RETAIL ENERGY CODE

FEBRUARY 2023 REC RELEASE DROP-IN SESSION

19 JANUARY 2023

INTRODUCING YOUR PRESENTERS

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Amie Lauper-Bull

REC Communications Team

Communications and Events Officer



Fiona Murray

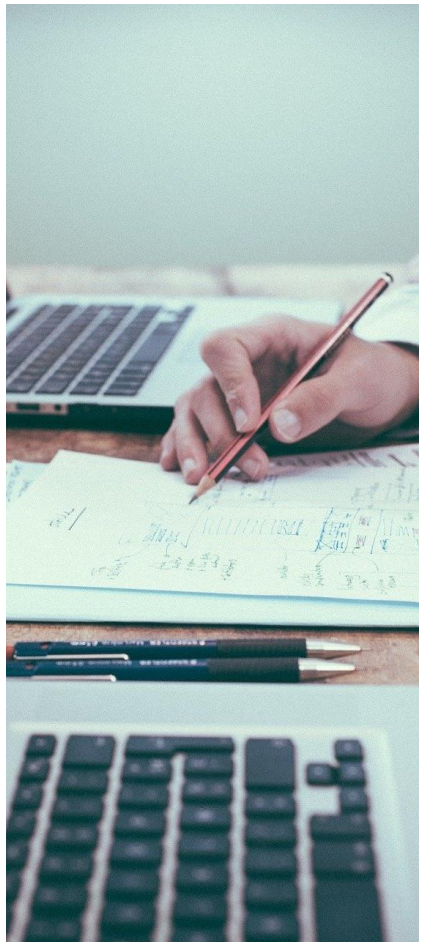
REC Change and Release Team

Release Manager

HOUSEKEEPING

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- Videos and microphones
- Event recording
- Use of Slido
- Opportunities for Q&A



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AGENDA FOR TODAY

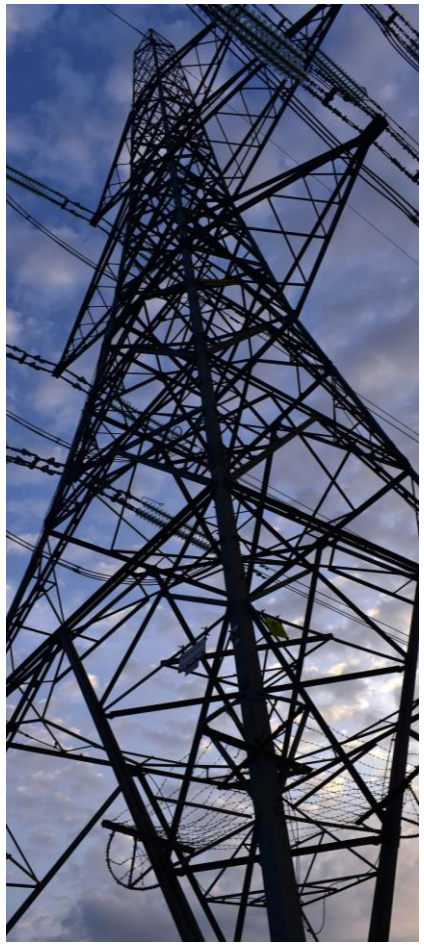
AGENDA ITEM	PRESENTER
R0052 – GES Service Definition Document	Fiona Murray
R0055 – Switching Operator Outage Notification Lead Time	Fiona Murray
R0074 – Release of Community View Data Items to MEMs in GES	Fiona Murray
Support at Implementation	Fiona Murray
Q&A	All

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CHANGES IN SCOPE OF THIS RELEASE

FIONA MURRAY

R0052 – GES SERVICE DEFINITION DOCUMENT



The frequency of the reports set out within the Gas Enquiry Service (GES) Definition Document do not accurately reflect what was consulted on during the development of REC V3.0 or the frequency available to GES Users currently.

This change ensures that all GES Users are aware of the frequencies of reports available to them, and that the GES Provider is clear on the requirements for the provision of reports.

Parties impacted by this change:

Gas Meter Equipment Managers
Gas Suppliers (replacement Suppliers)
GES Service Provider
Meter Asset Providers
Prepayment Meter Infrastructure Provider
Housing Associations
AltHAN

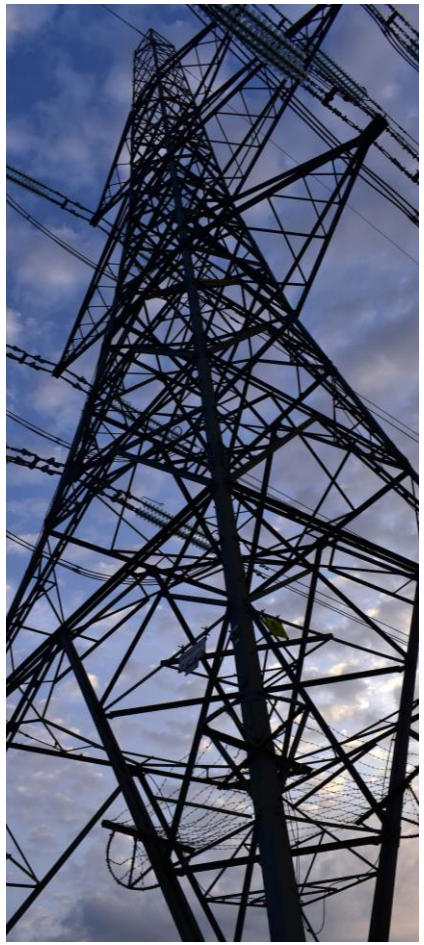
REC Products impacted by this change:

Gas Enquiry Service Definition
REC Charging Statement

Implementation:

This change will be implemented in full on 24 February 2023.

R0055 – SWITCHING OPERATOR OUTAGE NOTIFICATION LEAD TIME



There was an inconsistency noted between two REC products, whereby the REC Switching Operator Service Definition document stated that 10 Working Days were required as notice of planned system outages and scheduled maintenance. However, the Switching Operational Change Management Procedures document stated that only 8 Working Days were required.

This change ensures that both documents state the service level of 08 Working Days.

Parties impacted by this change:

Central Switching Service Users
Central Switching Service Operator
Switching Data Service Providers
Code Manager

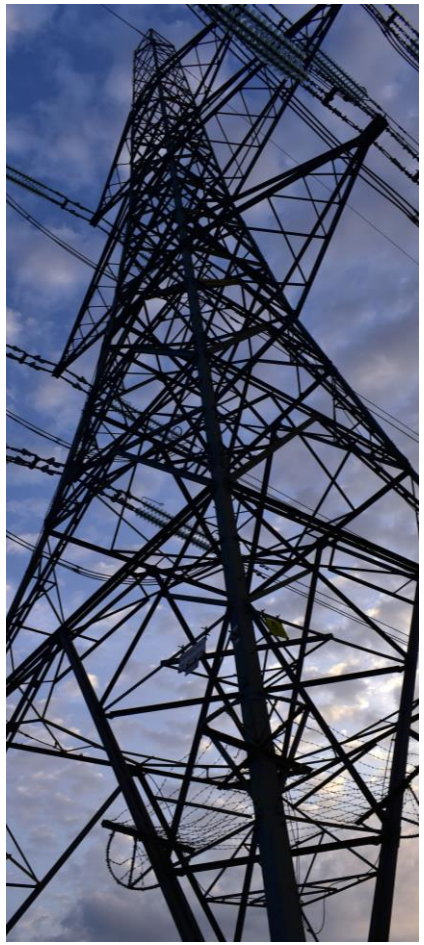
REC Products impacted by this change:

Switching Operator Service Definition

Implementation:

This change will be implemented in full on 24 February 2023

R0074 – RELEASE OF COMMUNITY VIEW DATA ITEMS TO MEMS IN GES



At REC V3.0 Go-Live, the “Community View” access to data in Gas Enquiry Service (GES) was removed for Meter Equipment Managers (MEMs) to align with the Data Access Matrix. This was previously available via the Data Enquiry Service (DES) under the Uniformed Network Code (UNC).

This change reinstates this access to ensure that MEMs are able to complete activities central to their operations including checking site details prior to attending emergency metering works.

Parties impacted by this change:

Gas Meter Equipment Managers
GES Provider

REC Products impacted by this change:

GES Data Access Matrix

Implementation:

The Code change will be implemented on 24 February 2023 with the technical elements being implemented at a later date.

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POST IMPLEMENTATION SUPPORT

SUPPORT



If you need support relating to this Release you can:

Raise a Service Desk Enquiry or email enquiries@recmanager.co.uk. Alternatively, you can contact your Operational Account Manager.

If your enquiry is relating to a technical issue with the Gas Enquiry Service Portal, you can contact Xoserve.

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QUESTIONS

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Audience Q&A Session

ⓘ Start presenting to display the audience questions on this slide.

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THANKS FOR ATTENDING

CONTACT US: ENQUIRIES@RECMANAGER.CO.UK

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Feedback

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