



XRN5808 – Providing Notification to DNs/ IGTs for Referrals Awaiting Action

High Level Solution Options

XRN5808 - Change Summary

- Requests by Shippers are referred through the UK Link Portal for Distribution Network Operators (DNOs)/ Independent Gas Transporters (IGTs) to action. Currently there is no notification (e.g. email) sent to the DNO to inform them that there is a Referral within the UK Link Portal that is awaiting assessment and action. IGTs currently receive the IGR file which details new referrals only.
- The UK-Link Portal is not checked daily and as a result, DNO/IGT referrals are only known when a DNO/IGT either:
 - ad-hoc reviews the portal
 - is chased for a response (usually by email outside of the portal)
 - The IGR file is sent to IGTs only. (Nomination, Capacity & Priority consumer only)
- The creation of a specific notification to the DNO/IGT will reduce the potential of undue delay in responding to Shippers and their customers when a referral decision is required.
- New Referrals will be sent on one occasion in the report sent following referral submission.
Referrals approaching their SLA will be sent 3 days prior to their SLA on one occasion in the report following referral submission.

XRN5808 - Change Summary

- The Referral Status – NW(New) will be considered for any new referrals sent out and Referral Status of PR(In Progress) and IN(In-Use) will be considered for any Chaser Notifications to be sent out.
- Requests referred to multiple parties such as for an IGT site or Nested CSEP sites, the report will be sent out to all approval parties where action is pending.
- Selection criterion to be configurable – SLA timeline, Referral types, LDZ etc.
- Performance testing is not required for Option 1 as the referral request volume totalled 227 in 2024.

Daily Referral Notification Summary Report Format
Notification Type
CSEP Reference
Associated MPRN
REFERENCE NUMBER
Source
Type Of Referral
LDZ
GT SHORT CODE
SHIPPER
IGT SHORT CODE
REFERRAL SUBMISSION DATE
REFERRAL ACTION BY DATE
REFERRAL PENDING WITH

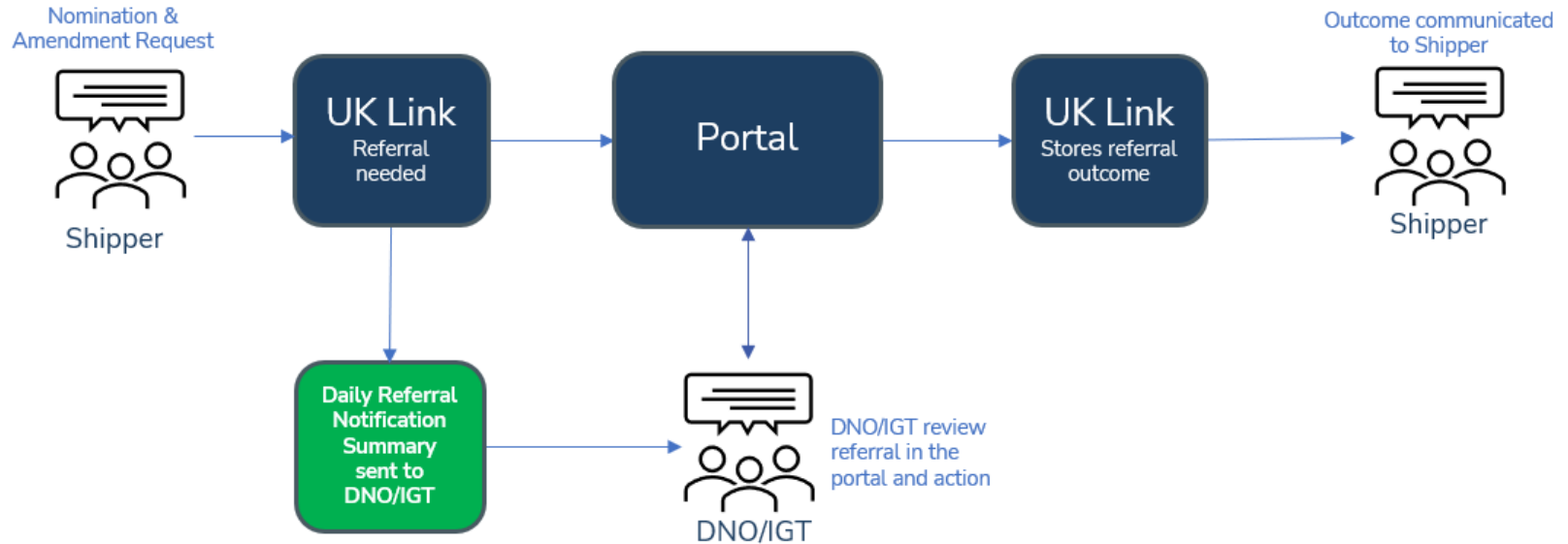
Customer Requirements

Ref No.	Actor (As)	Requirement Description (I want to...)	Rationale (So that...)	Acceptance Criteria	Priority	Comments
EPIC	DN/IGT	To receive Nomination, Capacity and LDZ Optional Capacity Tariff ('shorthaul') referral notifications from the CDSP	I can use the notifications to trigger internal processes to facilitate adherence to my UNC obligations relating to actioning of Shipper referrals	Only nominal and understood instances exist where referrals remain outstanding for review/action	Must	The solution assessment should consider that not all DNs/IGTs may wish to receive this information; as it is already held in the UK-Link Portal
Requirement Framework						
CR1.0	CDSP	Referral Notification mechanism/process: I want to establish a mechanism/process to provide those participating DNs/IGTs with 'Daily Referral Notification Summary(ies)' ('DRNS')	So that participating DNs/IGTs can easily identify new and/or outstanding shipper referrals held within the UK-Link Portal	The CDSP will: 1) Provide DRNS of new / outstanding referrals held within the UK-Link Portal 2) Maintain a Distribution List of contacts for each participating DN/IGT to which DRNS will be sent	Must	
CR2.0	DN/IGT	Referral Notification: I want to be notified that a Shipper Capacity, Nomination or Shorthaul referral has been submitted into the UK Link Portal	So that the Shippers' referrals can be reviewed and actioned by the DN/IGT upon submission	Please see CR3.1, CR3.2, CR3.3 and CR4.0 Acceptance Criteria	Must	
CR2.1	DN/IGT	Referral Notification: I want to be notified of all Shippers' Capacity, Nomination and Shorthaul referrals that still require review/action within the UK-Link Portal [3] SPSBDs prior to Referral SLA expiry date	So that the Shippers' referrals can be reviewed and actioned by the DN/IGT prior to the Referral SLA expiry date	Please see CR3.0 and CR4.0 Acceptance Criteria	Must	
CR3.0	DN/IGT	Distribution List Contacts/Routing: I want to receive the DNRS to an agreed list of business/operational support contacts within my organisation	So that the DNRS is routed to the correct business/operational support contacts for review and action	Please see CR3.1, CR3.2, CR3.3 and CR4.0 Acceptance Criteria	Must	The solution should assess the DRNS being separated into individual (3) summaries e.g. by Referral Type
CR3.1	CDSP	Distribution List Contacts/Routing: I want to hold and maintain a Distribution List (DL) containing business /operational support contacts that will receive the DRNS	So that the DNRS is routed to the correct DN/IGT business/operational support contacts within that organisation for review/action	1) The CDSP holds an agreed DL of organisation contacts that will receive the DRNS 2) The CDSP will support the option for the DN/IGT to route to specific DL contacts based on Referral Type i.e. Nomination, Capacity, Shorthaul	Must	Addition/removal of DL contacts will be BAU with the DN/IGT raising an Xoseve Service Ticket to effect the change
CR3.2	DN/IGT	Distribution List Contacts/Routing: I want DRNS 'Routing' options (based on Referral Type) within the DL/mechanism	So that the DNRS is routed to the correct business/operational support contacts within my organisation for review/action	1) Nomination and/or Capacity DRNS sent to all or, to specific DL contacts 2) Shorthaul DRNS sent to all or, to specific DL contacts	Should	The solution should assess the DRNS being separated into individual (3) summaries e.g. by Referral Type
CR3.3	DN/IGT	Distribution List Contacts/Routing: I want a DRNS 'Routing' option based on the Shipper's Referral (MPRN) geographical location	So that the DNRS is routed to the correct business/operational support contacts within my organisation for review/action	DRNS is routed to specific DL contacts dependent on the Referral (MPRN) geographical location (DN Network) i.e. LDZ	Could	For example, if a Nomination or Shorthaul Referral MPRN is located in Cadent's East Midlands (EM) LDZ, the DRNS would be routed to Cadent's 'EM' DL contact

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Requirement Framework						
CR4.0	CDSP	Referral Notification: Daily Referral Notification Summary(ies) - DRNS: I want to compile and send DRNS to participating DNs/IGTs in accordance with the Acceptance Criteria*	So that DNs/IGTs can determine those new or outstanding shipper referrals that require review/action in accordance with existing SLAs/UNC obligations	The CDSP will report on: 1) Initial notifications for shipper Nomination, Capacity and/or Shorthaul referrals - on the day of referral i.e. shipper submission date into the UK-Link Portal 2) 'Chaser' notifications for those referrals that are awaiting review/action within the UK-Link Portal 3 SPSBDs prior to the Referral SLA expiry date - please see Referral SLAs Tab for information 3) For 1 & 2 above, the following information for each Referral: - Type of Referral, - MPRN / Location (LDZ), - [Shipper], - Referral submission date into UK-Link Portal - Referral 'Action by Date' (SLA) - additional information relevant to the Referral Type 4) UK-Link Portal url reminder(linky) for User to login and review/action the referral	Must	The solution should assess the DRNS being separated into individual (3)summaries e.g. by Referral Type
CR5.0	CDSP	I want data values used within the validation to be configurable	So that a functional change is not required should these values be changed in the future	1) Parameterised Referral SLA values - please see the Referrals SLA Tab 2) Note: For each Referral Type, the trigger for the 'chaser' referral notification is effectively 3 SPSBDs however, parameterising the Referral SLAs Tab has the same effect. Therefore, the '3 day' SPSBD will not require being held in a parameter	Must	The variables defined in the acceptance criteria are those known at this point however the hard coding of any potentially variable values should be avoided and, therefore, any other variables identified should be made configurable to reduce cost and impact of future change
CR5.1	DN/IGT	I want the CDSP to provide a defined query and support request process to support any technical DRNS queries that I might have	So that if I have any issues I know how to make contact with the CDSP	Documented process for customers to raise queries and/or issues with any stage of the process where they interact with the CDSP - customers are informed of the process to follow should they experience an issue within the service defined within these Requirements	Must	

Solution Overview



Solution Option 1 Overview

- A new daily report to provide a view of all the pending referral requests to the DNOs and IGTs. This could be split by referral types or LDZs if required.
- The report is sent via email as an attachment and be split into tabs based on Referral types:

Referral Type	SLA Period	Chaser Notification
SLSP Signatory	12 SPSBDs*	9 SPSBDs after Referral Submission
Capacity - Increase	21 SPSBDs	18 SPSBDs after Referral Submission
Capacity – Decrease	5 SPSBDs	2 SPSBDs after Referral Submission
Distance Grid Ref	12 SPSBDs	9 SPSBDs after Referral Submission
Priority	TBD in Design	TBD in Design

- The Notification Summary will only be sent if there are any new referrals created post the last job run or any pending referrals which require a chaser notification nearing the SLA timeline.
- Distribution lists will be updated by raising a service request via SAP.

Solution Option 2 Overview

- Allocate resources to manually log into the UK Link Portal each day, collate and inform relevant parties of outstanding referrals.
- This option would maintain security of the data in the portal.
- Ongoing Service costs absorbed into BAU. If existing volumes were to increase, we would need to revisit.

Option Comparison

#	Description	Systems and process impacts	Cost Estimate Ranges	Option Pros	Option Cons
1	New Daily Summary report delivered by Email	SAP ISU: A new daily report to provide a view of the referral requests Control-M: New process to schedule the report. SAP PO: Send out the files securely to the intended distribution lists via email.	Delivery: £145k to £180k	<ul style="list-style-type: none">• New development, no impact to existing processes• Notification sent direct to users on managed distribution list	<ul style="list-style-type: none">• New process would require some information for end users on what to expect• Email based solution which is not 100% secure
2	Manual check process	Resource to monitor referrals and distribute as appropriate	Ongoing Service costs absorbed into BAU. If existing volumes were to increase, we would need to revisit.	<ul style="list-style-type: none">• No Delivery costs	<ul style="list-style-type: none">• Potential manual error• Would still need to consider security requirements impacts when contacting external parties

Assumptions, Dependencies and Risks

Category	Description
Assumptions	There is an assumption that National Gas Transmission are out of scope of this change
	There is an assumption that IGTs are not willing to accept changes made to the IGR file.
	There is an assumption there will be no market trials for any option
	There is an assumption that PT will not be required for Option 1
	Option 2: There is an assumption Xoserve will monitor the UK-Link Portal once, on a daily basis (timing tbc) and provide Referral Notifications to customers for new/outstanding (3 Day SLA) referrals for the previous day.
	By providing proactive referral notifications to customers, Xoserve accepts no obligation to progress/action such referrals; this obligation remaining with customers
Risks	Option 1: There is a risk that email is not 100% secure even when attachments will be password protected.