RETAIL ENERGY CODE

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CHANGE PROPOSAL FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Ryan Dale
COMPANY *(Optional)*	RTS
COMPANY TYPE *(Optional)*	Code Manager
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2 CHANGE PROPOSAL SUMMARY

CHANGE PROPOSAL TITLE *(Mandatory)*	SDEP Review Improvements (2) - Usability
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	Following a comprehensive review of the SDEP system, the Code Manager has identified 6 batches of functionality improvements with the SDEP system. This change represents the second of these batches. This batch contains changes which introduce useability improvements to the SDEP system, to allow users to better filter workflow and queries and to improve notifications received by parties, to enable resolution of raised issues
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	SDEP Users stated that the filtering options are limited to particular attributes and notification emails contain generic and minimal supporting information for the parent communication.
WHAT OUTCOMES DO YOU CONSIDER ARE NEEDED TO ACHIEVE AN EFFECTIVE SOLUTION? *(Mandatory)*	Part 1 - Filters a) Add an additional filter on the Secure Communications screen for unread messages.

	Note that the read/unread status is at company group level rather than for an individual user. So if anyone in the same company group accesses the message it will be marked as read. *It would be an additional change to move the read status to the user, and may have unintended consequences in making it unclear when a query has been dealt with by someone else.* b) The SDEP system only allows a user to escalate a query after a fixed period of time (as per the REC SLA). *There is a report that provides this information - Secure Communications Messages Sent No Response. But users may want to be able to filter on screen to make accessing the relevant calls direct from the filtered list quicker that running the report then searching for the relevant communication. The information on when it can be escalated is held in the system. This information should be displayed on the secure communication page and be available to filter on.* c) Currently, the user can see if a communication has not been opened (unread) at a Company Group level. However, if you open a message but don't action it, it is marked as read, but not obvious to the user that they still need to action it. *Additional statuses can be introduced (applied to the communication at the company group level, i.e. not separate status for individual users).* It is proposed to either: a) create a new icon that shows if a task has been actioned regardless of read/unread status. This will be clickable on the existing query page and will be reset when a new message is received for that communication; or b) Create an option to manually return a communication to unread. The audit history would show all status changes. Part 2 – Notification emails

	Notification emails should include all relevant cases separately, including the unique Case Number and Process Type to allow recipients to address the items promptly and manage workload.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE CHANGE PROPOSAL THAT WOULD BE USEFUL? *(Optional)*	The proposed changes were developed with input from a working group of SDEP users.

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS CHANGE PROPOSAL? *(Mandatory)*	☒ Electricity ☒ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS CHANGE PROPOSAL HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☐ Billing accuracy ☒ Trust and confidence ☐ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☒ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	This change will improve operational efficiency for users of the SDEP system, thereby allowing consumer issues to be addressed sooner / more accurately.

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4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Interpretations and Definitions Schedule ☐ Transition Schedule ☐ Accession Agreement ☐ Company Governance Schedule ☐ Change Management Schedule ☐ Performance Assurance Schedule ☐ Qualification and Maintenance Schedule ☐ Market Exit Schedule ☐ Charging Methodology Schedule ☐ Prepayment Arrangements Schedule ☐ Central Switching Service Schedule ☐ Data Access Schedule ☐ Energy Theft Reduction Schedule ☐ Transfer of Consumer Data Schedule ☐ Metering Operations Schedule ☐ Metering Accreditation Schedule ☐ Smart Meter Installation Schedule ☒ Secure Data Exchange Schedule ☐ Green Deal Arrangements Schedule ☐ Registration Services Schedule ☐ Related Metering Points Schedule ☐ Address Management Schedule ☐ Switching Data Management Schedule ☐ RMP Lifecycle Schedule ☐ Switching Service Management Schedule ☐ Resolution of Consumer Facing Switching and Billing Issues Schedule ☐ SPAA Transition Schedule ☐ MRA Transition Schedule ☐ Unbilled Energy Code of Practice ☐ Gas Metering Code of Practice ☐ MOCoPA ☐ ASPCoP ☐ Change Panel Terms of Reference ☐ Performance Assurance Board Terms of Reference

ADDITIONAL INFORMATION *(Optional)*	Category 3 document – SDES User Guide

THE DATA SPECIFICATION? *(Optional)*	☒ Data Item Catalogue ☐ Market Message Catalogue ☐ Data Access Matrix ☐ Standards Definition
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Electricity Enquiry Service ☐ Central Data Service Provider Further Services ☒ Secure Data Exchange Service ☐ Green Deal Central Charging Database ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Switching Operator ☐ Gas Retail Data Service ☐ Electricity Retail Data Service ☐ Gas Enquiry Service ☐ Energy Theft Tip Off Service (ETTOS)
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☒ Energy Suppliers ☒ Distribution Network Operators ☐ Gas Transporters ☐ Metering Equipment Managers ☐ DCC ☐ Shippers ☐ Data Collectors ☐ Data Aggregators ☐ Green Deal Providers ☐ Green Deal Finance Parties

	☐ Meter Asset Providers ☐ AMR Service Providers ☐ EES Users ☐ GES Users ☐ GDCC Users ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☐ BSC ☐ DCUSA ☐ SEC ☐ UNC ☐ IGT UNC
ADDITIONAL INFORMATION *(Optional)*	

DOES THIS CHANGE PROPOSAL IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	
ADDITIONAL INFORMATION *(Optional)*	

5 CHANGE PROGRESSION

DO YOU BELIEVE THIS CHANGE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED	The batched changes raised at the conclusion of this review, have been raised following extensive work by Service Providers and REC Parties. The review has been time consuming, and it would be beneficial for

UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	parties to realise the benefits of these improvements at the earliest opportunity
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OR IMPLEMENTATION OF THIS CHANGE PROPOSAL? *(Optional)*	
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THE CHANGE PROPOSAL WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	
DOES THIS CHANGE PROPOSAL RELATE TO AN EXISTING OR PREVIOUS CHANGE PROPOSAL? *(Optional)*	This Change represents batch 2 of 6 change proposals raised at the conclusion of the SDEP review.

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	See attached SDEP Review CP2 – Usability spreadsheet