

DSC Change Proposal Document

Customers to fill out all of the information in the sections coloured ■
 Xoserve to fill out all of the information in the sections coloured ■

A1: General Details

Change Reference:	5206		
Change Title:	TPI/PCW Access		
Date Raised:	08/07/2020		
Sponsor Representative Details:	Organisation:	ENGIE	
	Name:	David Madden	
	Email:	david.madden@engie.com	
	Telephone:	01132053157	
Xoserve Representative Details:	Name:	Simon Harris	
	Email:	simon.harris@xoserve.com	
	Telephone:	01212292642	
	Business Owner:		
Change Status:	<input type="checkbox"/> Proposal	<input type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Rejected

A2: Impacted Parties

Customer Class(es):	<input type="checkbox"/> Shipper	<input checked="" type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input type="checkbox"/> IGT
	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Other [Suppliers, End users.]
Justification for Customer Class(es) selection	Positive results with no direct impact as explained below.	

A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	<p>It's imperative that we improve the efficiency and accuracy of any supplier switch for the end customer, the supplier and ourselves. We currently contract over 3500 MPRN's per year, which has a contractual consumption of over 2.6 TWh's.</p> <p>The central problem is the avoidable excess costs and delays for customers, suppliers and TPIs due to lack of visibility of the switching process</p>
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Lack of transparency of the central data means that issues or objections with a transfer are often not noticed until too late which can result in transfer delays, customers paying penalties and /or out of contract rates or not getting the contract they signed up to. Suppliers lose out if they have purchased the energy and have to sell it back to the market or if there is a delay to their contract starting. To try and compensate for lack of transparency, NGP has to continually communicate with multiple suppliers and the end customers to try to find out if there are any problems and it's often difficult to ascertain what is going on in a timely manner. This is a drawn out inefficient process that causes long delays in identifying objections and causes an admin burden on all parties as well as a poor customer experience.

In many cases we rely on the end customers to provide us with information regarding meter transfers, a burden we would be able to reduce with direct access. This would be especially helpful to our many multi-site customers and provide a much better customer service and experience.

There are often cases where NGP are not notified of objections by suppliers until too late in the switching process which results further unnecessary urgent admin between NGP and the suppliers as NGP race to discover the issue and resolve it. This lack of visibility to objections increases the risk of a customer being on expensive out of contract rates. Access to XOSERVE would enable NGP to proactively check for objections independently without involving the suppliers or customers and would ensure a more accurate and more efficient process for all.

We have multiple examples of erroneous transfers which have gone undetected until after the transfer has happened. This again results in urgent admin needed between the suppliers and NGP and also causes further severe dissatisfaction from customers and excess cost.

The current transfer process is opaque and causes customer dissatisfaction and complaints with the switching process being perceived as difficult. This is something we want to address. Suppliers are focusing on improving live rates and onboarding customers more efficiently but the time it takes for a new supplier to identify an objection, communicate this with us and then us to raise the query with the end customer is extensive. This process further delays the transfer for all parties and causes problems across the marketplace.

Access to XOSERVE will allow us to proactively monitor and manage our portfolio and reduce the above issues substantially. As an example, since gaining access to ECOES, we have seen an improvement in our on time electricity go live rates of over 40% since implementing our process of cross referencing ECOES directly instead of relying of third parties to provide us with information. This access has allowed us to substantially improve the electricity industry switching process. With access to XOSERVE we can do the same for the gas market and we'll be able to support suppliers with onboarding acquisition meters and end users to experience a much more efficient and cost effective transfer process.

	<p>Cannot provide automated online cost comparison service without access to AQ's.</p> <p>Our unique market leading cost comparison switching site Business Energy Quotes provides electricity quotes based on consumption derived from Electralinks thus avoiding customers having to find consumption data themselves. Customers are demanding we provide the same process for gas meters but we can't do this without XOSERVE access.</p> <p>Accuracy of gas consumption estimates</p> <p>Without XOSERVE we rely on gas consumption data from past bills which is time consuming for the customer and NGP and may introduce inaccuracies due to human error.</p>	
Change Description:	To be granted access to non-domestic data via the DES and API.	
Proposed Release:	ASAP	
Proposed Consultation Period:	<input checked="" type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input type="checkbox"/> Other [Specify here]

A4: Benefits and Justification

Benefit Description:	<p>1. In a similar manner to the improvements we've made given access to ECOES, the ability to actively manage our gas portfolio via the transparency of using XOSERVE will greatly reduce the incidences of:</p> <ul style="list-style-type: none"> (i) Switching delays, (ii) Avoidable out of contract costs and / or penalties incurred by our customers, (iii) Excess costs to suppliers if gas has to be sold back to the market or if a contract start date is delayed (iv) Improved go live rates for suppliers <p>2. Streamlined and efficient communication of the switching process saving time for customers, suppliers and NGP as NGP reduce the need for labour intensive information gathering from customers and suppliers.</p> <p>3. Suppliers will see improved go live rates</p> <p>4. Much improved customer satisfaction with regard to the switching process. Increased switching speed and accuracy and reduced level of complaints</p> <p>5. Confirm MPRN AQ's enabling us to provide our automated online commercial price comparison service (Business Energy Quotes) to gas or dual fuel customers and making switching easier and quicker and comparable to the enhanced service enjoyed by our electricity customers</p> <p>6. Improvement in gas consumption accuracy for NGP and suppliers when securing acquisition contracts by having access to historic consumption data.</p> <p>Experience of access to ECOES:</p>
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	<p>The go live rate for our electricity supplies has been greatly improved by having ECOES access and has reduced customer issues immeasurably resulting in cost and efficiency savings for end users and suppliers.</p> <p>We have particularly seen a dramatic increase of power meters on boarding on time since our ECOES access has been approved and implemented as part of our process. Customer complaints are also much reduced</p> <p>We have been categorised as a low risk user by ECOES/GEMSERV after being subjected to their extensive compliance checks to ensure the safety of the data available via the platform. I trust this independent assessment goes some way to reassure you that we request this data understanding the magnitude of its sensitivity and our capability to meet any level of scrutiny you see fit. We work to IS)27001 data security standard. All data is handled with explicit customer consent amongst other checks and protocols, including but not limited to:</p> <p>Screenshot ability is disabled for all ECOES approved users (except developers and directors).</p> <p>Screen monitoring is set up in order to review how data is viewed by individuals.</p> <p>Printing ability is disabled unless redirected via manager for ECOES approved users (except developers and directors).</p> <p>ECOES users must ensure an in date letter of authority provided by the customer has been signed prior to data search.</p> <p>Scanning is only available to authorised individuals.</p> <p>Ban on personal devices.</p> <p>Ban on any paper removal from the office.</p> <p>All e-mail's, incoming and outgoing, are duplicated and archived for integrity and compliance purposes and tamper prevention as well as dip checks for appropriate use only.</p> <p><i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i></p>
Benefit Realisation:	<p>Immediately.</p> <p><i>When are the benefits of the change likely to be realised?</i></p>
Benefit Dependencies:	<p>Not Applicable</p> <p><i>Please detail any dependencies that would be outside the scope of the change, this could be reliance on another delivery, reliance on some other event that the projects has not got direct control of.</i></p>

A5: Final Delivery Sub-Group (DSG) Recommendations – Removed

(see Section C for DSG recommendations)

A6: Service Lines and Funding

Service Line(s) Impacted - New or existing	Service Area 24 - Additional Service Request or Third Party Request		
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Impacts on UK Link Manual/ Data Permissions Matrix			
Level of Impact	Major/ Minor/ Unclear/ None		
If None please give justification			
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input checked="" type="checkbox"/> Shipper	100 %	XX %
	<input type="checkbox"/> National Grid Transmission	XX %	XX %
	<input type="checkbox"/> Distribution Network Operator	XX %	XX %
	<input type="checkbox"/> IGT	XX %	XX %
	<input type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:			
Funding Comments:			

A7: ChMC Recommendation – Initial Review

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
DSC Consultation Issue:	<input type="checkbox"/> Yes		<input checked="" type="checkbox"/> No

A7: ChMC Recommendation – Solution Review

Change Status:	<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Reject	<input type="checkbox"/> Defer
Industry Consultation:	<input checked="" type="checkbox"/> 10 Working Days		<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days		<input type="checkbox"/> Other [Specify Here]
DSC Consultation Issue:	<input type="checkbox"/> Yes		<input type="checkbox"/> No
Date Issued:	16/11/2020		
Comms Ref(s):	2718.4 - RT - PO		

Number of Responses:	3 Approval responses
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A8: DSC Voting Outcome – Solution Review

Solution Voting:	<input checked="" type="checkbox"/> Shipper	Approve
	<input type="checkbox"/> National Grid Transmission	Please select.
	<input type="checkbox"/> Distribution Network Operator	Please select.
	<input type="checkbox"/> IGT	Please select.
Meeting Date:	09/12/2020.	
Release Date:	Release: Adhoc TBC	

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

Section D: High Level Solution Options

D1: Solution Options

Solution Option Summary:	<p>XRN5206 “TPI & PCW Access” Change Proposal can be accessed here. It is thought that the details contained within this Change Pack covers part of the original request. Options surrounding the additional requirements will be looked at separately, potentially in a Part B of XRN5206, but this is yet to be formally agreed.</p> <p><u>Background</u></p> <p>In 2016, the Competitions and Markets Authority instructed that data should be provided to Price Comparison Websites (PCW) / Third Party Intermediaries (TPI) to help facilitate faster and more reliable switching for end consumers. As a result, Modifications 0593V and IGT095VV “Provision of access to Domestic Consumer data for Price Comparison Websites and Third Party Intermediaries” were raised to the UNC and IGT UNC, respectively. The CDSP developed (via Joint MIS Development Group (JMDG)) a twin fuel [Supply Point Switching] API as a commercial service to PCW/TPI.</p> <p>Following on from this a number of PCW/TPIs have requested access to non-domestic data as some do not work solely within the</p>
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domestic area, and many TPIs are focused exclusively on non-domestic consumers. Allowing these parties access to non-domestic would benefit non-domestic consumers as envisaged by the CMA order.

This is expected to also reduce the fees incurred by suppliers and customers as a result of failed/delayed transfers by allowing for accurate online gas quotations for commercial customers using actual industry data, improving market competition and decreasing time customers spend searching for pricing.

Governance Procedures

To facilitate this change, a number of Disclosure Request Reports (DRR) have been taken to DSC Contract Managers Committee (CoMC) to amend the Data Permissions Matrix and Conditionality Document, details are specified below:

DRROCT20-01: This DRR seeks to remove the limitation currently imposed on PCW/TPIs have access to Domestic Data only. This was approved for implementation in line with UNC Modification [0697VS](#) (18th November 2020) at the CoMC meeting in [October-2020](#).

DRROCT20-02: This DRR seeks to provide PCW/TPIs access to additional data items to assist in operational processes, most notably end consumer quoting and information verification with a view to improve the end consumer switching process. This DRR was presented at the CoMC meeting in [October-2020](#) but was deferred for additional re-work. This has been completed and is due to be presented back, seeking approval, at the CoMC meeting in [November-2020](#). Again, to be implemented in line with UNC Modification [0697VS](#) (18th November 2020).

DRRDEC20-01: This DRR seeks to provide Suppliers with access to additional data items in line with the data items seeking approval via **DRROCT20-02**. This is because Suppliers also utilise the Supply Point Switching API and are trying to keep API usage consistent within the industry and across effected user groups. This is planned to be taken to CoMC in [December-2020](#).

Change/Solution Overview

As there is an existing API that is utilised by PCW & TPIs, with appropriate commercial arrangements in place, the only solution option being put forward is to amend the existing Supply Point Switching API in accordance with the approved DRRs.

Option 1: Amend existing Supply Point Switching API

This solution option is looking to remove the restriction of non-domestic data from the existing Supply Point Switching

	<p>API along with adding additional data items to be presented to PCW/TPIs (and additionally to Suppliers).</p> <p>General considerations:</p> <p>As there are outstanding permission approvals, at the time of writing, if DRROCT20-02 is rejected outright at CoMC then the minimal scope of the solution option outlined in this Change Pack is to amend the Supply Point Switching API to allow non-domestic data to be passed to PCW/TPIs. If all or part of DRROCT20-02 is approved for implementation, then the changes made to the Supply Point Switching API will include the addition of data items that fall in line with the approved DRR.</p> <p>It is also noted that Suppliers currently access the Supply Point Switching API and would also be included in receiving the additional data items via this service. DRRDEC20-01 will be presented at CoMC in December-2020, following known data items approved via DRROCT20-02.</p> <p><u>High Level Solution Option</u></p> <p>For reference please see attached link for HLSO for XRN5206</p>
<p>Implementation Date for this Solution Option:</p>	<p>AdHoc - Proposed that delivery of this change would be AdHoc delivery and not be placed into a specific release cycle (e.g. Major/Minor), at a date to be specified following CoMC in December-2020 (subject to DRR approvals).</p>
<p>Xoserve preferred option: (including rationale)</p>	<p>Option 1 – Amending the existing API would provide the most pragmatic approach to delivering the objectives set out in the DRRs.</p>
<p>DSG preferred solution option: (including rationale)</p>	<p>N/A</p>
<p>Consultation closeout:</p>	<p>30/11/2020</p>

Section E: Industry Response Solution Options Review

E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Northern Gas Networks
	Name:	Helen Chandler
	Email:	hchandler@northerngas.co.uk
	Telephone:	01133975471
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	We support Option 1 to utilise the Supply Point Switching API but would ask that the definitions of a TPI/PCW are transparent and agreed with networks as it is our obligation being discharged.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	
Publication of consultation response:	N/A	

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation in relation to XRN5206. Regarding the definitions of PCW/TPI's these are being proposed to be included within the Data Permissions Conditionality Document, with a DRR being processed at December-2020's CoMC for DSC approval.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	Oorlagh Chapman
	Name:	Oorlagh Chapman
	Email:	Oorlagh.chapman@centrica.com
	Telephone:	07557614769
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	<p>Yes we support this change as this change is required by Centrica (and in all probabilities other Suppliers and Shippers) for the Faster Switching Programme.</p> <p>As part of Faster Switching Programme XOSERVE is making additional changes to include the REL address and current supplier Reg Effective Date to the Supply Point Switching API.</p> <p>The current supplier Reg Effective Date is needed by suppliers to check whether a customer is in the 'Standstill Period' or not and this is needed for both Dom and Non-Dom sites.</p> <p>As part of the XOSERVE change to make certain data elements available on the DES API's we were expecting that the Confirmation Effective Date(Portfolio View) which is a part of the Supply Point Enquiry API would have the restriction for "Portfolio view " removed.</p> <p>Although a request was raised for this by Centrica it was not considered as part of the recent XRN 4801 change (nor are they a part of the upcoming changes for the DES API's discussed by XOSERVE in the recent Extraordinary DSEG meeting).</p> <p>This field is required by the Faster Switching Program for calculating the Supply Start Date correctly; by determining whether a customer is in the standstill period or not.</p> <p>We would like to also</p> <ul style="list-style-type: none"> • To remove the restriction of Portfolio view from the field- Confirmation Effective Date(Portfolio View) of Supply Point Enquiry and • Add the REL address output to the Supply Pont Enquiry API . This would mean it is not necessary to make two separate calls for the XOSERVE API's (Supply Point Enquiry and Supply Point Switching API) to obtain as the required information getting all the details needed as part of FMRS <p>Details-</p> <p>https://www.xoserve.com/services/gas-api-services/</p>	

	Supply Point Enquiry (https://umbraco.xoserve.com/media/41375/xoserve-query-apis-technical-specification-v102-tracked.pdf)
Implementation Date:	Approve
Xoserve preferred solution option:	Approve
DSG preferred solution option:	Approve
Publication of consultation response:	N/A

E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation in relation to XRN5206. Unfortunately the additional requirements you have put forward are not currently within scope of this change and they also cannot be included due to the REL not being a data item currently held within UK Link and the Confirmation Effective Date being within the Supply Point Enquiry API (not the impacted Supply Point Switching API). We would however be happy to continue to work with you in progressing with and developing these requirements further.
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E1: Organisation's preferred solution option

User Contact Details:	Organisation:	SSE Energy Supply Ltd
	Name:	Megan Coventry
	Email:	megan.coventry@sse.com
	Telephone:	02392277738
Organisation's preferred solution option, including rationale taking into account costs, risks, resource etc.	We agree in principle with removing the restriction on TPIs/PCWs from accessing non-domestic data in the Supply Point Switching API. However, allowing this may increase a potential risk that TPIs/PCWs will rely on this data rather than seeking data from the customer which could be more accurate. For example, instead of asking the customer to provide their current consumption in order to quote, the TPI/PCW may just take the AQ from the Supply Point Switching API. The AQ may not accurately reflect the customer's ongoing requirements (especially due to Covid-19), which could lead to inaccurate initial quotation.	
Implementation Date:	Approve	
Xoserve preferred solution option:	Approve	
DSG preferred solution option:	Approve	

Publication of consultation response:	N/A
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E2: Xoserve' s Response

Xoserve Response to Organisations Comments:	Thank you for your representation in relation to XRN5206. In regards to your concerns, we have, throughout the development of this change, discussed how the data will be used with regards to PCW & TPIs and details of this provided to the CDSP. The data will in the main be used to validate both End Consumer and Supplier provided data to ensure as accurate quotations (based on the actual needs of the end consumer) can be provided. This is also to assist in raising any concerns early with both parties to avoid potential issues with switching and post switching support.
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Section F: Approved Solution Option

F1: Approved Solution Option

XRN Reference:	XRN5206 - TPI_PCW Access
Solution Details:	<p>Option 1: Amend existing Supply Point Switching API</p> <p>This solution option is looks to remove the restriction of providing non domestic data via the existing Supply Point Switching A PI along with adding additional data items to be presented to PCW/TPIs (and additionally to Suppliers).</p> <p>Please see DRROCT20 01, DRROCT20 02 & DRRDEC20 01 (to be submitted but will not exceed the data items proposed in DRROCT20 02) for a breakdown of proposed data items to be included.</p>
Implementation Date:	TBC
Approved By:	ChMC
Date of Approval:	09/12/2020

Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	With DSG	19/08/2020	Jai Le Resche	Updated with ChMC outcome from the meeting on 12th August
2.0	For Approval	07/12/2020	Rachel Taggart	Updated with the Solution review Change Pack
3.0	Approved	11/12/2020	Rachel Taggart	Updated with outcome from ChMC on 9 th December

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 <i>(please provide details below)</i>
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 checked="" type="checkbox"/> Network Impact <input type="checkbox"/> Xoserve Impact <input type="checkbox"/> National Grid Transmission Impact
Associated Change reference Number(s)	XRN5138
Associated MOD Number(s)	N/A
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 <i>(If yes please answer the next question)</i> <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 <i>(please provide details below)</i> <i>(If any of the above boxes have been selected then please contact The Data Protection Officer (Kevin-Eltoft-Prest) to complete the DPIA. Kevin-Eltoft-Prest. Information can be found: https://xoserve.sharepoint.com/dept/tech/infosec/Documents/Forms/AllItems.aspx)</i>
Change Beneficiary <i>How many market participant or segments stand to benefit from the introduction of the change?</i>	<input checked="" 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 type="checkbox"/> One Market Group <input type="checkbox"/> One Market Participant
Primary Impacted DSC Service Area	Service Area 24: Additional Service Request or Third Party Request
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?	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low

<i>How much work would be reduced for the customer if the change is implemented?</i>	
Are any of the following at risk if the change is not delivered?	
<input type="checkbox"/> Safety of Supply at risk <input checked="" 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 checked="" 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
Business Process Impact	<input type="checkbox"/> AQ <input checked="" type="checkbox"/> SPA <input type="checkbox"/> RGMA <input type="checkbox"/> Reads <input type="checkbox"/> Portal <input type="checkbox"/> Invoicing <input type="checkbox"/> Other
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>TPI/PCW consumption of API's from the CDSP</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 checked="" 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	

Document Control

Version History

Version	Status	Date	Author(s)	Summary of Changes
1	Draft	27/04/18	Anesu Chivenga	
1.1	approved	27/12/19	Pooja Patel	Updates have been made to the DPIA information

