RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0074 – RELEASE OF COMMUNITY VIEW DATA ITEMS TO MEMS IN GES

DOCUMENT VERSION	V1.0
DATE ISSUED	04/11/2022
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	13/01/2023

LEAD CHANGE ANALYST



George Barnes

Click to send an email

02045668350

CHANGE OVERVIEW

Prior to REC v3.0, Gas Metering Equipment Managers (MEMs) had access to data enquiry service (DES) data for Supply Meter Points they were appointed to ('Portfolio View'), and a smaller set of data for those they were not appointed to ('Community View'. During the transition from the DES to the Gas Enquiry Service (GES) at REC V3.0 go-live, the 'Community View' access was unintentionally removed. This is having a detrimental impact on Gas MEMs, as they were reliant on this information for certain processes, including checking site details ahead of emergency metering works.

	High Impact: Gas Metering Equipment Managers
	Medium Impact: Gas Consumers
	Low Impact: Gas Enquiry Service, Energy Suppliers

1 BACKGROUND

Within GES, Enquiry Service Users are able to access information with two views:

1. ‘Portfolio View’ which gives access to the allowed Enquiry Service Data set out in the Data Access Matrix (DAM) to all Supply Meter Points to which that MEM is appointed and;
2. ‘Community View’ which allows access to the Enquiry Service Data set out in the DAM to all Supply Meter Points.

The ‘Community View’ data access was not defined under the Uniform Network Code (UNC). During the transition from the DES to the GES as part of REC v3.0 go-live, this access was unintentionally removed.

MEMs used the limited ‘Community View’ data to validate site information in advance of undertaking metering works, including emergency works. MEMs also used this information to validate invoice queries, to confirm if they had been de-appointed.

Here is the list of ‘Community View’ Enquiry Service Data MEMs were provided within the DES:

- Meter Serial Number (MSN)
- Device Status
- Meter Asset History (MSN)
- Related Meter Points (MSN)
- Meter Point Reference Number (MPRN)
- LSP Indicator (Large supply point)
- Address & Post Code
- RMP Status
- Network Short Code
- Supply Meter Point Status

MEMs currently have access to this Enquiry Service Data; however, it is only as a ‘Portfolio View’, meaning they can access it for Supply Meter Points that they are appointed to.

2 PROBLEM STATEMENT

At go-live for REC v3.0 the ‘Community View’ access to data in the GES, previously available via the DES under the UNC, was inadvertently removed. MEMs used this data in a number of processes, including validation of site details prior to metering works – particularly for emergency work, and the resolution of invoice queries from Suppliers.

Without access to this Enquiry Service Data, MEMs are unable to complete activities that are central to their operations, including checking site details prior to attending emergency metering works. This has the potential to have a direct negative impact on the experience of metering works for Consumers, and in in some cases, continuity of supply and safety could be at risk.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want a Metering Equipment Manager to be able to access and validate my site details, ahead of their arrival on site for planned or emergency metering work, so that I do not experience any delays in work being completed and can have continuity of supply.
MARKET PARTICIPANT USER STORIES	
M1	As a MEM, I want access to sufficient data for sites where I am not the Appointed MEM, to enable me to complete pre-metering works validations of the site details, so I can undertake these works correctly and safely.
M2	As a MEM, I want access to data for sites where I am not the Appointed MEM, so I can confirm de-appointments and answer invoice validation queries.

4 IMPACTS

CONSUMERS
Gas Consumers

REC SERVICE PROVIDERS
GES Provider

REC DOCUMENTS / PRODUCTS
Gas Data Access Matrix

REC PARTIES AND SERVICE USERS
Gas MEMs
Gas Suppliers

Consumers – This issue has potential to impact Consumers. If a MEM is unable to confirm site information there is a potential for works being aborted or delays, which could affect the Consumers continuity of supply.

REC Parties – Gas MEMs are impacted in two ways by not having access to the 'Community View' Enquiry Service Data;

- Emergency metering works - as the site details would not be available to the MEM carrying out the works ahead of an engineer being on site. This could lead to aborts in emergency work.
- Invoice validation where a Supplier may query an invoice or de-appointment date, a MEM cannot use GES to validate the termination of their appointment.

The above will indirectly impact Gas Suppliers as they are the responsible party for the Supply Meter Point, and their Appointed agents.

REC Documents – The only REC Document impacted by this Change Proposal is the Gas DAM, as this sets out the data access permitted for GES User.

The proposed changes to the DAM can be seen here.

The Code Manager notes that no amendments will be required to Schedule 12 – Data Access as MEMs are already recognised as an industry party requiring access to GES.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

The Responsible Committee for this Change Proposal is the Technical Expert Panel (TEP), as the only document identified as being impacted is the Gas DAM which is a Category 2 document under the responsibility of the TEP.

We have classified this change as a Self-Governance Change as we do not believe that this change will have material or discriminatory impacts on any REC Parties, competition, or Consumers.

6 PRIORITY STATUS AND URGENCY

RETAIL ENERGY CODE

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	2	25	50
	Retail Markets Impact	Retail Risk(s)	1	15	15
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	5	10
		Legal and Regulatory Compliance	0	13	0
Resource	Complexity / Effort / Duration		3	8	23
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		0	15	0
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity (High Priority activity)	3	20	60
				Overall Priority Score (rounded)	158

Priority Status	HIGH

Change Proposal Type	STANDARD

This Change Proposal has a high priority based off of an urgency score of 3 and a priority status of 158.

Urgency – has been given a score of 3 to acknowledge that issue presented within this Change Proposal is impacting MEMs processes now, and this should be resolved as soon as possible to ensure they can return to business as usual.

Retail Market Impacts – a score of 1, as this Change Proposal positively impacts on Retail Risk 13 (Retail Consumers have a negative customer experience as part of the metering works conducted) by decreasing the risk of aborts or delays for metering works.

Operational Effectiveness and Efficiencies – a score of 2, as the additional access to Gas Retail Data in GES granted to MEMs will allow them to return to business as usual processes for:

- Checks prior to metering works
- Invoice validation and resolving invoice queries.

Consumer Impacts – a score of 2 with a direct impact, as restrictions to site related data could lead to emergency works being aborted of rescheduled. This will have a direct impact on the Consumers continuity of supply, safety, and experience.

Complexity/Effort/Duration – A score of 3, the Code Manager would consider this to be a potential 'quick win', as the solution for this Change Proposal has already been defined and will require minimal effort from the Code Manager and REC Service Providers to implement.

7 SUMMARY OF CHANGE PROPOSAL PLAN

This Change Proposal has a fully formed solution, therefore, the Code Manager will progress directly to impact assessments for both the GES Provider and REC Parties. This will be followed by the publication of a Preliminary Change Report and consultation, which will contain the solution being put forward as well as the Code Manager's recommendation.

The Final Change Report will consider feedback gathered through consultation and be published ahead of a final decision being made by the Technical Expert Panel.

During the progression of this Change Proposal the Code Manager will explore the possibility of targeting the standard release on 24 February 2023, whilst this is within the appeals window, the high priority of this change requires that this change be implemented as soon as possible. This has been recorded as a risk within the Change Proposal plan.

	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	21/11/2022	19/12/2022
PARTY IMPACT ASSESSMENT	21/11/2022	19/12/2022
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	13/01/2023	13/01/2023
FINAL CHANGE REPORT ISSUED	10/02/2023	10/02/2023

RESPONSIBLE COMMITTEE DECISION	22/02/2023	22/02/2023
APPEAL WINDOW CLOSURE	22/02/2023	08/03/2023

8 GLOSSARY

TERM	DEFINITION
Data Access Matrix (DAM)	means the matrix describing which Enquiry Service Data each Enquiry Service User Category can access, which forms part of the Data Specification and is updated in accordance with the Data Access Schedule.
Data Item	means the most granular level of data defining a specific attribute in respect of a data type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Data Enquiry Service (DES)	Prior to CSS Go-Live Date, this means the enquiry service provided pursuant to the Uniform Network Code which allows users to access Gas Retail Data.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
Enquiry Service User	means each and every Party and Non-Party REC Service User that is (and remains) Qualified to use one or both of the Enquiry Services.
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 Enquiry Service Provider (GES Provider)	means the provider of the Gas Enquiry Service.
Gas Retail Data	means the technical and other data necessary to facilitate the supply by any Gas Supplier (and shipping by its Shipper) to all Retail Energy Locations, as recorded in the Gas Retail Data Service.
Meter Point Location Address	means the address (or other spatial reference) of a Supply Meter Point's or Metering Point's Location, as created and maintained by the Gas Transporter or Distribution Network Operator (as applicable) for that Supply Meter Point or Metering Point.
Meter Points Reference	Means the unique reference number used to identify Supply Meter Points.

TERM	DEFINITION
Number (MPRN)	
Metering Equipment Manager (MEM)	means, as applicable, either: (a) for electricity, the 'Meter Operator Agent' (as defined in the BSC) Appointed by an Electricity Supplier; or (b) for gas, the 'Meter Asset Manager' (as defined in the UNC) Appointed by the Gas Supplier
Responsible Committee	is described in Paragraph 2.2 of the Change Management Schedule
Supply Meter Point	means the point at which a gas service enters a Location, as further described in the UNC.