

DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■
 Xoserve to fill out all of the information in the sections coloured ■

A1: General Details

Change Reference:	XRN5080		
Change Title:	Failure to Supply Gas (FSG/GSOP1) – System Changes		
Date Raised:	30/12/2019		
Sponsor Representative Details:	Organisation:	Scotland and Southern Gas Networks (SGN)	
	Name:	Sally Hardman	
	Email:	Sally.Hardman@sgn.co.uk	
	Telephone:	07970 019027	
Xoserve Representative Details:	Name:	Simon Harris	
	Email:	Simon.Harris@xoserve.com	
	Telephone:	01212292642	
	Business Owner:	Dan Donovan, Billing Operations Manager	
Change Status:	<input type="checkbox"/> Proposal	<input type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Rejected

A2: Impacted Parties

Customer Class(es):	<input checked="" type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input checked="" type="checkbox"/> IGT
	<input type="checkbox"/> All	<input type="checkbox"/> Other <Please provide details here>
Justification for Customer Class(es) selection	Whilst DNs initiate FSG invoices, this also impacts IGT Customers if the FSG event includes an area of a DN's LDZ that contains CSEPs.	

A3: Proposer Requirements / Final (redlined) Change

Change Statement:	<p><i>SGN has raised this change proposal on behalf of all Gas Distribution Networks ('DNs')</i></p> <p>As part of the RIIO-2 Price Control process Ofgem has indicated that all Guaranteed Standards of Service Payments (GSOPs) will be reviewed in relation to the settlement to customers after a GSOP event.</p>
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<p>Change Description:</p>	<p>FSG-GSOP1/12 Change Requirements for RIIO-2:</p> <p>GSOP1 - Failure to Supply Gas:</p> <ul style="list-style-type: none"> • Payable after 24 Hours as per current RIIO-1 period and remains unchanged in RIIO-2 • Domestic payment increased from £30 to £60 • Non-Domestic payment increased from £50 to £100 • Payment cap of £1,000 to be removed • Payable to customer (via Shipper) reduced from 20 to 10 working days • Note: GSOP12 late liability incurred if GSOP1 is not paid within 10 working days from Gas on day <p>GSOP12 - Timely payment of GSOP customer payments:</p> <ul style="list-style-type: none"> • Late liability payment from 11th working day (see previous Note) • Payment increased from £20 to £40 <p>Other FSG GSOP1/12 requirements & considerations:</p> <ul style="list-style-type: none"> • Changes to the individual DN's FSG template • UK Link SAP ISU parameter changes supporting FSG process may be required • The scheduled payment frequency is to be reduced from fortnightly to weekly. This will accommodate the reduction from 20 to 10 working days for settlement after an FSG event • The ad-hoc FSG process will continue in the event of a major incident • There is a requirement for a transitional FSG arrangement: <ul style="list-style-type: none"> ○ GSOP1/12 payments relating to RIIO-1 FSG events occurring prior to, but paid after 1st April 2021 (RIIO-2), will be processed in accordance with the RIIO-1 rules ○ FSG events that span across 1st April '21 will have GSOP1/12 payments made in accordance with RIIO-2 rules i.e. there will be no split charging ○ FSG events that occur after 1st April '21 will be processed/paid in accordance with RIIO-2 rules • Consideration of any changes within the FSG process required to address iGT customer payments i.e. timescales, restrictions, payment recipient (iGT or Customer) and GSOP12 <p>It is important to note that Ofgem will provide formal confirmation of the RIIO-2 GSOP arrangements e.g. financial caps, time limits to the DNs in January 2021.</p> <p>FSR File (Mod 0565)</p> <p>There is also a requirement to modify the FSR file process for Mod0565 MPRs > 73,200 kWh. It is anticipated this change might be implemented at the same time as the GSOP1/12 change. However, should the assessment indicate this would delay GSOP1/12 implementation, it will be deferred from this change. In the event it is descope, Xserve will progress through a new change proposal.</p>
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Proposed Release:	Minor Release: February 2021	
Proposed Consultation Period:	<input checked="" type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]

A4: Benefits and Justification

Benefit Description:	This solution will provide DNs with a service to deliver the required Ofgem improvements to customer compensation payments after a GSOP event.
	<i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	Benefit will be realised upon implementation of this change for RIIO-2 (1 st April 2021).
	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	This is dependent on the final decision by Ofgem of changes required to all GSOPs at the commencement of RIIO-2 Price Control Period (1 st April 2021).
	<i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i>

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	DSC Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and Energy Balancing Invoices		
	Service Line ASGT – CS SA7 03		
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix			
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input type="checkbox"/> Shipper	XX %	XX %
	<input type="checkbox"/> National Grid Transmission	XX %	XX %
	<input checked="" type="checkbox"/> Distribution Network Operator	100 %	100 %

	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation – Initial Review

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSC Consultation Issue:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

A7: ChMC Recommendation – Solution Review

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input checked="" type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days	
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]	
DSC Consultation Issue:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Date Issued:	14/10/2020		
Comms Ref(s):	2695 – RT - PO		
Number of Responses:	2 Approval reps for Option 1		
Solution Voting:	<input checked="" type="checkbox"/> Shipper	Approve	
	<input type="checkbox"/> National Grid Transmission	Please select.	
	<input checked="" type="checkbox"/> Distribution Network Operator	Approve	
	<input type="checkbox"/> IGT	Please select.	
Meeting Date:	11/11/2020		
Release Date:	Release: Minor Release Drop 9 (Proposed Feb 21)		
Overall Outcome:	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	

A8: ChMC Recommendation – Detailed Design

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input checked="" type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days	
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify Here]	
DSC Consultation Issue:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

Date Issued:	18/01/2021		
Comms Ref(s):	2755.2 - RT - JR		
Number of Responses:	1 Approval response		
Solution Voting:	<input checked="" type="checkbox"/> Shipper	Approve	
	<input type="checkbox"/> National Grid Transmission	Please select.	
	<input checked="" type="checkbox"/> Distribution Network Operator	Approve	
	<input type="checkbox"/> IGT	Please select.	
Meeting Date:	10/02/2021		
Release Date:	Release: Minor Release Drop 9 (Proposed Feb 21)		
Overall Outcome:	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	

Section C: DSG Discussion

C1: Delivery Sub-Group (DSG) Recommendations

(To be removed if no DSG Discussion is required; Xoserve to collate where DSG discussions occur)

DSG Date:	26/10/2020		
DSG Summary:	<p>PO presented the change pack that has been published for industry views. PO added that there are 2 solution options for this Change:</p> <p>1 - FSG GSOP1/12 RIIO-2 Change Requirements: The high level impact assessment states and overall small impact and recommended release type of minor release. This is due to only SAP ISU being impacted in regard to systems. This option has a high level cost estimate of £35K-£75K.</p> <p>2 - a) FSG GSOP1/12 RIIO-2 Change Requirements and; b) FSR File (Mod565) / Automated Reporting This option has an overall impact of medium with a recommended release type of Major Release and a high level cost estimate of £70K to £150K. The system impacted within this option is SAP ISU in both part a and b of option 2.</p> <p>PO added that to ensure a timely delivery of the regulatory GSOP RIIO-2 change requirements i.e. prior 1st April 2021, either option will need to be delivered in the February 2021 Minor Release (MiR9).</p> <p>Option 2 in comparison with option 1 has additional complexity with the FSR File (mod565) and this is unlikely to be delivered in MiR9. Xoserve's preferred option is Option 1 and involves descoping the FSR File (Mod565) from this Change. PO advised that Xoserve will work with DN customers to raise a separate change proposal for the descoped requirements. PO advised DSG to provide responses for this change pack. Sally Hardman (SH) stated that as the proposer, SGN would prefer option 1, so the change can be delivered prior to 1st April 2021.</p>		
Capture Document / Requirements:	<Insert where appropriate>		
DSG Recommendation:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSG Recommended Release:	Release: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY		

Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN5080 Failure to Supply Gas (FSG - GSOP1)
Solution Details:	<p>Option 1 FSG GSOP1/12 RIIO-2 Change Requirements</p> <p>SAP ISU:</p> <ul style="list-style-type: none"> • Code & configuration changes in; <ul style="list-style-type: none"> • FSG billing values for GSOP1 and GSOP12 for all networks • Price setup for GSOP1 and GSOP12 • Code changes for transitional FSG arrangement for 1st April 2021 • Changes to the individual DN's FSG template (Excel Macro updates) • Business user to authorise the FSG charges weekly for FSG billing and invoicing • Testing efforts are comparatively higher due to the nature of change and various conditions to be tested for each network including the IGTs
Implementation Date:	Feb 21
Approved By:	ChMC
Date of Approval:	11/11/2020

Section D: High Level Solution Options

D1: Solution Options

<p>Solution Option Summary:</p>	<p><u>XRN5080 Background:</u></p> <p>As part of the RIIO-2 Price Control Review, Ofgem has indicated all DN Licence ‘Guaranteed Standards of Service Payments’ (GSOPs) obligations will be amended in relation to the settlement to customers after a GSOP event.</p> <p>Ofgem will provide formal confirmation of the final RIIO-2 GSOP arrangements e.g. financial caps, time limits, during January 2021.</p> <p>The RIIO-2 Price Control Period will commence from 1st April 2021; this GSOP1/12 change must be implemented prior to this date.</p> <p>Changes arising from the RIIO-2 GSOP framework will require amendments to the CDSP ‘Failure to Supply Gas (FSG) processes.</p> <p>FSG-GSOP1/12 RIIO-2 Change Requirements:</p> <p><i>GSOP1 - Failure to Supply Gas:</i></p> <p>Payable after 24 Hours as per current RIIO-1 period and remains unchanged in RIIO-2 Domestic payments increase from £30 to £60 Non-Domestic payments increase from £50 to £100 Payment cap of £1,000 to be removed Payable to Customer reduced from 20 to 10 working days Note: GSOP12 late liability incurred if GSOP1 is not paid within 10 working days from ‘Gas on day’</p>
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	<p><i>GSOP12 - Timely payment of GSOP customer payments:</i></p> <ol style="list-style-type: none"> 1. Late liability payment from 11th working day (see previous Note) 2. Payments increase from £20 to £40 <p><i>Transitional Arrangement:</i></p> <ol style="list-style-type: none"> 1. For those GSOP1/12 payments relating to RIIO-1 FSG events occurring prior to, but paid after 1st April 2021 (RIIO-2), these will be processed in accordance with the RIIO-1 rules 2. FSG events that span across 1st April '21 will have GSOP1/12 payments made in accordance with RIIO-2 rules i.e. there will be no split charging <p>FSR File (Mod565) / Automated Reporting:</p> <p>In addition to the RIIO-2 GSOP changes, there is also a requirement to modify the FSR file process for Mod565 MPRs > 73,200kWh and; to automate the manual reporting process.</p> <p>It was anticipated this might be accommodated at the same time as the GSOP1/12 change. However, the HLSO assessment and discussion with our internal delivery teams indicate this would delay GSOP1/12 implementation. it will be descope from this change; in which case, it will be progressed through a new change proposal.</p> <p><u>High Level Solution Options:</u></p> <p>Please see the XRN5080 HLSO: [link]</p>
<p>Xoserve preferred option: (including rationale)</p>	<p>Xoserve has undertaken an assessment of the HLSO options and reviewed these with our internal delivery teams.</p> <p>To ensure timely delivery of the regulatory GSOP RIIO-2 change requirements i.e. prior to 1st April 2021, either option will need to be delivered in the February '21 Minor Release (MiR9).</p> <p>Option 2, in comparison with Option 1, has additional complexity with the FSR File (Mod565) / Automated Reporting requirements and this is unlikely to be delivered in MiR9.</p> <p>Our preference is to progress Option 1 and, to descope the FSR File (Mod565) / Automated Reporting requirements from this change.</p> <p>Xoserve will work with our DN customer(s) to raise a separate change proposal for the descope requirements.</p>
<p>DSG preferred solution option: (including rationale)</p>	<p>To be presented at DSG on 26th October '20</p>

Consultation closeout:	27/10/2020
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Impact on Service Line(s) and funding (A6) for each Solution Option:	DSC Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and Energy Balancing Invoices Service Line ASGT – CS SA7 03
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Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Northern Gas Networks
	Name:	Helen Chandler
	Email:	hchandler@northerngas.co.uk
	Telephone:	01133975471
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	Northern Gas Networks support this change proposal and support the FSR being managed through a separate XRN.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xoserve's Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Scotland and Southern Gas Networks
	Name:	Sally Hardman
	Email:	sally.hardman@sgn.co.uk
	Telephone:	07970019027
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	SGN's supports Option 1 which will deliver the FSG changes in the timeframe required to enable compliance with the RIIO-2 changes which become effective from 1st April 2021.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xoserve's Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision.
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Section G: Change Pack

G1: Communication Detail

Comm Reference:	2755.2 - RT - JR
Comm Title:	XRN5080 Failure to Supply Gas (FSG_GSOP1) - System Changes
Comm Date:	18/01/2021

G2: Change Representation

Action Required:	For representation
Close Out Date:	01/02/2021

G3: Change Detail

Xoserve Reference Number:	XRN5080
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Change Class:	Functional System
ChMC Constituency Impacted:	DNs and Shippers
Change Owner:	Steve Pownall Steve.pownall@xserve.com
Background and Context:	<p>This proposal has been raised to amend Xoserve's FSG Process/Application because of consequential changes arising from Ofgem's RIIO-GD2 Price Control Review.</p> <p>GSOP1 (and GSOP12) liability payment levels, financial caps and the timescales for their payment will all be amended.</p> <p>The associated FSG system/process changes should be implemented prior to the start of the new RIIO-GD2 Price Control that will commence 1st April 2021 for:</p> <ul style="list-style-type: none"> • GSOP1 - Failure to Supply Gas • GSOP12 - Timely payment of GSOP1 customer payments

G4: Change Impact Assessment Dashboard (UK Link)

Functional:	
Non-Functional:	
Application:	SAP ISU
User(s):	DNs and Shippers
Documentation:	None
Other:	None

Files				
File	Parent Record	Record	Data Attribute	Hierarchy, Format or Record Agreed
N/A	N/A	N/A	N/A	N/A

G5: Change Design Description

The solution agreed for this proposal is to amend the Xoserve FSG Process/Application in accordance with the new RIIO-GD2 FSG arrangements as follows:

GSOP1 - Failure to Supply Gas

- Payable after 24 Hours - as per current RIIO-GD1 arrangement
- Domestic payments increase from £30 to £60
- Non-Domestic payments increase from £50 to £100
- Payment cap of £1,000 to be removed
- Payable to Customer reduced from 20 to 10 working days

Note: The DN will incur a GSOP12 Late Liability payment if GSOP1 is not invoiced (by Xoserve) within 10 working days from the FSG 'Gas on day'

GSOP12 - Timely payment of GSOP customer payments:

- Late liability payment from 11th working day (see previous Note)
- Payments increase from £20 to £40

There will be no changes on how the charges are populated in INV and FSI files.

Additional Points to Note:

Transitional Period – RIIO-GD1 / RIIO-GD2

1. For an FSG events that occurs with a 'Gas On day' prior to 1st April '21 but the DN submits its FSG return (for customer payment) to Xoserve from 1st April '21;
 1. the RIIO-GD1 arrangement will be applied e.g. payment level, financial cap
2. Where an FSG event commences prior to 1st April '21 but the 'Gas On day' is 1st April '21 or later;
 1. the RIIO-GD2 arrangement will be applied e.g. new payment level, no financial cap

DN FSG Returns Submission Process:

The reduction in the GSOP1 payment timescale (from 20 to 10 day working days) has necessitated a change to the FSG returns submission process. This is to ensure a DN can meet its RIIO-GD2 FSG obligations and, for Xoserve to consistently and effectively support all DNs in the FSG process.

The DNs and Xoserve have considered and agreed, the FSG Returns Submission will become weekly rather than fortnightly:

1. Based on working days i.e. FSG process timescales excludes Saturday, Sunday, Bank Holidays (BH)
2. FSG returns to be received by Xoserve no later than Monday @ 10.00 am; if BH, adjusted to 10am next working day
3. FSG returns processed by Xoserve with the invoices/supporting information being issued to Shippers by close-of-play the following Wednesday* (adjusted for BHs)
 1. where Monday is Day-1 and Wednesday is Day-3
4. The FSG process will calculate GSOP12 Late Liability payments* to determine whether GSOP1 payments were made within 10 working days
 1. *based on the difference (in working days) between the FSG event 'Gas On' date and the Xoserve GSOP1 invoice date;
 2. GSOP12 payments are generated from 11th working day

Note: Where circumstances require, DNs will still be able to submit 'ad hoc' FSG returns to Xoserve for progression

Shipper Impacts

From a shipper perspective the change is to the timing and frequency of the FSG returns submission i.e. Shippers may be invoiced FSG compensation payments weekly rather than fortnightly. For the avoidance of doubt, there are no changes to file formats, charge types, invoices.

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G6: Associated Changes

Associated Change(s) and Title(s):	N/A
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G7: DSG

Target DSG discussion date:	22 nd February '21
Any further information:	N/A

G8: Implementation

Target Release:	MiR9
Status:	For approval

Please see the following page for representation comments template; responses to uklink@xoserve.com

Section H: Representation Response

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	Northern Gas Networks	
	Name:	Helen Chandler	
	Email:	hchandler@northerngas.co.uk	
	Telephone:	07580704123	
Representation Status:	Support		
Representation Publication:	Publish		
Representation Comments:	Our internal team has concerns around the GSOS12 payments now being applied at D+8 when this previously happened at D+10, they have now lost 2 days to gather data. I am aware that this is going to be discussed at the next DN Constituency meeting to address any concerns.		
Confirm Target Release Date?	Yes	«h1_userDataAlternative»	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision
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Please send the completed representation response to uklink@xoserve.com

H1: Change Representation

(To be completed by User and returned for response)

User Contact Details:	Organisation:	SSE Energy Supply Ltd	
	Name:	Megan Coventry	
	Email:	megan.coventry@sse.com	
	Telephone:	02392277738	
Representation Status:	Support		
Representation Publication:	Publish		
Representation Comments:	We agree that the changes to facilitate the amended DN GSOP compensation timescales are appropriate.		
Confirm Target Release Date?	Yes	«h1_userDataAlternative»	

H1: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation, we will feed this into ChMC for a final decision
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Please send the completed representation response to uklink@xoserve.com

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input checked="" type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input checked="" type="checkbox"/> Licence Condition <input type="checkbox"/> BEIS <input type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other <i>(please provide details below)</i>
Please select the customer group(s) who would be impacted if the change is not delivered	<input type="checkbox"/> Shipper Impact <input checked="" type="checkbox"/> iGT Impact <input checked="" type="checkbox"/> Network <input type="checkbox"/> Impact <input checked="" type="checkbox"/> Xoserve Impact <input type="checkbox"/> National <input type="checkbox"/> Grid Transmission Impact
Associated Change reference Number(s)	XRN4896 - Failure to Supply Gas System and Template Amendment
Associated MOD Number(s)	N/A
Perceived delivery effort	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes <i>(If yes please answer the next question)</i> <input checked="" type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other <i>(please provide details below)</i> <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Kevin-Eltoft-Prest) to complete the DPIA. Kevin-Eltoft-Prest. Information can be found: https://xoserve.sharepoint.com/dept/tech/infosec/Documents/Forms/AllItems.aspx)</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input checked="" type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 7: NTS Capacity / LDZ Capacity / Commodity / Reconciliation / Ad-Hoc Adjustment and Energy Balancing Invoices
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low

Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Switching at risk	<input checked="" type="checkbox"/> Customer(s) incurring financial loss
<input type="checkbox"/> Customer	
Are any of the following required if the change is delivered?	
<input checked="" type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Training Required	<input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer
Known Impact to Systems / Processes	
Primary Application impacted	<input type="checkbox"/> BW <input checked="" type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX <input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>FSG Module within SAP ISU</i>
Business Process Impact	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input checked="" type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input checked="" type="checkbox"/> Yes <i>DN's will need to ensure their systems are aligned to the changes being made as a result of this change.</i> <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT <input type="checkbox"/> impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	31%

Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	With DSG	20/02/2020	Rachel Taggart	Updated with ChMC outcome from the meeting on 12 th February
2.0	Revised	14/09/2020	Steve Pownall	Proposer amended to provide further clarification and include minor change for FSR File (Mod0565)
2.1	Revised	17/09/2020	Steve Pownall	DNs approved change to GSOP12 requirements
3.0	For approval	03/11/2020	Kate Lancaster	Updated with October Change Pack sections D & E
4.0	Approved	13/11/2020	Rachel Taggart	Preferred solution option and intended release approved at ChMC on 11 th November 2020
5.0	With DSG	16/11/2020	Chan Singh	Updated CP with Minutes from DSG 26 th October 2020
6.0	Approved	10/02/2021	Rachel Taggart	Detailed Design Change Pack added Updated with the outcome from ChMC on 10/02/2021
