**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.

|  |  |
| --- | --- |
| Document Control | |
| CR Type: | Operational |
| CP Status: | Draft |
| For Issue To: | Experian |
| CR Number\*: | TRAS189 |
| Date Raised | 11 March 2019 |
| Title of Change: | Extra Lead Sources in TRAS |
| Contract Clause to be amended | N/A |
| Version Number: | 0.1 |
| Attachments: |  |

\* Assigned by Change Control Administrator

|  |  |
| --- | --- |
| Originator details | |
| Party Name | ElectraLink |
| Party Change Administrator: | Austin Gash |
| Telephone number: | 07921 458275 |
| Email address: | Austin.Gash@electralink.co.uk |

|  |  |
| --- | --- |
| CP Details | |
| SPAA and DCUSA Parties believed to be impacted: | None |
| Summary of Change: | This CCN seeks to review the list of theft lead sources to minimise use of ‘Other’ in responses.  The Unique Theft Lead Source in the 2018 Performance Assurance Report analysis found that 41.5% of Supplier’s returns specify 'Other' as lead source, although there is a detailed list of sources to choose from. It also identified the proportion of ‘TRAS-Identified’ energy theft is substantially higher than that for ‘TRAS-Only’, suggesting that much if not all of this is currently captured in ‘Other’. At the February TRAS Expert Group (TEG) meeting members noted there may be genuine other lead sources which are not currently specified, which might contribute to a more accurate understanding.  To ensure that TRAS and ETTOS are being recorded accurately in this field ElectraLink requested for member of the TRAS Expert Group (TEG) to provide a list of possible missing Lead Sources which could be included on the TRAS Programming Manual as optional items. |
| Related CRs | None |

|  |
| --- |
| Proposed Solution: |
| For Experian to include the additional Theft Lead Sources to the TRAS Programming Manual as optional items:  Current ‘Fixed list of theft sources’: TRAS generated S - Supplier generate C – Crimestoppers O – Others M - Third party meter reader / agent F - Field agent P – Police  Suggested additions received:   * GT/DNO * Landlord/Housing Association * UKRPA * Electrician * Account Holder/Customer * Anonymous * MOP/MAM * Change the “Field Agent” option for RPU/DCA, or keep as field agent but log if RPU/DCA are the lead source * Smart Meter Alert * Gas Safe Engineer |

|  |
| --- |
| 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;** 2. **the format of Recipient Data;** 3. **the Milestones, Implementation Plan and any other timetable previously agreed by the parties;** 4. **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;** 5. **details of Service Provider fees of implementing the proposed change;** 6. **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;** 7. **a timetable for the implementation, together with any proposals for the testing of the change;** 8. **details of how the proposed change will be compliant with an applicable Change in Law;** 9. **other impacts identified by the TRAS Service Provider; and** 10. **such other information** |
|  |

|  |
| --- |
| Proposed Implementation Date: |
| Month: Year: 2019  Other (please give reasons): |
| **Actual Implementation Date** |
| Upon receipt of fully signed CCN |

|  |
| --- |
| Business Justification for change: |
| The change is required to fulfill the recommendation in the 2018 Performance Assurance Report recommendation, with a view to inlcude additional Theft Lead Sources to the TRAS Programming Manual as optional items. |

**Appendix 2**

**Change Authorisation Note**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **CR NO.:** TRAS189 | **TITLE:** Extra Lead Sources in TRAS | **DATE RAISED:** 11/03/2019 |
| **PROJECT:** TRAS | **TYPE OF CHANGE:** Operational | **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):** | | |

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