RETAIL ENERGY CODE

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REFERENCE	
STATUS	**FOR DECISION**

R0063 – CHANGE PLAN EXTENSION

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1 CHANGE PROPOSAL SUMMARY

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 additional data items to enable identification of the original messages:

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 delivered, 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. Therefore, a REC derogation is in place if there are instances where this workaround is not possible.

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

2 CHANGE PLAN UPDATE

A Service Provider preliminary impact assessment response has been received from the CSS Provider, ERDA and GRDA. It was anticipated that costs from the CSS Provider would be minimal as the solution proposed was more process based than technical, however, the costs provided within the response were higher than expected.

To ensure a full understanding of where the costs received from the CSS Provider stem from as well as to clarify parts of the solution with the GRDA, the Code Manager intends to continue through the impact assessment process with further Service Provider impact assessments being triggered for DNOs and following that, move to detailed impact assessment stage with the CSS Provider.

Following the 25 Working Day (WD) detailed impact assessment period, the Preliminary Change Report will be published on 14 July 2023 in preparation for review by the Technical Expert Panel (TEP) on 26 July 2023. This plan includes a standard Consultation period with the Final Change Report being published on 18 August 2023 to be taken to the TEP for approval on 30 August 2023.

	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		
SERVICE PROVIDER IMPACT ASSESSMENT PERIOD			06/04/2023	10/07/2023
PRELIMINARY CHANGE REPORT ISSUED			14/07/2023	14/07/2023
RESPONSIBLE COMMITTEE REVIEW			26/07/2023	26/07/2023

CONSULTATION			28/07/2023	18/08/2023
FINAL CHANGE REPORT ISSUED			15/09/2023	15/09/2023
RESPONSIBLE COMMITTEE DECISION			27/09/2023	27/09/2023
APPEALS WINDOW CLOSURE			11/10/2023	11/10/2023

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the proposed plan extension milestones for R0063.
- **APPROVE** the proposed plan extension milestones for R0063.