

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:	XRN 5719		
Change Title:	Provision of consolidated Specific Services Invoice and Supporting Information		
Date Raised:	19/12/2023		
Sponsor Representative Details:	Organisation:	Xoserve	
	Name:	Paul Orsler	
	Email:	Paul.orsler@xoserve.com	
	Telephone:		
Xoserve Representative Details:	Name:	Michelle Kearney	
	Email:	michelle.kearney@correla.com	
	Telephone:		
	Business Owner:		
Change Status:	<input type="checkbox"/> Proposal	<input checked="" type="checkbox"/> With DSG	<input type="checkbox"/> Out for Review
	<input type="checkbox"/> Voting	<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected

A2: Impacted Parties

Customer Class(es):	<input type="checkbox"/> Shipper	<input type="checkbox"/> Distribution Network Operator
	<input type="checkbox"/> NG Transmission	<input type="checkbox"/> IGT
	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Other <Please provide details here>
Justification for Customer Class(es) selection	<p>Each month at D+16, the CDSP send an email out to our customers with an invoice attachment (PDF) for Specific Services that they receive. In addition, for some customers we also send an additional email containing supporting information files for Must Reads and Class 1 Asset / Read charges – this is dependent on whether the charges are shown on the invoice as separate, itemised lines).</p> <p>This change seeks to simplify the solution for CDSP and customers, by consolidating the information currently supplied to</p>	

	customers via multiple emails, by attaching any supporting information files to the Specific Service Invoice email, thus ensuring that the customer receives all the information in one email.
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A3: Proposer Requirements / Final (redlined) Change

Problem Statement:	Currently circa 50 - 55 customers are receiving two emails per month – one which contains the invoice amount and the second reflecting their supporting information file(s). This creates additional efforts to validate and action within CDSP processes, and may possibly create similar efforts to customers in order for them to validate charges using the supporting information which is supplied separately.	
Change Description:	<p>This CP has therefore been raised to develop a solution which can address the problem statement outlined above.</p> <p>The aspiration is to automate where possible, whilst ensuring a single email is generated and supplied to customers, containing multiple attachments (i.e. PDF – Specific Service Invoice, Must Read Supporting Information, Class 1 Supporting Information)</p> <p>The emails must continue to be secure (i.e. password protected zipped files and excel attachments) and should continue to be delivered via the existing email mechanism.</p> <p>It is noted that in order to accommodate consolidation of the supporting information within one email, the file names for supporting information will be longer and may contain special characters.</p> <p>Customers will be consulted on any impacts the proposed changes may present, in order that we have a clear understanding and agreement from customers on the proposals before these are implemented to confirmed timescales.</p>	
Proposed Release:	Release: Ad-hoc	
Proposed Consultation Period:	<input type="checkbox"/> 10 Working Days	<input type="checkbox"/> 15 Working Days
	<input type="checkbox"/> 20 Working Days	<input checked="" type="checkbox"/> Other TBC

A4: Benefits and Justification

Benefit Description:	Customer receives their invoice and supporting information in one email rather than two, therefore it is anticipated that both Customers and CDSP will save time – notably in the efforts spend
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	currently in creating manual supporting information emails that are issued to customers.
	<i>What, if any, are the tangible benefits of introducing this change? What, if any, are the intangible benefits of introducing this change?</i>
Benefit Realisation:	Once implemented.
	<i>When are the benefits of the change likely to be realised?</i>
Benefit Dependencies:	None identified
	<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>

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 22 – DSC Specific Services No Service Lines are impacted by the proposed change		
Level of Impact	None		
If None please give justification	The mechanism by which Specific Service invoice supporting is supplied to customers is not defined – therefore flexibility exists to include this supporting information in a consolidated email with the related invoices themselves		
Impacts on UK Link Manual/ Data Permissions Matrix	None Identified		
Level of Impact	N/A		
If None please give justification	N/A		
Funding Classes :	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	<input type="checkbox"/> Shipper	XX %	XX %
	<input type="checkbox"/> National Gas Transmission	XX %	XX %
	<input type="checkbox"/> Distribution Network Operator	XX%	XX %
	<input type="checkbox"/> IGT	XX %	XX %
	<input checked="" type="checkbox"/> Other <please specify>	XX %	XX %
ROM or funding details:	Due to the nature of the associated changes no funding is required as this activities will be performed by available resource funded under existing Service & Operate provisions		

Funding Comments:	N/A
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Please send the completed forms to: uklink@xserve.com

Version Control

Document

Version	Status	Date	Author(s)	Remarks
1.0	Approved	10/01/24	Kate Lancaster	Approved at ChMC 10/01/24