

DSC Change Completion Report (CCR)

Change Title:	June 26 Major Release
Xoserve Reference Number (XRN):	6045
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Target Change Management Committee date:	9 th September 2026
Date of Solution Implementation:	26 th June 2026

Section 1: Overview of Change Delivery

The June 26 Major Release successfully delivered two key changes – XRN5702 and XRN5805 on 26th June 2026.

XRN5702 – Update to assess the replacement of Facsimile as a form of communication (Modification 0864S)

This change was raised to identify any references to 'facsimile' and 'fax' within CDSP systems, processes and documentation. There were processes which requested fax numbers from customers and therefore were fields within certain files and documentation that were inapplicable following implementation of Modification 0864S and the decommissioning of PSTN, which lead to fax becoming obsolete.

XRN5805 – Alternative Solution to address instances where VBA macros are present in DN Templates

DN customers had identified issues with their ability to access reporting data or supply agreed templates to CDSP due to the presence of Macros embedded within related spreadsheets. This issue had existed for several months and had created a high degree of customer operational impact and dissatisfaction. This change has provided an alternative solution to Macros from agreed templates, RTB - Request to Bill, FSG - Failure to Supply Gas & TSI - Site Visit.



Both changes were delivered on time and have been operating as expected following the completion of the agreed Post Implementation Support (PIS) period.

Section 2: Confirmed Funding Arrangements

The June 26 Major Release contained two changes, both of which were funded from the General Change budget.

There was a £15,000 risk margin associated to XRN5702

There was a £14,545 risk margin associated to XRN5805

Both XRN5702 & XRN5805 were approved on the June 26 BER on the 11/03/26 within the below link.

[XRN6045 – June 26 Major release BER](#)

XRN5702 BER Costs

Gas industry Participant	BER share of cost	Actual share of cost	BER cost value	Actual cost value
Shippers	90%	90%	£142,018	£142,018
IGTs	0%	0%	£0	£0
DNOs	10%	10%	£15,780	£15,780
National Gas Transmission	0%	0%	£0	£0

XRN5805 BER Costs

Gas industry Participant	BER share of cost	Actual share of cost	BER cost value	Actual cost value
Shippers	0%	0%	£0	£0
IGTs	0%	0%	£0	£0
DNOs	100%	100%	£159,995	£159,995
National Gas Transmission	0%	0%	£0	£0



Section 3: Provide a summary of any agreed scope changes

A change variation was raised for XRN5702 that was delivered as part of a scope change that required the need to draw down upon a portion of the risk margin to fund this change variation. This change variation saw changes to the new monthly Shipper and IGT report with additional columns, report frequency and delivery mechanism updated.

Section 4: Detail any changes to the Xoserve Service Description

No changes were identified to any Service Lines within the DSC Service Description Table

Xoserve Service Area	Xoserve Service Line	(+/-) Projected Change in Annual Cost	(+/-)Actual Change in Annual Cost
N/A			

Section 5: Provide details of any revisions to the text of the UK Link Manual

An updated UK Link Manual was sent as part of the Detailed Design Change pack that included changes to reflect removal of Fax and inclusion of email as per XRN5702.

Section 6: Lessons Learnt

1. For XRN5805, the training could have been delivered earlier in the project lifecycle and should have been targeted at DSC personnel who are responsible for submitting RTB, FSG and TSI templates. Going forward, Correla will engage customers earlier in the project and work directly with the operational teams responsible for these submissions. This approach would have improved awareness and adoption of the new XRN5805 portal functionality.



To address this, follow-up training sessions have been delivered to Distribution Networks during the Post Implementation Support (PIS) period, with additional sessions scheduled for the relevant operational teams.

2. For XRN5702, the Detailed Design Change Pack (DDCP) highlighted field length changes within the file formats but did not explicitly identify the corresponding changes within the impacted reports. Going forward, field length changes should also be clearly documented within the DDCP where they may affect reports or downstream customer processes. This recommendation arises from a customer-raised query following implementation, highlighting the importance of providing greater visibility of such changes to support customer readiness and minimise post-implementation issues.
3. As part of the post-implementation activities for XRN5805, the project team proactively engaged with impacted customers to check in following deployment and ensure a positive customer experience. This outreach also provided an additional support channel for customers to raise any questions or seek clarification on the new process. The success of this approach has demonstrated the value of proactive post-implementation engagement, and it is recommended that this be adopted as a standard practice for future releases.

Please send completed form to: box.xoserve.portfoliooffice@xoserve.com

Version Control

Document

Version	Status	Date	Author(s)	Remarks
0.1	For review	31/07/26	Emily Evans	Drafted and sent for review
1.0	Approved	20/08/26	Emily Evans	Approved