

Switching Programme Change Request Form



Ofgem use only:

Change request No.	CR-E09	Current CR version:	0.2
Change request status:	Approved	Version date:	30/11/2018
Change Window:	9		

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

Change Requestor's details – Change Requestor to complete

Name: Jenny Boothe/Kate Goodman

Organisation: DCC Switching Programme

Email address: jenny.boothe@ofgem.gov.uk / kate.goodman@smartdcc.co.uk

Telephone number: 020 3263 9818 / 07342 975 140

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

Forced registrations cannot be withdrawn

Change summary – Change Requestor to complete

Background

Forced registrations are a gas concept that will enable the Gas Transporter to appoint a supplier to a new RMP if the supplier has not registered it in a timely fashion. There are three circumstances where Xoserve, on behalf of the GTs will undertake forced registrations: :

1) To comply with Gas Safety Regulation.

GTs visit sites where a meter has been removed after 9 months to check if gas is still flowing. Where they find the meter is still there or a new one has been fitted, they inform the shipper and tell them to confirm the site. If the shipper does not confirm the site, Xoserve does this at the request of the GT. There have been 3,800 forced registrations Jan to Aug 2018

2) IGT auto confirmation

Where a shipper is linked to a new connection on an IGT site, this information is notified by the IGT to Xoserve. If a meter, installer notifies Xoserve that a meter has been fitted then Xoserve will tell the recorded shipper to confirm the site. A shipper has 15WD to do so or Xoserve will register the site on their behalf. This is a new process introduced by Project Nexus. There were 6,400 forced registration Jan to Aug 2018.

3) UNC431 Reconciliation

Shippers provide MPRN data to Xoserve on yearly basis for a reconciliation. The first reconciliation run took place in June 2018, which resulted in 2,600 forced registrations.

Note that this CR is related to CR E08, which institutes an automated interface for forced registrations.

Summary

The current behaviour is that once a forced registration has been submitted to CSS and passes validation, it may be withdrawn by the associated supplier. This gives the supplier who is already in breach of SLAs with regard to registration of a new supply a facility, which it could possibly use to stop the forced registration.

The change required is that CSS:

- records that a registration is either a forced registration (CSS operator-submitted or UK Link-submitted) or a normal registration submitted by a supplier
- carries out an additional piece of validation upon receipt of a withdrawal request – that the withdrawal fails if the registration is a forced registration.

5 approach is not required for the electricity market.

Justification for change – Change Requestor to complete

To stop the supplier from subverting the forced registration process.

Requested Decision Timing – Change Requestor to complete

Before the design enters into the procurement Best-And-Final-Offer (BAFO) stage, because any vendor participating in BAFO will be required to include this in its solution.

Programme Products affected by proposed change – Change Requestor to complete

D-4.1.2 E2E Detailed Design Models V2.0 22nd June 2018
D-4.1.3 E2E Data Architecture and Data Governance V2.0 22nd June 2018
D-4.1.5 E2E Solution Architecture V2.0 22nd June 2018
D-4.2.1 CSS User Requirements Specification V2.0 22nd June 2018

Change Advisory Team (CAT) Lead:	Jenny Boothe
Contact details:	jenny.boothe@ofgem.gov.uk
PMO Lead:	Sharina Begum - Ofgem
Contact details:	sharina.begum@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)

Change has a Design Impact?
Yes. New business rules and functionality need to be applied to the Registration Service provider to prevent a (force registration) supplier from cancelling the registration

Name: Jenny Boothe

Date: 05/10/18

Role: Design Lead

Change has an Implementation Impact (including Programme Plan)?

<Would the change impact programme timelines, procurement process, and other parties implementation activity?>

Impact should be minimal as this change will be part of the design baseline.	
Name: Jenny Boothe	Date: 05/10/18
Role: Design Lead	
Change has an Alignment Impact?	
No	
Name: Jenny Boothe	Date: 05/10/18
Role: Design Lead	
Change has a Commercial/Procurement Impact?	
Limited as will be incorporated into the design prior to DBT	
Name: Jenny Boothe	Date: 05/10/18
Role: Design Lead	
Change has a Regulatory Impact?	
None	
Name:	Date:
Role:	
Change has a Security Impact?	
None	
Name:	Date:
Role:	
Change IA Effort	Minor
Change Process Route	Full
Change Window	6
To be submitted to the Design Forum on:	24 September 2018 01 October 2018
Approval Authority:	Programme Manager (Chair DA)
Target Change Decision Date:	12 October 2018
Checked for completeness by: (Name & Role)	Date:
Sharina Begum Switching PMO Manager, Ofgem	05/10/18

Impact Assessment – Overall	
<p><Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.</p> <p>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?></p> <p>AS FOR CR 08</p>	
Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

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.>

AS FOR CR 08

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

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.>

AS FOR CR 08

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

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.	AS FOR CR 08
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.	AS FOR CR 08
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.	AS FOR CR 08
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.	AS FOR CR 08
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.	AS FOR CR 08
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	AS FOR CR 08
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.	AS FOR CR 08
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	AS FOR CR 08
Impact on Delivery, Costs and Risks		
9 Solution cost/benefit	The new arrangements should be designed and implemented to maximise the net benefits for customers.	AS FOR CR 08
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.	AS FOR CR 08

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	AS FOR CR 08
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	AS FOR CR 08
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	AS FOR CR 08
4 One Architecture	One single definitive architecture prevails	AS FOR CR 08
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	AS FOR CR 08
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.	AS FOR CR 08
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	AS FOR CR 08
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.	AS FOR CR 08
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	AS FOR CR 08

Summary: -

Assessment completed By: (Name & Role)	Date:
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Jenny Boothe	05/10/18
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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?>

AS FOR CR 08

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Impact Assessment – Security

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

AS FOR CR 08

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

Programme Recommendation

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

Approve

Assessment completed By: (Name & Role)	Date:
Jenny Boothe	05/10/18

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>

Note on approach taken:

The changes requested in this CR were implemented as part of CR-E08. For a full list of products that were impacted, and the approach taken, please refer to the Change Request Form for CR-E08.

Change Request Decision

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

Change Approved:	Yes/No
Decision maker: (Name & Role)	Date:
Arik Dondi	27/09/18