**Appendix 2**

Workgroup questions for 6th February meeting. The first section is the submitted questions grouped by topic.

**Grouped questions**

**General principle and approach**

Xoserve and the iGTS have confirmed six non effective days will be required. The working group indicated that we need some form of derogation from Ofgem that we won't be penalised for non-operation. Ofgem said that they will issue a form of words. We will also need some form of public communication from Ofgem/Xoserve advising which processes will be impacted during the cut-over period.

 Impact of this proposal on Quicker Switching timescales – being non-compliant

How is this in keeping with the spirit of faster switching? This could impact our customers experience

***Response***

*Extract from the iGT Modification Panel meeting minutes - 21st January*

*“GH noted that concerns had been raised from a number of parties that the non-effective days may put Shippers at risk of breach of licence conditions introduced for 21 day switching arrangements. JD noted that Ofgem recognised that there may be a necessity for a period of downtime due to the switchover to the new system, and, if the proposal was approved, would be prepared to send written confirmation of this to Shippers. JD suggested that Ofgem would also be prepared to work with Shippers to prepare consistent messaging to customers affected by the period of non-effective days.”*

What alternatives were reviewed for the migration strategy and can we have sight of these proposals? To understand why this approach chosen and have any contingency measures been included?

*Response*

*It is not the case that alternatives are available. Xoserve has worked on meeting the objectives that the competitive gas market is not suspended, that in-flight change of shipper events are managed, and that data accuracy is maintained (especially for energy balancing). Xoserve has worked back from these requirements and established that six non-effective days are required.*

Why can’t the data migration run parallel with general BAU?

*Response*

*To a certain extent it is. However to undertake this without the non-effective day period would mean that data accuracy (at portfolio level) would not be achieved and the disruption to correct the data and it consequential impacts would be unmanageable.*

Could NEXUS be implemented on Monday 5th October to allow for 2 days (Sat 3rd, Sun 4th) to be utilised by Xoserve for uploading and cutting over to SSP to minimise the impacts?

Is the period absolutely fixed i.e. could this (and NEXUS?) be moved to 5th October to allow for the 3rd and 4th to be used as uploading days?

*Response*

*Whilst possible, current plans are for 1st October. Due to changes to the settlement regime implementation on the 1st of a month avoids the industry-wide complexity of running two different invoices for the one month.*

It would also be helpful to understand Xoserve’s timeline during the 6 day window, so parties have sight of the work that needs to be carried out and the contingency that has been built in. This will help parties get a sense of the risks involved in shortening the window, or taking a different approach.

The above may give rise to either a solution that all parties are more comfortable with or provide industry with the assurance that 6 days is the optimum period of time (% risk of delay vs. # of customers impacted by delayed transfers) in which to complete the transition to SSP/PN.

*Response - see report section 6*

Have other options been considered and if so why were these ruled out?  For example, Xoserve managing the in-flight CoS transactions.

Will there be a period of parallel processing between iGT systems and Xoserve systems to cater for things such as in flight registration?

*Response – the approach has been taken specifically to manage in-flight CoS transactions. CoS transactions will transfer to UK Link at their correct point in the process .*

 Is the timetable the correct version as it sounds as though some parties may have seen a different version?

*Response – slightly different versions have been presented but only the presentation format. A further version is being prepared to clarify the matters raised at workgroup.*

Costs of making amendments to processes to cope with the six non-effective days, already incurring costs for other processes such as file formats. Will the costs of the six non-effective days be picked up by the Transporters?

*Response – unless otherwise provided for, each party is responsible for their own implementation costs.*

**File processing**

If the shut down from the 25th to the 30th is approved it would impact:

* + Registration of IGT sites
  + Registration of IGT New Connections
  + Objecting to sites that have debt or are in a contract
  + Late registration for any contract start dates between the 25th  - 30th

*Response – these matters are addressed in section 5 of the report*

I previously had the following responses from Paul, however, the issues are still there with the current mod – these would need to be addressed in detail at the workshop. Furthermore the gantt chart style impact needs to be produced for the losing shipper, on the call you advised it was included but it appears to be the gaining suppliers view only. I addition to truly understand the impacts we would require the chart to contain not only the CFR but also the CNF, TRF and outline the objection window. What I also don’t see is any impacts to Must Reads? We have concentrated on the CoS process but there are also other processes which might be impacted. Finally, it would be great if the GT non effective days are confirmed asap because we can then review how we’ll approach this and the GT as one delivery as individual approaches could cause problems if things aren’t aligned.

*Response – a revised version of the gantt chart was presented to the workgroup on 6th Feb showing the losing shipper perspective and this is to be expanded upon further. Must reads and other iGT supply point register updates are addressed in section 5.2.3 of the report.*

Where D = 11, 14, 15, 16 the COS read submission closes in the non-effective date window – what it is contingency around this?

*Response – these non-effective days are not included in the business days for the submission of the CoS read. This is covered further in section 5.1.6 of the report.*

Where the objection window is in the non-effective day window what is the contingency?

*Response – there is no contingency. The objection window flexes on the time available. This is covered further in section 5.1.5 of the report.*

How is the 4pm file cut off linked into these changes? Where is the stop/start point? The 4pm (or an alternative if one is proposed by in the iGT UNC modification, would need to be specified as the time after which files would no longer be accepted by iGTs.

*Response - the submission of files to the iGT ends at 17:00hrs. Any files received after this time are deemed to be received on the next business day. This is covered further in section 4 of the report.*

If any iGTs were to process files late (even though they were submitted on time from a supplier) how would this impact things?

*Response – there is a small amount of contingency time at the start of the six non-effective day period. The principle being worked to is that all files received by 17:00hrs on 24th September will be processed in full.*

New connection meter fits – what is the plan to transition these from the current process to the new world?

*Response – this is addressed in section 5.2.3 of the report.*

The plan in the attachment just links to the gaining supplier view – what is the view from the losing supplier?

It would be beneficial to map out the whole change of supplier process including confirmation, rejection, confirmation cancellation, objection and opening meter reading in order to understand impacts

*Response – a losing supplier view was presented at the 6th Feb workgroup, further updates are to be made to this.*

“On 27th the data will be subject to check and re-check, no new data will be added to the Data Preparation Database on this day. (The final shipper portfolio will be issued from this closed-out position)” Could you please clarify who is sending this Portfolio, we are assuming that it is the IGTS, is this correct?  In addition what if anything do we need to do on this day?

*Response – the final shipper portfolio shall be issued by Xoserve to each Shipper and each iGT.*

Our other concern is around the Data Quality, I believe the IGT data cleansing has not progressed as quickly as hoped, will this impact on the cut over days?  We would welcome assurance from Xoserve that poor quality data will not extend the 6 non-effective days.

*Response – whilst data quality is a concern any data quality issues will not impact the non-effective period.*

Just for absolute clarity, our understanding is that IGTs will completely supress all parts of their system which interact with Shippers and Xoserve during the non effective switching day period.

*Response – this is correct for supply point register updates. Although it should be noted that response files may still be issued on 25th September. This is addressed in section 4 of the report.*

On the basis of the above we would therefore not even send confirmation/rejection files for applications that were received the in the 2 working days prior to the non-effective period.

*Response – files can be sent on any day that is an effective day.*

What happens to any Estimated Opening Meter Readings that would be generated by the IGT but cannot be sent?

o   Does the IGT still generate these? If not, how does Xoserve know to generate an EOMR?

* If so, in what file format should the IGT use to send to Xoserve as a “one of” as such a file doesn’t exist.
* What is the impact on estimated opening meter readings that would have been due to be generated by the iGT during the non effective day period?

*Response – any estimated opening readings that are required post 1st October will be generated and sent by the UK Link system.*

How do IGTs get data to Xoserve for activities that take place on 29/30th September to Xoserve as the IGT data will have already been uploaded into Xoserve’s system by this point(?)

*Response - any iGT work in progress during the non-effective days is to be sent to Xoserve after 1st October in the new files. This is covered in section 5.2.3 of the report.*

Are files to be stacked up by the Shipper for sending on October 1st?

*Response – yes. The UK Link system will not be ready to accept the new file formats until 1st October.*

What happens in the instance a rejection is to be submitted by the outgoing Shipper during the 6 day period but is held onto until after the non effective day period (past month end) as Shippers could potentially be incorrectly billed.

Response – the question is a little unclear but the principle if *addressed in section 5 of the report.*

Do IGTs generate file for Shippers during non-effective days? (CO file)

*Response – only response files to shipper submitted files up to 17:00hrs on 24th September will be generated by iGTs.*

Could Shippers instead send files to Xoserve directly for a period during the ear-marked non-effective day period?

*Response – unfortunately not. UK Link will not be able to accept the new file formats until 1st October.*

It is unclear from the proposal how “Non-Effective Days” impacts on “Supply Point Systems Business Days” and in turn, exactly how this impacts on Shippers?

*Response – this is addressed in section 4 of the report.*

Can “Non-Effective Days” still be included as part of the proposed registration date calculation?

* + i.e. If a confirmation request was submitted on the 7th September then under the minimum iGT UNC timescales, the proposed supply point registration date would fall on Friday 25th September. Would this registration still be accepted if Friday the 25th is a “Non-Effective Day”?
  + If not then the earliest supply point registration date would be Thursday 1st October which would result in a breach of a suppliers licence obligation to switch a customer in 21 days
  + This potentially affects all confirmation requests submitted between 7/9 until 30/9

*Response – this is addressed in section 5.1.2 of the report.*

What is the effect on the opening meter read window?

What is the effect on the objection window?

What is the effect on the Confirmation Cancellation window?

*Response – this is addressed in section 5 of the report.*

If we simply stored up any iGT files generated during the non effective day period and then sent them on the 1st October;

* + Would they still be accepted?
  + Would they need to be in a different file format if they were sent post 1st October?
  + This has potential significant system impact as suppliers could effectively need to begin generating and storing iGT files in a different format from 25th September – i.e. a week before Nexus go live in order for them to be accepted by Xoserve on the 1/10

*Response – all files sent to UK Link from 1st October onwards must be in the new UK Link file formats.*

**Consequential impacts**

Will this impact the AQ calculations due to reads not been submitted on time which could mean costs incurred by Shippers.

*Response – only meter readings where the meter reading date is 1st October or later will lead to an AQ calculation and reconciliation as created by mod 432. The only impact of the six non-effective days is on meter readings taken before 1st October. This is covered in section 5.2.1 of the report.*

It would be helpful to understand the quantified impact of a 6 non-effective day period for iGT customers. For example, by delaying sending files to iGTs until after the NE period is over, how many customers will seek a:

6 day delay

5 day delay

4 day delay

Etc. over and above the timescales introduced by iGT059. This should give parties a view of the impact in consumers of 6 days, and the benefit of attempting to reduce the NE period.

*Response – the only information readily available for supply point transfers is on the GT networks. A review of figures suggests that 568 (that sort of magnitude) change Shipper each day. This is covered in section 5.1.1 and 5.1.4 of the report.*

We would like to confirm that PSRs will still continue to be sent to Shippers during the period and would also expect Shippers to sign and return.

* On the basis that this process will remain with IGTs.

*Response – this is correct*

Is there likely to be increased Erroneous Transfer activity due to Objections not being made in time and, if so, is this something that we should also make Ofgem aware of?

*Response – this is an existing risk that may be impacted by the shorter objection window for a few days within the period.*