

Detailed Design Change Pack

Communication Detail

Comm Reference:	3248.2 – LO - PO
Comm Title:	XRN5556J - Contact Management Service (CMS) Rebuild – Delivery of Must Reads Process (MUR)
Comm Date:	15/01/2024

Change Representation

Action Required:	For representation
Close Out Date:	29/01/2024

Change Detail

Xoserve Reference Number:	XRN5556.J
Change Class:	Functional System
*ChMC Constituency Impacted:	Shipper All Classes Distribution Networks (DNs) Independent Gas Transporters <i>*Assumed impacted parties of the proposed change, all parties are encouraged to review</i>
Change Owner:	uklinkdelivery@xoserve.com
Background and Context:	<p>What is the CMS Rebuild? The current CMS system provides the ability for DSC Customers to query and update the data within their own portfolio. It is an ageing system that needs to be updated to cater for new ways of working and make it easier for customers to use. An extensive study was carried out with CMS users to understand their current pain points, requirements for a new version of CMS, and where possible business process improvements.</p> <p>CMS Rebuild Delivery CMS is being re-built using a family of methods and practices for flexible product delivery, called Agile. One of the key principles of this approach is to “satisfy the customer through early and continuous delivery of valuable solutions”.</p> <p>The project will develop and test small parts of the product every few weeks, which can then be demonstrated to users during the customer focus groups, allowing early and frequent feedback. These small deliveries will be grouped into releases and a change pack will be issued per release.</p> <p>Customer focus groups will continue the customer engagement and will allow users to feed into the delivery of the new solution and demo the latest developments. If you</p>

V1.0

*Assumed impacted parties of the proposed change, all parties are encouraged to review

would like to register for future sessions, please use this [link](#). All minutes from these sessions will be published on the [CMS Rebuild Page](#).

CMS Rebuild Version 1 was launched in October 2022 with the Shipper Raised Meter Number Creation (MNC) and the Supplier Theft of Gas (SUT) processes.

CMS Rebuild Version 1.1 was launched in December 2022 with the Duplicate (DUP) and Set to Ex (STE) processes.

CMS Rebuild Version 1.2 was deployed in August 2023 alongside V1.4 and this contained the ability to bulk upload contacts via the new Bulk Contact Logging file (BCL)

CMS Rebuild Version 1.3 was launched in April 2023 with the Isolation (ISO) and Dead to Live (DTL) processes.

CMS Rebuild Version 1.4 was launched in August 2023 with the Address Amendments (ADD) and Distribution Network raised MNumber Creation (DMN) processes.

CMS Rebuild Version 1.5 was launched in November 2023 with Request for Financial Adjustment (RFA) and Consumption Dispute Query (CDQ) processes.

CMS Rebuild Version 1.6 Contained Theft of Gas (TOG) and New MPRN Creation (FOM) and this was launched in November 2023

CMS Rebuild Version 1.7 will contain the new processes Known Meter Issue (KMI) and Shipper Agreed Reads (SAR) which are linked to XRN5604 and XRN5605 this is due to be launched on 24 February 2024. Please note change packs for this version can be found under XRN5604 and XRN5605.

CMS Rebuild Version 1.8 Scope

In consultation with the customer focus group, it is proposed that the following process will be delivered in version 1.7:

1. Must Reads (MUR)

This change pack will cover the changes for the Must Reads Process.

Change Impact Assessment Dashboard

Functional:	The existing Must Reads (MUR) processes will be moved to the new version of Contact Management Service (CMS).
Non-Functional:	N/A
Application:	New Contact Management Service (CMS)
User(s):	Distribution Networks (DNs) Independent Gas Transporters (IGTs)

V1.0

*Assumed impacted parties of the proposed change, all parties are encouraged to review

	Shipper All Classes
Documentation:	None
Other:	None

Files				
File	Parent Record	Record	Data Attribute	Hierarchy or Format Agreed
None	None	None	None	None

Change Design Description

Must Read (MUR) Process Overview:

Where a Shipper has failed its UNC obligation to provide a cyclic read for Supply Meter Point, The Transporters (Distribution Network/IGT) are obliged to procure a read on behalf of the Shipper at a cost to the Shipper, known as a Must Read. This process notifies relevant parties when a Must Read is triggered, facilitates the procurement of the read by the Transporter and invoices relevant charges to the Shipper (Distribution Networks only)

Reason for Change:

Resolve pain points identified within the current process, including:

The existing version of CMS doesn't have functionality to:

- Allow stakeholders (DN, IGT, or Meter Read Agencies) to download the Must Read reports multiple times
- Update the Must Read reports on a daily basis
- The contact detail is not updated with UKLink updates e.g. where there has been a change to the meter status or meter point status
- Offline reporting has to be issued to stakeholders to provide understanding of outcomes of resolved contacts and to support invoicing activities

In the first scenario, once any of the Must Read reports are downloaded from the legacy CMS UI, the option to download again is not available until either a new generation of contacts the next month (MJO report), following new contacts moving to the rejected (RJO report), or following new contacts moving to the Level 3 process (LTO report). If these downloaded reports are lost or mis-placed the same information is unavailable meaning some contacts may not be investigated or reads procured.

In the second and third scenarios, once any of the reports are downloaded, if there is any change any of the supply meter points this is not made clear to the stakeholder as the information is still relevant only to the date that it is first downloaded. As a result, there may be attempts made to procure reads where the meter has been removed or a read is no longer necessary as it has been loaded via RGMA processes.

In the fourth scenario, stakeholders aren't notified of the outcomes of any resolved contacts making invoicing of customers (IGTs) or the reviewing of supplier invoices (DNs) challenging.

New Process:

The new business process for the Must Read (MUR) process can be found here:



MUR.pdf

- All reports can be downloaded as many times as required
- Reports and the contact detail page will be updated with any recent UKLink activity, such as meter status change or meter status change
- Contact detail information is available and visible to all relevant stakeholders for each MUR contact
- Each stakeholder has a new individual Must Read page within the CMS UI which displays the lists of contacts, the most recent updates, and the ability to view the contact detail
- A new and improved file formatting tool, the tool used to convert must read visit information into the required format, will be available to download at any time from the CMS UI
- An individual report is available to download from the CMS UI for each stakeholder detailing the outcomes of all resolved MUR contacts
- Where the meter issue flag is added to or removed from an SMP using the Known Meter Issue (KMI) contact, this detail will be updated in the MUR contact detail and visible in the downloaded reports

A training guide will be provided in line with the release for the new MUR process, along with standard help and FAQs that will be published on the CMS Webpage.

The new version of CMS will make system/process improvements to increase transparency, reduce customer effort, increase collaboration, and remove barriers to the investigation and resolution of the contact with the introduction of the following functionality:

- **Transparency:** The full history of a contact can be seen within one screen, including Current Status, latest responses from MRAs, IGTs, or DNs
- **Transparency:** The detail (where relevant) of the contact can be viewed by all stakeholders involved in the contact
- **Reduction of customer effort:** Any wasted effort will be reduced through the daily updating of supply meter point information
- **Reduction of customer effort:** The size of the backlog will be reduced through the improved file tracking functionality making the outcome of any site visit provided immediately visible

Transition:

A cut-off date will be communicated in Change Management Committee (ChMC), Contract Management Committee (CoMC) and through email communications where MUR MPRN Contacts should no longer be actioned via the legacy version of CMS, and instead investigated and actioned in the new version of CMS.

Associated Changes

Associated Change(s) and Title(s):	XRN5556 CMS Rebuild
------------------------------------	-------------------------------------

DSG

Target DSG discussion date:	
Any further information:	To discuss any comments provided from the Detailed Design Change Pack representations.”

Implementation

Target Release:	04/03/2024
Status:	Approved

Industry Response Detailed Design Review

Change Representation

(To be completed by User and returned for response)

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

User Contact Details:	Organisation:	Indigo Pipelines Limited
	Name:	Cher Harris
	Email:	Cher.harris@sse.com
	Telephone:	07747559101
Customer decision on Change Pack:	defer	
Representation Publication:	Publish	
Representation Comments:	further detail is required. You mention a 'new and improved file formatting tool' but it is essential that we continue to download the MJO file in the existing file format (we do the reformatting in our own system). likewise we wish to continue uploading the obtained readings via the existing MJI file format. we require more transparency around file format impacts, as previous CMS Rebuild implementations have changed file formats without adequate communication.	

Xoserve' s Response

Xoserve Response to Organisations Comments:	<p>DSC Customers within the February Change Pack for information purposes. Alongside this, we will be actively engaging with IGT, DN and MRA customers to ensure all parties are able to integrate with the proposed Must Read solution from March 2024 with minimal impacts. To do this we have planned dedicated onboarding workshops and developed multiple workaround options to support customers for a period of six months to accommodate any potential changes that they may need to make to their internal processes.</p> <p>Thanks again for your feedback and we trust that this response provides the necessary assurances you require.</p>
---	---

Please send the completed representation response to uklink@xoserve.com

V1.0

*Assumed impacted parties of the proposed change, all parties are encouraged to review

Change Representation

(To be completed by User and returned for response)

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

User Contact Details:	Organisation:	BUS
	Name:	Lee Greenwood
	Email:	lee.greenwood@britishgas.co.uk
	Telephone:	07557612456
Customer decision on Change Pack:	approved	
Representation Publication:	Publish	
Representation Comments:	We are implementing process updates, not system changes. We have raised questions on the detailed design to clarify points, and we are content to have these questions fed back through the CMS rebuild team. These changes will not impact the delivery of the change. We have also requested a full list of CMS users to ensure that everyone is briefed on the changes, and we are happy to receive this information from the CMS rebuild team	

Xoserve' s Response

Please send the completed representation response to uklink@xoserve.com

Change Management Committee Outcome

Change Status:	<input type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input checked="" 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]	
Date Issued:	15/01/2024		
Comms Ref(s):	3248.2- LO - PO		
Number of Responses:	2		
Solution Voting:	<input checked="" type="checkbox"/> Shipper	Please select.	
	<input type="checkbox"/> National Grid Transmission	Please select.	
	<input checked="" type="checkbox"/> Distribution Network Operator	Please select.	
	<input checked="" type="checkbox"/> IGT	Please select.	
Meeting Date:	07/02/2024		
Release Date:	Release: Adhoc proposed 04/03/2024		

Please send the completed representation response to uklink@xserve.com

Version Control

Document

Version	Status	Date	Author(s)	Remarks
0.1	Initial Draft	12/01/24	Richard Cresswell / Jo Williams	Initial Draft
1.0	Final Version	12/01/24	Jo Williams	To be presented at ChMC
1.1	Deferred	08/02/2024	Rachel Taggart	CPk deferred to eChMC meeting on 20/02/24 with a new CP going ut for clarification

V1.0

*Assumed impacted parties of the proposed change, all parties are encouraged to review