Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details

Name: Elisabeth Rekker on behalf of the Faster Switching Expert Group (FSEG)

Organisation: Gemserv

Email address: FSEG@gemserv.com

Telephone number:

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

Primary Meter Asset Indicator

Change Summary

---Change Request update 17/05/2019---

As of the writing of this Change Request it is assumed the design changes pose no impact to Gas Systems.

---End Change Request update 17/05/2019---

---Change Request update 03/04/2019---

Since this CR was approved at DA, further information has been provided to provide clarity around how each product will be changed to achieve the outcome of the CR. This information can be found in the "Programme Products affected by this change" section.

---End Change Request update 03/04/2019---

The Switching Suite of documents (D-4.2.1 CSS User Requirements Specification, 2.13) does not clearly articulate the policy behind the need for the Primary Asset Indicator and therefore what can be determined from its population and therefore how it is to be used and interpreted.

The Primary Asset Indicator allows a single asset to be designated, at a Metering Point within the Meter Point Administration Service (MPAS) and at a Supply Meter Point within UK Link, that is owned by a known Meter Asset Provider (MAP). This singular Meter Asset Provider for each Metering Point / Supply Meter Point is passed to CSS as a "RMP Primary Asset Ownership Event".

Upon receipt of a message on the MeteringPointSync interface or on the SupplyMeterPointSync interface containing information about an RMP Event, CSS shall create, update or delete the RMP Event related to Primary Asset Ownership

In the current design, notifications from CSS during the switching process will only be directed to the single MAP identified by the "RMP Primary Asset Ownership Event" for each Metering Point

or Supply Meter Point. This is based on the assumption that the number of Metering Points or Supply Meter Points with more than one asset associated with a MPxN is negligible.

An extract from ECOES indicates that in the electricity market there are 93,771MPANs with more than one Meter Serial Number (MSN) associated to it. Some 96% of these MPANs have two or three MSNs associated and 10,405 MPANs have asset associated to more than one MAP.

This change proposes that an RMP Event is passed from MPAS or UK Link to CSS corresponding to every asset present at a Metering Point or Supply Meter Point.

ECOES currently holds data on which MPAN is associated to which MAP. In Gas this is information is held in UK Link.

When this change is progressed, MPAS and UK Link will be adapted to share all MAP data with CSS and send an update to CSS whenever this information changes. The CSS will be able to send a notification of Change of Supplier to all MAPs associated to an MPxN.

MAPs hold information on which of their assets are installed at a meter point associated to an MPxN and are able to derive this from the MPxN provided through CSS.

The Primary Asset Indicator can thereby be removed from the ABACUS E2E Logical Data Model, Source Reference 2.13 and the name of the "RMP Primary Asset Ownership Event" changed to "RMP Asset Ownership Event". In so doing each and every MAP will be notified by CSS at switch whether there is one of multiple assets present at a Metering Point or Supply Meter Point.

Change considerations & viewpoint	
Please provide your considerations and views on change using information available to you and stakeholders you have engaged.	
Priority assessment for Change Request An important change; its absence would be very inconvenient, although a 'work-around' is possible	A suggested alternative solution was raised by FSEG to accommodate an arbitrary chosen primary asset and notification of the associated MAP. This would however mean that any secondary or tertiary MAP would not receive notification of a CoS event at their asset.
Base reason for Change Design - Additional requirements/functionality being addedd to the programme's scope	The change proposes to widen the scope of the function to include a notification to all MAPs associated to a MPxN.

Rating of Change implementation LOW - Minor consequence requiring some minor redesign or rework; Minor cost impact; Minor impact to schedule	The change means that the CSS functionality will have to be expanded to send a notification not just one, but to all MAPs associated with an MPxN. In either case the data will be derived from ECOES/MPAS and UK Link.
"Do nothing" implications	If the change is not accepted, this could result in asset rental charges not being invoiced at all, or considerably less efficient as not all MAPs would be notified of a CoS. In addition the change ensures parties automatically comply with Condition 50 Smart Metering – Continuation of Arrangements on Change of Supplier.
Potential stakeholders affected by the Change	MAPs Suppliers
Alternative sought to reduce negative impact	N/A
Identify any risks to the implementation of the Change	N/A
Specialists and/or stakeholders consulted	N/A

Change Justification

The proposed change allows Meter Asset Providers to receive notification at switch corresponding to all installed assets. It further complies with the underlying tenet of the Switching reforms in that CSS will house no asset data.

Meter Asset Providers (MAPs) will also continue to receive information regarding switches that impact their assets through existing industry processes and the information they receive will be improved by changing this indicator.

The change will allow MAPs to invoice more efficiently. If the change does not get approved, accuracy will reduce for MPANs with more than one asset.

Programme Products affected by proposed change

ABACUS E2E Logical Data Model, Source Reference 2.13

D-4.2.1 CSS User Requirements Specification v2.0

D-4.2.1 CSS User Requirement Specification – Functional Requirements Spreadsheet v2.0

D-4.2.1 CSS User Requirements Specification - CSS Logical Data Model v2.0

---Change Request update 03/04/2019---

D-4.1.2 Detailed Design Model (ABACUS)

1.7 Post Initial Registration Execution Administration reword descriptions to remove reference to primary asset map

2.12 Update MAP Details Following Replacement update process to recognise installs of additional assets on an existing MPxN, and removal of additional assets

D-4.1.3 Data Architecture & Data Governance

> **Switching CSS/E2E Logical Data Model:** Rename Object Class 'RMP Primary Asset Ownership Event' to 'RMP Asset Ownership Event'
>
> Rename Object Class 'RMP Primary Asset Ownership Event' to 'RMP Asset Ownership Event'
>
> **RECM_SN_CSS00400 - Metering Point RMP Event Synchronisation** /
>
> **RECM_SN_CSS01200 - Supply Meter Point RMP Event Synchronisation** - Rename data element 'RMP Primary Asset Ownership MAP Identifier' to 'RMP Asset Ownership MAP Identifier'
>
> REC_SN_CSS00300/REC_SN_CSS1100 – Removal of the data element 'RMP Primary Asset Ownership MAP identifier'
>
> Remove the data element 'Asset Deployment Primary Asset Indicator' from the Asset Deployment Object Class
>
> Add a 1:n relationship between the objects 'Meter Asset Provider' and 'RMP Asset Ownership Event'
>
> D-4.2.1 CSS User Requirement Specification – Functional Requirements Spreadsheet v2.1
>
> **FR1040 – RMP Event synchronisation** replace reference to Primary Asset Ownership
>
> **---End Change Request update 03/04/2019---**

Please submit this completed form to the Ofgem Switching Programme PMO Team (SwitchingPMO@ofgem.gov.uk) with the subject as the Change Request number.

Part B – For Ofgem Use Only

Change request No.	CR-E16	Date CR submitted	28/09/18
Change request status:	Approved	Current CR version:	V2.0
Change Window:	11	Version date:	24/05/2019

Change Advisory Team (CAT) Lead:	Jenny Boothe - Ofgem
Contact details:	Jenny.boothe@ofgem.gov.uk
PMO Lead:	James Hardy - Ofgem
Contact details:	James.hardy@ofgem.gov.uk

Please provide a summary of the initial assessment, detailing any changes made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.

Design & Data Impact and resource input required for IA?

This CR adds clarity to the design and is a minor change

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?

No implications for implementation as this change will be included in the baseline design

Alignment Impact and resource input required for IA?

None

Commercial/Procurement Impact and resource input required for IA?

None

Regulatory Impact and resource input required for IA?

None

Security Impact and resource input required for IA?

None

Confirm Programme Products impacted by the change request?

ABACUS E2E Logical Data Model, Source Reference V4.0

D-4.2.1 CSS User Requirements Specification v2.1

D-4.2.1 CSS User Requirement Specification – Functional Requirements Spreadsheet v2.1

D-4.2.1 CSS User Requirements Specification - CSS Logical Data Model v2.1

Major or Minor Change? Minor	[Assessment of effort to complete IA, FTE impact for implementation of change or assessment of consequential impacts]

Change Process Route	Standard (Full)
Change Window	11
To be submitted to the Design Forum on:	10/12/18 13/12/18
Approval Authority:	DA
Target Change Decision Date:	29/01/2019
Checked for completeness (Name & Role):	**Date:**
Jenny Boothe	18/01/2019

Green - Requestor to complete   **Orange** – Ofgem to complete   **Blue -** Impact Assessment Team to complete

The impacts of the CR can be broadly assorted in two categories; license conditions and financial consequences and invoicing.

1. Licence Conditions 50 Smart Metering

Condition 50 Smart Metering – Continuation of Arrangements on Change of Supplier of the standard conditions of electricity supply licence outlines a condition for licensees (the old Supplier) to send a notice of a Change of Supply to all Meter Asset Providers (MAPs) of all smart meters at a premises in cases where the New Supplier is not the MAP for all smart meters.

If the CSS automatically sends a notification of a Change of Supply to all relevant MAPs, as CR16 is proposing, this licence condition will be automatically fulfilled.

2. Financial consequences for MAPs

If MAPs do not get notified of a Change of Supply and the Old Supplier has not notified them, they unable to for invoice meter rental, as the Supplier is unknown. When all MAPs automatically receiving up to date information on Change of Supply, it is likely that invoicing can be undertaken more efficiently and

2.1. Assumptions

- Approximate rental revenue for a meter is £100 per annum.
- Average lifespan of a meter is 8 years.

2.2. Data

ECOES data indicates that there are 93,771 MPANs which have more than one MSN associated to it. Of these MPANs, some 11,356 MPANs have assets with two MAPs and 49 MPANs are associated with three MAPs. Total is 10,405 MPANs, associated to 11,454 MAPs other than the primary MAP. This is some 11% of all MPANs with more than one asset associated with it.

No. of MSNs	No. of MPANs	%
2	45067	48.06%
3	45452	48.47%
4	2332	2.49%
5-30	920	0.98%
Total	**93771**	**100%**

No. of MAPs	No. of MPANs	%
2	10356	99.53%
3	49	0.47%
Total	**10405**	**100.00%**

2.3. Calculations

The worst case scenario is that a supply gets switched the day after a meter installation. If there are multiple MAPs associated and the Supplier does not notify the MAP, this would mean the MAP would be unable to invoice the rental fee. If assuming the lifespan of the meter is 8 years, this would average to some £800 per installation which the MAP would be unable to invoice for.

If this were to happen for all MPANs with multiple MAPs associated, this could ultimately cause a revenue loss of £9,163,200 (11,454*£800) for MAPs.

Checked for completeness (Name & Role):	Date:
Elisabeth Rekker	14/12/2018

Impact Assessment – Industry cost
Not implementing the change could cause a revenue loss of rental charges of £9,163,200 for MAPs.

Checked for completeness (Name & Role):	
Jenny Boothe	Date: 18/01/2019

Impact Assessment – Resource Effort	
2 FTE for one day drafting the changed products plus 2 FTE for one day quality assurance and publication. This assumes that the change will be agreed with the CSSP and priced into the service contract	
Checked for completeness (Name & Role):	Date:
Jenny Boothe	18/01/2019

Impact Assessment – Programme	
None – change is minor	
Checked for completeness (Name & Role):	Date:
Jenny Booth	18/01/2019

Green - Requestor to complete   **Orange –** Ofgem to complete   **Blue -** Impact Assessment Team to complete

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.	N/A
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.	N/A
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.	N/A
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.	N/A
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.	N/A
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Ensures the relevant MAPs are notified of the CoS event
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.	Ensures the relevant MAPs are notified of the CoS event
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	N/A
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.	N/A – This change will have wider industry benefits by ensuring asset rental charges are allocated to the appropriate supplier in a timely fashion.

Green - Requestor to complete   **Orange** – Ofgem to complete   **Blue** - Impact Assessment Team to complete

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.	N/A

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

Summary: -

Checked for completeness (Name & Role):	Date:
Jenny Boothe	18/01/2019

Impact Assessment – Data cleansing / migration
No impact

Checked for completeness (Name & Role):	Date:
Jenny Boothe	18/01/2019

Impact Assessment – Programme Plan	
No impact	
Checked for completeness (Name & Role):	**Date:**
Jenny Boothe	18/01/2019

Impact Assessment – Security	
No Impact	
Checked for completeness (Name & Role):	**Date:**
Jenny Boothe	18/01/2019

Programme Recommendation	
Recommendation for Approval	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	24/05/2019

Change Request Decision	
Approved	
Changed Approved:	**Yes**
Decision Maker (Name & Role):	**Date:**
Arik Dondi	24/05/2019

Next Steps		
Post Approval process to update the following Artefacts ABACUS E2E Logical Data Model, Source Reference V4.0, D-4.2.1 CSS User Requirements Specification v2.1, D-4.2.1 CSS User Requirement Specification – Functional Requirements Spreadsheet v2.1, D-4.2.1 CSS User Requirements Specification - CSS Logical Data Model v2.1.		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:	DCC	
Ofgem review dates:		
Product approval to be completed by:	Ofgem	

Green - Requestor to complete   **Orange –** Ofgem to complete   **Blue -** Impact Assessment Team to complete