RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0071 - DCC ACCESS TO EES AND GES

On 20 October 2023 the Code Manager issued a consultation to industry to seek feedback on the Preliminary Change Report for R0071.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

DOCUMENT VERSION	1.0
RESPONSE TYPE	NON-CONFIDENTIAL
DATE ISSUED	10 November 2023
RESPONSIBLE COMMITTEE	Change Panel
LEAD ANALYST	Lydia Bentley

DATE CONSULTATION ISSUED	20 October 2023
RESPONSE DEADLINE	03 November 2023

Question 1:	Do you agree the Proposed Solution resolves the problem statement? If not, please provide rationale.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes, we agree that the proposed Solution resolves the problem.	Thank you.
SSE Energy Supply Ltd (Energy Supplier)	Yes, however a number of requests we receive from DCC is requesting confirmation of the correlation ID. This change will not resolve this issue and therefore we believe that a review should be completed within DCC to rectify this.	The Code Manager appreciates the concerns raised by the respondent but has confirmed these are outside of the scope of R0071, and would not have been able to have been addressed within the change as Correlation ID is not a Data Item found within either DAM.
DCC (Switching Service Provider)	Yes. DCC have worked closely with the REC Code Manager, the Electricity Enquiry Services Provider and the Gas Enquiry Services Provider to ensure the appropriate data items were selected in the Data Access Matrices to support the Switching Service Desk in resolving Switching Service Desk tickets more efficiently.	Thank you.

Question 2:	Do you agree the proposed updates to the Gas and Electricity Data Access Matrices reflect the correct level of access for the Switching Service Desk? If no, please provide rationale.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes, we agree that the proposed updates to the Gas and Electricity Data Access Matrices reflect the correct level of access for the Switching Service Desk.	Thank you.
SSE Energy Supply Ltd (Energy Supplier)	Yes	Thank you.
DCC (Switching Service Provider)	Yes. The data items selected in the DAMs were agreed with the EES and GES Providers.	Thank you.

Question 3:	If applicable, please confirm whether you have responded to 2nd/3rd Line Switching Service Desk tickets.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	-	-
SSE Energy Supply Ltd (Energy Supplier)	Yes	Thank you.
DCC (Switching Service Provider)	N/A	-

Question 4:	If you answered yes to Q3, please detail how many such tickets you responded to over the July-September 2023 period ?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	-	-
SSE Energy Supply Ltd (Energy Supplier)	Of the 45 tickets raised between July and September, we have responded to 19 tickets	Thank you.
DCC (Switching Service Provider)	N/A	-

Question 5:	If you provided an answer to Q4, please detail any additional costs you incurred (direct or FTE) in the same period as a result of having to resolve those tickets.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	-	-
SSE Energy Supply Ltd (Energy Supplier)	We are unable to quantify this as any additional work created is subsumed into day-to-day activities	Thank you.
DCC (Switching Service Provider)	N/A	-

Question 6:	Do you agree with the proposed implementation date and approach? If no, please provide rationale.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes we agree with the proposed implementation date and approach.	Thank you.
SSE Energy Supply Ltd (Energy Supplier)	Yes	Thank you.
DCC (Switching Service Provider)	Yes, we agree with the proposed implementation date and approach.	Thank you.

Question 7:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	-	-
SSE Energy Supply Ltd (Energy Supplier)	Whilst we appreciate that access to the GES/EES will help DCC with any future queries, once delivered, we have concerns with regards to the actual stability of the portals and REC need to consider that adding additional users to the portal may impact current users' access. We have recently seen an increase in the GES/EES not performing as expected and therefore we would appreciate REC assessing whether there is a need to upgrade the current portals to help stabilise future use.	The Code Manager has raised this with the Enquiry Service providers and is facilitating a discussion between them and the respondent. This conversation is ongoing at time of publication.
DCC (Switching Service Provider)	N/A	-