

Switching Programme Change Request Form



Ofgem use only:

Change request No.	CR-E01	Current CR version:	V1.0
Change request status:	Decision Made	Version date:	31/07/18
Change Window:	Window 1		

Please submit this completed form to the Ofgem Switching Programme PMO Team
(SwitchingPMO@ofgem.gov.uk)

Change Requestor's details – Change Requestor to complete

Organisation: Xoserve

Please note that by default we will include the name and organisation of the Change Requestor in Switching Programme's published Change Log. If you do not wish to be identified please tick this box ☐

Change Title – Change Requestor to complete

Gate Closure for Change of Shipper Registration Event

Change summary – Change Requestor to complete

Within the CSS process models, there is a process that allows the registered Supplier to submit a change of Shipper registration event outside of a switch request. Currently within UK Link all updates to meter point registration ownership are received via a Shipper as UK Link interfaces directly with Shippers as per the rules defined in UNC. From a UK Link perspective a Supplier request to change the registered Shipper is a brand new process, therefore we are requesting that these updates are received as part of the Gate Closure Secured registration synchronisation notifications

This would also require gas suppliers to ensure that any change of shipper notification was provided to CSS in advance of the 5pm cut-off time for shipper changes going live for the start of the following gas day, therefore the effective date proved for the request by the supplier needs to be considerate of this and reflect 00:00:00 of the next calendar day.

An amendment is required to the Shipper registration event process - 2.20 Registration Event - (where it is unrelated to a Supplier registration request) to incorporate a 5pm cut-off / gate closure time in line with the process for Supplier registrations.

In addition all Shipper and Supplier portfolio updates must be included as part of the gate closure Gas Registration synchronisation messages received by UK Link on D-1 of the effective date.

It is critical that all Gemini Shipper portfolio moves are received and processed in conjunction with all other CSS Supplier registrations received as part of the Gate Closure Secured registration synchronisation notifications and switches to ensure the accurate Shipper portfolio position is recorded for the start of each gas day for the correct allocation areas. Please note that for small supply meter points (where the meter point AQ is below 72,300 kWh) an aggregated portfolio position is required in Gemini.

Justification for change – Change Requestor to complete
<p>Both UK Link and Gemini systems are dependent on the correct Shipper portfolio information being recorded due to all key processes being Shipper orientated, as a result amendments to a Shipper's portfolio are handled with a greater priority than a Supplier portfolio change.</p> <p>This change is required to ensure the correct Shipper portfolios are held in Gemini at the start of the gas day. Any failure to record the switch/registration event in Gemini would lead to incorrect energy balancing, gas capacity and UIG charges being levied against an incorrect Shipper (i.e. the losing Shipper), this registration anomaly would not self-correct over time.</p> <p>If this change is not implemented this has the potential for the gas day position to be incorrect which in turn would impact downstream gas process such as UIG smear for the gas day across all shipper organisations. For instance if this related to a large commercial site the portion of the incorrect charges issued to the wrong shipper could be substantial, for which there is no current reconciliation process in place to rectify.</p>

Requested Decision Timing – Change Requestor to complete
<p>This needs to be agreed and included within the CSS design in order to ensure the correct consequential design and impacts for both UK Link and Gemini are catered for, therefore we would ask for this CR to be considered as a priority.</p>

Programme Products affected by proposed change – Change Requestor to complete
<p>This change will have a direct impact on the following products:</p> <ul style="list-style-type: none"> • D-4.1.2 E2E Detailed Design Models (Abacus) – Switching Baseline v2 – 22nd June 2018 • D-4.2.1 CSS User Requirements Specification v2 – 22nd June 2018 • D-4.1.6 E2E Operational Choreography v2 - 22nd June 2018

Change Advisory Team (CAT) Lead:	Jenny Boothe (Ofgem Design workstream lead)
Contact details:	Email address: Jenny.Boothe@ofgem.gov.uk
PMO Lead:	Joe Karmali - Ofgem
Contact details:	Email address: joe.karmali@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)
<p>Please provide a summary of the initial assessment made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.</p>
<p>Change has a Design Impact? Yes; Jenny B to lead, and DCC needs to be involved to cover potential CSS impacts</p>
<p>Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA? Possibly; need to understand whether will it bring forward or lengthen the timelines in the Xoserve DBT plan. Xoserve to confirm this, Nicola G to be involved.</p>
<p>Alignment Impact and resource input required for IA?</p>

Yes; Andrew W to provide input.	
Commercial/Procurement Impact and resource input required for IA?	
Yes; Natasha S needs to be involved to cover impact on procurement requirements and inclusion in tender packs – any update to the identified products would need to be reflected in the PDD and CSS tender pack	
Regulatory Impact and resource input required for IA?	
Yes; this is covered in the REC Registration Schedule; Andrew W to provide input	
Security Impact and resource input required for IA?	
None identified at triage stage	
Confirm Programme Products impacted by the change request?	
Yes	
Major or Minor	Minor
Change Process Route	Urgent process
Change Window	Window 1
To be submitted to the Design Forum on:	Paper Date: 16th July 2018 Date of Design Forum: 23rd July 2018
Approval Authority:	Chair – Design Authority
Target Change Decision Date:	Design Authority meeting: 31 st July 2018
Checked for completeness by:	Date:
Switching PMO Manager, Ofgem	11/07/2018

Impact Assessment – Overall	
<p><i><Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.</i></p> <p><i>Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the business case, is there a clear cost benefit equation?></i></p> <p>From a Xoserve perspective this will protect the gas industry through ensuring the correct Shipper portfolios are held in Gemini at the start of the gas day. Any failure to record the switch/registration event in Gemini would lead to incorrect energy balancing, gas capacity and UIG charges being levied against an incorrect Shipper (i.e. the losing Shipper), this registration anomaly would not self-correct over time.</p> <p>In addition this change will remove the need to undertake additional complex consequential changes to both UK Link and Gemini systems.</p>	
Assessment completed By:	Date:
Xoserve	27/07/2018

Impact Assessment – Resource Effort
<p><i><Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme or within industry away from established plans.></i></p>

From a Xoserve perspective there will be no resource implications related to the implementation of this change.

DCC will bear the costs of making this change. Resources are available to do this work and the estimated effort involved to make these changes are listed below:

- Modification of one Business Rule in ABACUS and publish to website – 1 day FTE
- Incorporation of modified business rule into the URS and re-publish the URS - 1 day FTE
- Introduce description of new change of shipper process into Operational Choreography and re-publish the Operational Choreography – 2 days FTE

Assessment completed By:	Date:
Architecture Development Lead, DCC	27/07/2018

Impact Assessment – Programme OBC

<Insert/embed the assessment of impacts against the Programme's Outline Business Case (OBC), especially taking account of any costs and/or benefits to external parties.>

From a Xoserve perspective this change will help support the OBC as it will avoid misalignment of shipper portfolios and help protect the industry from incorrect charges being levied.

Assessment completed By:	Date:
Xoserve	27/07/2018

Impact Assessment – Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
Impact on Consumers		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	Xoserve – Green – Change does not impact the switch functionality
2 Speed for customers	Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.	Xoserve – Green – Change does not impact the switch timings
3 Customer Coverage	Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.	Xoserve – Green – Change does not impact the switch functionality

4 Switching Experience	Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.	Xoserve – Green – Change does not impact the switch functionality
Impact on Market Participants		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	Xoserve – Green – Change does not impact this area
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Xoserve – Green – Change does not impact this area
7 Design – robustness	The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers' and industry requirements. These arrangements should be secure and protect the privacy of personal data.	Xoserve – Green – Change does not impact this area
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Xoserve – Green – Change does not impact this area
Impact on Delivery, Costs and Risks		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	Xoserve – Green – Change does not impact this area
10 Implementation	The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.	Xoserve – Green – Change does not impact this area

Architectural Principle	Description	RAG Status & Summary
1 Secure by default & design	All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner	Xoserve – Green – Change does not impact this area
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Xoserve – Green – Change does not impact this area
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	Xoserve – Green – Change does not impact this area
4 One Architecture	One single definitive architecture prevails	Xoserve – Green – Change does not impact this area
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	Xoserve – Green – Change does not impact this area
6 Data is shared & accessible	Users have access to the data necessary to perform their duties; therefore, data is shared across enterprise functions and departments.	Xoserve – Green – Change does not impact this area
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	Xoserve – Green – Change does not impact this area
8 Requirements-based change	Only in response to business needs are changes to applications and technology made. E.g. only industry arrangements affecting switching will be impacted.	Xoserve – Green – Change does not impact this area

9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	Xoserve – Green – Change does not impact this area
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Summary: -

Assessment completed By:	Date:
Xoserve	27/07/2018

Impact Assessment – Programme Plan

<Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties' implementation activities or diversion of programme resources?>

This change will not impact the Programme plan as it is a minor change that is included in the specifications of the new CSS procurement prior to the DBT phase.

Assessment completed By: (Name & Role)	Date:
Switching Programme PMO Lead, Ofgem	27/07/2018

Impact Assessment – Security

<Insert/embed the assessment of impacts against the Programme's Security Strategy and baselined security products.>

No implications to security identified.

Assessment completed By: (Name & Role)	Date:
Switching Programme Security Lead, Ofgem	27/07/2018

Programme Recommendation

<Insert the Programme's recommendation for decision, note this could be a minded to decision in advance of Design Forum>

This CR should be approved to ensure the gas settlement processes are not compromised and minimise the risk of UIG costs being inappropriately levied.

Assessment completed By: (Name & Role)	Date:
Switching Programme Design	27/07/2018

Lead, Ofgem

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Next Steps

<If the change is approved, insert a summary of next steps including which products are to be updated as a result of this CR and details of any stakeholder engagement required>

DCC to update the relevant products and update the requirements within the URS

Change Request Decision

<Insert the decision of the Approval Authority together with any conditions of the approval>

Change Approved:	Yes
Decision maker: (Name & Role)	Date:
<i>Switching Programme Manager, Ofgem</i>	<i>31/07/2018</i>