RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	**Consultation 2.0**
04	Final Recommendation

CHANGE REPORT

R0122 SDEP REVIEW IMPROVEMENTS (2) - USABILITY

DOCUMENT VERSION	2.1
PROPOSED IMPLEMENTATION DATE	25 June 2027
IMPLEMENTATION APPROACH	BIG BANG

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	**CHANGE PATH**	SELF- GOVERNANCE
PRIORITY STATUS	MEDIUM	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	Energy Suppliers, DNOs		

LEAD ANALYST	TECHNICAL LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
HOLLY LAW	KEISHA PATEL	LORNA MALLON
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OVERVIEW

Following a comprehensive review, the Code Manager has identified functionality improvements with the Secure Data Exchange Portal (SDEP) system.

CODE MANAGER MINDED TO POSITION

The Code Manager's minded to position is to recommend that that the Technical Expert Panel

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 25 June 2027.

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BACKGROUND

1 SUMMARY

After a comprehensive review, the Code Manager identified functionality enhancements to the SDEP system. These improvements will make the system easier to use by enabling better workflow and query filtering, and by improving notifications sent to Parties, helping them resolve issues more efficiently. Feedback from SDEP users was that filtering options are limited to particular attributes, reporting does not provide all information required and notification emails contain minimal supportive information for the parent communication.

2 PROBLEM STATEMENT

Market Participants require functionality that improves efficiency, reporting and allows Consumer issues to be addressed sooner and more accurately.

3 IMPACTS

REC SERVICE PROVIDERS
SDEP Service Provider

REC PARTIES AND SERVICE USERS
Energy Suppliers
Distribution Network Operators

REC DOCUMENTS/ PRODUCTS
Secure Data Exchange Schedule
Data Item Catalogue
SDES User Guide

MHHS DESIGN
No Impact

MHHS DATA SPECIFICATION
No Impact

MHHS CODE DRAFTING
No Impact

There will be no impacts to Market-wide Half-Hourly Settlement as the intention is to implement post M8/M10, as this will be after the implementation of the new ECOES platform that is required for MHHS.

4 CROSS-CODE IMPACTS

There are no Cross-Code impacts.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**01 Apr-25**	**31 Jan-26**
	Solution Analysis	Complete	Complete
	Solution Development	Complete	Complete
	Service Provider Impact Assessment	Complete	Complete
	Party Impact Assessment	Complete	Complete
Change Proposal		**01 Feb-26**	**29 Sep-26**
	Business Case Assessment	Complete	Complete
	Consultation	Complete	Complete
	Solution Refinement	Complete	Complete
	Consultation	July	August
	Final Determination	September	September
Voting		**30 Sep-26**	**30 Sep-26**
	Appeal Window	01 Oct	14 Oct

R0122 was raised in May 2023 but delayed by the MHHS programme change freeze. This was due to limited capacity of the SDEP Service Provider to support solution development and impact assessments, competing MHHS implementation activities, and the long lead time required for a valid commercial impact assessment. The SDEP Service Provider is now in a position to contribute to solution development and to impact assess, so we are progressing this change.

6 STAKEHOLDER ENGAGEMENT

Stakeholder engagement was carried out before the change was raised in May 2023 as part of a wider SDEP review. Workshops were held with SDEP users who developed the requirements for this change.

These requirements were taken back to the June 2025 Change Issues Group (CHIG) to confirm that they are all still needed and relevant, before a Service Provider impact assessment was issued.

7 PRIORITY STATUS AND URGENCY

The Code Manager is proposing this Change Proposal be given an Urgency Status of Standard and a Prioritisation Category of Standard.

The Code Manager believes this Change Proposal:

- Does not meet the Ofgem criteria for Urgency;
- Has Limited or no SDS relevance when compared to other Standard changes
- Delivers useful but broadly comparable benefits to other Standard changes
- Has a medium complexity as it requires technical changes to SDEP.

SOLUTION

8 PROPOSED SOLUTION

The proposed solution will enhance SDEP's functionality by delivering a more streamlined and intuitive method for users to manage and progress communications. An illustrative 'early design' per the requirements has also been generated to support user's understanding of how the requirements would look to be introduced within SDEP.

The full solution is detailed in the solution development report.

The proposed amendments to the Secure Data Exchange Service Definition can be found here.

PRELIMINARY ASSESSMENT

9 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

9.1 SERVICE PROVIDER IMPACT ASSESSMENT

An impact assessment was issued to the SDEP Service Provider on 23 September 2025, the response is summarised below:

SDEP SERVICE PROVIDER	• The total costs to the Service Provider of delivering this solution are £96,575 (£6,750 Design, £54,400 Build, £26,500 Testing, £8,925 Project Management). • Timescales for delivery are: 78 days Design and Build, 35 days Testing and 10.2 days Project Management. • Mock ups for elements of functionality have been provided in a separate requirements document which will be available for Party impact assessment.

9.2 REC PARTY IMPACT ASSESSMENTS

A Party impact assessment was conducted from 19 December 2025 to 16 January 2026. In total five responses were received from 3 Energy Suppliers and 2 DNOs. The non-confidential responses have been published here.

ENERGY SUPPLIERS & DNOS	• Across all Parties, there is clear endorsement of the overall intention to improve SDEP usability, efficiency, and automation. • The changes are “positive”, “welcome”, and “supportive” of improving communication and reducing query lead times. • Users value enhancements that promote process clarity and reduce manual intervention. Dashboard & Reporting • Downloadable filters and raw data extracts were viewed as helpful. • Ability to filter and quickly understand workloads is valued, however, two respondents expressed that a true dashboard would still be preferable over just filters. Readability & Screen Layout • Two Parties reported no concerns. • SSE and OVO both stressed the need for key information—such as full query text, MPxN/MPAN/MPRN and description fields—to remain fully visible, with OVO additionally recommending reducing large icons and whitespace to prioritise information density Archiving & Data Retention • Most parties agree 12 months is a reasonable timeframe, however SSE requested warning prompts before auto-archiving & OVO proposed a “do not close” option for complex or exceptional cases. Other • All respondents supported automating trigger-based statuses • Auto-assignment of owners is seen as helpful by all Parties • Ability for MAUs to manage access widely supported. • The minimum lead time was ASAP and the longest 3-6 months. • Most Parties responded that implementing the proposed solution would not incur any costs to their business, one responses that they cannot accurately determine costs as this stage.

10 BUSINESS CASE ASSESSMENT

10.1 COSTS

COSTS	DESIGN/ DEVELOPMENT COSTS	IMPLEMENTATION COSTS	ONGOING OPERATIONAL COSTS
PARTIES	N/A	£0	£0
SERVICE PROVIDERS	£96,575	£0	£0

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	14 April 2026

10.2 BENEFITS

TANGIBLE BENEFITS	
IMPROVED EFFICIENCY	Automation of statuses, improved navigation, clearer layouts, and reduced manual steps help teams process and track queries more quickly, reducing lead times.
REDUCED SYSTEM STRAIN AND IMPROVED DATA MANAGEABILITY	Archiving old queries and introducing data retention periods would improve system performance and ensure data remains relevant and manageable.

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
IMPROVED VISIBILITY AND INSIGHT	Downloadable filtered views, access to configurable raw data, and clearer reporting metrics would enable teams to better understand workloads, monitor performance and allocate resources effectively.
GREATER ACCURACY AND REDUCED ERRORS	Features such as automatic owner assignment, clear visibility of key fields (e.g. MPAN/MPRN), and potential safeguards for mis-routed queries contribute to fewer incorrectly raised or mismanaged communications.
BETTER USER EXPERIENCE AND SMOOTHER WORKFLOWS	Parties appreciated the cleaner UI, improved consistency, and removal of unnecessary manual steps—leading to easier day-to-day use and less training effort.
POSITIVE OVERALL IMPACT ON CUSTOMER SERVICE	Faster resolution, better visibility, and reduced errors will ultimately improve Consumer outcomes.

10.3 COST BENEFIT ANALYSIS

The proposed R0122 SDEP Usability Improvements aim to enhance communication efficiency, reduce manual processing, improve data visibility, and streamline workflow management across all SDEP Users. All five responding Parties expressed strong support for the change, identifying multiple operational and customer-service benefits that outweigh the £96,575 implementation cost.

10.4 SELF GOVERNANCE

The Code Manager considers there is a positive case for change for implementing this Change Proposal on the basis that the proposed solution:

- Appropriately resolves the original Problem Statement;
- The cost and effort of implementing and operating the proposed solution is proportionate and cost-effective and
- The proposed solution delivers positive outcomes for Consumers and efficiencies in the operation of the retail energy market.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 27 February 2026 to obtain views on the Change Report (For Consultation). This consultation was on the proposed changes to SDEP only, and a further consultation is being issued to gather feedback on the changes to the Secure Data Exchange Service Definition. In total six responses were received from three DNOs and three Energy Suppliers. The key themes from these responses have been summarised and set out below. The non-confidential responses have been published here.

11.1 SUMMARY OF RESPONSES

All respondents were supportive of the proposed solution, the implementation approach of big bang and agreed with the Code Manager's assessment of the costs and benefits for this change.

All respondents were supportive of the Code Manager’s recommendation that this Change Proposal should be approved for implementation on 6 November 2026, providing that the migration plan, guidance, FAQ’s and updates to the SDEP user guide have been provided well in advance of this date. As there is currently only a three-week period planned between testing completion and implementation, the proposed implementation date has been moved to allow enough time for this to happen.

12 APPENDIX

CHANGE PROPOSAL	Link
CONSOLIDATE IMPACT ASSESSMENT RESPONSES	Link
CONSULTATION REGISTER	Link

13 GLOSSARY

TERM	DEFINITION
Secure Data Exchange Portal	means the portal of that name which forms part of the Secure Data Exchange Service.
SDEP User	means an entity that is entitled to use the Secure Data Exchange Portal in accordance with the Secure Data Exchange Schedule.