RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

CHANGE PROPOSAL UPDATE TO PLAN

R0096 – CSS MESSAGE REGENERATION FUNCTIONALITY

DOCUMENT VERSION	1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Technical Expert Committee	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Central Switching Service (CSS) Provider, CSS Users		

LEAD ANALYST	TECHNICAL LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
BELA ASHWORTH	MAXIME VAN EYSEREN	GLENN SHEERN
Click to send an email	Click to send an email	Click to send an email

1 CHANGE OVERVIEW

An inability by the Central Switching Service (CSS) to re-generate Market Messages that were not sent as intended can result in issues with the Switching process, both for REC Parties, and Consumers. This Change seeks to create a message regeneration functionality that would mitigate this Consumer detriment.

Since CSS Go-Live there have been incidents where CSS has failed to generate messages and therefore are not delivered to the intended recipient. This results in a failure of the switching process and can cause significant complications for the intended recipient, who is required to manually intervene to re-synchronise messages.

CSS does not currently have the ability to generate messages that were not originally created, such that it is currently unable to perform message synchronisation by re-generating messages.

Change Proposal R0096 has been raised to explore the introduction of new functionality which will allow the CSS to identify and re-generate messages which have failed initial generation. For

the avoidance of doubt, this Change Proposal does not include any fixes to known incidents that result in messages failing to generate but looks to introduce functionality that will address incidents as they occur for the enduring CSS operations.

2 CHANGE PLAN UPDATE

The Code Manager is proposing to update the Proposal plan for R0096 due to a delay in the completion of the Service Provider's Detailed Impact Assessment. Additionally, the plan will be updated to allow sufficient time to develop the proposed solution and effectively engage with stakeholders.

During the development of this Change Proposal, the CSS incurred a P1 Incident (INC0216074) resulting in Secured Active and Inactive messages relating to Consumer switching not being issued out to Market Participants and other Parties such as Central Services. As a result of this incident, the Technical Design Authority (TDA) issued a second Preliminary Impact Assessment (PIA) to capture additional requirements which were identified following the resolution of this incident. However, following the completion of the second PIA, there was still some concern as to whether sufficient time had been provided to fully understand and incorporate the findings from the P1 incident. As such, the Change Proposal was put on hold to allow the CSS Service Provider to fully assess the P1 incident and provide an updated approach with regards to a solution.

In January 2025, the TDA issued a Detailed Impact Assessment (DIA) for the CSS Provider to complete design up front. This approach was approved at TEP in January 2025. The design document was shared with the TDA in July 2025, and the DIA was completed on 22 August 2025. Subsequent solution refinement took place, with the final impact assessment that included all amendments issued to the TDA in October 2025. During the DIA, it was determined that the CSS Service Provider would require approximately 90 weeks for mobilisation, building and testing of the solution.

In addition, further engagement with the Change Issues Group (CHIG) is required to provide industry with an update on the proposed solution, and determine whether a Party Impact Assessment is needed, or whether this Change Proposal can proceed straight to consultation. The proposed solution has been refined, and an updated cost estimate was provided that would require detailed discussions and agreement on further steps with the CHIG. Therefore, the Code Manager proposes the following update to the plan:

Milestone	Activity	From	To	From	To
Definition		**21 Jan 25**	**28 Oct 25**	**21 Jan-25**	**25 Nov-25**
	Impact Assessment	**Complete**	**Complete**	**Complete**	**Complete**
	Solution Refinement	**Complete**	**Complete**	**Complete**	**Complete**
	Change Issues Group Discussion	~~n/a~~	~~n/a~~	November	November
	Party Impact Assessment	~~n/a~~	~~n/a~~	TBD	TBD
	Business Case Assessment	~~August~~	~~August~~	November	December
Change Proposal				**31 Dec-25**	**24 Feb-26**
	Consultation	~~August~~	~~September~~	December	January
	Final Determination	~~October~~	~~October~~	February	February
Voting		**29 Oct 25**	**29 Oct 25**	**25 Feb-26**	**25 Feb-26**
	Appeal Window	~~October~~	~~October~~	26 February	12 February

Following the completion of the DIA and solution refinement, we require additional time to engage with the CHIG on 6 November 2025, and determine whether a party impact assessment is required.

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the update to plan for R0096; and
- **APPROVE** the update to plan for R0096.