset Managers (MAMs)
- Meter Asset Providers (MAPs)

5.1.2 The CDSP will hold and maintain details of Shipper and gas Supplier relationships to ensure that only valid combinations are received and process as part of the central switching processes.

5.1.3 Where the Gas Transporter applies sanctions to a Shipper organisation then the CDSP will provide these details to both the REC Code Administrator/Manager and to the central switching service (as required under REC) to ensure the sanctions are replicated within the central registration service systems.

5.2 Supply Meter Point Creation and Maintenance

5.2.1 The Supply Meter Point creation process will continue to operate within UK Link as per the current processes.

5.2.2 The CDSP will be responsible for the synchronisation of all required Supply Meter Point data elements to the new CSS provider for all meter points that are within scope of the Central Registration Service.

5.3 Change of Shipper

5.3.1 The CDSP will receive the Shipper ownership details of all Supply Meter Points being managed by the new Central Registration Service directly from the new CSS service provider and will not operate a Shipper confirmation process for these sites.

5.3.2 The CDSP will however continue to operate a Shipper Confirmation process for all 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)

The current Nomination and Confirmation processes and associated file formats will continue to be used for these sites operating under the current processes, but may need to change to support other site processing requirements.

5.3.3 Following the receipt of a secured registration message from the CSS, a notification will be issued from UK Link to the incoming Shipper to provide the required Supply Meter Point details; this notification is expected to include the details currently contained within the CFR, TRF, MRI and PAC files. Please note that the actual mechanism / file format(s) that will be used for this are still to be confirmed.

5.3.4 The file formats that are issued to Shippers are part of the current transfer process contain mandatory change of tenancy / occupier information, this data will now become part of the CSS registration process and therefore should no longer continue to be a mandatory data item within any retained file format structure. This needs to be discussed further.

5.3.5 In order to ensure that a unique confirmation reference number is maintained within UK Link for each Shipper confirmation period a unique reference number will still be generated by UK Link and issued to Shippers for each change of Supplier and/or Shipper event. This is expected to remain in the same format as the current Confirmation Reference Number, and is expected to be a different value to any registration identifier that is generated by CSS as part of the new Supplier registration process.

5.3.6 The gaining Shipper will retain responsibility for the provision of emergency contacts and end consumer details to UK Link in line with the current processes; the mechanism for the provision of this information still needs to be defined and discussed.

5.3.7 The gaining Shipper will still be responsible for the provision of settlement data (as per the UNC requirements) to UK Link. This is covered in more detail in section 5.6 below.

5.3.8 The CSS will be responsible for providing the losing Shipper with the notification that a Supply Meter Point will be transferring to a new Shipper and it is currently assumed that an additional notification will not be required to be issued to the losing Shipper from UK Link, this needs to be discussed and defined.

5.3.9 A gaining Shipper will continue to provide opening reading data on the back of a secured switch, and where not provided UK Link shall continue to generate an estimated reading.

5.4 Transport Forced Registrations

5.4.1 The CDSP will continue to monitor both iGT and GT Supply Meter Points under the current rules to ensure that where required a Shipper Confirmation is in place. This includes, for example, the initial shipper registration on iGT sites following the first meter installation, and forced confirmations following a gas safety regulations visit undertaken by gas transporters.

5.4.2 The current processes will change to remove the automatic Shipper confirmation of these sites, and will be updated to trigger a Supplier registration within the new Central Registration Service, as per the rules defined in REC.

5.5 Nomination Process

5.5.1 A mechanism will be required, similar to or the current Nomination process, to remain operational for all sites types to enable prospective Shipper to enquire (via NOM / S47 flow) and to obtain transportation offers independently to a CSS registration. This needs to be discussed further.

5.5.2 A mechanism is expected to still be utilised to support network referrals for capacity changes (SOQ and SHQ) and for seasonal capacity requests. This will be issued through to the Gas Transporters for their approval in that same way as today, and is still expected to be submitted by a proposing shipper ahead of the submission of a CSS registration request. This needs to be discussed further.

5.5.3 Consideration and discussion needs to be given to how this mechanism could work in conjunction with the CSS registration process, in particular in respect to linking the details together and how invalid transportation offers could be handled.

5.6 Provision of Settlement Data

5.6.1 The CSS registration process does not include all of the information that is required by UK Link (which are provided as part of the current Nomination and Confirmation processes, for example Class, MRF, SOQ and SHQ), as a result it will still be the gaining Shipper's responsibility to provide all required settlement values for their registration period. This needs to be discussed further.

5.6.2 Where the settlement values are not provided by the gaining Shipper a set of default values (which may mean carrying forward the previous Shippers values) will need to be defined.

5.6.3 UK link will continue to provide shipper portfolio updates through to Gemini to support gas nominations, allocations and energy balancing process. This will be triggered following the secured switch notification (or Shipper update notification) received from the CSS shortly after gate closure at 5pm on D-1. Full details of the consequential changes are contained within a separate Gemini specific BRD.

5.6.4 To enable the new settlement parameters to be associated to the CSS registration notification the data provided by the gaining shipper would require the CSS generated registration identifier to be contained within it.

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5.6.5 The effective date of any settlement parameters provided by a Shipper in advance of a CSS registration will need to align to the corresponding CSS registration effective date and would not be applied in advance.

5.7 Supplier Switching

5.7.1 The Supplier switching process will be mastered and managed by CSS and therefore should no longer be undertaken as a process by UK Link, other than updates to any sites that are out of scope of the new switching service.

5.7.2 As a consequence of the above, for any CSS managed sites the S96 record (submitted as part of the GEA - Generic Organisation Entity Amendment file) would no longer support the provision or amendment of Supplier details that is associated to a Supply Meter Point. The S96 record will continue for all other organisation updates.

5.7.3 The CDSP will receive the Gas Supplier ownership details throughout the registration lifecycle for all Supply Meter Points being managed by the new Central Registration Service directly from the new CSS service provider and will no longer receive this information directly from the registered Shipper.

5.7.4 The CDSP will no longer be responsible for the provision of Supplier portfolio data over to DCC (including the provision of elected supplier details) as this will transfer over to the new CSS provider as part of the new switching arrangements.

5.8 SPA Updates

5.8.1 Shippers will still need to provide all relevant emergency contact details as per the current UNC rules. The mechanism for the provisions of this data needs to be discussed and defined.

5.8.2 Shippers will still provide priority register details as per the current process. The mechanism for the provisions of this data needs to be discussed and defined.

5.8.3 Any SPA updates that are required to be submitted by the gaining Shipper are only expected to be received into UK Link once the status of the CSS registration has reached a secured status; any request provided prior to this point will be rejected and not applied in UK Link.

5.8.4 Following the implementation of the CSS Shippers should no longer be able to submit changes to the market sector code as all updates should to be requested by the Supplier through the new CSS process. As a result changes are expected to be made to inbound file formats to prevent these updates from being requested. This needs to be discussed further.

5.9 RGMA Process

5.9.1 Any RGMA updates received from a gaining Shipper in relation to their pending CSS initial registration prior to it having a “Validated” status (as notified by CSS to UK Link) will be rejected and therefore not applied in UK Link as per the current process.

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The current rules for sites not being in-scope of the central switching service will remain unchanged.

5.9.2 Any RGMA updates received from a gaining Shipper in relation to their pending registration (switch) request prior to it having a “Secured” (as notified by CSS to UK Link) will be rejected and therefore not applied in UK Link as per the current process. The current rules for sites not being in-scope of the central switching service will remain unchanged.

5.10 Meter Asset Provider Details

5.10.1 The registered/gaining Shipper will ensure that identification of the Meter Asset Provider (MAP) is provided for each meter asset recorded with UK Link, this is expected to be provided in conjunction with any meter installation (or exchange) notifications.

5.10.2 Any changes to meter assets or Meter Asset Provider details will be provided to the CDSP by the relevant Shipper. The actual mechanism used for the provision of this information is still to be confirmed.

5.11 Shipper Withdrawal Process

5.11.1 There are expected impacts to the current Shipper withdrawal process for all site types that will be managed by CSS, as Shipper updates for these sites should be managed via the new CSS registration processes. This needs to be discussed further.

5.12 Address Updates

5.12.1 Any address updates that are received from a registered Shipper for a Supply Meter Point address, via the current processes, will not have any impact on the CSS change of Supplier process even if this results in a change of LDZ / Exit Zone within UK Link, which under the current process would invalidate any outstanding transportation offers. This area needs to be discussed further.

5.13 Transitional Requirements

5.13.1 There is a transitional requirement from the Switching Programme to support the transition from the current Shipper Confirmation process to the new Supplier Registration process the objection window for all gas confirmations will need to be aligned to the electricity objection window of 5 working days.

5.13.2 In line with the switching programme transition plan the submission of confirmation requests from Shipper will cease and will be rejected by UK Link for all sites that are transitioning over to the new central switching service. The date for this is still to be defined.

5.13.3 In line with the switching programme transition plan the submission of SPA update requests for data elements that will be part of the new CSS processes (for example Market Sector Code and Supplier updates) will be rejected by UK Link for all sites

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that are transitioning over to the new central switching service. The date for this is still to be defined.

5.14 Perceived File Format Changes

The following provides an indicative view of the file format changes that might be required to support the consequential changes being made to support the implementation of CSS. This list may change as further analysis is undertaken.

File Type	Record Type	Impact Type	Impact Summary
GEA		Change	Can not be used to update UK Link with updated Supplier Details as this will be managed via the CSS processes
CNF		Change	This file can no longer be used to support a change of Shipper request as this activity will be undertaken by the CSS (however the process may need to remain for any out of scope sites)
TRF		Change	This is no longer required to be issued to the incumbent/losing Shipper of the back of a change in shipper/supplier; this notification will be issued by CSS. This may also apply to other files issued to the losing Shipper. Timings for the generation of this file will need to be looked at to align to the new CSS switching timelines
MRI		No Change	Timings for the generation of this file will need to be looked at to align to the new CSS switching timelines
PAC		No Change	Timings for the generation of this file will need to be looked at to align to the new CSS switching timelines
MSI		Change	The amendment of the Market Sector Code will be undertaken by the CSS and not via UK Link (however the process may need to remain for any out of scope sites)
DCF		Change	This file can no longer be used to support a change of Shipper request as this activity will be undertaken by the CSS (however the process may need to remain for any out of scope sites)
NMR	S59	Change	Withdrawal Status field is currently Mandatory, however we will not be able to populate for CSS managed sites so will may need to change to optional or defaulted to "N" (or another value)
GCC		Change	The reasons for sending to the DMSP may need to be amended to incorporate ant new CSS triggers
CFR	S07, S09, S16, S10	Change	The CHANGE_OF_TENANCY_IND can no longer be a mandatory data item as this will not be provided to UK Link from the CSS
TBC		New	New file needed to capture MAP ID, this could be via the MAM, GEA file, or RGMA files

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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).

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7 Glossary

Term / Acronym	Definition
CSS	Central Switching Service

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8 Document Control

8.1 Version History

Version	Status	Date	Author(s)	Summary of Changes
0.1	Initial Draft	Oct 2018	Xoserve	N/A
0.2	Draft	06/11/2018	Xoserve	5.7.4 added regarding ceasing the provision of supplier portfolio data to the DCC Process models added

8.2 Reviewers

Name	Version	Date

8.3 Approval

Name	Role	Date

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