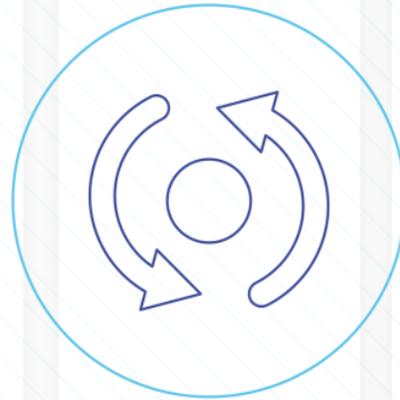




Extraordinary DSG Meeting CSS Consequential Change



28th January 2021

Agenda

- Welcome and introductions
- Update on UK Link design for Secured Active message processing
- Update on API design
- Outstanding Design Issues
- Address Data Cleansing
- Retail Energy Location Update
- Transition and Cutover, including management of inflight registrations
- AOB



UK Link design for Secured Active message processing – CR-D038



CR-D038 Background

- CR-D038 was raised to uplift the CSS Physical Interface design
- This included providing additional data within the Registration Secured Active Synchronisation message to enable it to be processed in the event that prior Registration Pending Synchronisation message was not received:

```
RegistrationSecuredActiveSynchronisation
Data:
{
  "mpxn": "string", --*
  "fuelType": "string", --*
  "registrationId": "string", --*
  "registrationStatus": "string", --*
  "registrationStatusFromDate": "string", --*
  "registrationActiveDate": "string", --*
  "supplierMpid": "string", --*
  "supplierRole": "string", --*
  "supplyStartDate": "string", --*
  "domesticPremisesInd": boolean, --*
  "shipperMpid": "string", --**
  "shipperRole": "string", --**
  "shipperFromDate": "string" --**
}
** only populated for gas
```

UK Link Changes

- UK Link will be now able process the Registration Secured Active Synchronisation message as all required data is now included.
- Upon receipt of the CSS message UK Link will issue the ASN as normal advising of the BRN associated to the CSS registration.
 - Note: If the BRN was received after 3pm on D-1 it would not be associated to the registration as per the agreed business rules.
- TMC file will be generated as normal as per the standard process.
- Gemini will be updated as normal.



API Changes Update



Supply Point Switching API

- Switch Gas Data Search

Clarification on the search parameter validation

Input query string:

/query/v1/switch?**addressId**=value&**meterPointReferenceNumber**=value&**uprn**=value&**postcode**=value&houseNumber=value&houseName=value&flatNumber=value&street=value&city=value

One and only one of the items in bold is required (**addressId**, **uprn**, **meterPointReferenceNumber**, **postcode**)

Developer Portal

- In addition to the Technical Spec and Error Handling documentation already provided Xoserve will be providing Documentation in OpenAPI (OAS) standard (3.0)
 - Swagger UI
 - (for comparison see CSS Developer Portal and CSS Simulator or visit <https://swagger.io/tools/swagger-ui/>)
 - Authorisation and Authentication will be required
 - Mock Data
 - Tool will support customer Test Scenarios
 - A Success result output and
 - Outputs for all Error codes
- A minimum capability will be build to support UEPT and then will be built upon going forward

Developer Portal – Interactive Documentation

The screenshot displays the XOServe Developer Portal interface. At the top, the logo and 'Developer Portal' text are on the left, and a 'Select a definition' dropdown menu is on the right, currently showing 'QUERIES'. Below the header, the main title is 'CSSC Query APIs' with 'v1' and 'OAS3' tags. Underneath, the Swagger file path '/swagger/queries/swagger.json' is shown. A 'Servers' section contains a dropdown menu with the URL 'https://test.css.qas1.xoserveapis.com' and an 'Authorize' button with a lock icon. The 'QUERIES' section is expanded, showing a list of endpoints:

- GET** /query/v1/mapid Returns Meter access Point ID and Meter Serial Number when found from the search parameters.
- GET** /query/v1/nomination Nomination Enquiry Request
- GET** /query/v1/switch Returns switch details for a given Supply Point Switch Enquiry Request
- GET** /query/v1/re1
- GET** /query/v1/supply-point-address Returns address details for a given property or a list of addresses for a given postcode
- GET** /query/v1/transportation-rates Returns the transportation rates for a supply meter point

Below the queries, a 'Schemas' section is visible, with a dropdown menu showing 'MapIdDto >'.

Developer Portal – “Try it out”

GET `/query/v1/switch` Returns switch details for a given Supply Point Switch Enquiry Request 

Returns switch details for a given Supply Point Switch Enquiry Request

Parameters Try it out

Name	Description
meterPointReference string (query)	<input type="text" value="meterPointReference"/>
postcode string (query)	<input type="text" value="postcode"/>
nominationShipperRef string (query)	<input type="text" value="nominationShipperRef"/>
consumptionDetailsRequired string (query)	<input type="text" value="consumptionDetailsRequired"/>

Developer Portal – Sample Responses

Responses

Code

Description

200

The Address(es) for the given search request

Media type

application/json

Controls Accept header.

Example Value | Schema

```
{
  "mprn": [
    {
      "address_id": "string",
      "house_name": "string",
      "house_number": "string",
      "country": "string",
      "county": "string",
      "current_supplier_id": "string",
      "delivery_point_alias": "string",
      "dependent_street": "string",
      "dmq": "string",
      "double_dependent_locality": "string",
      "gas_transport_id": "string",
      "ldz_id": "string",
      "meter_capacity": "string",
      "meter_mechanism_code": "string",
      "meter_serial_number": "string",
      "mpaq": "string",
      "mprn": "string",
      "ndmq": "string",
      "po_box_number": "string",
```



Switching Programme Design Issues



Design Issues Overview

The following outstanding design issues have been raised that could impact the UK Link design

DI Ref	Title	Current Status
DI-1270	Supplier of Last Resort Process	Discussions are ongoing with the programme around the enduring process for SoLR events
DI-1174	Switch Request initiated by current Supplier	New rules to be introduced to CSS to reject switch requests where this is no change in the supplier MPID. Please note that this does not impact the shipper MPID value.
DI-889	CSS Scope	Ongoing discussions between Xoserve and Ofgem
DI-1164	Retail Energy Location design issues and governance	Various design issues have been raised in relation to REL and this will be discussed at a future Ofgem Design Forum meeting.
DI-1196	Operational Choreography	Two CRs are being drafted around the detection and resolution of data misalignment with CSS



Data Cleansing Update



Gas Address Data Update

Plot to Postal Address	Baseline	Current	Commentary
	Jan-18	Jan-21	
GT Registered Sites	43,548	13,922	We have seen a slight decrease of 204 sites this month. Xoserve continue to encourage the cleansing of this pot via our CSSC DSG forum, other operational forums and one to one operational meetings.
GT Unregistered Sites	60,209	8,421	This pot has decreased by 212 sites this month. These sites are within a number of BAU processes with monthly portfolios and reporting being issued to customers for action where appropriate.
IGT Registered Sites	60,514	43,982	IGT registered sites has decreased by 950 sites. IGT Unregistered sites has increased by 55 sites. These pots are actively managed by BAU IGT processes and reported via the appropriate governance workgroups.
IGT Unregistered Sites	69,215	75,096	
MTD Cleanse	Baseline	Current	Commentary
	TBC	TBC	
Address Profiling	Baseline	Current	Commentary
	Jun-19	Dec-20	
Incorrect / Dummy Post Codes	180,340	TBC	Cleansing reports continue to be issued to industry for action. An internal defect has been identified with the post code report which is currently being investigated and updated figures will be provided as soon as possible.
Missing Post Town	63	101	
Missing Building Name, Building Number & Delivery Point Alias	40,738	39,236	
Missing Building Name and Building Number	172,701	191,587	
* iGT baseline reporting from Jan-20			

 Significant Risk - Immediate mitigation required

 Increased Risk - Urgent mitigation required

 At Risk - Manageable with mitigation

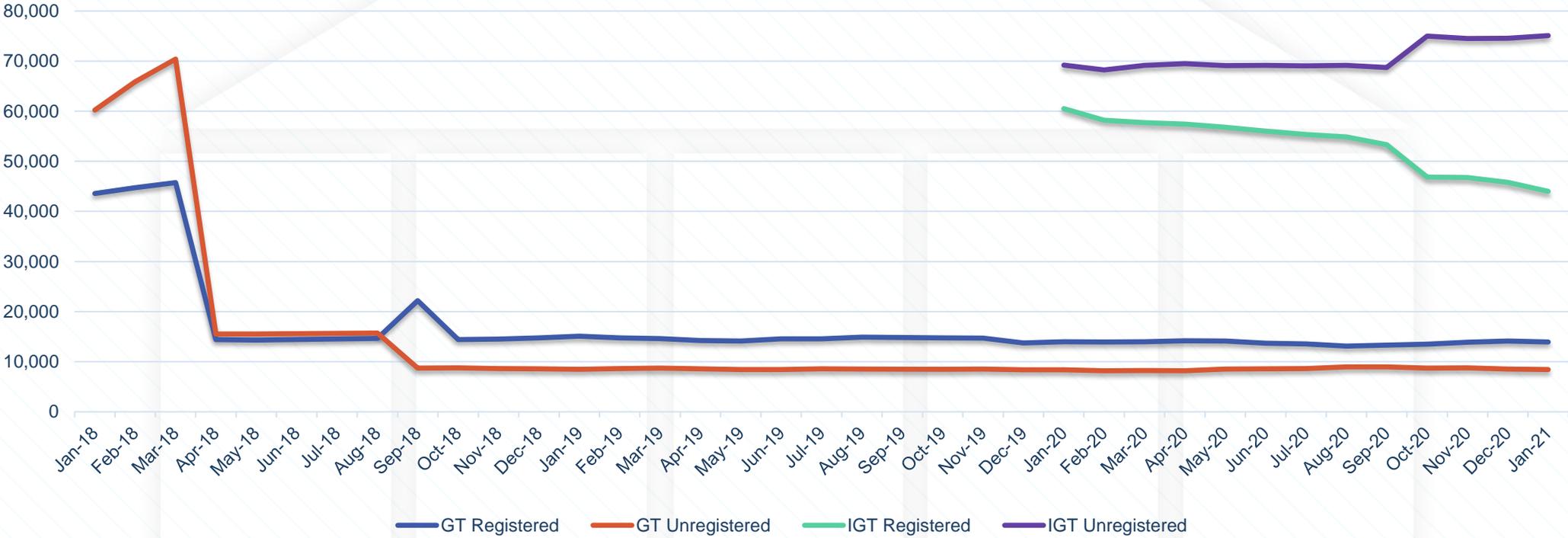
 On track - But being closely monitored

 On track

 Complete

Gas Plot to Postal Address Volumes

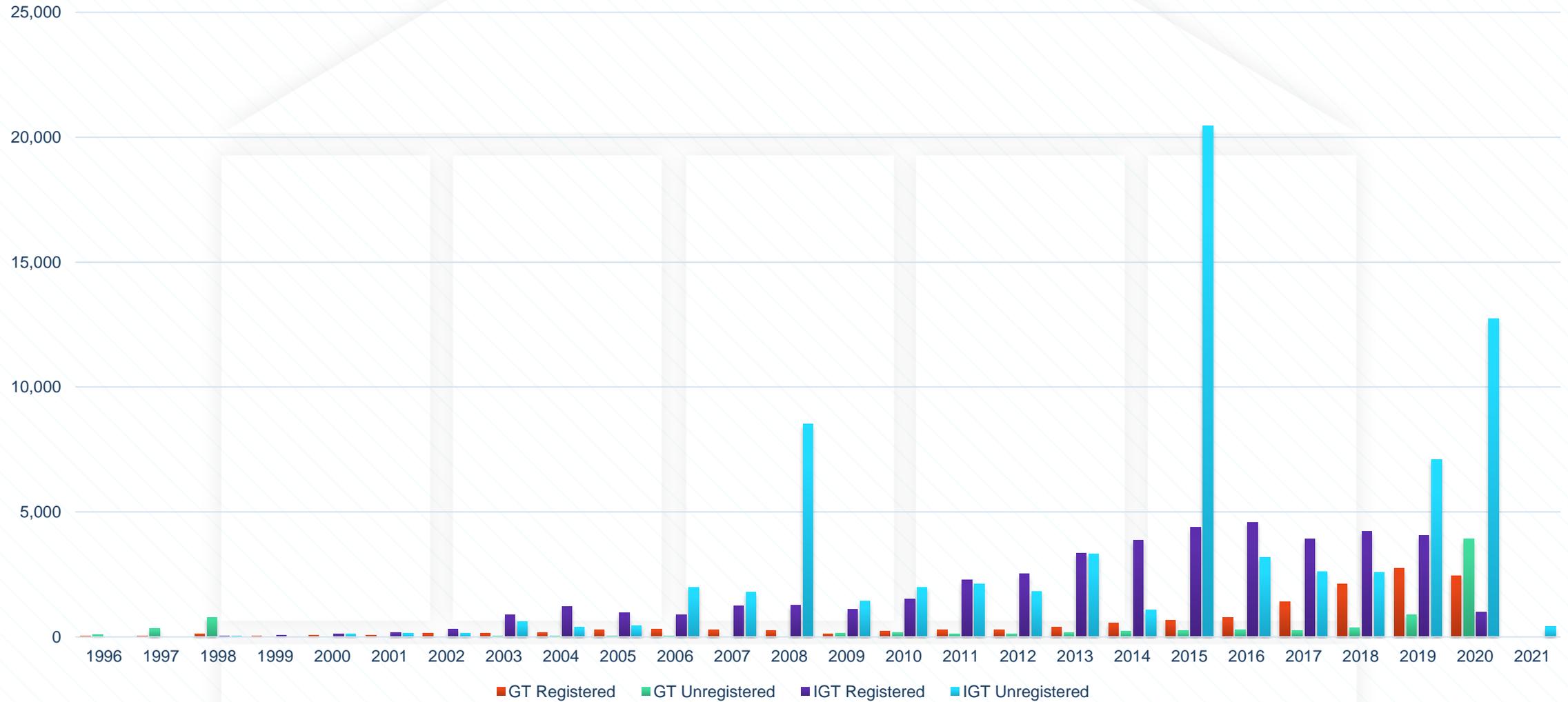
Gas Plot to Postal Address Volumes



Shipper Size	MPRN Count		
	Nov-20	Dec-20	Jan-21
Large	48,962	48,361	46,714
Medium	8,430	8,372	8,042
Small	3,230	3,185	3,148

Gas Plot Address Age Profile

Gas Plot Address Age Profile



Gas Update

Consequential Changes		RAG		Completion Date		Commentary
		OCT	NOV	Baseline	Forecast	
MAP ID	Creation of MAP ID Field in UK Link.	C	C	Jul-19	Jul-19	MAP ID was successfully implemented in our July minor release. MAP ID's contained within an RGMA flow will now be held within UK Link.
	Initial population of MAP ID detail within UK Link.	C	C	Nov-20	Nov-20	Following industry consultation the initial population of MAP ID is being delivered as part of the November 20 release rather than the June 20 release. In the interim MAP data continues to be cleansed and populated with ongoing discussions via CMAP and 1-2-1's with Xoserve.
	Ongoing population of MAP ID from MAPs.	G	G	Jul-19	Jun-21	Industry discussion continue in relation to the enduring MAP ID solution. SPAA conversations continue with reps received following Industry consultation, further conversation will continue at the July workgroup. Enduring change has been pencilled in by ChMC for a June 21 implementation but dependent on solution agreement this may move to Nov 21
Shipper/Supplier Mapping	Cleansing activity for Shipper/Supplier mapping.	G	G	Feb-20	Jun-21	This is now a BAU process with the data being mastered by Xoserve. Ongoing cleansing continues with a number of suppliers with a timeline of end of August for responses. Xoserve are tracking this but the population is nearing completion.
	Transfer of ownership of stakeholder data from SPAA to Xoserve.	C	C	Feb-20	Feb-20	Ownership of the process has transferred to Xoserve. This is now an Industry BAU process as defined within SPAA.
RMP Status	Recognition & mapping of existing meter point status to new RMP values.	C	C	Nov-20	Nov-20	Detailed design is complete with the mapping of meter point status and meter status to new RMP status values complete and approved by the Industry via ChMC governance.
LEN Indicator	LEN indicator creation in UK Link.	N/A	N/A	Jun-21	Apr-22	This will be implemented as part of Xoserve consequential programme. Design, build and testing complete following approval via the DSC governance
	LEN indicator data transformation/update / operational processes.	N/A	N/A	TBC	TBC	Detailed requirements to be defined for the enduring process in order define datasets to be held.
	LEN site investigation	N/A	N/A	TBC	TBC	Need further information to understand this requirement.

■ Significant Risk - Immediate mitigation required
 ■ Increased Risk - Urgent mitigation required
 ■ At Risk - Manageable with mitigation
 ■ On track - But being closely monitored
 ■ On track
 ■ Complete



Retail Energy Location Update

taken from Ofgem Data Working Group – 20th January 2021



REL Matching Delivery Approach and Timescales

The project will consist of 3 inter-related planned workstreams which will progress in parallel to ensure we reach the highest possible target in the shortest possible timescale

Workstream 1: Increasing Match Rate above 90%

November 2020 to December 2021 (to be confirmed)

- Continuing DCC's existing work with Landmark to increase the address match rate up from 90% through automated matching process and human intervention where required with regular progress reporting
- These reports will contain an error tolerance to show whether this activity is on course to achieve its expected outcomes

Workstream 2: Increasing Match Rate above 94%

December 2020 to September 2021 (to be confirmed)

- Shortlisting of viable ideas to achieve a higher match rate
- Development of an Assessment Framework to assess all ideas based on pre-agreed criteria and eliminate high cost low value ideas
- Development of viable ideas for further shortlisting and development through Proof of Concept (PoC) activities
- Planning and Implementation of ideas that have been successful at PoC

Workstream 3: Ongoing Collaboration with Source Data Providers

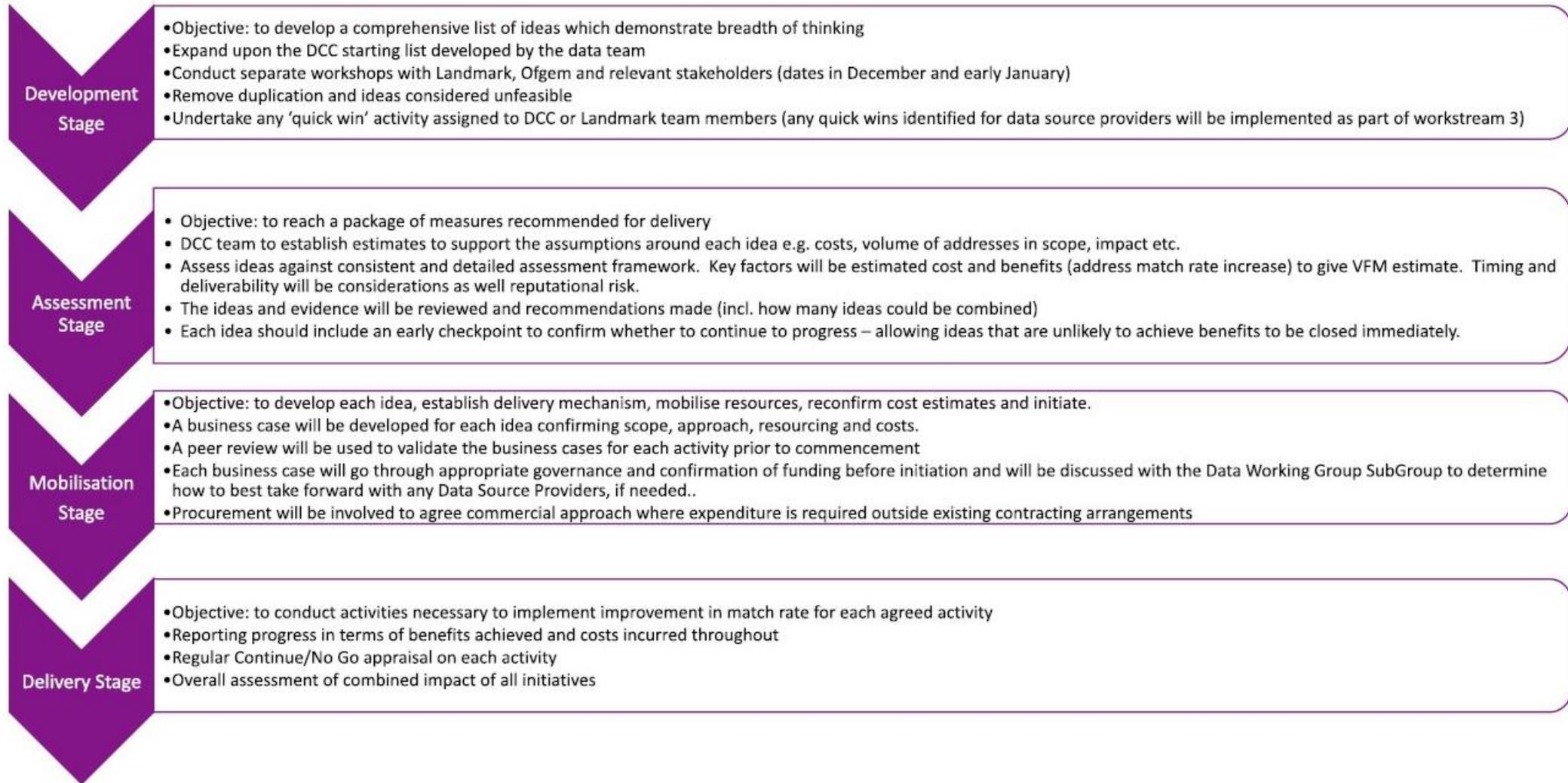
November 2020 to September 2021 (to be confirmed)

- Ongoing collaboration with Source Data Providers to better understand impact and effectiveness of any source data provider cleanse through proof of concept and trials to further increase match rates above 94%

Regular updates will be provided monthly at the DWG and quarterly at the DG
Analysis and completion of final reports on match rates, projections, follow on actions and recommendations is planned to complete by Mid October 2021 with a presentation to the DWG and DG in November 2021, ahead of the transition period.

Workstream 2 – Seeking to Achieve > 94% Match Rate

The following stages are required within this workstream:



Workstream 3 – Collaborating with Source Data Providers (achieve > 94%)

The following stages are required within this workstream:

Data Source Provider Dialogue
To assess the art of possible and start the discussions

- Objective: Start the conversation with source data providers to understand what specific type of actions that could be done with each of the participants.
- Initial meeting where Landmark walks through the type of issues with the unmatched data and shows what may be solved with further work from Landmark and the Interactive Address Matching and what are aspects that Landmark would not be able to solve and would need help from industry + the option to send data back. This will help discussing with data source providers what are possible options for the local data cleanse.
- Provide data source providers with their data sets relating to addressed that have been **matched** and **unmatched**.
- This will avoid duplication of work for those data source providers that are already in the process of cleansing their data.
- **Collaborate** with the data source providers to identify concerns and answer questions they might have about the data sets
- Follow up meetings in early January 2021 and beyond to identify any possible quick wins once data providers have had opportunity to review the unmatched data, agree how best to resolve, understand support available, plans of actions and the timelines
- Seek volunteers from the data source provider community to work with DCC and Landmark on a plan to further increase the REL match percentage

Trial with volunteer source data providers

- Objective: trial the ideas to increase the REL match percentage and seek agreement on best way forward for resolution
- Use evidence from matching activities as a basis for discussion
- Work collaboratively with the source data providers to implement any quick wins that were identified in the data sets
- Source Data Providers will be sent the unmatched data set for confidence score 0-9 (Jan) and then the 'residue' following address re-alignment tool and Interactive Address Matching activity each monthly thereafter
- Landmark and DCC would like to work with the volunteer data source providers to find way to increase the match
- Consider ways of reporting progress of any activities undertaken with the Source Data Providers and timescales for delivery of unmatched data to them where applicable;
- Identifying a list of ideas for increasing the REL percentage that could be worked with all data source providers
- Consider setting up forum (possibly sub-group of Data Working Group) supplemented with energy Supplier representatives to develop ideas for better match rates

Impact assessment and implementation of options

- Objective: impact assess any ideas with the rest of the data source providers and agree which of the options that resulted from the trial can be used for each of them
- Agree an implementation plan with the source data providers (throughout this plan DCC and Landmark will be supporting queries from data source providers and will work together with them)

Gas Unmatched REL Values (based on Jan-20)

The majority of these relate to plot addresses / new builds

Confidence Score_Band	Count
0 .. 9	21,963
10 .. 19	25,054
20 .. 29	751,585
30 .. 39	617,512
40 .. 49	22,802
50 .. 59	171,382
60 .. 69	78,217
70 .. 79	233,658
80 .. 89	67,142
90 .. 99	48,934
100	29,998
Totals	2,068,247

We are currently working with DCC on this data set

This equates to a 91% match rate



Transition and Cutover, including management of inflight registrations



Overview & Progress to date

- The Switching Programme Transition & Cutover approach had been set out in the Switching Programme DB4 Baseline
- This is a 3 staged approach to allow a controlled cutover to the new Switching Arrangements
- Transition related discussions and activities are governed by the Switching Programme Cutover Working Group with the SI Transition Group working with PUIs and Licence parties (where relevant) to agree details and produce the various Transition & Cutover artefacts
- Xoserve have utilised the principles set in place by Ofgem to define our approach which will feed into the overall Transition plan/runbook that will be produced by the SI
- So far, we have fed into the first phase of runbook planning and are in the process of producing the first draft of the Transition Remediation Plan.
- These products will be issued to all Industry parties via the Switching Programme Cutover Working Group
- Switching Programme Cutover Working Group is also looking for licence parties to volunteer for Transition Testing in order to ensure coverage across all parties

Transition Stages

Stage 0

- Data Readiness

- Creation and population of MAP ID in UK Link
- Cleansing of meter point address data
- Cleansing of Shipper to Supplier mapping

Stage 1

- CSS live and data migration

- Bulk Migration of meter point details from UK Link to CSS
- Bulk Migration of current shipper & supplier registration from UK Link to CSS
- Migration of Market Participant Data from UK Link to CSS
- Existing Switching Arrangements continue

Stage 2

- Enquiry system interfaces live

- Initial population of REL address details to UK Link, DES and MIS
- Delta migration of meter point data
- Delta migration of registration data
- Potential decommissioning of UK Link to DCC interface
- Initiation of Inflight Management

Stage 3

- Go-Live

- Delta migration of meter point data
- Delta migration of registration data
- Migration of in-flight shipper and supplier registration
- Migration of in-flight meter point updates
- Implementation of consequential changes to UK Link and DES

Stage 4

- Post implementation

- Post implementation support

¹ Actual decommissioning timeline still to be defined by the programme

Transition Stage 1

Transition Stage 1.

Data Migration

File based bulk transfer

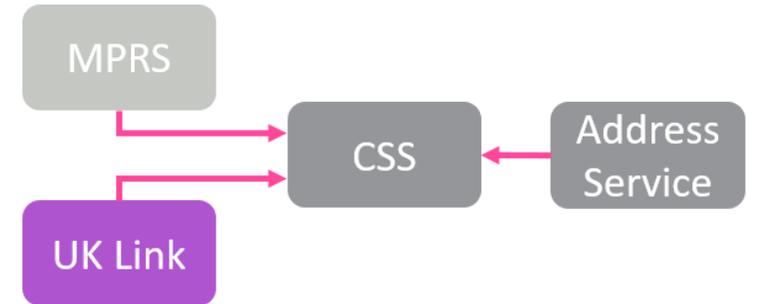
Includes data cleansing and reconciliation

CSS establishment & Synchronisation with industry central systems

Data Migration (Meter points & Registrations)

Data Enrichment – REL Creation

Data Mastering resides in existing systems



Transition Stage 2

Transition Stage 2.

Interfaces introduced

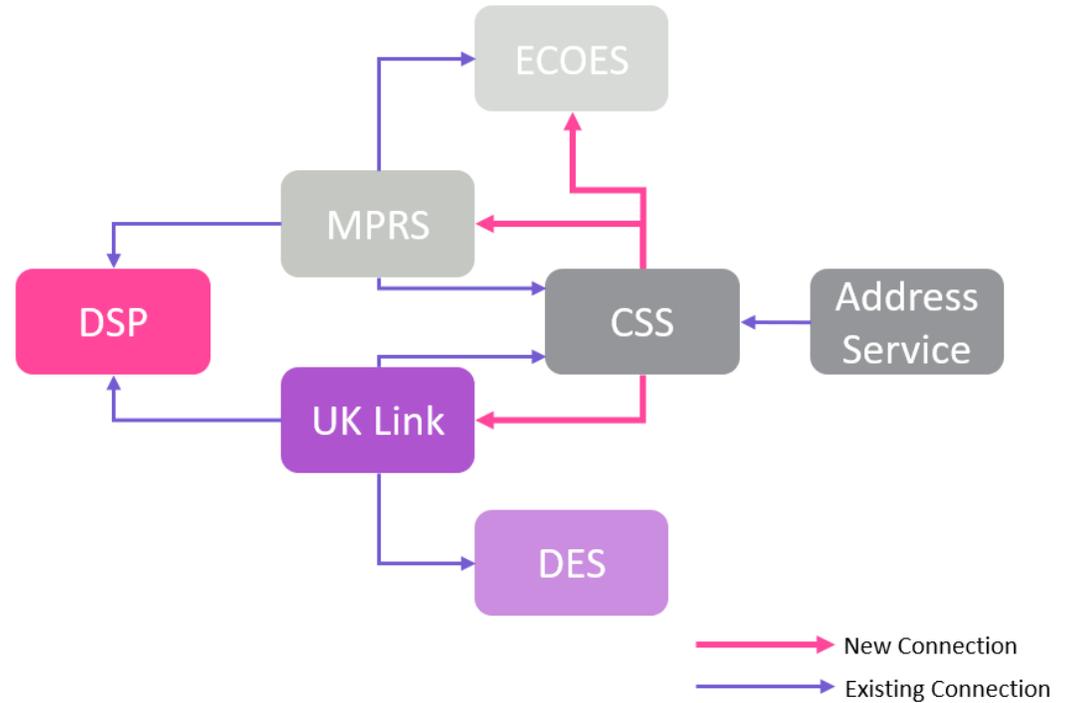
CSS -> MPAS/UK Link

CSS -> ECOES/DES

Out-going interfaces allow for dissemination of REL data

Data Mastering resides in existing systems

D-4.3.4 E2E Transition Plan – Implementation Approach



Transition Stage 3

D-4.3.4 E2E Transition Plan – Implementation Approach

Transition Stage 3.

Operational CSS

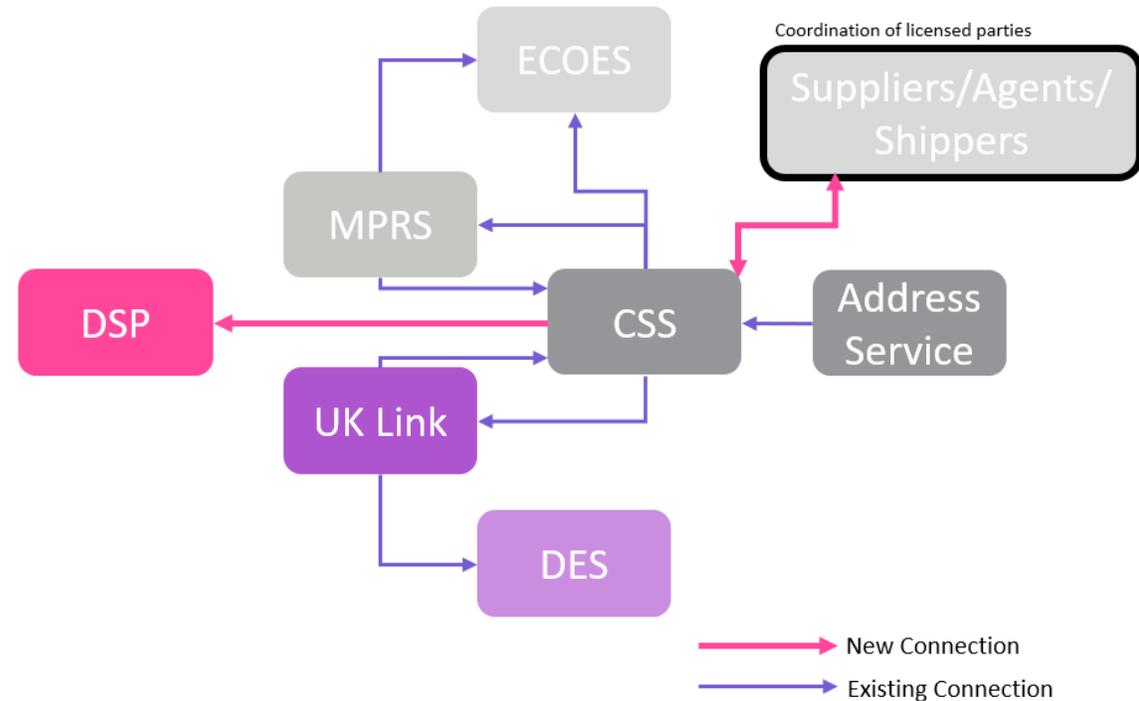
Data Mastering resides in CSS

Interfaces introduced for all LPs and market participants

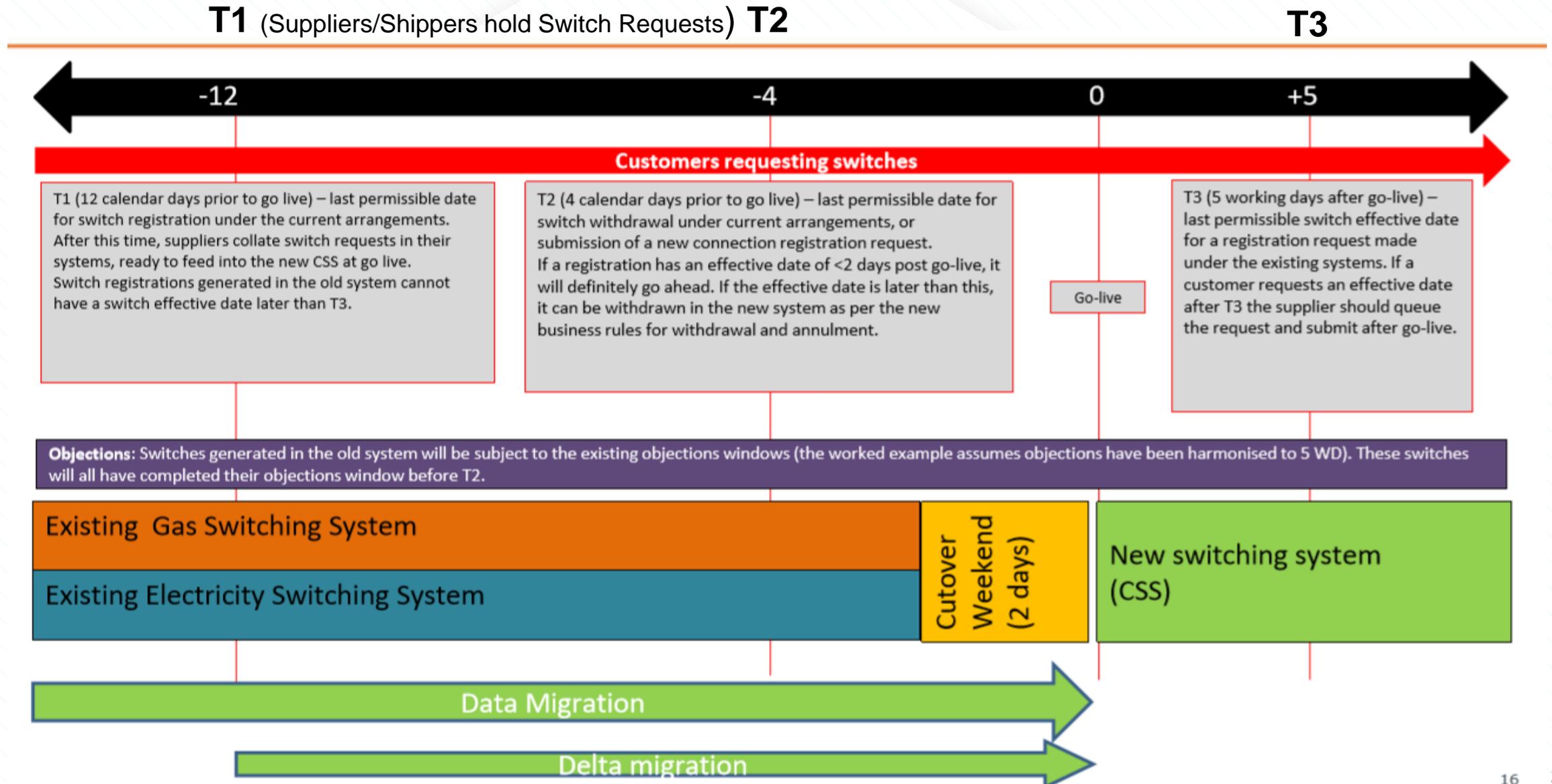
Go-Live

Service Support
ELS

Management of In-flight Switches vital at this stage, to be captured in Runbook



Ofgem's Inflight Approach



Inflight Principles set out by Ofgem

- T1 is the last date on which suppliers/shippers can enter a new registration request in the existing systems (switch effective date up to T3) – 12 calendar days pre go-live
- T2 is the last date on which a switch can be cancelled, withdrawn or objected to prior to go-live – after T2 switches in the existing systems scheduled to be effective on or before the go-live date WILL go ahead. Switches in the new system will be subject to the new business rules, so can be withdrawn/annulled before gate closure
- Initial registrations can be processed until T2
- Switch requests received after T1 are collated by suppliers/shippers for entry into new system after go-live (12 days worth of switch requests)
- If a customer requests a switch date after T3, the supplier waits to enter the switch request in CSS

Scenario 1

Switch executed before go live

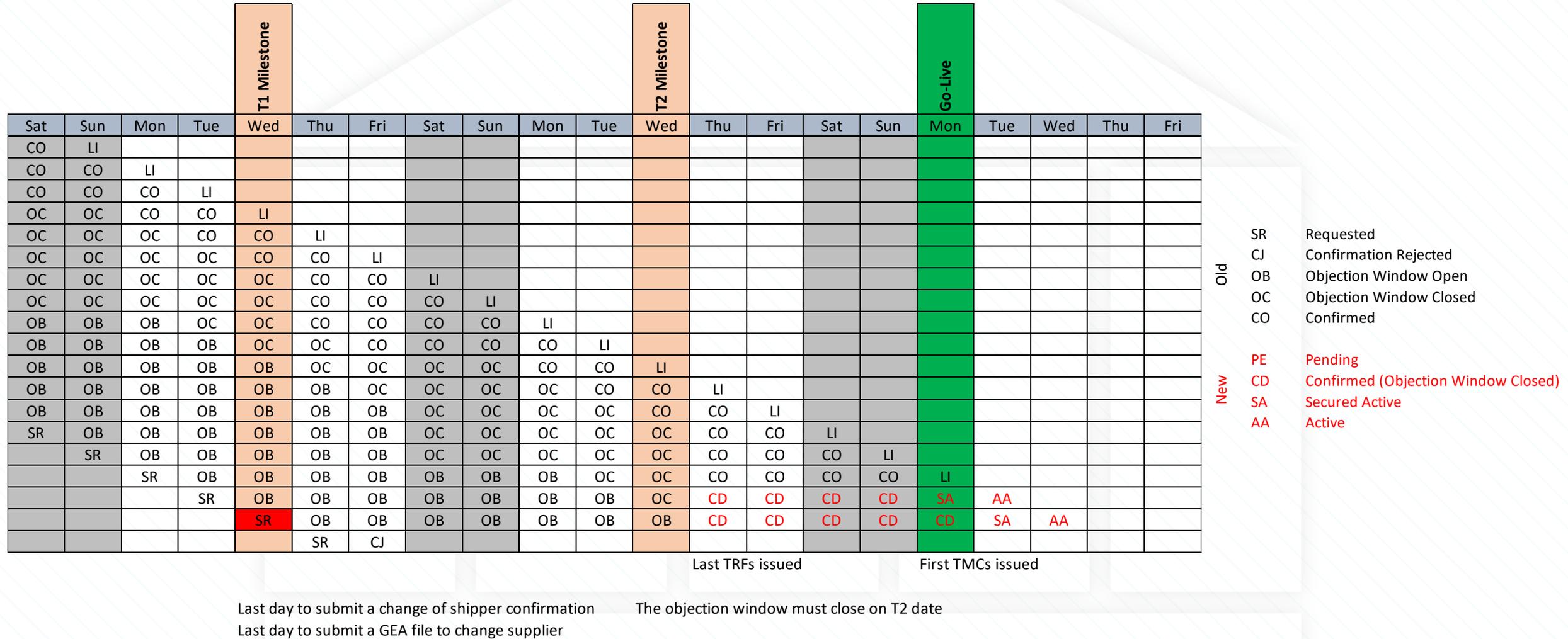
		T1							T2				CO	CO	GO					T3
14	13	12	11	10	9	8	7	6	5	4	3	2	1	0	+1	+2	+3	+4	+5	
SR	O	O	O	O			O	CR	CR	NC	NC	NC	EX							

Assumptions:

- Objections cannot be raised on non working days
- Temporary harmonised 5 day objection window (currently 5 days for electricity, 7 days for gas)
- Switch executed on the 14th day – day before go live
- Registration of a switch and switch execution can take place on a weekend

Key	
CO	Cutover Period
Go	Go Live
SR	Registration (switch)
O	Objection window
	Non working day
SE	Secured Switch
EX	Switch Executed
SH	Supplier Held Registration
NC	No Change
CR	Confirmed Registration

Cutover Switching Status Timeline Example



Cutover Switching Status Timeline Example

Scenario		T1 Milestone							T2 Milestone							Go-Live						
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	Initial Confirmation (min 14 calendar days)									SR	PD	PD				PD	PD	PD	PD	PD		
2	Initial Confirmation (max 30 business days)									SR	PD	PD				CD	CD	CD	CD	CD		
3	Switch Confirmation (min 14 calendar days)			SR	OB	OB			OB	OB	OB	CD	CD			CD	SA	AA				
4	Switch Confirmation (max 30 business days)			SR	OB	OB			OB	OB	OB	CD	CD			CD	CD	CD	CD	CD		
5	Switch Confirmation - Incumbent Shipper Withdrawn (min 4 business days)			SR	RQ	CO			CO	LI												
6	Switch Confirmation - Incumbent Shipper Withdrawn (max 30 business days)			SR	RQ	RQ			RQ	RQ	RQ	CD	CD			CD	CD	CD	CD	CD		

- SR Requested
 - CJ Confirmation Rejected
 - OB Objection Window Open
 - OC Objection Window Closed
 - CO Confirmed
-
- PE Pending
 - CD Confirmed (Objection Window Closed)
 - SA Secured Active
 - AA Active

Xoserve Transition & Cutover Principles

Aligned to the Switching Programme timelines and approach, we are working to the following key principles

- Our plans will aim to minimise impacts to BAU/Non Switching related functions that Xoserve systems undertake
- Any data migration/deployment activities which need to be undertaken in UK Link and could potentially impact BAU processes in any way will be undertaken over weekends in the way we manage change currently
- Cutover timelines: We have indicated to the Programme that the Cutover dates should consider current release dates which are already coordinated and agreed by both Gas and Elec parties

Proposed Process Changes / Impacts

- **Objection Window Changes** – This change will be implemented within transition stage 2 to reduce the window to 5 business days.
- **Nomination Files** – No impact, this process continues as normal. Validation changes will be implemented in line with CSS go-live.
- **Transportation Offers** – No impact, these will continue to be issued and remain valid for their normal duration.
- **Confirmation Files** – These will cease for CSS managed sites on T1 for switches and T2 for initial confirmations. For non CSS sites these will continue to be processed as normal.
- **Reconfirmations Files** – These will cease in line with the T1 milestone date for CSS managed sites, for other sites they will continue to be processed as normal

Proposed Process Changes / Impacts

- **MSC Files** – These will cease for CSS managed sites from the T2 milestone, for other sites these will continue as normal.
- **GEA Supplier Updates** – These will cease from T1 for all CSS managed sites, for other sites these will continue as normal.
- **TRF/MRI Files** – The final TRF and MRI files will be issued on 2 business days before CSS go-live, for non-CSS this process will continue as normal.
- **BRN File Submission** – These will be accepted from CSS go-live date onwards.
- **ASN Files** – These will be from from CSS go-live date onwards.
- **TMC Files** – These will be issued following the first processing of the CSS Registration Secured Active Synchronisation messages on go-live day

Proposed Process Changes / Impacts

- The following areas are still being assessed, any thoughts on these areas would be welcomed.
 - Opening Meter Read Window and Read Submission
 - Shipper Withdrawals (WAO file submission)

Proposed Process Changes / Impacts

- The following areas are not expect to be impacted and will continue to be accepted and process as normal:
 - Meter Point Creation
 - RGMA transactions (meter installs, etc.)
 - Non-Opening Read Submission
 - Meter Point Address Updates
 - MAM Updates

Governance Changes

- To support transition to the new switching regime the following governance codes will be the subject to change and/or transitional elements:
 - UNC / IGT UNC
 - REC
 - SPAA

Next Steps – Industry Engagement

- CSSC / Transition DSG Workgroups to discuss and agree details
 - Monthly sessions starting in February (date tbc)
- Workgroups to work through the wider Switching Programme requirements / artefacts
 - From April onwards

Next Steps – Switching Programme

- Next Switching Programme Cutover Working Group is on 3rd February
- The first draft of the Transition Plan/Runbook is in progress with a view for this to be approved by late March in time to feed into DMT Live Rehearsal
- DMT Live Rehearsal is the first point wherein the Transition Plan and scenarios will be tested
- This will be followed by a Transition Testing Phase from November 21 through to March 2022
- The actual Transition phase is planned to commence in March 2022, leading to Go-live in July/Aug 2022
- The Programme MAD log currently specifies a Go-live Range, not a date. A date will be agreed by Ofgem in January 2022 (from within this range)

xserve

AOB

