



DSC Change Proposal

Change Reference Number: XRN4686


Change Title	Smart Metering Report	
Date Raised	23/05/2018	
Sponsor Organisation	CNG	
Sponsor Name	Liam Percy	
Sponsor Contact Details	LPercy@cngltd.co.uk 01423 502554 / 07540768612	
CDSP Contact Name	Alison Cross	
CDSP Contact Details	Alison.Cross@xoserve.com 0121 623 2198	
Change Status	Proposal / With DSG / Out for Consultation / Voting / Approved or Rejected	
Section 1: Impacted Parties		
Customer Class(es)	Shipper	
Section 2: Proposed Change Solution / Final (redlined) Change		
<p>This change proposal is requesting a monthly report for the industry to show the churn of Smart Meters throughout the industry.</p> <p>This is requested anonymously at an aggregate level reflecting NS, SMET1 and SMET 2 installations broken down by domestic and I&C.</p> <p>The proposed headings are as follows, proposed to be broken down by individual NS, SMET1 and SMET2 reports:</p>		
Sum of Total Confirmations	Sum of Smart Confirmations	Smart Confirmations as % of All
<p>This builds on the work developed through modification 0632 which included a report 3 months following implementation however this endures and is monthly to all parties.</p> <p>Although the obligation to install Smart meters is a Supplier obligation this report is intended to inform Shipper Users of the number of Confirmations and the churn at a high level; and the updates to UK Link, therefore this is progressing through DSC Change Management procedures with no requirement for the change to be discussed at SPAA.</p>		
Proposed Release	Ad-hoc	
Proposed IA Period	10WD	
Section 3: Benefits and Justification		
<ul style="list-style-type: none">This supports the industry to ensure the figures reflected to BEIS are in line with those recorded on UK LinkEnsures Shippers are aware of volumes and how many installations are outstanding		
Section 4: Delivery Sub-Group (DSG) Recommendations		
<p>This was raised as an AOB at the meeting on 9th April no concerns or objections were raised. This will be discussed in more detail following the raising of this CP.</p>		
DSG Recommendation	Approve / Reject / Defer	
DSG Recommended	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY	



Release	
Section 5: DSC Consultation	
Issued	Yes / No (Solution Review)
Date(s) Issued	15/02/2019
Comms Ref(s)	2234.1 – RJ - ES
Number of Responses	5 (4 approve, 1 reject)
Section 6: Funding	
Funding Classes	<input type="checkbox"/> Shipper 100% = £XXXX.XX <input type="checkbox"/> National Grid Transmission 0% = £XXXX.XX <input type="checkbox"/> Distribution Network Operator and IGT 0% = £XXXX.XX Distribution Network Operator <input type="checkbox"/> iGT 0% = £XXXX.XX TOTAL = £XXXX.XX
Service Line(s)	Service Area 3 Record, submit data in compliance with UNC
ROM or funding details	
Funding Comments	To be 100% Shipper funded
Section 7: DSC Voting Outcome	
Solution Voting	<input type="checkbox"/> Shipper Reject <input type="checkbox"/> National Grid Transmission <input type="checkbox"/> Distribution Network Operator <input type="checkbox"/> iGT
Meeting Date	13/03/2019 / 10/04/2019
Release Date	None – rejected.
Overall Outcome	<p>13/03/2019 - ChMC agreed to defer the approval of the solution option and implementation approach for this change. Approval decision deferred to the April ChMC meeting. Npower raised some questions regarding the original justification of the change, the purpose of the reports and how customers will use them. Xoserve admitted that the value of the report is low, but will investigate the above questions before April's ChMC meeting.</p> <p>10/04/2019 – Rejected following DSG's recommendation to do so.</p>

Please send the completed forms to: box.xoserve.portfoliooffice@xoserve.com

Section C: DSC Change Proposal: DSG

Section C1: Delivery Sub-Group (DSG) Recommendations	
DSG Date	03/09/2018
DSG Summary	
<p>Richard Johnson (RJ) presented slides 18 to 19 to DSG. RJ mentioned that Rachel Hinsley presented this change to DSG at the last DSG meeting, and asked DSG to confirm any additional requirements at the next meeting. Action 0831 was raised for DSG to confirm any additional requirements.</p> <p>RJ asked DSG if there were any additional requirements; DSG did not confirm any additional requirements. Bryan Hale (BH) did ask a question regarding the driver of the change. RJ was unable to answer, but after the meeting spoke to Rachel about Bryan's question. Rachel confirmed that CNG requested this change so they could more effectively monitor smart meter installations.</p> <p>DSG Date: 17/12/2018</p> <p>Alison Cross presented the draft Report and presentation below and requested DSG to confirm happy with the layout – no comments, and where this should be published each month – Action open until 7th January but no feedback received.</p> <div style="text-align: center;">  <p>XRN4686 DSG 17th December 2018.pptx</p> </div> <p>DSG Date: 18/03/2019</p> <p>RJ stated that the change was raised by CGN and is associated with a MOD. ChMC, on 13th March 2019, asked if customers saw value in the reports and what they represent, following the completion of this change's solution review consultation period. PO confirmed that it is showing the churn of Smart Meters throughout the industry (per supplier)..</p> <p>Ely advised that she rejected the change as originally it had several data items which have been removed and now doesn't meet requirements. This is due to commercially sensitive material being removed.</p> <p>RJ opened it up to the members to see if anyone had any views. PO advised that the room had either no views or that had little benefit. RJ summarised that DSG have a view that the change is not beneficial and will go to ChMC next month to recommend that the change is rejected.</p>	
Capture Document / Requirements	N/A
DSG Recommendation	Approve / Reject / Defer N/A
DSG Recommended Release	Release X: Feb / Jun / Nov XX or Adhoc DD/MM/YYYY

Discussion

**Section D: DSC Change Proposal High Level
Solution Options**

Section D1: Solution Options

High Level summary options

Solution Option

Please see below the draft SMART metering report that has been produced with reference to the Change requirements with Section A of the Change Proposal (above) and has been approved by the Change Proposer (CNG).



Smart_Metering_Rep
ort latest 2 columns.x

The proposed solution is to produce this SMART Metering report on a monthly basis as a snapshot as soon as reasonably practicable and published on Xoserve.com in secure area of UK link documentation in a new folder (proposed Folder 34)

The cost for delivery of this change is £1000 - £1500

Please also note change in proposed Service Line and Funding arrangements to be as below:

Direct Service: Non-Code Service

Service Area 3 Record, submit data in compliance with UNC (100% Shipper funded)

And proposed Service Line:

Reference	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for delivery of service requirement	How service requirement delivered	Corresponding UNC requirement	Other corresponding requirement	Service volume constraints (none unless stated)	Performance standard	KPI category (1-4)	Corresponding obligation needed for delivery (Customer Responsibilities)
DS-NCS SA03-03	Provision of NS, SMETs 1 and SMETs 2 reporting in accordance with XRN 4686	Monthly	Published report in secure area of UK Link documentation	As soon as reasonably practicable	Published in secure area of UK Link documentation					n/a	

Implementation date for this solution option

Ad- Hoc
Change can be implemented once Change proposal/ BER has been approved for Delivery and funding by DSC Change Management

Xoserve preferred option; including rationale

Excel report as attached. Produced on a monthly basis and published in secured area of UK Link documentation on Xoserve.com



DSG preferred solution option; including rationale	No feedback received on proposed solution at DSG.
Consultation close out date	10 Working days – Friday 1 st March 2019

Section E: DSC Change Proposal: Industry Response Solution Options Review

User Name	Kirsty Dudley
User Contact Details	Kirsty.Dudley@eonenergy.com
Section E1: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
<p>We have no comments on the proposed formatting, we are happy to support this being issued in a minor release.</p> <p>It would be preferred to be issued as part of the Shipper Pack (even as a separate attachment) rather than another adhoc report, however, we are happy to go with the majority if a separate report is preferred.</p> <p>We recognise this is a 100% shipper funded.</p>	
Implementation date for this option	Approve
Xoserve preferred solution option	Approve
DSG preferred solution option	Approve
Publication of consultation response	Publish
Section E1: Xoserve's Response to Organisations Comments	Thank you for your comments. At Change Management Committee on 13 th March, we'll discuss the preferred approach for the publication of this report.

User Name	Eleanor Laurence
User Contact Details	Eleanor.laurence@edfenergy.com
Section E2: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
<p>Whilst cost of this change is minor, we cannot see any benefit in this report and therefore little value in creating it or in us contributing to the funding of this report.</p> <p>In regards to the original intent (ensuring that supplier is fulfilling their obligation to install Smart meters) this is something that Ofgem (who will enforce the obligation) already has visibility of through the reporting they receive from Suppliers.</p>	
Implementation date for this option	Reject
Xoserve preferred solution option	Reject
DSG preferred solution option	Reject
Publication of consultation response	Publish
Section E2: Xoserve's Response to Organisations Comments	Thank you for your representation for XRN4686 Smart Metering report. Your feedback will be presented at DSC Change Management committee as part of the approval decision to proceed into delivery.

User Name	npower
User Contact Details	Gas.codes@npower.com
Section E3: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
Support proposed solution	
Implementation date for this option	Approve
Xoserve preferred solution option	Approve
DSG preferred solution option	Approve
Publication of consultation response	Publish
Section E3: Xoserve's Response to Organisations Comments	Thank you for your comments.

User Name	Megan Coventry, on behalf of Southern Electric Gas Limited and SSE Energy Supply Limited
User Contact Details	Megan.coventry@sse.com/ 02392377738
Section E4: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
We support this change. The monthly Smart metering report will be useful. We envisage no impact or cost on our business.	
Implementation date for this option	Approve
Xoserve preferred solution option	Approve
DSG preferred solution option	N/A
Publication of consultation response	Publish
Section E4: Xoserve's Response to Organisations Comments	Thank you for your comments.

User Name	Centrica
User Contact Details	Kate Mulvany 07789 572 420 kate.mulvany@britishgas.co.uk
Section E5: Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	
<ol style="list-style-type: none"> 1. Please amend specific references to SMETS1 and 2, to a more generic term, such as 'SMETS1 or above'. This would future proof the requirements in case of SMETS3 or SMETS2b 2. Can the report be broken down by Supplier ID? 	
Implementation date for this option	Approve
Xoserve preferred solution option	Approve
DSG preferred solution option	Approve
Publication of consultation response	Publish
Section E5: Xoserve's Response to Organisations Comments	<p>Thank you for your comments. The original Change Proposal requested the report to be broken down into SMETS1 and SMETS2. This requirement was ratified at DSG when presented there last year. Once SMETS2b or SMETS3 smart meters are introduced it may require a change to the report criteria to pick these up regardless. In respect of Supplier ID it was agreed to keep the report anonymous to retain confidentiality of data being reported.</p>

Section F: DSC Change Proposal: Approved Solution Option

Section F1: Solution Option for XRN4686

No approved Solution Option

Implementation date

None

Rejected by

Change Management Committee

Date of rejection

10/04/2019

Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	29/03/18		
2	In Capture			
3	Solution Consultation Change Pack	06/02/19	Alison Cross	Added details of DSG discussions and sent out as Solution consultation Change Pack Feb 19
4	Reps Added	04/03/19	Richard Johnson	Reps added following Solution Review
5	Voting	15/03/19	Richard Johnson	Outcome from ChMC on 13 th March 2019 added
6	Rejected	12/04/19	Richard Johnson	Outcome from ChMC on 10 th April added.

Appendix 1

Change Prioritisation Variables

Xoserve uses the following variables set for each and every change within the Xoserve Change Register, to derive the indicative benefit prioritisation score, which will be used in conjunction with the perceived delivery effort to aid conversations at the DSC ChMC and DSC Delivery Sub Groups to prioritise changes into all future minor and major releases.

Change Driver Type	<input type="checkbox"/> CMA Order <input type="checkbox"/> MOD / Ofgem <input type="checkbox"/> EU Legislation <input type="checkbox"/> License Condition <input type="checkbox"/> BEIS <input checked="" type="checkbox"/> ChMC endorsed Change Proposal <input type="checkbox"/> SPAA Change Proposal <input type="checkbox"/> Additional or 3 rd Party Service Request <input type="checkbox"/> Other (please provide details below)
Please select the customer group(s) who would be impacted if the change is not delivered	<input checked="" type="checkbox"/> Shipper Impact <input type="checkbox"/> iGT Impact <input type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	
Associated MOD Number(s)	
Perceived delivery effort	<input checked="" type="checkbox"/> 0 – 30 <input type="checkbox"/> 30 – 60 <input type="checkbox"/> 60 – 100 <input type="checkbox"/> 100+ days
Does the project involve the processing of personal data? <i>'Any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier' – includes MPRNS.</i>	<input type="checkbox"/> Yes (If yes please answer the next question) <input checked="" type="checkbox"/> No
A Data Protection Impact Assessment (DPIA) will be required if the delivery of the change involves the processing of personal data in any of the following scenarios:	<input type="checkbox"/> New technology <input type="checkbox"/> Vulnerable customer data <input type="checkbox"/> Theft of Gas <input type="checkbox"/> Mass data <input type="checkbox"/> Xoserve employee data <input type="checkbox"/> Fundamental changes to Xoserve business <input type="checkbox"/> Other (please provide details below) <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Sally Hall) to complete the DPIA.</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input type="checkbox"/> Multiple Market Participants <input type="checkbox"/> Multiple Market Group <input type="checkbox"/> All industry UK Gas Market participants <input type="checkbox"/> Xoserve Only <input checked="" type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 18: Provision of User Reports and Information
Number of Service Areas Impacted	<input type="checkbox"/> All <input type="checkbox"/> Five to Twenty <input type="checkbox"/> Two to Five <input checked="" type="checkbox"/> One
Change Improvement Scale? <i>How much work would be reduced for the customer if the change is implemented?</i>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input type="checkbox"/> Customer(s) incurring financial loss <input type="checkbox"/> Customer Switching at risk	
Are any of the following required if the change is delivered?	
<input type="checkbox"/> Customer System Changes Required <input type="checkbox"/> Customer Testing Likely Required <input type="checkbox"/> Customer Training Required	
Known Impact to Systems / Processes	
Primary Application impacted	<input checked="" type="checkbox"/> BW <input type="checkbox"/> ISU <input type="checkbox"/> CMS <input type="checkbox"/> AMT <input type="checkbox"/> EFT <input type="checkbox"/> IX

	<input type="checkbox"/> Gemini <input type="checkbox"/> Birst <input type="checkbox"/> Other <i>(please provide details below)</i>
Business Process Impact	<input type="checkbox"/> AQ <input type="checkbox"/> SPA <input checked="" type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other <i>(please provide details below)</i>
Are there any known impacts to external services and/or systems as a result of delivery of this change?	<input checked="" type="checkbox"/> Yes <i>(please provide details below)</i> <input type="checkbox"/> No
Please select customer group(s) who would be impacted if the change is not delivered.	<input checked="" type="checkbox"/> Shipper impact <input type="checkbox"/> Network impact <input type="checkbox"/> iGT impact <input type="checkbox"/> Xoserve impact <input type="checkbox"/> National Grid Transmission Impact
Workaround currently in operation?	
Is there a Workaround in operation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes who is accountable for the workaround?	<input type="checkbox"/> Xoserve <input type="checkbox"/> External Customer <input type="checkbox"/> Both Xoserve and External Customer
What is the Frequency of the workaround?	
What is the lifespan for the workaround?	
What is the number of resource effort hours required to service workaround?	
What is the Complexity of the workaround?	<input type="checkbox"/> Low <i>(easy, repetitive, quick task, very little risk of human error)</i> <input type="checkbox"/> Medium <i>(moderate difficult, requires some form of offline calculation, possible risk of human error in determining outcome)</i> <input type="checkbox"/> High <i>(complicate task, time consuming, requires specialist resources, high risk of human error in determining outcome)</i>
Change Prioritisation Score	29%