RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0110 – A REVIEW OF SUPPLIER ACCESS TO DATA ON GES

DOCUMENT VERSION	V1.0
DATE ISSUED	21/07/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	20/09/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

When Registered Gas Suppliers and Registered Shippers access the Gas Enquiry Service (GES) they currently have access to their own unique set of Data Items. This Change would give Registered Gas Suppliers access to some additional Data Items which form part of the Registered Gas Shipper Data Items, to enable them to solve Consumer facing switching and billing issues.

	High Impact: N/A
	Medium Impact: Gas Enquiry Service Provider
	Low Impact: N/A

1 BACKGROUND

The GES allows users to access gas market data, in accordance with the Data Access Matrix (DAM).

Currently, Registered Shippers have a community view by default in the DAM, whereby they can see their designated Data Items for every Registerable Metering Point (RMP) in the market. Data Items exclusively available to Registered Shippers (and not Registered Gas Suppliers) include meter reading history and Meter Asset Manager history. Currently, if a Supplier wishes to access this information, they need to request this data from their Shipper. Whilst many Gas Suppliers act as their own Shipper, and have more immediate access to this information, many Registered Gas Suppliers do not.

This Change Proposal seeks only to introduce Data Items that are available to the Registered Shipper exclusive Data Items into the Registered Gas Supplier Portfolio view as are needed for Registered Supplier processes. This would enable Registered Gas Suppliers to efficiently respond to consumer facing switching and billing issues.

2 PROBLEM STATEMENT

When Registered Gas Suppliers need to resolve queries relating to meter reading history, they may need to access information that is currently only available to the Registered Shipper in GES. As a result, Registered Gas Suppliers may be unable to resolve these consumer facing issues on their own, as they do not have direct access to the required Registered Shipper only information.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want my Supplier to be able to access essential information about my energy account, so that billing issues and switching problems can be addressed easily.
MARKET PARTICIPANT USER STORIES	
M1	As a Registered Gas Supplier, I want to be able to readily access appropriate information relating to my RMP portfolio, so that I can resolve consumer facing billing issues more easily.
M2	As the GES Provider, I want my users to be able to access information that helps them fulfil their objectives (in line with REC Data Access principles), so that the service is used as efficiently as possible.

4 IMPACT

CONSUMERS
Gas Consumers

REC SERVICE PROVIDERS
GES Provider

REC DOCUMENTS / PRODUCTS
Gas Data Access Matrix

REC PARTIES AND SERVICE USERS
Registered Gas Suppliers

The Code Manager expects a positive consumer impact as this change will expedite resolution of customer facing switching and billing issues. The GES Provider will need to make changes to allow Gas Suppliers access the additional Data Items. Registered Gas Suppliers may need to update their processes to ensure requirements of enhanced GES data access are understood throughout the business, however, their impact is almost entirely positive.

5 CROSS CODE IMPACTS

No cross-code Impacts have been identified.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This change will follow a Self-Governance Change Path. This Change Proposal impacts the Gas Data Access Matrix document which is the responsibility of the Technical Expert Panel (TEP) and therefore it will be the Responsible Committee.

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7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	1	27	27
	Retail Markets Impact	Retail Risk(s)	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		1	9	9
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		2	17	17
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	107

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	MEDIUM
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

This Change Proposal has a medium priority status based on a score of 107.

- Retail Risk has been given a score of 2 to reflect moderate impact. By not having immediate and ready access to information to resolve consumer facings switching and billing issues in a timely manner, Registered Gas Suppliers face challenges meeting Retail Risk Driver 8.8.
- Strategic Alignment with REC objectives has been given a score of 2 to reflect moderate impact. This Change represents an opportunity to streamline access to REC Services (the GES), thus making Registered Gas Suppliers' access more efficient, and enhancing their ability to deliver positive Consumer outcomes.
- All other scores have been ranked as low or have no impact, as appropriate.

8 SUMMARY OF CHANGE PROPOSAL PLAN

This Change Proposal has a fully formed solution, so time has not been included in this Change Proposal plan for Solution Development and Party Impact Assessment.

	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	03/08/2023	07/09/2023
PRELIMINARY CHANGE REPORT ISSUED	20/09/2023	20/09/2023
RESPONSIBLE COMMITTEE REVIEW	27/09/2023	27/09/2023
CONSULTATION	27/09/2023	11/10/2023
FINAL CHANGE REPORT ISSUED	18/10/2023	18/10/2023
RESPONSIBLE COMMITTEE DECISION	25/10/2023	25/10/2023
APPEAL WINDOW CLOSURE	08/11/2023	08/11/2023

9 GLOSSARY

TERM	DEFINITION
Gas Enquiry Service	means: (a) until CSS Go-Live Date, the enquiry service provided pursuant to the UNC which allows authorised users to access Gas Retail Data; and (b) from CSS Go-Live Date, the service of that name procured by RECCo pursuant to the Data Access Schedule.
Gas Enquiry Service Provider	means the provider of the Gas Enquiry Service.
Gas Enquiry Service User	means a Party or Non-Party REC Service User which is entitled to use the GES under the Data Access Schedule.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
Data Access Matrix	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.
Data Item	means the most granular level of data defining a specific attribute in respect of a Data Type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Gas Supplier	means a person holding a Gas Supply Licence.
Shipper	means a person holding a Shipper Licence.
Retail Risk	means a risk that retail energy consumer outcomes and the effectiveness of the retail market are measurably and significantly degraded by a failure by a REC Service User or REC Service Provider to meet the objectives, standards and core processes under this Code.
Registrable Measurement Point	means a Supply Meter Point or Metering Point identified in the Central Switching Service.