RETAIL ENERGY CODE

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CHANGE REPORT

R0067 – INTRODUCTION OF CSS REFRESH FUNCTIONALITY

CHANGE REPORT	FINAL
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RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE
PRIORITY STATUS	HIGH	URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	05/04/2023

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CHANGE OVERVIEW

CSS Market Messages sent by the Central Switching Service (CSS) to Switching Data Service Providers (SDSPs) are either not being received, being received after Gate Closure, or are being received out of the order that they were originally sent in. This Change Proposal seeks to introduce a refresh and resend functionality to mitigate these issues for SDSPs however, it is being tested initially for the Gas Retail Data Agent (GRDA) as the impacts are most prominent within its service. Once delivered, the refresh and resend functionality will be available for other SDSPs who may wish to connect their systems.

	High Impact: Gas Retail Data Agent, Gas Shippers
	Medium Impact: Central Switching Service Provider
	Low Impact: Energy Suppliers, Consumers

RESPONSIBLE COMMITTEE DECISION

On 28 June 2023, the Technical Expert Panel voted unanimously to approve Change Proposal R0067 for implementation on 06 December 2023 as an extraordinary REC release.

UPDATES FROM THE PRELIMINARY CHANGE REPORT

Following approval of the Preliminary Change Report, the Switching Operator flagged that the current proposed design approach for R0067 would not be suitable to implement the requirements in full. In particular, the original proposed approach to repurpose the existing Error API would not allow for the GRDA to get the exact information required. As such, the Switching Operator proposed an alternative approach, which would involve the creation of a new API, as opposed to re-purposing the Error API. The GRDA agreed the alternative approach proposed by the Switching Operator was appropriate.

The GRDA flagged that it would not be able to assess the impact of the proposed delivery approach, without a high-level design. As such, the Code Manager requested that the Switching Operator complete its design activities as part of an updated Detailed Impact Assessment, so the output could be shared with the GRDA.

The high-level design was successfully completed and shared with the GRDA on 24 May 2023. The GRDA completed its updated Impact Assessment on 14 June 2023. The updated GRDA Impact Assessment confirmed the Switching Operator design was implementable, however it resulted in a significant cost increase (see section 7.1).

This cost increase was discussed via an extraordinary meeting with Gas Shippers on 16 June 2023 and is expected to be approved by the Change Management Committee of the Data Services Contract which governs the changes to the GRDA systems.

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BACKGROUND

1 BACKGROUND

Since the Switching Arrangements went live in July 2022, there have been several observed incidents whereby the SDSPs have not received the expected messages from the CSS; they have been received after Gate Closure or they have been received out of sequence.

Change request CR-D061 was raised under the Switching Programme to introduce functionality that would allow data to be refreshed where misalignment had been identified, reducing the burden on CSS service operations to resolve the issue and without needing to manually intervene.

The functionality proposed by the above change request has already been built by the CSS Provider in its role as the Smart Meter Data Service Provider (SMDSP) both for Registration Data and for missed Gate Closure messages. This functionality could be adapted for use by the SDSPs.

The Service Provider Impact Assessment validated the resend or refresh messages to be included in the solution for this Change Proposal are:

- Registration SecuredActive Synchronisation (resend);
- Registration Cancelled Synchronisation (resend); and
- Registration Event Synchronisation (refresh).

This Change Proposal is being progressed as a high priority in view of the potential Consumer detriment caused by the time taken to manually correct data errors and the potential risk to gas settlement accuracy.

Although this Change Report focusses on benefits to the GRDA, the functionality will also be available to the Electricity Enquiry Service (EES), Gas Enquiry Service (GES) and Electricity Registration Data Service (ERDS) once their own system changes are made.

2 PROBLEM STATEMENT

CSS messages are not received by the GRDA in the order in which they were sent, or after Gate Closure, so it can be difficult to detect and often require significant manual effort to resolve. This issue can directly impact Consumer switching experiences, causing disruption and possible delays in a switch.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want the Switching process to work successfully, so that I can switch Energy Supplier without delays or issues.

MARKET PARTICIPANT USER STORIES	
M1	As the CSS Provider, I want the messages I send to GRDA to be received and processed successfully, so that there are no interruptions to the Switching process or the Consumers' Switching experience.
M2	As the CSS Provider, I want the functionality to be available for GRDA to automatically resolve issues when messages are not received in the correct order or are received after Gate Closure, so that this work does not have to be done manually and the volume of incidents is reduced.
M3	As the GRDA, when I have detected that I have not received the expected CSS messages, I want to be able to request that the missing messages are sent to me to process without needing to raise a ticket to the CSS Provider.
M4	As the GRDA, I want to be able to request a refresh or resend of CSS messages when they are not received in the correct order or they are received after Gate Closure, so that I am able to maintain an accurate reflection of the current Switch status and minimise impacts on CSS Users and Consumers.
M5	As a Losing Shipper, I want central systems to exchange the required information to complete the Switch submitted, so I am not liable for transportation costs past the intended date of my appointment to the Supply Meter Point.
M6	As an Energy Supplier, I want central systems to exchange required information to complete the Switch I have submitted, so that I am able to enter actual meter readings from the date the Switch should complete and issue accurate billing.

PROPOSAL

4 SUMMARY OF ANALYSIS UNDERTAKEN

This Change Proposal originates from a change request raised under the Switching Programme as CR-D061, which aimed to introduce a refresh/resend functionality such as is being proposed as the solution for this Change Proposal. Although this change request was not implemented prior to the CSS Go-Live Date, the functionality exists in the Smart Meter Data Service (SMDS). The GRDA identified that this functionality would provide benefits to the service it provides.

The Code Manager held workshops to discuss the solution, impacts, and urgency for this Change Proposal, which was attended by the SDSPs and the CSS Provider. This activity clarified that the scope of this Change Proposal was only necessary for use by the GRDA at this point in time. It would immediately mitigate risks to settlement by reducing the number of missing/delayed messages. Other SDSPs have also expressed an interest in making use of this functionality in the future, which could be explored through internal system changes and would not require a further REC Change Proposal.

From the documentation made available to the Service Providers for impact assessment, it is believed that the functionality already in use by the SMDSP design could be repurposed and adapted to send the messages in the correct context for the recipient.

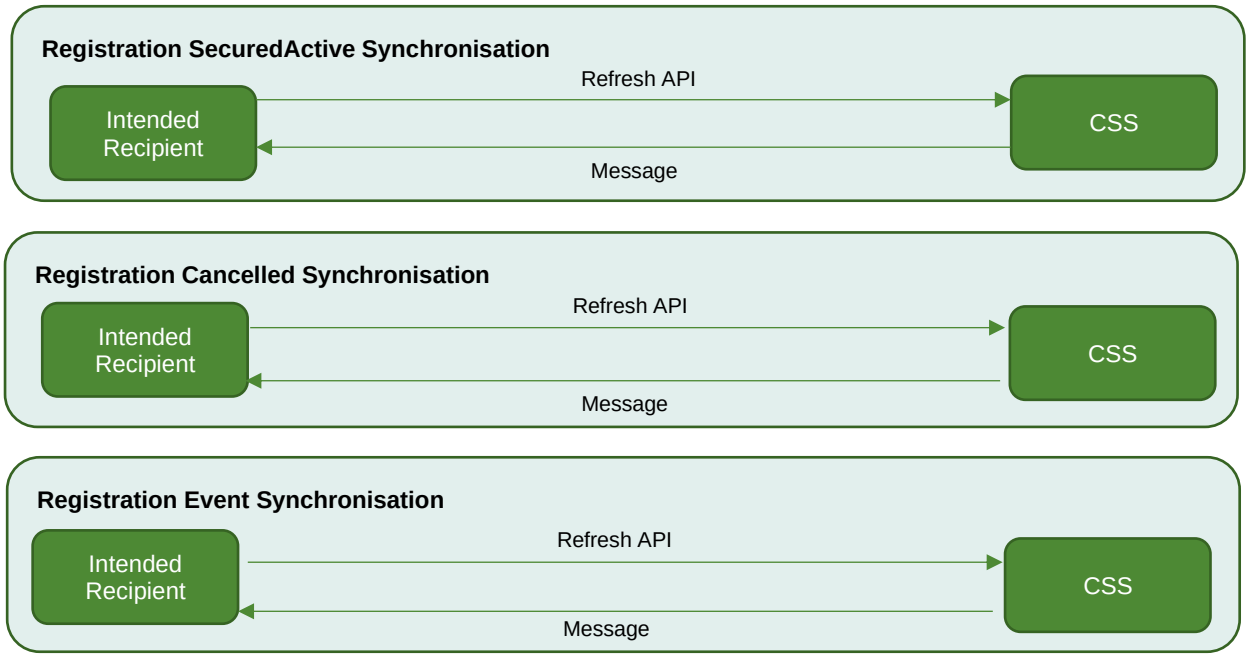
5 PROPOSED SOLUTION

This Change Proposal aims to introduce functionality to three CSS messages. This functionality will be made available to the GRDA to ensure high impact incidents, such as late Gate Closure messages, can be resolved.

The Preliminary Impact Assessment validated that the messages to be included in the final solution are:

- Registration SecuredActive Synchronisation (resend);
- Registration Cancelled Synchronisation (resend); and
- Registration Event Synchronisation (refresh).

The current functionality that is used between the SMDSP and CSS, would be used as a basis for this change. The following diagram is used for illustrative purposes only.



6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0067 can be found here.

The documents being amended by this Change Proposal are:

- Schedule 1 – Interpretations and Definitions to introduce newly defined terms of Market Message Refresh and Resend;
- Schedule 24 – Switching Data Management to include a Market Message Category of “Refresh” in paragraph 2.5; and

- Schedule 27 – RMP Lifecycle to introduce a new interface table in paragraph 8 that sets out the processes for sending and responding to refreshed or resent messages.

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

Three Parties responded to impact assessments as part of the R0067 solution analysis. This included responses from the CSS Provider, GRDA and the RECCo system integrator.

The information below is in reference to the latest impact assessments received.

Central Switching Service (CSS) Provider	• The CSS Provider submitted its detailed impact assessment response on 07 March 2023. • The impact assessment response confirmed that the proposed solution is both viable and implementable. • The response also confirmed that minimal effort is required in the CSS design and build phase and that most of the implementation complexity comes from the associated testing. Pre-Integration Testing (PIT) is to be completed prior to SIT. SIT will include CSS and GRDA interfaces and be performed using the CSS SITb environment. Following SIT testing, the changes will be deployed in the CSS UITb, SITa and UITa environments prior to implementation. • An estimated time to deliver the solution was provided as 34 weeks, with an estimated cost of £295,000 for the design, build, test and implementation of the proposed solution with no anticipated on-going operational costs. Further details of these costs can be found in section 11 of this report. • The cost quoted is inclusive of a £10,000 provisional cost for the ServiceNow element of the CSS. This cost will be confirmed or removed during the design phase of implementation.
Gas Retail Data Agent (GRDA)	• The GRDA provided its updated impact assessment response based on the new API on 14 June 2023. • This impact assessment response introduced an increase in cost to £190,000 compared with the costs associated with re-purposing the Error API. Previously it was anticipated that this change would be implemented in PIS following CSS implementation and utilised the GRDA's ELS support team to perform, build and unit test on the original design. Given the amended design, the GRDA had to fully cost these stages. • An ongoing GRDA technical support cost of £22,000 per annum for two years was provided. This cost is likely to reduce following the re-allocation of support staff after the two years. • The response detailed a 19-week plan to implementation.

System Integrator	• The system integrator confirmed that its scope is limited to project management support only to deliver the R0067 solution at a cost of £26,635.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

The milestones associated with the Change Proposal plan were agreed to be removed at the Change Panel meeting held 16 May 2023. This was due to a design alteration being identified which required further Impact Assessment (note the updated GRDA impact assessment response in section 7). It was unclear when the impact assessment response would be received and once it was received, the Code Manager would need to proceed immediately to the Final Change Report stage so as to not jeopardise the targeted implementation date.

In order to proceed at pace, the Code Manager did not present an updated Change Proposal Plan to the Change Panel but, moved straight to finalise the Final Change Report and provide it to the Technical Expert Panel (TEP) which was scheduled six working days ahead, without returning to the Change Panel (which would have potentially put the implementation plan at risk).

The latest Change Proposal Plan can be found here.

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 RISKS

NO.	RISK	NOTES	MITIGATION
R1	There is a risk that should this change not be implemented prior to or on 06 December 2023, there will no longer be an available test environment to execute the technical element of the solution.		Code Manager to work with the CSS Provider to remove any issues or delays that arise throughout the implementation plan that may interrupt the technical execution of the solution.
R2	There is a risk that once the final design is received by the Switching Operator, further change is identified.		The GRDA has stated that there is only a small risk associated with this and that the costs quoted should adequately cover any required alterations.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	06/12/2023	**PROPOSED IMPLEMENTATION APPROACH**	BIG BANG

It is proposed that this Change Proposal be implemented within an extraordinary REC release on 06 December 2023 which aligns with the project deployment plan. This is appropriate due to the positive benefits of the solution.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 14 April 2023 to obtain views on the Preliminary Change report. In total, two responses were received from Wales and West Utilities and National Grid Electricity Distribution. Xoserve have also provided comments informally on the Legal Text, and we have addressed their comments together with the formal responses. All responses have been consolidated and comments provided by the Code Manager. This can be found here.

The key themes from these responses have been summarised and set out below.

11.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

Xoserve as the GRDA and Wales and West Utilities suggested more clarity within the legal text on the difference between refresh and resend functionality. The Code Manager agrees that these can be two distinct message types and has updated the text within Schedule 1 to include a definition for “refresh” and a separate definition for “resend.” This was also reflected in Schedule 17 to classify which messages were to be refreshed and which were to be resend as below.

- Registration SecuredActive Synchronisation (resend);
- Registration Cancelled Synchronisation (resend); and
- Registration Event Synchronisation (refresh).

National Grid Electricity Distribution queried why the EES Provider, GES Provider and ERDA were included within the legal text. It was confirmed that whilst the GRDA was used to be the initial user of the solution, it will be available for use by other Service Providers if they wished to connect their systems. It should be highlighted that this change does not put any obligations on these Service Providers to utilise the solution, it is purely making it available if desired.

11.1.2 CASE FOR CHANGE AND CODE MANAGER’S RECOMMENDATION

Following the Code Manager’s updates to the Legal Text regarding the refresh and resend distinction and the clarity on why other Service Providers were included within the legal text, the respondents agreed with the Case for Change and the Code Manager’s recommendation.

11.1.3 IMPLEMENTATION APPROACH AND DATE

The respondents agreed with the proposed approach of an extraordinary release on 06 December 2023.

12 SUMMARY OF AMENDMENTS FOLLOWING CONSULTATION

DOCUMENT	SECTION	AMENDMENT	REASON
Schedule 1 – Interpretations and Definitions	3.1	Insertion of the definition of resend. Resend - refers to the act of sending a Market Message again to its intended recipient after it may have not been successfully delivered or received.	The GRDA highlighted that resend and refresh should be defined as two separate message types.
Schedule 27 – RMP Lifecycle	8.1.1	Registration SecuredActive Synchronisation (resend) Registration Cancelled Synchronisation (resend) Registration Event Synchronisation (refresh).	The GRDA highlighted that resend and refresh should be defined as two separate message types.

13 BUSINESS CASE ASSESSMENT

13.1 COSTS

	DESIGN/ DEVELOPMENT COSTS	ONGOING OPERATIONAL COSTS
CSS PROVIDER	£295,000*	N/A
GRDA	£190,000	£22,000 PER ANNUM**
system integrator	£26,635	N/A
TOTAL	£511,635	£22,000 PER ANNUM

* Price inclusive of a provisional £10,000 cost for Service Now, to be confirmed during the design phase.

**for two years and this cost should then decrease.

The costs shown above are the aggregated costs for the design, build and test activities from the CSS Provider, GRDA and system integrator, as provided in their impact assessment responses across March and June 2023.

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	06/04/2023

13.2 BENEFITS

13.2.1 TANGIBLE BENEFITS

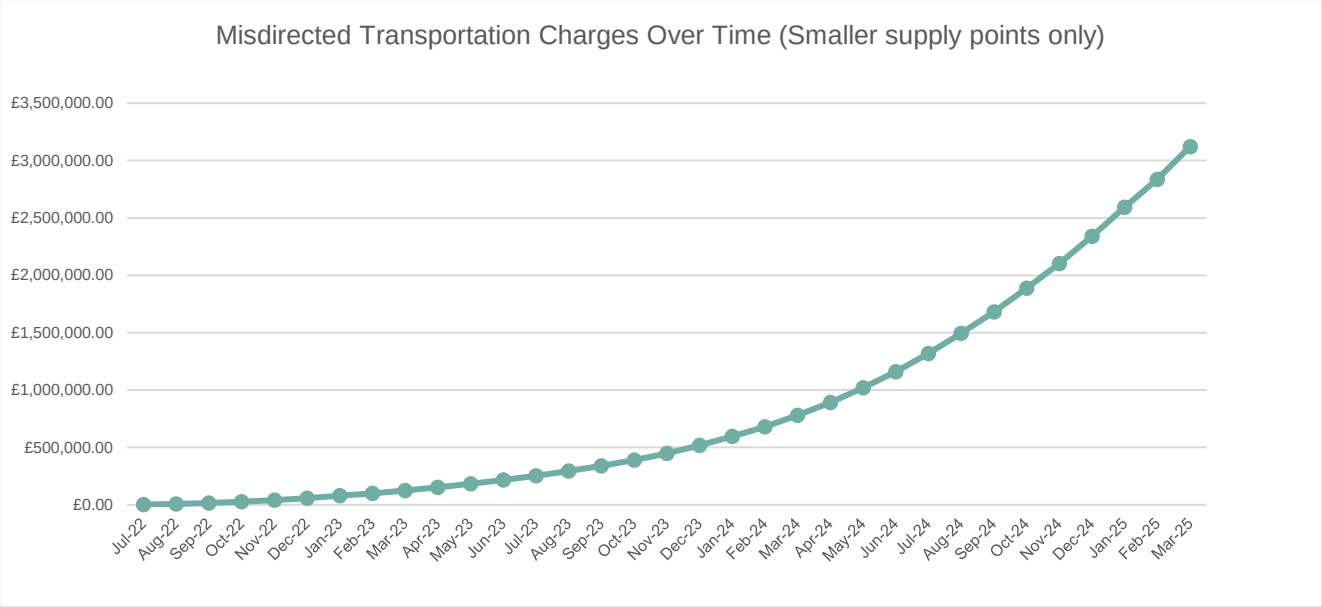
The tangible benefit of implementing this Change Proposal is cost avoidance for the Losing Shippers and the correct apportionment for the Gaining Shipper, achieved by the reduction of resolution timescales for missing messages, as well as mitigating the risk of incidents of missing messages being left outstanding. As such, this section refers to a “beneficial cost point” rather than “payback period” to reflect that the tangible benefit relates to accurate charging.

The table below sets out the potential costs that relate to the daily misdirected transportation charges incurred by the Losing Shipper, where the new registration has not been processed due to a missing message from the CSS. This has been broken down into three categories: small domestic, the average industrial and commercial (Avg. I&C) and large daily metered Supply Meter Points.

TANGIBLE BENEFITS	Domestic	Avg. I&C	Large Daily Metered Supply	Benefits Confidence
Transportation charges incurred by Losing Shipper (Daily per Site)	£2.49	£68.34	£15,481.85	HIGH

Between 24 July 2022 and 03 January 2023, there have been 200 cases of missing messages sent by the CSS Provider to the GRDA. There is currently no process to resolve these missing messages which have been building up since 24 July 2022. However, this has only impacted smaller supply points meaning the Losing Shippers have seen associated transportation charges to date of approximately £81,174 (based on data from 24 July 2023 to 03 January 2023).

The graph below depicts the anticipated cost incurred by Losing Shippers since CSS Go-Live and until March 2025, due to domestic registrations not being processed because of missing messages. The forecast assumes that, after remaining low for the next six months, switching volumes will return to levels similar to those seen before November 2021, as well as registration issues remaining unresolved over that period.



There is limited information to account for the tangible benefits associated with this Change Proposal due to:

- Impacts to date only being available for smaller Supply Meter Points;
- Switching volumes are low; and
- The CSS having been live for only nine months.

Consequently, to support the case for change, and provide an indicative view of the costs associated with this issue, the Code Manager has conducted analysis of the potential benefit of the cost avoidance of misdirected transportation charges for Losing Shippers and the correct charges being applied to the Gaining Shipper, based on a set of assumptions.

This has created several scenarios setting out the potential cost and length of time it will take to exceed the cost of this solution. These scenarios are:

1. Domestic only sites are impacted, with an average resolution timescale of 83 days or 163 days.
2. A mixture of domestic, average I&C and large daily metered supplies are impacted by the issue under current switching volumes with the average resolution time (83 days).
3. A mixture of domestic, average I&C and large daily metered supplies are impacted by the issue under current switching volumes with the maximum resolution time (163 days).

The full analysis document detailing the assumption made within each scenario can be found here.

The table below summarises the cost for each scenario, the potential time each would take to exceed the cost of implementing this solution.

Scenario Number	Number of incomplete Registrations	Resolution days		Transportation Costs (per annum)	Beneficial Cost Point

Scenario 1	448	83		£92,588.16	5.5 years
		163		£181,829.76	2.8 years
Scenario 2	448	83		£1,475,885.79	127 days
Scenario 3	448	163		£2,898,426.31	64 days

This could result in a potential misdirection of costs of between £93K and £2.9M in misdirected transportation charges to Losing Shippers.

13.2.2 INTANGIBLE BENEFITS

In addition to the tangible benefit associated with avoiding misdirected transportation charges, there are several intangible benefits associated with the implementation of this solution. These are set out in the table below.

Whilst the tangible benefits represent the cost saving for Losing Shippers, these benefits represent the way that this solution will mitigate potentially serious issues that the GRDA, CSS Provider and Consumers currently face.

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
Compliance with the REC	Each message not received by the CSS message recipient represents an incomplete registration of a Supply Meter Point. In these situations, the CSS message recipient and CSS Provider would not meet the obligations relating to the registration, as set out within Schedule 23 – Registration Services.
Reduced risk of detriment to Consumer Switching and billing	Currently, a missing or delayed message from the CSS will result in a misalignment between the systems of the GRDA and the CSS Provider. When the misalignment relates to a registration message, there will be a delay in that registration being processed, causing issues for the Switch of that Supply Meter Point. This Change Proposal proposes a solution that will allow for more timely resolutions, as there will be a defined mechanism for the GRDA to autonomously initiate requests for the missing messages to be resent. Currently, the GRDA requires the CSS Provider to manually investigate each individual case and have observed that in some instances these investigations have not reached a conclusion.
Reduced risk of misalignment	As well as incorrectly applying transportation charges to the Losing Shipper, there are several further impacts affecting the Gaining

between industry systems	Shipper which will consequently impact the Registered Supplier and Consumer. When there is an issue with messages being out of sync or missing; • The Gaining Shipper will be unable to submit meter readings, resulting in estimated readings being used, causing charging impacts and transaction rejections. • The Gaining Shipper will be unable to submit supply and meter point amendments, including settlement data corrections resulting in further charging impacts and transaction rejections. • There could be incorrect contact details held within emergency and broadcast contact data held in central systems, as well as Priority Service Register data. This would also be issued to network operators. • The Gaining Shipper will not be receiving transportation charges until the registration is resolved. It is worth noting that to date this issue has only occurred for smaller Supply Meter Points, and as such the volumes of gas that has been at risk of incorrect allocation has been minimal. However, if this should impact a larger Supply Point, and in particular Daily Metered Supply Points (Class 1 or 2), the impact could be far more material. Any uncertainty over the Responsible Shipper for the nomination of gas volumes into the Total System for Class 1 sites may result in the Losing Shipper not taking the necessary corrective actions, resulting in imbalance charges or, in extreme cases, National Grid taking action to balance the Total System by purchasing gas from the On-the-Day Commodity Market (OCM). This will have a material impact, as the prices may vary to those that were covered by an existing contract. All issues described here are exacerbated by the current volatility in the price of wholesale gas.
Future use of the solution	Whilst it was agreed during the solution analysis phase of this Change Proposal that this solution would only be delivered for the GRDA, an interest in having access to this solution has been expressed by the ERDA and EES for use under the MHHS target operating model. It could be used to ensure that all messages are received daily prior to 21:00 local time, as there will be an SLA placed on Distribution Network Operators to complete all MHHS service appointments by this time.

13.3 COST BENEFIT ANALYSIS SUMMARY

Based on the information gathered through Service Provider impact assessments, and the assumptions as described within section 13.2.1 of this document, there is a financial benefit available to Losing Shippers to implement this change and ensures that charges are correctly applied to the Gaining Shipper. It also removes customer detriment from inaccurate billing and improves switching confidence.

Whilst there is an ongoing annual cost to the industry, ensuring the correct costs are proportioned to the appropriate industry Party, as well as the intangible benefits described represents a positive case for change.

14 CASE FOR CHANGE

14.1 SELF GOVERNANCE

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

- is both viable and possible to implement, and it appropriately resolves the problem statement;
- enables Market Participants to gain access to the solution in the future;
- facilitates the mitigation of the material risks posed to Consumers, gas settlement, and Losing Shippers; and,
- creates a more positive outcome for Consumer Switching.

15 RESPONSIBLE COMMITTEE DECISION

The Final Change Report was taken to the Technical Expert Panel meeting on 28 June 2023.

The Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 06 December 2023 as a big-bang, extraordinary REC release.

16 APPENDIX

CHANGE PROPOSAL	R0067 – Change Proposal Form
LEGAL DRAFTING	Link to PDFs

RETAIL ENERGY CODE

17 GLOSSARY

TERM	DEFINITION
Annual Quantity (AQ)	has meaning given to it in the UNC.
Central Switching Service (CSS)	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).
CSS Go-Live Date	means the time and date designated as such by the Authority.
CSS Provider	means the DCC when performing functions under or in relation to this Code (but always excluding its functions under the Smart Energy Code and its roles as CSS Systems Integrator, SI Provider and Switching Operator), including in respect of the Central Switching Service and including in effecting the design, build and testing of any System that will allow it to perform functions under this Code after the CSS Go-Live Date. This role is the CSS Procurer and Manager function as described in the E2E Data Migration Plan, E2E Integration Plan, E2E Post Implementation Plan, E2E Testing Plan, E2E Transition Plan: Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
CSS User	means each organisation which is Qualified to use the CSS, together with each Switching Data Service Provider (other than the CSS Provider) the categories of which are set out in the Central Switching Service Schedule.
Daily Metered Site	A site with a large AQ (more than 58.6 million kWh) that is required to submit readings daily for settlement purposes. Also known as a class 1 site within the UNC.
Distribution Network Operators (DNO)	means a person holding an Electricity Distribution Licence.
Domestic Consumer	means a Consumer at Domestic Premises.
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition.

TERM	DEFINITION
Electricity Retail Data Service (ERDS)	means the electricity registration services provided under this Code to support the provision of electricity retail data to the CSS and other services.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Gaining Shipper	means the Shipper nominated by the Gaining Supplier (or, for a Change of Shipper Request, nominated in the Change of Shipper Request).
Gas Enquiry Service (GES)	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 Retail Data Agent (GRDA)	means the provider of a Gas Transporter's Gas Retail Data Service.
Gas Retail Data Services (GRDS)	means the gas registration services provided under this Code to support the provision of gas retail data to the CSS and other services.
Gate Closure	means, 17:00 hours on the day before the Supply Effective From Date of a Switch or Initial Registration.
Losing Shipper	means the Shipper nominated by the Losing Supplier (or, for a Change of Shipper Request, the incumbent Shipper at the time of the Change of Shipper Request).
Losing Supplier	means, in relation to a proposed Switch (or Switch), the Energy Supplier which will cease to be the Registered Supplier at an RMP as a result of that proposed Switch (or which has ceased to be the Registered Supplier as a result of that Switch).
Market Message	means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification.
Market Participants	means a participant in either or both of the gas and electricity markets of Great Britain, each of which is identified by a Market Participant Role.
Priority Services Register	means the register of certain of Domestic Customers established and maintained by relevant Parties pursuant to their licence.
Registered Supplier	means, in respect of an RMP and at any time, the Energy Supplier recorded against that RMP in the Central Switching Service at that time with an Active or

TERM	DEFINITION
	Secured Inactive Registration Status (or, in respect of a period of time, the Energy Supplier that had, has or will have an Active or Secured Inactive Registration Status in respect of that RMP during that period).
Registration Data	means the data recorded in relation to a Registration.
Settlement	means settlement under the relevant industry codes (the BSC for electricity and the UNC for gas).
Shipper	means a person holding a Shipper Licence.
Smaller Supply Point (SSP)	is a Supply Point in respect of which the Annual Quantity is not greater than 73,200 kWh (2,500 therms) – as per the Uniform Network Code of Gas Transporters.
Smart Meter Data Service Provider (SMDSP)	means the DCC in its role as provider of the Smart Meter Data Service.
Supply Meter Point	means the point at which a gas service enters a Location, as further described in the UNC.
Switch	means a change to the Registered Supplier for an RMP.
Switching Data Service	means each of the Central Switching Service, the Gas Retail Data Service, the Electricity Retail Data Service, the Smart Meter Data Service, the Electricity Enquiry Service and the Gas Enquiry Service.
Switching Data Service Providers (SDSPs)	means the CSS Provider, the SMDSP (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.
Switching Programme	means the programme established by the Authority to implement new switching arrangements in retail energy markets.
System Integration Testing (SIT)	involves the overall testing of a complete system of many subsystem components or elements.