

DSC Change Proposal Document

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

General Details

Change Reference:	XRN 5994		
Change Title:	Emergency Contact Validation Service		
Date Raised:	29/10/2025		
Sponsor Representative Details:	Organisation:	Cadent	
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	Business Owner:	TBC	
Change Status:	☒ Proposal	☐ With DSG	☐ Out for Review
	☐ Voting	☐ Approved	☐ Rejected

Impacted Parties

Change Reference:	☒ Shipper	☒ Distribution Network Operator
	☐ NG Transmission	☐ IGT

	☐ All	☐ Other <Please provide details here>
Justification for Customer Class(es) selection:	Impacted Parties: - Shippers have obligations to provide Emergency Response (EMR) data (Emergency Contacts (ECs)) for the sites in their portfolio to the CDSP. This data is held by the CDSP within CDSP systems. - DNs utilise the Shippers' EMR data during emergencies and carry out annual validation exercises to verify accuracy of contacts. The DNs also use the Shipper provided data to contact sites during the NEC led annual emergency response exercises.	

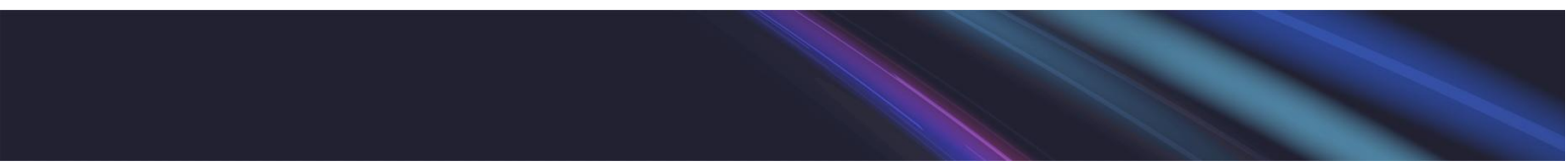
Proposer Requirements

Problem Statement:	DNs want the CDSP to provide a new, centralised Emergency Contact Validation Service to improve the quality of, and confidence in, the EMR data held on CDSP systems.
Change Description:	<u>This change will create a new DSC Service that incorporates the following elements:</u> Datasets: - Early April-26 the CDSP will ask the DNs to confirm their specific requirements and then collate individual LDZ datasets; - DNs will validate and confirm datasets by end of April-26; - The supply meter points included in this exercise will predominantly be the top 200 sites in each LDZ (by AQ); - A top-up' of sites just outside of the top 200 may be required to ensure each LDZ has 200 sites; - All 13 LDZs will be included in the exercise; EMR Contacts, Call Handling and Validation: - Call handling exercise is anticipated to be held May-August26;

	- The CDSP will ring the ECs (up to five) for each site and determine whether the details are PASS or FAIL; - Calls will be scripted in line with current DN scripts; - A reason for a PASS or FAIL result must be logged. - Whether sufficient emergency contacts are recorded should also be noted. (UNC TPD Q 2.3.2). - Initial delivery of the call handling service is expected to occur between May-Aug 2026 and then annually thereafter. CDSP Management Reporting: - Interim reporting will be conducted at the end of each month during the call handling period. ie. May, June, July & August; - Reports will be sent to relevant DNs and Shippers; - If Shippers send in updated ECs between reports, this will be recorded against the EC; - Reporting is timed ahead of planned NEC/DNs industry exercise to test emergency response procedures which is usually conducted in October; - Follow-up reports will be run quarterly at end of November²⁶ and February²⁷. Out of scope: - DN obtained emergency contact data not held in UK Link; - Provision of reports to DESNEZ or Ofgem.	
	Proposed Release: Adhoc	
	Proposed Consultation Period:	☐ 10 Working Days ☐ 15 Working Days ☐ 20 Working Days ☐ Other [specify here]

Benefits and Justification

Benefit Description:	To improve the quality of EMR data held on CDSP systems by reducing the number of BLANK entries & encouraging the submission of new EMR details
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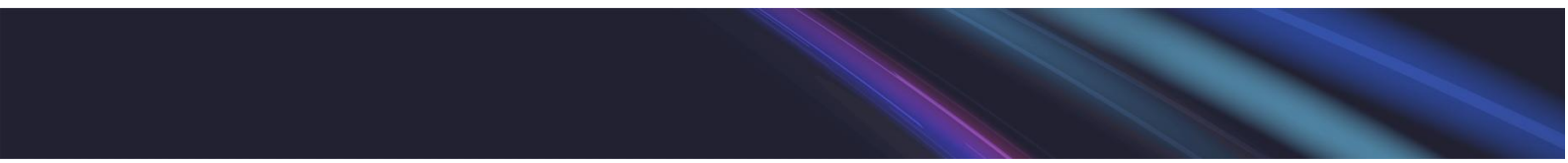
	for sites where the data has been shown to FAIL validation.
Benefit Realisation:	Benefit realisation may not be immediate after conclusion of the CDSP Validation Exercise from May-Aug. Benefit should be incremental as Shippers respond to the PASS/FAIL reports with updated EMR data over the subsequent months e.g. between end of May and the start of the second validation exercise in May of the following year. Ideally Shippers will provide updated EMR data ahead of the annual NEC exercise on October of that year.
Benefit Dependencies:	The benefit of this change is dependent upon owning Shippers updating their FAIL results with new EMR details. The quarterly reporting will allow the CDSP to report on the response rate.

Service Lines and Funding

Service Line(s) Impacted - New or existing:	New Service Line(s) will be required to reflect this service for the DNs. It is expected that this will be a Non-Code Agency Service but this will be confirmed during the DSC change process. The proposed Service Area for this change is: Service Area 17. The proposer has suggested the following funding split: 50% DN funded & 50% Shipper funded Agreement of the proposed funding arrangements will be sought from DSC Change Management Committee.
Level of Impact:	Unclear
If None please give justification:	N/A

Impacts on UK Link Manual/ Data Permissions Matrix:	TBC		
Level of Impact:	Unclear		
If None please give justification:	N/A		
Funding Classes:	Customer Classes/ Funding	Delivery of Change	On-going Budget Amendment
	☒ Shipper	[xx %]	[xx %]
	☐ National Gas Transmission	0 %	0 %
	☒ Distribution Network Operator	[xx %]	[xx %]
	☐ IGT	0 %	0 %
	☐ Other [please specify]	0 %	0 %
ROM or funding details:			
Funding Comments:			

Please send the completed forms to: pmo@xoserve.com



Version Control

Document

Version	Status	Date	Author(s)	Remarks
V1.0	DRAFT	22/10/25	Kathryn Adeseye	
V1.0	REVIEW	23/10/25	Ellie Rogers	
V2.0	DRAFT	27/10/25	Kathryn Adeseye	
V2.0	REVIEW	29/10/25	Andy Clasper Cadent	
V2.0	LIVE	29/10/25	Kathryn Adeseye	