RETAIL ENERGY CODE

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01	Proposal Plan
02	Consultation
03	**Final Recommendation**

CHANGE REPORT

R0299 – DATA LATENCY TARGETS FOR THE GES SERVICE DEFINITION

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	Next appropriate release following approval
IMPLEMENTATION APPROACH	BIG BANG

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	**CHANGE PATH**	SELF-GOVERNANCE
PRIORITY STATUS	LOW	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	GES Service Provider, GES Users		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
HOLLY LAW	FINN DEACON	ANTON MODEN	GLENN SHEERN
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OVERVIEW

This change seeks to add Service Level performance targets to the Gas Enquiry Service (GES) Service Definition to align to the expected performance by the GES Provider.

RESPONSIBLE COMMITTEE DECISION

On 25 March 2026, in line with the Code Manager Recommendation, the Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of the next appropriate release following approval.

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BACKGROUND

1 SUMMARY

This change has been raised by RECCo to support Service Provider management for the Gas Enquiry Service (GES) by updating the Service Level targets for processing data for the Supply Point Switching API.

Previously R0277 – Data Latency SLA alignment for Gas Enquiry Service amended two Performance Levels within the GES Service Definition. However, these changes only addressed ambiguity on:

- when the Performance Level applied (from and to); and,
- increased the number of hours in which data will be available to Authorised Persons within the Supply Point Switching API.

This change seeks to support the changes made under R0277 whilst also providing a suitable percentage target for the GES Provider to meet these measures.

2 PROBLEM STATEMENT

Currently the GES Provider does not meet the 100% targets on Service Levels for processing data from the Central Data Service Provider (CDSP) for its availability in the Supply Point Switching API. It is not proportionate to enforce the 100% target as it is understood that are no issues in industry related to data latency or regarding availability of data relating to these measures. Revised, appropriate targets are required to avoid unnecessary costs being incurred by the GES Provider to meet the current 100% target.

3 IMPACTS

REC PARTIES AND SERVICE USERS
GES Users

REC SERVICE PROVIDERS
GES Provider

RECCO / REC CODE MANAGER
REC Performance Assurance
RECCo

REC DOCUMENTS / PRODUCTS
GES Service Definition
GES User Guide

MHHS
There are no impacts from this change on the MHHS arrangements or completing MHHS Qualification and Migration.

The primary impact of this change is the update to the GES Service Definition to incorporate the new percentage Performance Level targets.

During initial assessment it has also been identified that an update to the GES User Guide is required. The GES User Guide is a Category 3 REC document, owned by the GES Service Provider. It will not require approval under this change, however, the Code Manager has included the proposed changes within this Change Report for information.

The GES Provider has confirmed that there are no impacts from this change that require delivery or a change to operational activities to support implementation.

GES Users should be aware of the change in Performance Levels for the GES Supply Point Switching API, but that no actual change in performance is expected. Therefore, there should be no impact to their ability to operate Gas business processes.

There are no expected direct impacts to REC Parties or GES Users, however they will be provided the opportunity to feedback on support of this change via the standard industry consultation.

There are no direct impacts to Gas Consumers or REC Parties beyond their position as a GES User. The introduction of these Service Level targets will maintain existing Performance Levels that Market Participants are relying upon to operate Gas business processes impacting Consumers.

Both REC Performance Assurance and RECCo Service Provider management operations will need to work to the revised Service Level targets, however no material impact is expected as a result.

4 CROSS-CODE IMPACTS

No cross-code impacts have been identified in relation to this change.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Change Proposal		**17 Feb-26**	**18 Mar-26**
	Consultation	February	March
	Solution Refinement	March	March
	Final Determination	March	March
Voting		**18 Mar-26**	**25 Mar-26**
	Appeal Window	26 March	09 April

6 STAKEHOLDER ENGAGEMENT

The GES Provider has been engaged during the initial assessment of this change to ensure alignment in understanding of its requirements.

The REC Performance Assurance Board (RECPAB) will be provided updates on this change due to its links to Performance Assurance operations.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	27	27
	Retail Markets Impact	Innovation and Market Arrangements	0	17	0
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		3	9	28
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	92

Priority Status	LOW
Change Proposal Type	STANDARD

SOLUTION

8 PROPOSED SOLUTION

This change has been raised with a fully formed solution to update the relevant Service Levels, which are captured in sections 8.5(a) and 8.5(b) of the GES Service Definition:

- Add percentage target to 8.5(a) = 98%
- Add percentage target to 8.5(b) = 99%

These targets are based on existing GES Provider Performance Levels, which are judged to be at an acceptable level. No service tickets have been raised by GES Users in relation to these Service Levels.

The proposed red-lined text is as follows:

Processing of data from the CDSP

8.5. The GES shall process data received from the CDSP in accordance with the following Service Levels:

(a) 98% of data required within the Supply Point Switching API (as defined in the GES API Technical Specification) shall be available to Authorised Persons within 4 hours of an update being accepted and processed in UK Link; and

(b) 99% of data not required within the Supply Point Switching API (as defined in the GES API Technical Specification) having been accepted and processed by UK Link before 04:00 hours, shall be available to Authorised Persons by 09:00 hours on the same day.

8.1 PROPOSED IMPLEMENTATION DATE

This is a document only change with no technical requirements, therefore the next appropriate standard release following approval will be suitable for this change. This will take into consideration Code Manager lead time for preparing and implementing the release. It is anticipated that this will be the release on 26 June 2026.

9 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0299 can be found here. The redlining has been made against the approved text for R0277.

For information, the proposed updates to the GES User Guide have also been included in the legal text. The changes to this document will however be implemented separately via a Category 3 Change Proposal.

PRELIMINARY ASSESSMENT

10 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

10.1 RISKS AND ISSUES

No risks or issues have been identified for this change.

10.2 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
R0299.A001	GES Provider is already operating to these performance targets		Validated during Initial Assessment

No dependencies have been identified for this change.

11 BUSINESS CASE ASSESSMENT

11.1 COSTS

There are no costs associated with this change as the GES Provider has confirmed there are no changes required by them. In addition, the associated assurance will not incur any additional costs.

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
COST AVOIDANCE	This change will ensure that the GES Service Provider does not incur additional costs in the running of GES. If these performance targets are not put in place, the service would need to be enhanced to ensure a 100% target is achieved.

11.2 COST BENEFIT ANALYSIS

Taking into consideration that there are no costs for this change, the intangible benefit outweighs the cost.

12 CASE FOR CHANGE

SELF GOVERNANCE

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

- the proposed solution is fully formed and resolves the problem statement;
- at zero cost, the proposed solution is proportionate and cost-effective;
- the implementation of this change will not cause any detriment to Market Participants or Consumers; and
- a positive case for change can be made, as set out in section 11 of this report.

13 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 18 February 2026 to obtain views on the Change Report (For Consultation). No responses were received.

Although no formal responses were received, Xoserve in their role as the GES Service Provider have confirmed that a Service Provider impact assessment was not needed and that the change to the SLAs within the GES Service Definition document was in line with their new contractual arrangements.

As this is a simple document only change with no technical requirements, the Code Manager is comfortable in recommending proceeding to implementation.

14 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No amendments have been made following consultation.

15 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
RELATED CHANGE(S)	R0277

16 GLOSSARY

TERM	DEFINITION
Central Data Service Provider (CDSP)	means the 'Central Data Service Provider' appointed by Gas Transporters pursuant to standard special condition A15 (Central Data Service Provider) of the Gas Transporter Licences.
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.
GES Provider	means the provider of the Gas Enquiry Service.
GES User	means a Party or Non-Party REC Service User which is entitled to use the GES under the Data Access Schedule.
UK Link	has the meaning given to it under the UNC. [Definition to be implemented by R0277]