RETAIL ENERGY CODE

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

CHANGE REPORT

R0063 – ADDITION OF KEY INFORMATION TO ALL SERVICE NOW TICKETS

CHANGE REPORT	FINAL
DOCUMENT VERSION	2.0
ISSUED DATE	15/09/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	14/07/2023

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CHANGE OVERVIEW

Currently there is a lack of key business information, required by the Distribution Network Operators (DNOs) in their role as Electricity Retail Data Agents (ERDA), included in the Service Now (SNOW) tickets produced by the CSS Service Desk for CSS asynchronously rejected messages. Without the addition of the required business information, DNOs are unable to action and resolve the SNOW tickets. R0063 looks to amend processes to ensure SNOW tickets include additional mandatory and optional data items to ensure that messages can be linked, actioned and resolved in a timely manner.

	High Impact: Electricity Retail Data Service Providers (ERDS), Gas Retail Data Service Providers (GRDS)
	Medium Impact: Central Switching Service (CSS)
	Low Impact: Energy Suppliers, Consumers

RESPONSIBLE COMMITTEE DECISION

On 27 September 2023, the Technical Expert Panel voted to **APPROVE** R0063 for implementation on 12 April 2024.

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BACKGROUND

1 SUMMARY

Currently there is a lack of key business information, required by the Distribution Network Operators (DNOs) in their role as Electricity Retail Data Agents (ERDAs), included in the Service Now (SNOW) tickets produced by the CSS Service Desk for CSS asynchronously rejected messages.

Without the required business information, DNOs are unable to action and resolve the SNOW tickets. The CSS Provider has deployed a short-term workaround, which is supported by a Performance Assurance derogation. However, should the volumes of rejected messages increase, it would likely make the workaround unviable, and a long-term solution is required.

2 PROBLEM STATEMENT

The SNOW tickets received by the Switching Data Service Provider (SDSP) for messages that CSS has asynchronously rejected, currently do not contain the relevant data for the SDSPs to triage and take any necessary action to resolve the underlying issue(s). This may delay the resolution of the SNOW tickets and impact a Consumer's Switch.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer I want the Switch process to work efficiently and effectively, so that I can switch Energy Supplier without unnecessary delay or issues.
MARKET PARTICIPANT USER STORIES	
M1	As the ERDS and GRDS, I want to receive SNOW tickets that contain all of the relevant data to enable me to triage and resolve issues efficiently, so that Consumers do not experience unnecessary switching delays and I am able to meet my service level obligations.
M2	As the CSS Provider, I want to provide the ERDS with all relevant data in the SNOW tickets to enable the efficient resolution of issues without the need for a manual workaround to be utilised, so that Consumers do not experience unnecessary switching delays.

4 SUMMARY OF ANALYSIS UNDERTAKEN

The Code Manager hosted workshops with the DCC to investigate the issue and understand the specific front-end fields within the SNOW System. It was identified during these workshops that additional supporting information could be added within the “free text” field to assist with incident triage and resolution. There is also the functionality to attach supporting files/documentation.

To identify the data items needed by SDSPs, the Code Manager hosted a further workshop with representatives from the Electricity Enquiry Service (EES) Provider, Gas Retail Data Agent (GRDA) and Electricity Retail Data Agents (ERDAs) to ascertain which additional data items should be included.

4.1 EXISTING PROCESS

Tickets are raised in SNOW to address a variety of issues relating to CSS activities and processes. Tickets can be raised by any CSS User and are then assigned to a pre-defined category or sub-category.

The request template requires the raising party to populate four mandatory data items:

- Account
- Contact
- MPID
- Market Role

5 PROPOSED SOLUTION

5.1 ADDITIONAL DATA ITEMS

Through the workshops, the following mandatory and optional data items were proposed. The group confirmed that the availability of these data items would improve the effective and speedy resolution of tickets. Where data items that assist in incident triage are already being received, these will not be removed. The following are in addition to any information already received by SDSPs.

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

- MPxN (Meter Point Administration Number and/or Metering Point Registration Number)
- CSS Correlation ID
- CSS Event ID
- CSS errorCode
- CSS errorTitle

- CSS errorDescription

Optional Data Items (to be included where available)

- Current Supplier
- Registration ID
- Supplier Start Date
- (For Cancellation Requests) CSS Registration Status From Date
- Registration Status
- Event Date/Date of Message

5.2 OPERATIONAL PROCESSES

In considering the SNOW system and the potential impacts to Service Providers to enable and co-ordinate additional data item functionality, the Code Manager determined that a re-design of front-end systems would be costly and time consuming.

The Code Manager proposes that CSS/Landmark adjusts its operational processes for manually raised incidents and alters data capture for automatically raised CSS incidents. This would not require any re-configuration of the SNOW system. CSS holds the required information, and this solution requires the data items to be provided within the free text description section of each incident.

There are rare cases where the DCC may raise an incident directly to an end-user and in these cases, the required information will not be available.

5.3 ALTERNATIVE SOLUTIONS CONSIDERED

The Code Manager investigated the option of CSS re-designing the SNOW front end system to include specific fields for the input of each mandatory or optional data items. Whilst this would provide a more rounded solution, it would be a costly and time-consuming exercise. The proposed solution achieves the requirements set out by the Proposer, more quickly and for less cost.

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0063 can be found here.

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

Four Parties responded to impact assessments as part of the R0063 solution analysis. This included responses from the CSS Provider, GRDA and two ERDAs.

CSS Provider	• The CSS Provider submitted its detailed impact assessment response on 16 June 2023. • The response confirmed that the proposed solution is both viable and implementable. • Due to the small size and limited complexity of the change, some documentation and test management activities are not required to be in scope. • An estimated time to deliver the solution is 30 weeks from September 2023 with a total cost of £112,700 for the design build and test of the solution. • There will be no ongoing costs associated with the change. • Due to the anticipated time to develop the solution, the DCC suggested an extraordinary REC Release in April 2024.
GRDA	• The GRDA provided its impact assessment response on 20 March 2023. • The GRDA noted that the proposed solution would reduce the number of ambiguous tickets received. • It was believed that the solution would not require any GRDA system changes, nor incur any costs, however, may require some amendments to internal processes.
National Grid Electricity Distribution (ERDA)	• National Grid Electricity Distribution (NGED) provided its impact assessment response on 05 June 2023. • It was confirmed that the proposed mandatory and optional data items are complete for the required scenarios however, that a Previous supplier with SecureInactive Status may be required. • It was believed that the solution would result in the more efficient resolution of SNOW tickets however, that there would be no FTE savings. *Note: it was later confirmed that if the workaround was removed, there would be FTE savings.*
Scottish Power Electricity Distribution (ERDA)	• Scottish Power Electricity Distribution (SPEN) provided its impact assessment response on 06 June 2023. • It was agreed that the mandatory and optional data items included in the solution were complete for the required scenarios. • It was believed that the solution would result in SNOW tickets being easier to manage and quicker to resolve. • It was estimated that there would be FTE savings of 0.3 of a FTE, however that this would be dependent on ticket volumes. • It was noted that there would be no implementation lead time for the change and could be implemented immediately.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

All activity was completed within the required timescales.

The Change Proposal Plan can be found here.

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 ASSUMPTIONS AND DEPENDENCIES

No.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A01	It is assumed that all required mandatory and optional data to be added to the free text field is freely available using existing methods and processes.	This is considered 'low to no' risk but is included for completeness.	Validated at design.
A02	Due to the size of the change, it is assumed that this will only be tested in pre-prod and will not impact other test environments.		Validated at design.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	12/04/2024

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

To ensure the deployment of the change can be completed as soon as possible, a standalone extraordinary REC release is proposed.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 28 July 2023 to obtain views on the Preliminary Change Report. Three responses were received by ERDAs. The responses have been consolidated and comments provided by the Code Manager. This can be found here.

The key themes for these responses have been set out below.

- All respondents agreed that the proposed solution addressed the problem statement.

- All respondents believed that the proposed legal text was appropriate, however, one respondent questioned the benefit of including "for CSS rejected messages." The Code Manager agrees with the comment, and this has been removed from the legal text.
- All respondents agreed that the Change Proposal should be approved for implementation 12 April 2024.

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12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

DOCUMENT	SECTION	AMENDMENT	REASON
Schedule 26 – Switching Service Management	6.4(d)	Removal of "for CSS rejected messages."	The solution would affect all SNOW tickets and not only CSS rejected messages.

13 BUSINESS CASE ASSESSMENT

13.1 COST BENEFIT ANALYSIS

	DESIGN/ DEVELOPMENT COSTS
CSS Provider	£112,700

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	04/07/2023

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
Compliance with the REC	A Performance Assurance derogation and workaround have been in place since July 2022 to enable DNOs to comply with Section 6 of the Electricity Retail Data Service Definition. This derogation was only intended to be in place until an enduring solution was sought. Following the implementation of R0063, both will no longer be required. The GRDA may equally receive benefits under its obligations within Section 6 of the Gas Retail Data Service Definition.
Reduced risk of detriment to Consumer Switching and billing	This CP provides a solution to allow for more timely resolutions for incidents by allowing a mechanism where CSS can provide the required information to triage and resolve SNOW tickets. Incidents relating to switching can delay registrations and can cause a risk to consumer billing.

13.2 COST BENEFIT ANALYSIS SUMMARY

Based on the information gathered through Service Provider Impact Assessments, efficiencies can be gained which could result in a financial benefit to DNOs with a decrease in FTE cost. Whilst there is a one-off cost for the implementation of the solution, the efficiencies gained, should offset the costs over time.

This in addition to the intangible benefits described in section 13.1, provides a positive case for change.

14 CASE FOR CHANGE

14.1 SELF-GOVERNANCE

The Code Manager considers that there is a positive case to implement this Change Proposal on the basis the proposed solution:

- Is both viable and implementable and appropriately resolves the problem statement;
- Enables ERDAs to successfully meet their REC obligations without workarounds or derogations;
- Creates a more positive outcome for Consumer switching.

15 RESPONSIBLE COMMITTEE DECISION

This report was discussed at the Technical Expert Panel meeting on 27 September 2023.

The Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 12 April 2023.

16 APPENDIX

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

17 GLOSSARY

TERM	DEFINITION
Central Switching Service	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
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).
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
Electricity Enquiry Service (EES) Provider	means the provider of the Electricity Enquiry Service.
Electricity Retail Data Service (ERDA)	means a provider of a DNO's Electricity Retail Data Service.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Gas Retail Data Agent (GRDA)	means the provider of a Gas Transporter's Gas Retail Data Service.
Meter Point Administration Number (MPAN)	means the unique reference number used to identify electricity Metering Points.
Meter Point Reference Number (MPRN)	means the unique reference number used to identify gas Supply Meter Points.
Performance Level	means the performance level required under the Performance Assurance Schedule.
Service Level	means the same as Performance Levels.
Switch	means a change to the Registered Supplier for an RMP.

TERM	DEFINITION
Switching Data Service Provider (SDSP)	means the CSS Provider, the SMDSP (in respect of the services provided under the Smart Energy Code), the Enduring Change of Supplier Service Provider (in respect of the services provided under the Smart Energy Code), the Gas Retail Data Agent, the Electricity Retail Data Agents, and the Enquiry Service Providers