**Appendix 1**

**Change Proposal Form**

This form should be used by a party who wishes to raise a draft or a formal Change Proposal.

Please complete this form and submit to all relevant party.

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| Document Control |
| CR Type: | Operational |
| CP Status: | Final |
| For Issue To: | SPAA and DCUSA |
| CR Number\*: | TRAS197 |
| Date Raised | 14th May 2019 |
| Title of Change: | Change to Commercial Outlier Low Consumption Threshold |
| Version Number: | 0.1 |
| Attachments: |  |

\* Assigned by Change Control Administrator

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| Originator details |
| Party Name | Experian |
| Party Change Administrator: | Joanna Butler |
| Telephone number: | 07837 652391 |
| Email address: | tras.programme@experian.com |

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| CP Details |
| SPAA and DCUSA Parties believed to be impacted: | All commercial suppliers |
| Summary of Change: | The TRAS Commercial Classification and Consumption Model (CCCM) identifies commercial premises with unusually low consumption, by comparing the latest observed consumption for each business location with the expected consumption, to identify outliers.These outliers are then submitted to the next phase of the process for further scoring and ranking according to the TRAM. This change proposes an increase in the threshold used to identify low consumption, which will increase the volume of identified outliers being submitted to the next phase.As a result Qualified Outliers generated by the TRAM will contain a higher proportion of records with higher risk indices, *i.e. more +6 scores, and fewer <6 scores.* This in turn improves the expected likelihood of thefts being found amongst the generated QOs. This ultimately is expected to deliver an improvement in the quality and value of the service.Analysis of the qualitative benefits of the change has been discussed and agreed with the TRAS Technical Working Group.**This CCN is to confirm that initial analysis has been completed, reviewed and approved by the Technical Working Group and to gain sign-off to make the changes in production.**  |
| Related CRs:Please indicate if this CP is related to or impacts any other CP already in the SPAA and DCUSA or other industry Change Process |  |

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| Proposed Solution: |
| Experian propose increasing the low consumption threshold used to identify consumption outliers.**The changes will have no impact on Supplier submissions or on the format of the Qualified Outlier returns**. It is expected that the change should not result in a significant increase in the volume of QOs generated, but should increase the number of higher risk index records in the QOs.Supplier volumes will be managed through the development and testing of the change.  |

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| Impact Assessment |
| Please provide an Impact Assessment including details of the impact of the proposed change on the TRAS service, the Service Provider's ability to meet its other contractual obligations and any variation to the terms of the TRAS Contract that will be required in relation to (where applicable):1. **the Service Description and the Service Levels;**

No impact to the Service Levels are anticipated.1. **the format of Recipient Data;**

No changes will be made to the format of recipient data1. **the Milestones, Implementation Plan and any other timetable previously agreed by the parties;**

Subject to sign-off of the CCN, a scheduled Go-Live date for the change will be communicated and agreed with suppliers.1. **other services provided by third party contractors to the Recipients, including any changes required by the proposed change to SPAA and DCUSA's IT infrastructure;**

None1. **details of Service Provider fees of implementing the proposed change;**

This is a methodology improvement identified through Experian’s ongoing review of the TRAM performance. The scope of the change falls outside of Experian’s contractual commitments for annual scorecard and segmentation refreshes, but costs will be borne by the Service Provider as this is a key opportunity to improve sector performance.For indicative purposes only, the effort / cost attached to this change is as follows:**Resource:**Model development / review – Business Analyst - 2 daysTechnical implementation (development) – Programmer Analyst - 4 daysTechnical implementation (testing) – Test Analyst – 2 days

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| --- | --- | --- | --- |
| Days | Day Rate | Total | Role |
| 2 | £443.65 | £887.29 | Test Analyst |
| 4 | £942.75 | £3,770.99 | Programmer Analyst |
| 2 | £942.75 | £1,885.50 | Business Analyst |
|  |  | **£6,543.78** | **TOTAL** |

**Data (run costs):**Based on expected additional processing volumes, the estimated annual cost for Experian data involved in processing (Commercial Bureau and other proprietary data): **£30k p.a.** 1. **details of the ongoing Service Provider fees required by the proposed change when implemented, including any increase or decrease in the TRAS Charges, any alteration in the resources and/or expenditure required by either party and any alteration to the working practices of either party;**

See (v).1. **a timetable for the implementation, together with any proposals for the testing of the change;**

Subject to sign-off of the CCN, a scheduled Go-Live date for the change will be communicated and agreed with suppliers.1. **details of how the proposed change will be compliant with an applicable Change in Law;**

N/a1. **other impacts identified by the TRAS Service Provider; and**

**Volume of QOs generated**Experian will work with suppliers to determine the best balance of quality and quantity of QOs, and any subsequent changes to volumes of QO generated.1. **such other information**
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| Proposed Implementation Date: |
| Month: Year: Other (please give reasons):TBC |
| **Actual Implementation Date** |
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| Business Justification for change: |
| The aim of this change is to improve the quality of Commercial Qualified Outliers (QOs), *i.e. a higher proportion of high risk index Qualified Outliers.*This change should increase the value the suppliers get from the service. |

**Appendix 2**

**Change Authorisation Note**

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| **CR NO.:** | **TITLE:**  | **DATE RAISED:**  |
| **PROJECT:**  | **TYPE OF CHANGE:**  | **REQUIRED BY DATE:** [dd/mm/yy] |
| **KEY MILESTONE DATE:** [if any] |
| **DETAILED DESCRIPTION OF CONTRACT CHANGE FOR WHICH IMPACT ASSESSMENT IS BEING PREPARED AND DETAILS OF ANY RELATED CONTRACT CHANGES:**  |
| **PROPOSED ADJUSTMENT TO THE CHARGES RESULTING FROM THE CONTRACT CHANGE:** |
| **DETAILS OF PROPOSED ONE-OFF ADDITIONAL CHARGES AND MEANS FOR DETERMINING THESE (E.G. FIXED PRICE OR COST-PLUS BASIS):** |

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| SIGNED ON BEHALF OF DCUSA | SIGNED ON BEHALF OF SPAA |
| Signature: |  | Signature: |  |
| Name: |  | Name: |  |
| Position: |  | Position: |  |
| Date: |  | Date: |  |
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|  |
| **SIGNED ON BEHALF OF SERVICE PROVIDER** |
| Signature: |  |
| Name: |  |
| Position: |  |
| Date: |  |