Switching Programme
Change Request Form

ofgem | **Data Communications Company**

Ofgem use only:

Change request No.	CR-E02	**Current CR version:**	V1.0
Change request status:	Decision Made	**Version date:**	31/07/2018
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

RegistrationSync Interface Definition

Change summary – Change Requestor to complete

The RegistrationSync interface planned to be received and processed by UK Link for gas registration synchronisation updates (and MPRS for registration updates) is currently not aligned to the equivalent registration interface that is defined for the provisions of gas registration data in the central gas Data Enquiry System (GasRegistration interface). There are data elements contained within the GasRegistration interface, that synchronises the data with Data Enquiry, that are missing from the RegistrationSync which are required to be synchronised with UK Link, these are as follows:

- Domestic Indicator (defined in Abacus as Registration Request Domestic Indicator)
- Request Effective From Date (defined in Abacus as Registration Request Effective From Date)

This change is seeking to have these two data elements added into the RegistrationSync interface definition.

Justification for change – Change Requestor to complete

Domestic Indicator

Since 2001, gas suppliers have had a licence requirement (SLC17) to inform the relevant gas shipper on change of supplier whether the premises is a domestic or non-domestic premise, or where subsequently the premises changes from domestic to non-domestic or vice versa. Where the supplier for the premises is also the shipper it must inform the relevant gas transporter of this information. Currently, it is the shipper's responsibility to provide information on the Market Sector Code to the transporter when it submits a confirmation. UNC Modification 353 was implemented in November 2011 to make the provision and maintenance of the Market Sector Code a mandatory requirement for every gas supply meter point within the Supply Point Register (UK Link).

The majority of updates to the current Market Sector Codes are provided by Suppliers via their Shippers are part of the current Shipper confirmation process, there is no current validation

undertaken as to the accuracy of the information provided. As part of the implementation of the new Central Switching Service the current confirmation process is likely to be decommissioned.

As an equivalent data item (Domestic Indicator) is being provided by the energy supplier to the CSS as part of the new registration process, which is mastered by the CSS, and to ensure that there is consistency and reliability of this data item across industry systems it is recommended that the data is provided to by CSS as part of the registration synchronisation message.

The current Market Sector Code is required in UK Link to support key processes such as Failure to Supply Gas. Without this information being available within UK Link we would be unable to fulfil the GT obligations associated to this process. In addition this information is also provided to iGT to support the downstream processes at are dependant of this data element, such as their charge calculation under the RPC arrangements.

Request Effective From Date

It is currently assumed that the Registration Request Effective From Date is related to the proposed effective date of any changes outside of a registration/switch and the Registration Effective From Date value is the supplier registration/switch effective date. Both of these values are proposed to be synchronised to Data Enquiry but only the Registration Effective From Date is present in the interface design for synchronisation to UK Link.

One of the key updates (registration events) that happens outside of the switch process is a change of shipper event.As a result this data element is required to form the basis of the effective start date of the Shipper's registration period in UK Link and therefore used as the driver to update the Shipper's portfolio position in Gemini. Without the correct start date being held all downstream UK Link and Gemini process will be at risk of using the start date for the Shipper's registration period.

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

Programme Products affected by proposed change – **Change Requestor to complete**
This change will have a direct impact on the following products: • D-4.1.2 E2E Detailed Design Models (Abacus) – Switching Baseline 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)
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.
Design Impact and resource input required for IA?   Yes; Jenny B to lead, DCC need to be involved. There is further, related work being considered by DCC that this CR could be wrapped up into. DCC to provide summary of this work, including

timelines to inform next steps	

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?
No impact

Alignment Impact and resource input required for IA?
No impact

Commercial/Procurement Impact and resource input required for IA?
No impact

Regulatory Impact and resource input required for IA?
No impact

Change has a Security Impact?
No impact

Major or Minor Change?	Minor
Change Process Route	Urgent
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: 31st July 2018

Checked for completeness by: (Name & Role)	**Date:**
Joe Karmali Switching PMO Manager, Ofgem	11/07/18

Impact Assessment – Overall

<Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.

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?>

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. It will also ensure that gas transporters can continue to issue the correct failure to supply gas liability payments through the provision of the domestic indicator to UK Link.

In addition this change will remove the need to undertake additional complex consequential changes to both UK Link and Gemini systems.

Assessment completed By: (Name & Role)	**Date:**
Xoserve	*27/07/2018*

Impact Assessment – Resource Effort

<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.>

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

Modification of Interface Specification Contents for the RegistrationSync Interface Specification to include date elements Registration Event Domestic Premises Indicator and Registration Event Effective From Date in ABACUS and publish to website – 1.5 day FTE

Assessment completed By: (Name & Role)	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: (Name & Role)	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 this area
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 this area
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 this area

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 this area
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

Summary: -

Assessment completed By: (Name & Role)	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?>

The required changes are minimal and have no impact to the Programme timelines

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 impact on the security strategy 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>

Programme recommendation is to accept this CR

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

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 ABACUS model.

Change Request Decision

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

The DA approved this CR

Change Approved:	Yes
Decision maker: (Name & Role)	Date:
Switching Programme Manager	*31/07/2018*