RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0063 – ADDITION OF KEY INFORMATION TO ALL SERVICE NOW TICKETS

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RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

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1 CHANGE OVERVIEW

Currently, the Service NOW (SNOW) tickets for asynchronously rejected Central Switching Service (CSS) messages contain only the CSS generated correlation ID, which is a unique reference for each message received by CSS.

In most cases the Switching Data Service Providers (SDSPs) do not have access to the correlation ID generated when the message was originally processed by the CSS. Therefore, they cannot use the correlation ID to match and identify the original messages that related to the SNOW tickets. As a result, the SDSPs are unable to comply with their obligations set out in section 6 of the Electricity Retail Data Service Definition and Gas Retail Data Service Definition.

To be able to efficiently resolve SNOW tickets and meet their obligations SDSPs have indicated that they would need the following:

Mandatory Data Items (to be included on all SNOW Tickets)

- MPxN
- CSS Correlation ID
- CSS Event ID
- CSS errorCode
- CSS errorTitle
- CSS errorDescription

Optional Data Items (to be included where available/necessary)

- Current Supplier
- Registration ID
- Supplier Start Date
- (For Cancellation Requests) CSS Registration Status From Date
- Registration Status

- Event Date/Date of Message

Until an enduring solution is in place, a manual workaround has been put in place by the CSS Provider to supplement ERDS related SNOW tickets with additional data items when required. Whilst ERDS Providers will attempt to meet the obligatory target times, their ability to do so are based on volumes being small and could be affected by circumstances outside of their control.

This Change Proposal will explore impacts to both ERDS and GRDS.

2 KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/12/2022	07/02/2023
PRESENT APPROACH TO THE CHANGE PANEL	21/02/2023	21/02/2023

3 CHANGE PROPOSAL PLAN EXTENSION

This Change Proposal Plan has been extended.

The extension of this plan only includes the immediate next step of a preliminary impact assessment to be completed by the CSS provider so that this can help determine the requirements for additional service provider impact assessments or party impact assessments.

	FROM	TO	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/12/2022	07/02/2023		
PRESENT APPROACH TO THE CHANGE PANEL	21/02/2023	21/02/2023		
SERVICE PROVIDER PRELIMINARY IMPACT ASSESSMENT			27/02/2022	20/03/2023
EXTENDED PLAN PRESENTED TO THE CHANGE PANEL			04/04/2023	04/04/2023

4 SCOPE

4.1 IN SCOPE

This document details the plan for preliminary impact assessment following solution development.

This Change Proposal seeks only to ensure the required information within SNOW tickets is available for asynchronously rejected CSS messages so these can be actioned and resolved efficiently.

4.2 OUT OF SCOPE

Any activity beyond preliminary impact assessment for the CSS provider is currently out of scope for this change proposal plan. This is to first understand the requirements for additional service provider impact assessments and party impact assessments.

5 PROJECT STRUCTURE AND ORGANISATION

5.1 POINTS OF CONTACT

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TECHNICAL LEAD	Ryan Dale	EMAIL	N/A

6 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

6.1 A period of solution development has been undertaken by the Code Manager including a workshop with the Electricity Enquiries Service (EES) Provider, Electricity Retail Data Agent (ERDA) and Gas Retail Data Agent (GRDA) to understand the mandatory and optional data items required to efficiently resolve SNOW tickets related to asynchronously rejected CSS messages.