RETAIL ENERGY CODE

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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

CHANGE REPORT

R0108 – ENABLING ELECTRICITY ENQUIRY SERVICE SEARCHES USING A UNIQUE PROPERTY REFRENCE NUMBER

CHANGE REPORT	FINAL
DOCUMENT VERSION	2.0
ISSUED DATE	27/03/2024
DOCUMENT APPROVAL STATUS	POST-VOTE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE
PRIORITY STATUS	LOW	URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	16/02/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Consumers that wish to utilise multi-channel Switching services for gas, electricity, water, broadband, bank, home insurance etc. cannot make use of generic address-capture services for electricity Switching as Unique Property Reference Number (UPRN) search functionality is not available within the Electricity Enquiry Service (EES).

	High Impact: N/A
	Medium Impact: Consumers, Third-Party Intermediaries
	Low Impact: Suppliers

TECHNICAL LEAD

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ASSURANCE LEAD

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CODE MANAGER'S RECOMMENDATION

The Code Manager recommends Change Proposal R0108 is **APPROVED** for implementation on **23 August 2024**.

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RESPONSIBLE COMMITTEE DECISION

On 27 March 2024, the Technical Expert Panel voted to **APPROVE** R0108 for implementation on **23 August 2024**.

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BACKGROUND

1 SUMMARY

Consumers that wish to utilise multi-channel Switching services for gas, electricity, water, broadband, bank, home insurance etc. cannot make use of generic address-capture services for electricity Switching as UPRN search functionality is not available within EES. A Consumer would need to search again for their address when Switching electricity with the same multi-channel provider. If the details of an electricity meter could be directly retrieved using the UPRN, when the Consumer requests a tariff quote or elects to Switch, this would provide a significantly improved onboarding experience.

2 PROBLEM STATEMENT

Consumers that wish to utilise multi-channel Switching services, cannot benefit from the efficiencies of using a UPRN for the electricity Switch as the EES does not provide this functionality.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want to be able to Switch my electricity easily and efficiently.
C2	As a Consumer, I want to be able to quote or Switch my electricity as part of a packaged search.
MARKET PARTICIPANT USER STORIES	
M1	As a Supplier, I want Consumers to be able to search for quotes and Switch efficiently.
M2	As an organisation providing multi-channel Switching services, I want Consumers to be able to use one set of data when requesting quotes.

PROPOSAL

4 SUMMARY OF ANALYSIS UNDERTAKEN

REC Technical Services explored the Proposer's request to enable functionality to support UPRN searches within EES. The requirements were then explored with the EES Provider to refine the solution to be taken forward.

5 PROPOSED SOLUTION

The proposed solution would make the following changes.

TECHNICAL IMPACTS	
EES GUI	Change in functionality to allow search using UPRN (Suppliers and Third-Party Intermediaries (TPIs)).
EES API	Change in functionality to allow search using UPRN (Suppliers and Third-Party Intermediaries (TPIs)).
IMPACTED DOCUMENTS	
EES API Interface Specification (Category 2)	Update to reference UPRN searchability.
Electricity Data Access Matrix (DAM) (Category 3)	Update to reference UPRN searchability. Access to be provided for Suppliers and TPIs.
EES Website Specification (Category 3)	Change in functionality to allow search using UPRN.
EES User Guides (Category 3)	Updated to reference UPRN search capability.

GUI Changes

The Primary Search screen will be updated to allow users with access to CSS Data to perform a UPRN search.

The Advanced Search Panel will have the UPRN added and made available to users with access to CSS Data to perform a UPRN search.

Use of UPRN during searches will be audited, as the UPRN is a part of the REL address.

API Changes

- A new SearchByUprn method will be created to allow users to perform a search using a UPRN.
- Use of UPRN during searches will be audited, as the UPRN is a part of the Retail Energy Location (REL) address.
- Develop scripts to grant relevant parties access to the new method.
- Add new method to API Portal Test Harness.

Archiving

A process will be created to archive the UPRN audit data once the age of the data reaches an appropriate level of maturity.

5.1 MARKET-WIDE HALF HOURLY SETTLEMENT

DESIGN	DATA SPECIFICATION	DRAFTING
No impact on MHHS design.	Additional data item added to the Electricity Data Access Matrix (Category 3).	The subsequent updates to the EES API Technical Specification will be additional text and is not expected to impact existing text that has been red-lined for the MHHS code drafting.

6 DRAFT LEGAL TEXT

The design of the solution has been included within the build and implementation costs from the Service Provider. This means that the updates to the EES API Technical Specification based on the design of the new functionality will not be available until the date of release. This has been normal practice to date; however, the Code Manager is aware that this may be inconvenient for Parties and is looking to address this for future changes.

There will be consequential changes to Category 3 REC documents and these Category 3 Change Proposals will be raised following design and once the documents are ready for circulation. These Category 3 Changes will also incorporate the addition of the Retail Energy Location UPRN to Electricity Data Access Matrix. A draft of the Electricity Data Access Matrix can be found here.

The following detail should allow Parties to understand how the functionality can be used prior to the release of the change.

EES API Technical Specification

Section 4 - Summary of Available Web Service Methods. This table will be updated to include the new Search by UPRN method which summarises the purpose of the API method.

The EES Interface Specification contains a section for each method. A new Search by UPRN section will be added for the search by UPRN functionality that will follow the existing format and include details under the relevant headings:

- Method Purpose
- Method Inputs
- Supported Parameters
- Method Outputs
- Response Data Items

EES Web Application Specification

Section 5 – Primary Search and Display. Add reference to ability to search by UPRN in the following three locations:

(1) Users with the 'Primary Search' system function can access the MPAN search screen which provides the user with the ability to search for MPANs by MPAN, Current Meter Serial Number (MSN), or Address.

(2) The user can enter multiple MPANs, MSNs or postcodes or any combination and the search will return the expected results.

(3) If entering the search term into the single input field does not yield the expected results then the user can perform an advanced search. The advanced search consists of the following input fields:

- Building Numbers
- Postcodes
- Address Fragments
- MPANs
- Meter Serial Numbers

Proposed addition to Section 5:

"When searching by UPRN, the application will return all MPANs for the given UPRN. The search will also return MPANs where the given UPRN matches a numeric-only Meter Serial Number."

EES User Guides (Supplier, Third-Party and TPIs)

Under the How Do I...? content page, the Search for Information links to the Primary Search section. In this section, reference to the UPRN to be added to the following text:

"Search field: in ECOES this is a 'Universal Search' function (similar to internet search engines). Users will be able to search for addresses, partial addresses, postcodes, MPANs, MSNs, multiple MPANs, multiple addresses or a combination."

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

The EES Provider completed a five working day initial assessment, a Preliminary Impact Assessment and a Detailed Impact Assessment on R0108. A summary of the Detailed Impact Assessment response has been provided below.

EES PROVIDER	• The solution is both viable and implementable. • Approximately 28 days is required for design, build, test and the implementation of the solution with a total cost of £34,394.

	• There are no ongoing costs.

7.2 REC PARTY IMPACT ASSESSMENTS

A Party Impact Assessment was published on 12 January 2024 and closed 02 February 2024. Four responses were received by a Distribution Network Operator (DNO), Supplier, PCW – TPI and a Meter Asset Provider (MAP). The Party Impact Assessment responses can be found here.

ENERGY SUPPLIERS	• The responding Energy Supplier noted that this functionality would be beneficial for its use case. • Any implementation requirements would be minimal and limited to a few small changes only. Also, that no costs would be anticipated for implementation and only a small amount of development time was required for internal staff. • Agreed that the solution addressed the problem statement. • Noted that benefits would be seen via smoother user journeys and potentially fewer API calls. • Did not highlight any risks with using UPRN.
DISTRIBUTION NETWORK OPERATORS	• The DNO noted that it would not be used by their organisation and therefore there were no dependencies on implementation. • It was agreed that the solution addressed the problem statement. • Noted that there aren't any risks associated with the change subject to the appropriate security controls being in place for UPRN access.
THIRD PARTY INTERMEDIARIES	• The TPI respondent noted that allowing an EES search via UPRN would make the dual fuel Switching process easier for customers and industry participants, leading to faster meter targeting from a single address. It would also lead to a drop in erroneous Switches. • There was no lead time or cost required for implementation. • Agreed that the proposed solution addressed the problem statement. • Identified benefits in that its business will be able to offer a service for multi-product offerings and that it increases address accuracy. • Did not highlight any risks in using the UPRN.
METER ASSET PROVIDER	• The MAP raised queries about the API being backwards compatible. • No benefits to its organisation but also no issues highlighted with the new functionality.

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8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

To date, all activities have been completed within the required timescales. The Change Proposal Plan can be found here.

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 RISKS AND ISSUES

No.	RISK	NOTES	MITIGATION
R01	There may be occasions when the EES search functionality will not be able to determine if the data submitted during the search is a UPRN or a Meter Serial Number (MSN).	The UPRN appears to be a number between 1 and 12 digits long, and an MSN is an alpha-numeric string between 9 and 12 characters long. Therefore, a search using a number between 9 and 12 characters could be either a UPRN or an MSN. In these instances, the search would return two records, one relating to the UPRN and the other to the MSN. The EES Provider estimates that 0.33% of 9 – 12-character MSNs could also be read as UPRN.	It will be made clear within the user guide that where two records are returned, one could be for an MSN rather than a UPRN and alternative checks should be made.

9.2 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A01	The Electricity Data Access Matrix will control the Parties who will be able to search by and view UPRN.	Within this Change Proposal access will only be provisioned to Suppliers and TPIs within the DAM.	Validated at Impact Assessment.
A02	The consequential changes to the EES API technical specification will not create any risk or conflict with changes under the MHHS Programme.	The EES API Technical Specification will be updated through a subsequent Change Proposal once technical design has been completed.	Ongoing.

NO.	DEPENDENCY	NOTES	STATUS
D01	The solution will be entirely dependent on the accuracy of the UPRN data held in EES.		Ongoing.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	23/08/2024

PROPOSED IMPLEMENTATION APPROACH	BIG BANG - Guidance updates will be approved through a separate Change Proposal.

There were no concerns regarding an implementation lead time raised at Party Impact Assessment or consultation, however, there are numerous REC document changes requiring updates following design and a November release date was proposed at the time of the Preliminary Change Report. Since publishing the Preliminary Change Report, the Code Manager believes an earlier implementation date would be preferable as it negates any potential conflict with the MHHS technical code freeze in November 2024.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 16 February 2024 to obtain views on the Preliminary Change report. Three responses were received, one from an Energy Supplier and two from Distribution Network Operators. The responses have been consolidated and comments provided by the Code Manager. This can be found here.

11.1 SUMMARY OF RESPONSES

All responses believed that the proposed solution effectively resolved the problem statement and noted no negative impacts to systems or processes due to the introduction of the new functionality.

There were mixed responses on how the new functionality would benefit their organisations. The Supplier believed that it would see benefits in Suppliers having correct address details.

All responses agreed with the proposed implementation date and approach.

12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No changes have been made to the solution following consultation however, the implementation date has been adjusted as outlined in section 11.

13 BUSINESS CASE ASSESSMENT

13.1 COST BENEFIT ANALYSIS

	DESIGN/ DEVELOPMENT COSTS	IMPLEMENTATION AND TEST COSTS	ONGOING OPERATIONAL COSTS
EES PROVIDER	£18,892	£15,502	£0

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	13/03/2024

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
IMPROVEMENTS IN SWITCHING EXPERIENCE	This change will help support improvements in dual fuel Switching by allowing faster meter targeting by a single address. It will also assist Consumers who wish to use PCWs for multi-channel Switching services.
REDUCTION IN INCORRECT SWITCHES	Better meter targeting may lead to a reduction in Erroneous Switches.

13.2 COST BENEFIT ANALYSIS SUMMARY

Whilst there is a one-off cost for the development of the new functionality, there was no implementation costs noted by any Party through the Impact Assessment responses. The Code Manager believes that the efficiencies gained through its use, particularly by TPIs offering multi-channel services, would make the Consumer experience of Switching better and the process faster and more accurate.

14 CASE FOR CHANGE

14.1 SELF-GOVERNANCE

The Code Manager considers there is a positive case for change for implementing this Change Proposal on the basis that the proposed solution:

- Is both viable and implementable and effectively resolves the problem statement;
- The cost and effort of implementing and operating the proposed solution is proportionate and cost-effective;
- The proposed solution delivers positive outcomes for Consumers using PCWs; and
- The proposed solution provides useful functionality available for Suppliers and TPI users and no Market Participant detriment has been identified.

15 CODE MANAGER'S RECOMMENDATION

Based on sections 13 and 14 of this report, the Code Manager considers that a positive case for change can be made for implementing this solution and recommends that the Technical Expert Panel:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 23 August 2024.

16 RESPONSIBLE COMMITTEE DECISION

This report was discussed at the REC Technical Expert Panel meeting on 27 March 2024.

The Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 23 August 2024.

17 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
CONSOLIDATED IMPACT ASSESSMENT RESPONSES	Link
CONSOLIDATED CONSULTATION COMMENTS AND CODE MANAGER'S RESPONSES	Link

18 GLOSSARY

TERM	DEFINITION
Consumer	means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP).
Data Access Matrix (DAM)	means the matrix describing which Enquiry Service Data each Enquiry Service User Category can access, which forms part of the Data Specification and is updated in accordance with the Data Access Schedule.
Electricity Enquiry Service (EES) Provider	means the provider of the Electricity Enquiry Service.
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition.
Electricity Supplier	means a person holding an Electricity Supply Licence.
Erroneous Switch	means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution of Consumer-Facing Switching and Billing Problems Schedule.
Switch	means a change to the Registered Supplier for an RMP.