Secure Data Exchange Portal (SDEP) User Guide

For Supplier and Distributor Use

Version: 5.0

Status: Final

Issue date: 22/09/2025

Change History:

Version Number	Status	Date of Issue	Reason for Change
1.0	Issued	17.06.2020	Issued to external Parties.
1.1	Draft	16.10.2020	Updates and amendments since v1.0 issued and additional changes as per Nov 2020 release. Passed to K.H and S.D for Review.
1.1	Issued	05.11.2020	Issued to external Parties.
1.2	Draft	18.02.2021	Updates and amendments as per Feb 2021 release. Passed to K.H for initial review.
1.2	Issued	19.02.2021	Issued to external Parties.
1.3	Draft	04.05.2021	Updated since issue v1.2. Passed to A.B for review.
2.0	Issued	01.09.2021	Updated for REC v2
2.1	Draft	08.12.2021	Added search limits
2.2	Draft	01.03.2022	Updated following ECC355 (updated escalation levels and additional process types) and added Industry Role Terms
3.0	Issued	13.05.2022	Updated to reflect RECv3 changes to SDEP, specifically the removal of second escalation and changes to the scope of its application as described in section 1.4. Other minor changes.
3.1	Draft	14.09.2022	Updated for general review following REC v3 release
3.2	Draft	26/04/2024	Updated for R0121
3.3	Draft	11/07/2024	Updated following consultation for C3-0083
4.0	Issued	23/08/2024	Updated for R0121 and general review
5.0	Issued	22/09/2025	Incorporate changes resulting from MHHS

Circulation:

Version Number	Reason for Issue
1.0	Release of the Secure Data Exchange Portal.
1.1	Finalised for ECOES release 6.1.
1.2	Finalised for ECOES release 6.2.
1.3	Updated with IREG suggestion.
2.0	Updated for REC v2 release
3.0	Updated for RECv3 release
4.0	Updated for R0121
5.0	Updated for MHHS Implementation

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How do I…?

- Login
- Reset My Password
- View secure communications
- Raise a new communication
- Review communication messages
- Review multiple messages
- See new messages for your attention
- Respond to communication messages
- Upload attachments
- View attachments within messages
- View or add search tags
- Escalate communication
- Respond to escalated communication
- Archive communication
- Unarchive communication
- Manage my user account details
- Managing Users
- Generate Reports
- Process Type Users

What is/are…?

- This definition
- Those Icons found within the Secure Data Communications Portal
- Process Types Listed
- Communication Message Types
- Sender Data Items
- Recipient Data Items
- Mandatory Data Items

Other Functions

- Assign an owner
- View audit history
- Manage Errors
- Export Communication
- Automatic Archive and Delete

Industry Role Terminology:

The below table outlines industry roles referenced in this document where the REC name differs.

EES Role	REC Equivalent (where different)
Distributor	Distribution Network Operator (DNO)
Metering Service (MS)	Metering Equipment Manager (MEM) or more specifically electricity Meter Operator Agent (MOA)
Agent	Supplier Agent, i.e. Data Aggregator, Data Collector, Metering Equipment Manager/MOA, Data Service

1. Introduction

1.1 *Background*

The Secure Data Exchange Portal (SDEP) is an online platform which allows a standardised way of communicating between parties when resolving customers queries and other issues and ensures compliance with the requirements of Data Protection Legislation, while satisfying Parties' obligations under the REC.

Domestic electricity and gas Suppliers, non-domestic electricity Suppliers, Distribution Network Operators are required by the REC to use the arrangements described in Schedule 17: Secure Data Exchange.

1.2 *Document Purpose*

The purpose of this document is to provide training materials which allow SDEP Users to understand, and successfully use the SDEP.

1.3 *Glossary of Terms*

The following table defines the terms and acronyms used in this document.

Term	Definition
Admin	Area in the system where an admin user can perform administrative functions.
Associated Supplier	Supplier who responds to a Communication Message.
Company Group	Supplier or Distribution business Company Name, under which all Legal Entities sit.
Communication	Communication that is sent via the Secure Data Exchange Portal, that has a unique reference number.
ECOES	Electricity Central Online Enquiry Service. The application that supports SDES
EES	Electricity Enquiry Service, the generally accepted name of the SERVICE supported by the ECOES application.
Initiating Supplier	Supplier who raises an Initial Communication message.
Legal Entity	User Market Participant Identifier/Identity.
MAU	The Master Administration User for the SDES Solution.
Message	Messages sent within a Communication
Process Types	The distinct types of communication that can be raised, that describe the scenario the query is related to.
Process User Types	Area in the system where MAU can assign Communication Process Types to users within their Company Group.
SDEP	Secure Data Exchange Portal, which supports secure messaging within the ECOES system
SDES	Secure Data Exchange Service, incorporating SDEP plus Cross Meter Resolution Portal.
User	Individual User who has been given access to SDEP by the MAU and is assigned to at least one business process/use case.

For the avoidance of doubt, the terms SDES and ECOES/EES are used interchangeably in this document.

2. System Access

2.1 *Access and User Management*

REC Parties will onboard to SDEP as part of the market entry arrangements set out in Schedule 9: Qualification and Maintenance. Each SDEP User is responsible for maintaining for their own assigned processes and escalation levels.

New users will be set up and receive an email with a temporary link in order for them to set their passwords up. This link will expire after 24 hours.

Each MAU is responsible for maintaining data for individual users within their Company Group and can manage and create credentials for individual users using the Process Type Users function. User access rights are managed by the MAU. An individual User can only be granted access to the SDES for one Company Group.

Users who have not signed on to the EES Website for 90 days are deleted. Since SDEP is a module of EES, this will also remove their SDEP access. The automated job may delete all Users assigned to a Company Group / Business Process / Use Case. In a situation where the User who is about to be deleted is the only User assigned to the Business Process / Use Case, the MAU will be assigned as a default point of contact for that level. An email notification is also sent to the Individual User who is about to be deleted, reminding them to sign in. This is sent daily over a 7-day period (7 days prior to the 90-calendar day limit). This is part of the current ECOES process.

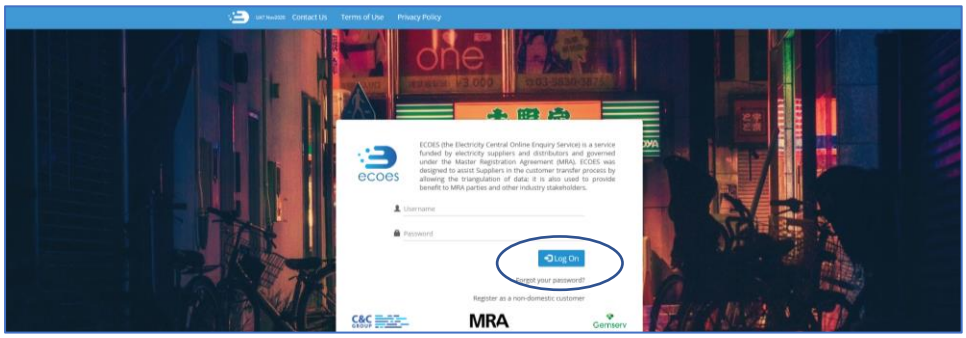
2.2 *Managing your Company Group*

If the individual Market Participant IDs (MPID) allocated to your Company Group need to be changed, contact your REC Operational Account Manager (OAM) (oam.general@recmanager.co.uk) to complete the SDEP Change Form for submission to the SDEP provider.

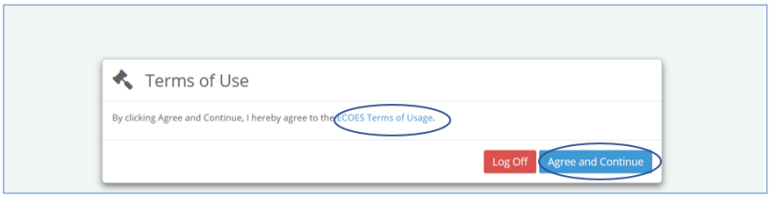
If you have a more complex request, such as merging different entities in SDEP/EES, your OAM will support with writing the application for progression by the REC Performance Assurance team.

2.3 *Login*

Open the ECOES/EES web browser https://www.ecoes.co.uk/ and enter your username and password. Then click 'Log On'.



This will generate a 'Terms of Use' pop up.



The user should click on the blue 'ECOES Terms of Usage' in order to load the "Electricity Central Online Enquiry Service ("ECOES") General Terms of Use of the Service", and once read, the User will have the option at this point, to log off (if they disagree with the terms of use) or agree and continue (if they agree to the terms of use).

Once the user clicks 'Agree and continue', they will see either:

Users with Admin permissions



Users without Admin permission



- **Search** – allows users to search for records. At least one MPAN/MPRN, Meter Serial Number or Address must be entered.
- **Admin**:
    - Allows users with Admin permissions to view full details and set up other users (Company details, users, and Process Type Users).
    - Allows users without Admin permissions to view the Master Admin User (MAU) details and Company Details.
- **Tools** –Allows users with relevant permissions to access the SDEP User Report Matrix.
- **Processes** – allows users to select and engage with the Secure Communications area.
- **TU** – the users initials. A user will either see TU (test user if in the UAT environment) or their own initials. Clicking here enables the user to view their account, change a password, view T&Cs, privacy policy, submit suggestions and log off.

2.4 *Forgotten Password*

If a user forgets their login password then they must reset it themselves, or where they do not have permission to do so, request that service from a person with appropriate permissions within their organisation. It is not the role of the SDEP Technical Service Desk or the REC Code Manager to reset passwords.

2.4.1 Resetting another user's password

A user with either the 'User Maintenance' or 'Reset Passwords and Delete Users' system function can reset another user's password. This can be performed by going to the Admin menu then

selecting Users. When you have searched for and selected the required user, there is a button that says Reset Password.

2.4.2 Resetting your own password

Below are several scenarios in which a user requires their password reset and the methods they can employ to do this:

Email Address Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On completion an email will be sent to their email address containing a link allowing them to enter a new password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. On clicking 'Change Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

- A user's password has expired.

  Should a user's password expire between them logging out and next logging in, a popup will be displayed the next time they log in with their expired password. On clicking the 'Reset Password' button an email will be sent to their email address containing a link allowing them to enter a new password.

Traditional Username Users

- A user has forgotten their password.

  A user can initiate a password reset via the login screen by clicking on the 'Forgot your password?' link. On clicking the link, a popup is displayed whereby the user must correctly answer their memorable questions. If answered correctly a user may reset their password.

- A user knows their password but would like to reset it anyway.

  A user can initiate a password reset via the 'Change Password' button on the 'My Account' screen. In order to change their password via this screen they must know their current password.

- A user's password has expired.

  On logging in the user will be informed of the password expiry and prompted to enter a new password.

Proxy Email Address Users

- A user has forgotten their password

  The user can initiate a password reset from the login screen, in this instance an email containing a new password will be sent to the proxy email address saved against that user. The password can then be communicated to the intended user outside of the ECOES system.

- A user knows their password but would like to reset it anyway

  The user can request a password reset from the 'My Account' screen. This will send an email to assigned proxy email address containing a new password. The password can then be communicated to the user outside of the ECOES system.

- A user's password has expired

On logging in the user will be informed of the password expiry and prompted to enter a new password.

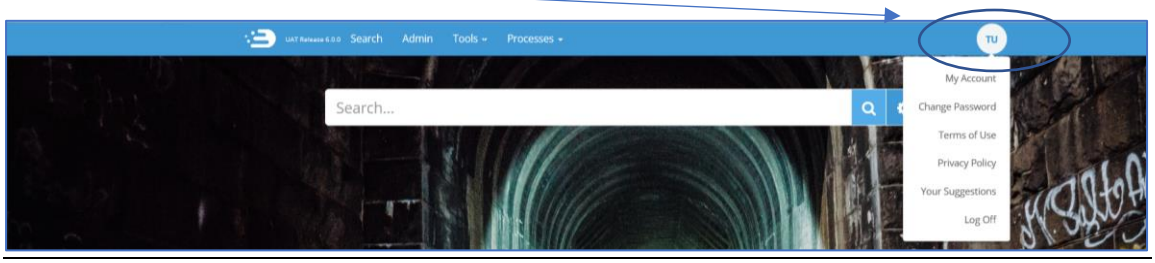
2.5 *Service Availability*

Access to the SDEP shall be available on all calendar days of the year on a 24-hour basis, subject to any planned suspension or unplanned suspension of the system.

In the event of a planned or unplanned suspension of the system, the Code Manager shall follow the process set out in Schedule 17: Secure Data Exchange.

3. Account Navigation

Users can manage their user account details by hovering their mouse over the circular icon in the top right of the page.



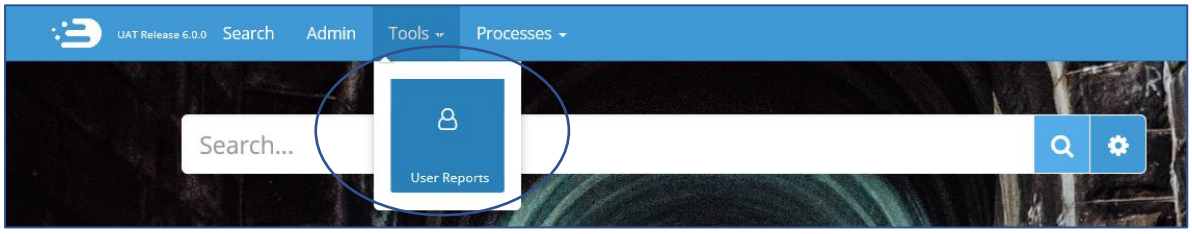
3.1 *My Account*

A user can perform the following tasks in this page:

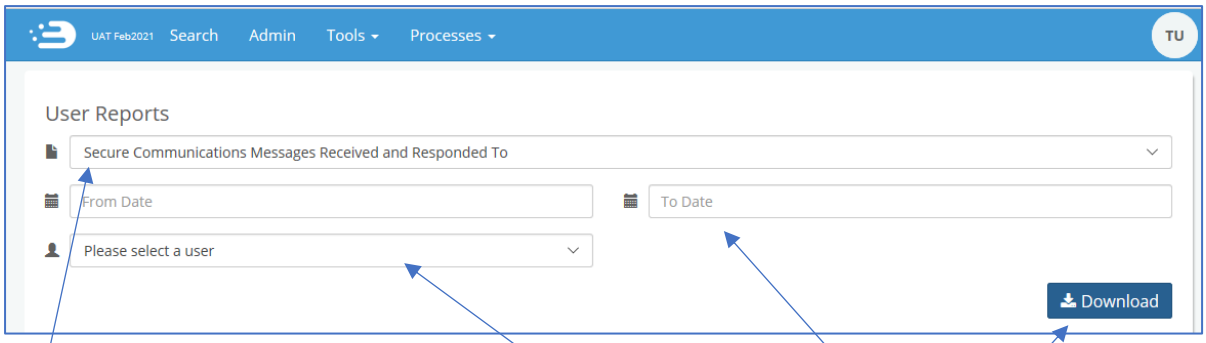
- View and update account details.
- Change/reset password (once clicked, password reset email will be sent).
- Change the background colour of ECOES.

3.2 *Reporting*

The Tools function allows Users with relevant access rights, the ability to download a number of reports. SDEP reports can be found in 'User Reports' within the Tools dropdown.



Clicking on ‘User Reports’ within the ‘Tools’ dropdown will open the user reports page.



Report type This dropdown will allow the user to select the report type.

Users – Some report types will also include a User dropdown, asking you to ‘Please select a User’.

Communication from - to Date (Mandatory).

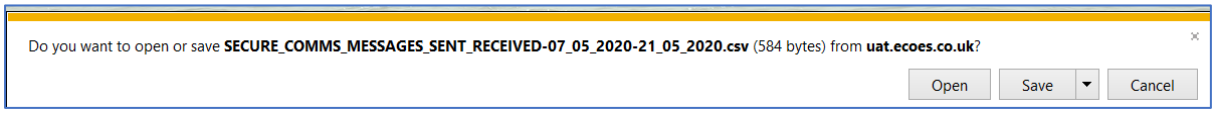
Download

The following reports are available to SDEP Users and can be downloaded from the User Reports module once logged into the system:

a) Messages Sent and Received.
b) Messages Received and Responded To.
c) Exceeding Response Time.
d) Messages Sent No Response.
e) User Process Types.
f) Company User Process Types: the process types, escalation level and legal entity that all SDES Users have been assigned to within a Company Group.

Detailed descriptions of these reports can be found in Appendix 2 of this document.

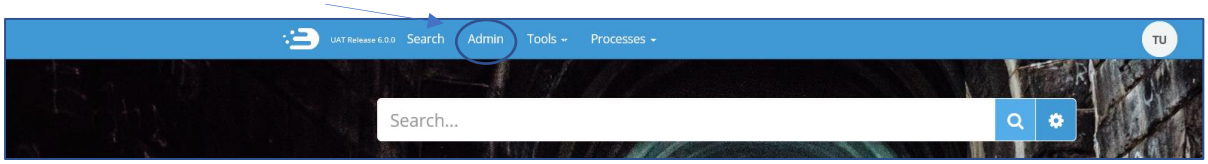
The user can then use the ECOES Reporting Download Module to either open and/or save to Excel spreadsheet via .CSV file format once they click download, for example.



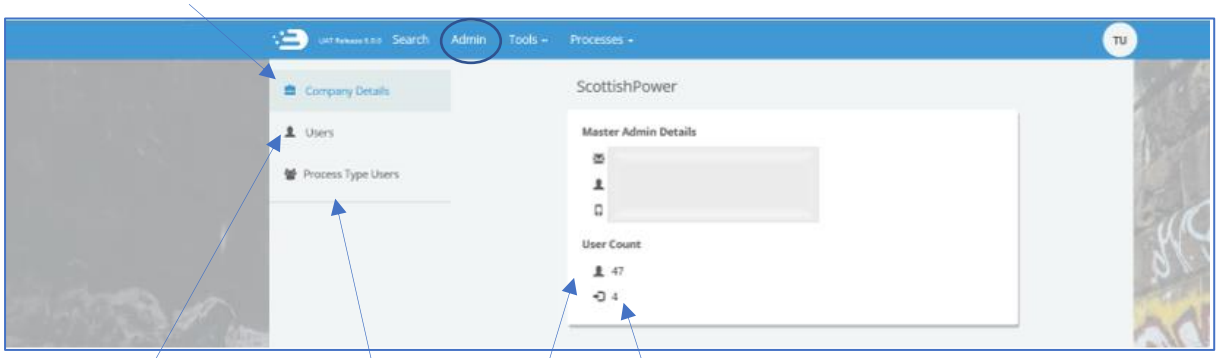
Please refer to SDEP Report Matrix in Appendix 2 for further information regarding User Reports.

3.3 *Managing Users – Only available to relevant users (MAU and User Admin roles)*

Users with relevant privileges can view all of the users within their organisation by clicking on 'Admin' This is also where 'User Reports' can be found, and relevant access permissions can be granted.



Clicking 'Company Details' within Admin, will show users who the Master Admin User (MAU) is for their Company Group. It will also confirm the number of active users under the Company Group and all associated Legal Entities (MPIDs).



Clicking 'Users' will show you all of the users who are set up with access. By clicking 'download' You can download all of the users of a Company Group into a report containing user details e.g. last login date.

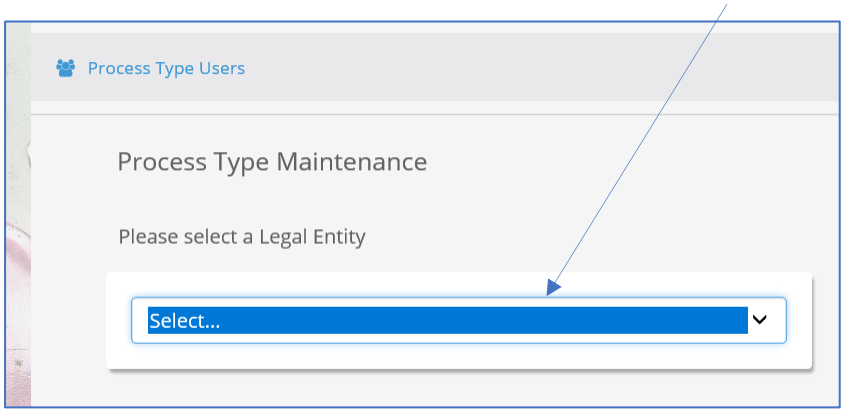
Total users within this Company Group.

Users logged in today.

Clicking on the 'Process Type Users' button will open up all Process Types (e.g. Address Maintenance) and allow the MAU to assign process types to certain user profiles, allowing them to raise Communications regarding those processes.

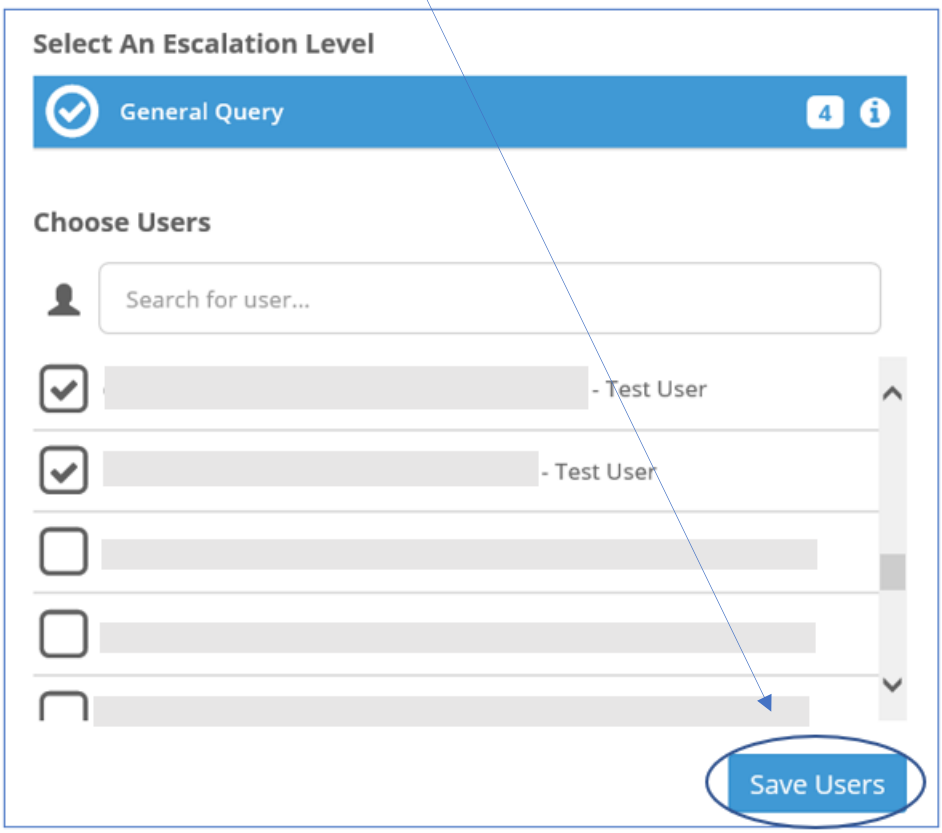
3.4 *Process Type Users*

Users with the relevant privileges can amend the functions that other users within their Company Group have access to. To do this, click on Admin and then 'Process Type Users'. You will then see a prompt to 'select a Legal Entity' and there you will chose your MPID.



Once you have selected your MPID, you will be prompted to select a 'Process Type' (one by one) and will be able to assign users to each process type.

Click on the 'Process Type' - e.g. Address Management (Elec.) (PT0030), search for the user that you wish to assign to that process type and click 'Save Users'.



3.5 *Process Types*

Process Types correspond to Business Processes within the REC, except for PT0029 – 'Retrospective MPAD Amendments', which is covered in Balancing and Settlement Code Procedure 604.

The Process Types for Suppliers and Distributors are found within Admin – Process Type Users – Process type Maintenance and are listed below.

Supplier – Electricity

Address Management (Elec.) - General Query	PT0030
Address Management (Elec) – Escalation	PT0074
Contract Manager Query (Elec.) - General Query	PT0031
Crossed Meters (DNO) (Elec) - General Query	PT0077
Crossed Meters (Elec.) - Escalation	PT0066
Debt Assignment Protocol (Elec.) - Escalation	PT0022
Debt Assignment Protocol (Elec.) - General Query	PT0051
Disputed Meter Readings (Elec.) - Escalation	PT0012
Disputed Meter Readings (Elec.) - General Query	PT0045
Duplicate Meter Points (Elec.) – Escalation	PT0068
Duplicate Meter Points (Elec.) – General Query	PT0067
E.T. GSoP Paym. Cust. Details (Elec.) - General Query	PT0062
Erroneous Transfer Re-registration (Elec.) - Escalation	PT0020
Erroneous Transfers (Elec.) - Escalation	PT0013
Erroneous Transfers (Elec.) - General Query	PT0047
Logical Disconnections (Elec.) - General Query	PT0042
Misdirected Payments (Elec.) - General Query	PT0053
Misdirected Payments (Elec.) - Escalation	PT0023
Missing MTDs (Elec) - General Query	PT0078
Missing Read (Elec) - Escalation	PT0071
Missing Read (Elec) - General Query	PT0069
MPAS Data Error Resolution (Elec.) – General Query	PT0063
Multiple Supplier Report (Elec) - General Query	PT0073
Physical Disconnection (Elec.) - General Query	PT0026
Retrospective MPAD Amendments (Elec.)	PT0029
Smart Metering Communications Issues (Elec) - General Query	PT0079
Smart PP CoS No Comm. Notif. (Elec.) - General Query	PT0060
Smart Prepayment CoS Exceptions Process (Elec.)	PT0024
Supplier Data Error Resolution (Elec.) – General Query	PT0064
Theft (Elec) - General Query	PT0075

Supplier - Gas

Contract Manager Query (Gas) - General Query	PT0043
Crossed Meters (Gas.) - Escalation	PT0027
Crossed Meters (Gas.) - General Query	PT0055
Debt Assignment Protocol (Gas.) - Escalation	PT0037
Debt Assignment Protocol (Gas.) - General Query	PT0052
Disputed Meter Readings (Gas) - General Query	PT0046
Disputed Meter Readings (Gas.) - Escalation	PT0033
Duplicate Meter Points (Gas) - General Query	PT0056
Duplicate Meter Points (Gas.) - Escalation	PT0028
E.T. GSoP Paym. Cust. Details (Gas) - General Query	PT0061
Erroneous Transfer Re-registration (Gas.) - Escalation	PT0035
Erroneous Transfers (Gas.) - Escalation	PT0034
Erroneous Transfers (Gas.) - General Query	PT0048
Gas Replacement Readings (Gas.) - General Query	PT0057
Misdirected Payments (Gas.) - Escalation	PT0038
Misdirected Payments (Gas.) - General Query	PT0054
Missing Read (Gas) – Escalation	PT0072
Missing Read (Gas) - General Query	PT0070
Replacement Readings (Gas.) - Escalation	PT0065
Smart PP CoS No Comm. Notif. (Gas) - General Query	PT0059
Smart Prepayment CoS Exceptions Process (Gas)	PT0044
Theft (Gas) - General Query	PT0076

Distributor Process Types

Address Management (Elec.) - General Query	PT0030
Address Management (Elec) – Escalation	PT0074
Contract Manager Query (Elec.) - General Query	PT0031
Crossed Meters (DNO) (Elec) - General Query	PT0077
Logical Disconnections (Elec.) - General Query	PT0042
MPAS Data Error Resolution (Elec.) – General Query	PT0063
Physical Disconnection (Elec.) - General Query	PT0026
Retrospective MPAD Amendments (Elec.)	PT0029
Supplier Data Error Resolution (Elec.) – General Query	PT0064
Theft (Elec) - General Query	PT0075

Contact the Code Manager if there is a use case you would like to see added as a new Process Type.

3.6 *Communication Types*

The Communication types (Use Cases) are defined as follows; detailed guidance on usage is contained in Appendix 1.

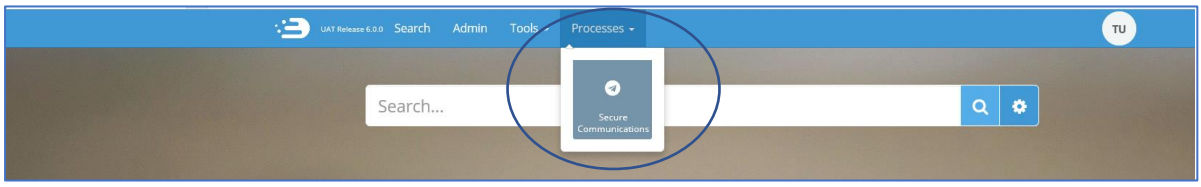
Use Case	Description
General Query	This covers generic communication between parties, within a business process. A General Query cannot be converted into a First Escalation. All Escalations will need to be raised as separate communications.
Contract Manager General Query	Contract Manager General Queries (CMGQ) can be raised against any process within the REC arrangements that: • doesn't have a specific Process Type; • has a General Query Process Type but the General Query Communication has not been resolved; or • has an Escalation Process Type but the Communication has not been resolved at the Final escalation level (i.e. after 5WD). CMGQs should not be raised where there is an escalation Process Type available which has not yet been initiated.
Escalation	An Escalation Process Type can be raised if the sender does not receive a response to an Initial Communication within the defined time frame*, the response received is unsatisfactory, or the REC specifically allows for it. The Communication will be created at the first escalation level.
	The Final Escalation level can be used if the sender does not receive a response to their previous escalation within the defined time frame*, or the response received is unsatisfactory. The final escalation level is within the same Communication as the first escalation level.
UTRN Contact	PT0024 / PT0044 - This communication occurs when a New Supplier requests the Old Supplier for a Fixed Balance UTRN or, an Old Supplier provides a Fixed Balance UTRN without receiving a request. On receipt, the Old Supplier must ensure a response is sent within 3 Operational Hours, therefore the system will send email notifications for this use case immediately regardless of user notification preferences.
Retrospective Amendment Request	This communication is used for the manual correction of errors to data in MPAS, which cannot be resolved using Market Messages – covered by Balancing and Settlement Code Procedure BSCP604.

*Refer to the escalation timescales described in Schedule 30 Resolution of Consumer Facing Switching and Billing Issues, and the relevant REC operational Schedules.

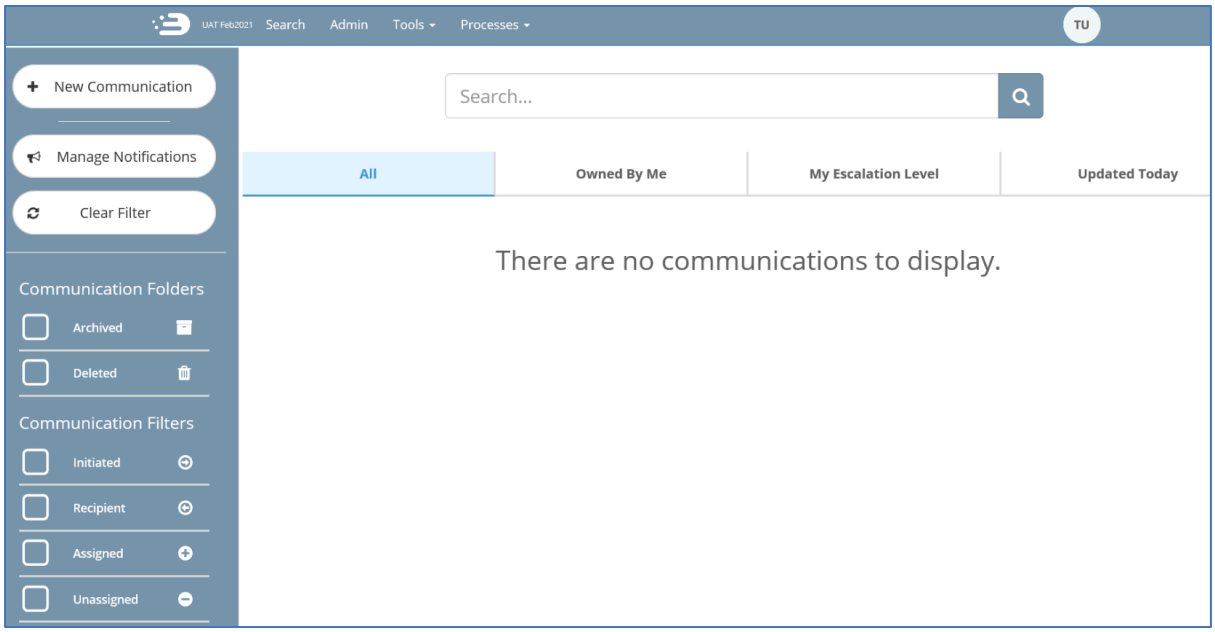
4. Navigating Secure Communications

4.1 *View Secure Communications*

Users will find the Secure Communications tab listed under 'Processes'.



By clicking on the 'Secure Communications' tab, users will see the Communications List screen and will be able to view all Communications for each business process (Process Type) where they have been assigned permission by the company's MAU/Admin User. This includes Communications raised by the user and communications raised by another party for the user's Company Group. Prior to assigning 'Process Types' to a user (via the admin button), the main page will confirm that there are no Communications to display.



New Communication – clicking this tab and following the instructions enables the user to raise a Secure Communication Message.

Manage Notifications – this will allow the user to manage their notifications, by updating email notification frequency. This can be set to never, hourly, daily (at a set time), or immediately.

Communication Folders – Can be used to view 'Archived' or 'Deleted' communications.

Communication Filters – can be used to filter the visible communications and exclude or include certain attributes (such as only Communication initiated by the user, or communication that has, or has not been assigned to a user). Navigating away from the current search page (e.g. to the admin page), will reset the filter settings to include all attributes.

Once a user has been assigned to one or more Process Types / Escalation Levels, they will be able to access Communications through the Secure Communications search screen.

The Secure Communications search screen contains the following four tabs for filtering data:

- All
  - Displays all communications the user has access to.
- Owned By Me
  - Displays only communication to which the user has been assigned as 'owner'.
- My Escalation Level
  - Displays only communications current at the Escalation Level to which the current user is assigned.
- Updated Today
  - Displays only communication that have been created or updated today.

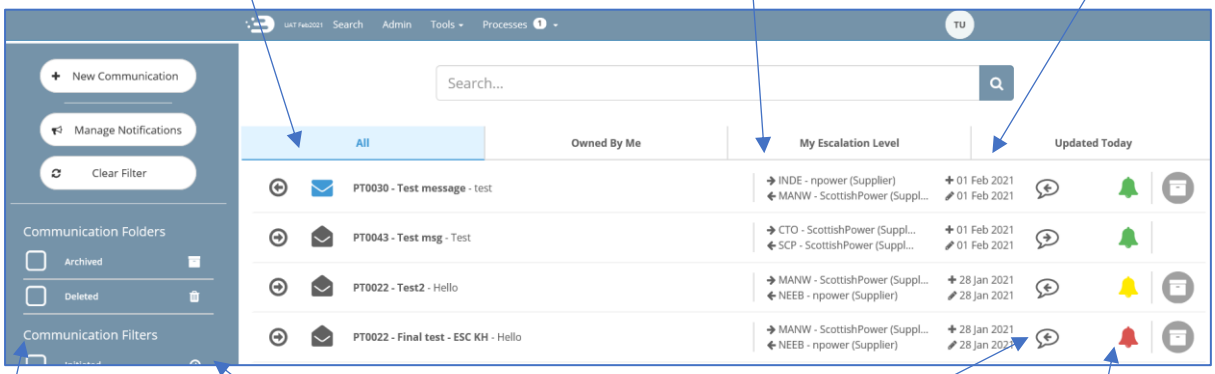
In this view you can see if messages have been read (open envelope) or unread (closed envelope).

You can also see the initiating and receiving MPIDs for a given Communication.

The date of the Communication Message will be visible and will show both the message Creation Date and any date that the message was last updated.

as the Creation Date.

as the Communication Updated Date



This column allows you to raise a new message, manage the frequency of notification and select filters, which include.

- Initiating MPID.
- Recipient MPID.
- Assigned.
- Unassigned.
- Archived.
- Deleted.
- Created from – to date.
- By process type .
- By Company Group.
- By search tags.

Hovering over the will confirm which Supplier sent the last message.

The bottom of this column confirms accepted file types for attachments, which can be seen here

A user can also see Communication type (**General query in green**, **1st Escalation in yellow** and **Final Escalation in red**.)

Hovering over each of the bells will also confirm the Communication type.



4.2 *Mandatory Data Items*

4.2.1 Sender Data Items

Bespoke Data Items are configured for each Process Type, as described in the REC Data Specification.

Taking 'Disputed Meter Readings – First Escalation' as an example, it lists MPAN, New Supplier SSD, Initial D0300 Sent Date, Domestic or Non-Domestic, and Additional comments as Mandatory (M) with Data Flow File ID as Optional (O).

The Mandatory (M) and Optional (O) Data Items listed in the REC Data Specification are visible when populating the related Communication Message within the SDEP.

When a user drafts a new Communication Message, they will see these bespoke Data Items within the message. Each Process Type will correspond to the Business Process and associated Mandatory and Optional Data Items as per the REC Data Specification, available via the REC Digital Navigator.

Mandatory Data Items within SDEP they will show; * and non-Mandatory Data Items will show as –.

The Domestic indicator drop down is mandatory for the following process types:

- PT0012 Disputed Meter Readings (Elec.) – Escalation
- PT0013 Erroneous Transfers (Elec.) – Escalation
- PT0033 Disputed Meter Readings (Gas) – Escalation
- PT0034 Erroneous Transfers (Gas) – Escalation
- PT0071 Missing Read (Elec) - Escalation
- PT0072 Missing Read (Gas) - Escalation

Tips / Best Practice

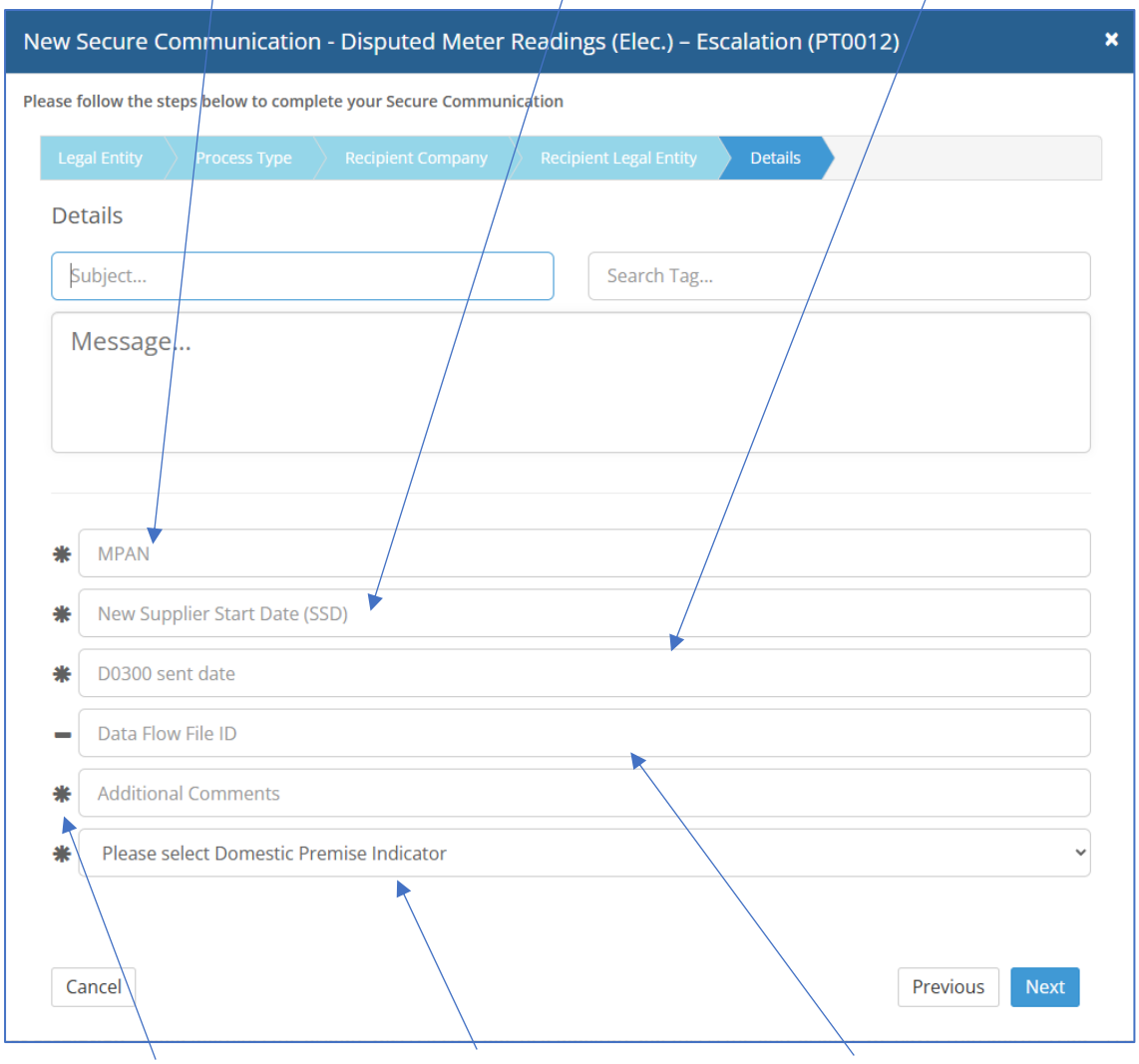
- Ensure you select the right Process Type, e.g. if a read is missing, don't use the disputed read Process Type, as that is for disputing a read that has been received
- MPAN/MPRNs should always be included (unless not applicable which is expected to be rare) either in the field provided or in an attachment. It is useful to include in the subject or initial message how many MPXNs are applicable to the Communication so the receiver can view the size of the query.
- The Subject field should provide reasonably specific information to support its assessment, identification and prompt resolution, in particular for Contract Manager General Queries which may cover a wide range of topics. Be aware that only the start of the subject field will appear in the Secure Communications list view. For example:
  - "Erroneous Switch – [brief problem description]" or
  - "PT0072 – [brief problem description]"
- Note that the message field will be truncated, so if there is more complex information to be included, it may be more useful to attach to the Communication as a separate document.
- When raising a Contract Manager General Query that relates to one or more existing SDEP Communications, the unique references of all relevant SDEP Communications should be included in the subject, the initial message or in an attachment as appropriate, so the receiving Contract Manager can easily identify the relevant Communications.

An example is shown below for ‘Disputed Meter Readings – Escalation’. Please note that the Subject field and Message field (which is restricted to 2000 characters) are always required and must be populated, but the search tag is optional.

MPAN is Mandatory and must be completed with at least one MPXN relevant to the Communication.

New Supplier SSD is Mandatory and must be completed. This should correspond with the EFSD Regi for New Supplier on the D0300.

D0300 sent date is mandatory and must be completed. It should match the sent date of the D0300.



Additional Comments is Mandatory and must be completed. This is a free format character string for the purpose of providing relevant supporting information. It is restricted to 200 characters. If the user has no additional comments, they can complete this by adding N/A or None. Most of the information should be completed within "Message". Attachments can also contain supporting information if necessary.

Please Select Domestic Premise Indicator – it is mandatory, and the user must select Domestic or Non-Domestic from the dropdown.

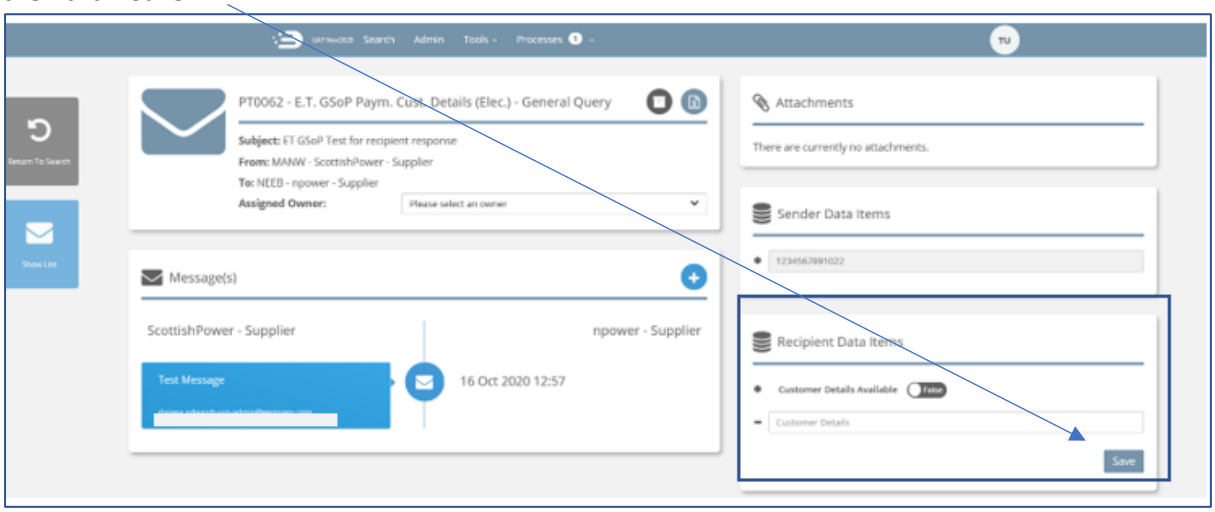
Data Flow File Id is Optional. It does not need to be completed in order for the message to be sent.
Whilst Optional it should be included, where known.

4.2.2 Recipient Data Items

Bespoke Data Items are configured for each Process Type, as described in the REC Data Specification.

Certain Process Types (Erroneous Switch, GsoP Payment Customer Details and Smart Prepayment CoS Exceptions Process) mandate that the recipient responds. Where this is the case, the 'Bespoke Data Items' column will confirm 'Recipient Data Items' and will confirm if these are Mandatory (M) or Optional (O). For example:

The Recipient User will need to open the message and edit the Recipient Data Items accordingly and then click 'Save'.



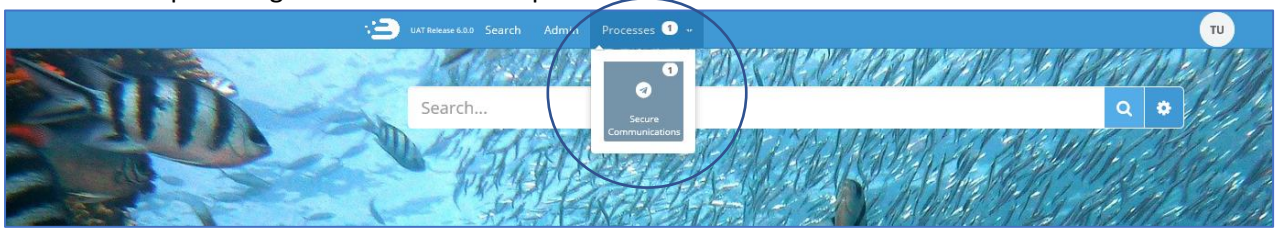
When doing so, a 'pop up' at the bottom of the screen will confirm the updates.



Once the Recipient User has responded to the original message by clicking the blue cross and typing a new message, the system will notify the original user the next time they log in to SDEP. The original user will be notified by the 'unread' icon when viewing the Secure Communications search screen If the original user has opted in to email notifications, they will also receive an email alerting them to the new message.

4.3 *Raising a New Communication*

Follow the steps through the 'Processes' dropdown and Select 'Secure Communications'.

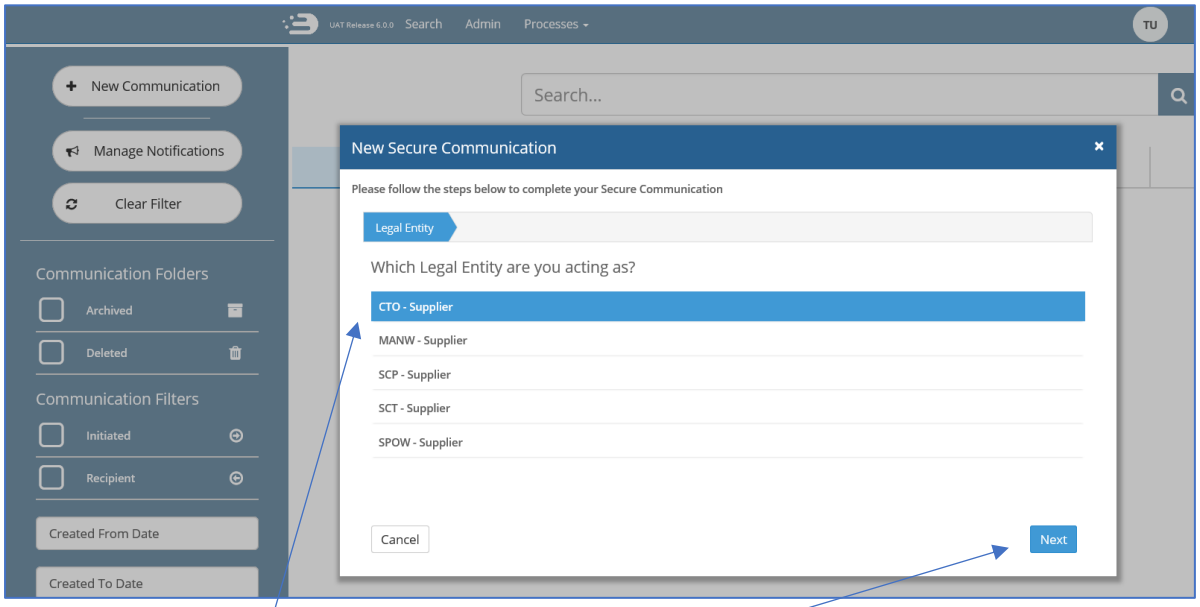


On the Communications List page, click on 

.



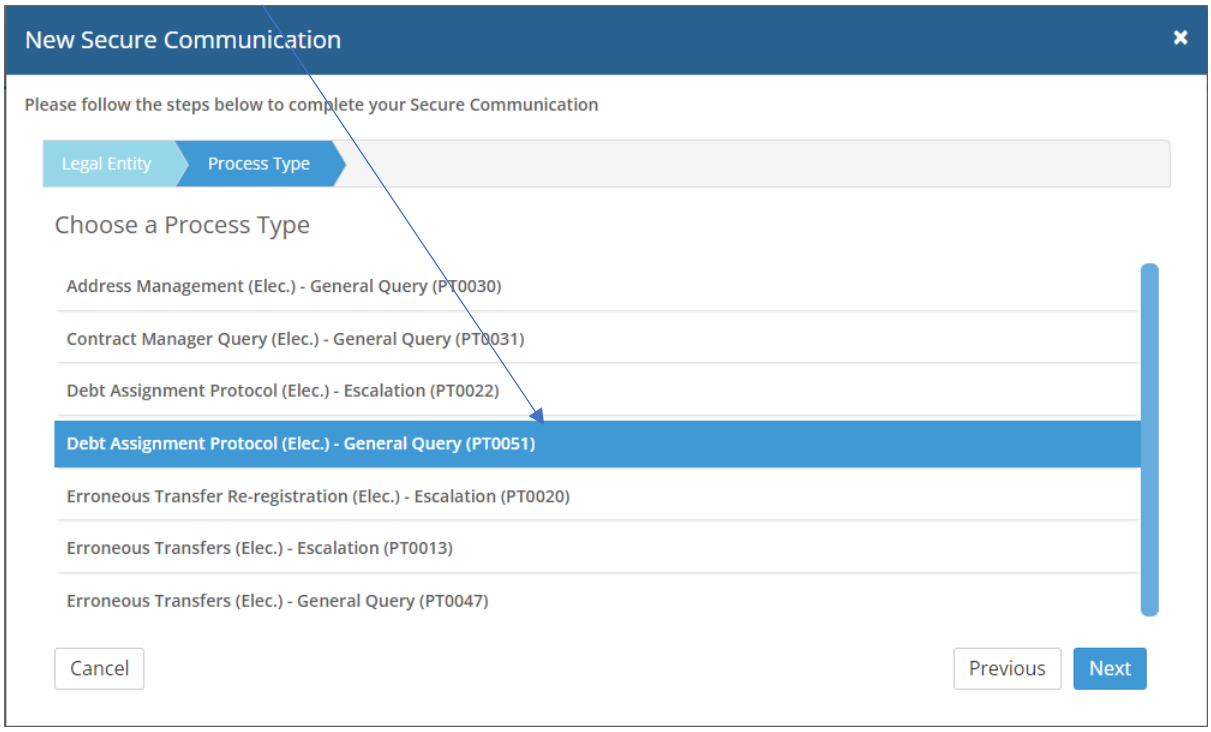
You will then receive a prompt to confirm which Legal Entity you are acting as. This is essentially asking you to confirm your MPID and for Suppliers, this will show both Gas and Electricity if your company is dual fuel. It is therefore important to select the accurate MPID and ensure that you are raising your message for the correct Market Sector, under the correct Legal Entity. An example of dual fuel Legal Entity is included below.



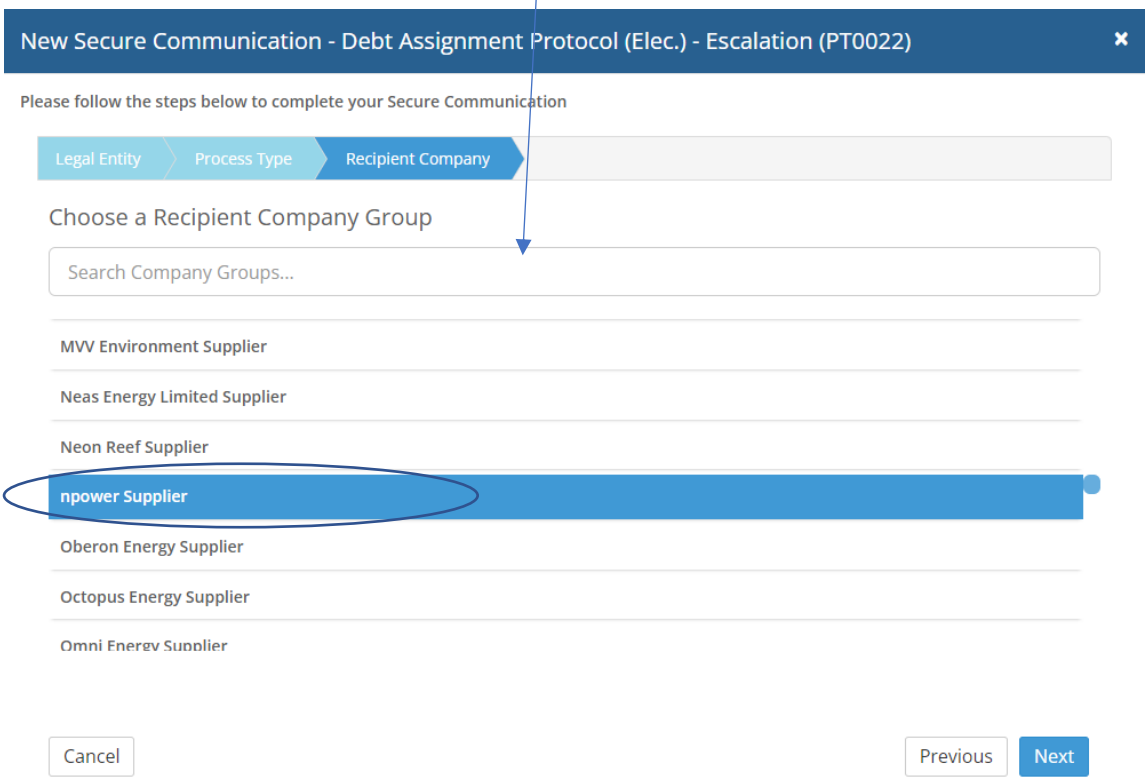
Select the appropriate MPID and then click 'Next'.
When prompted, select the Process Type that your Communication relates to.
Some examples for Supplier and Distributors are included below.

Example A: Raising a Debt Assignment Protocol Communication from Supplier to Supplier.

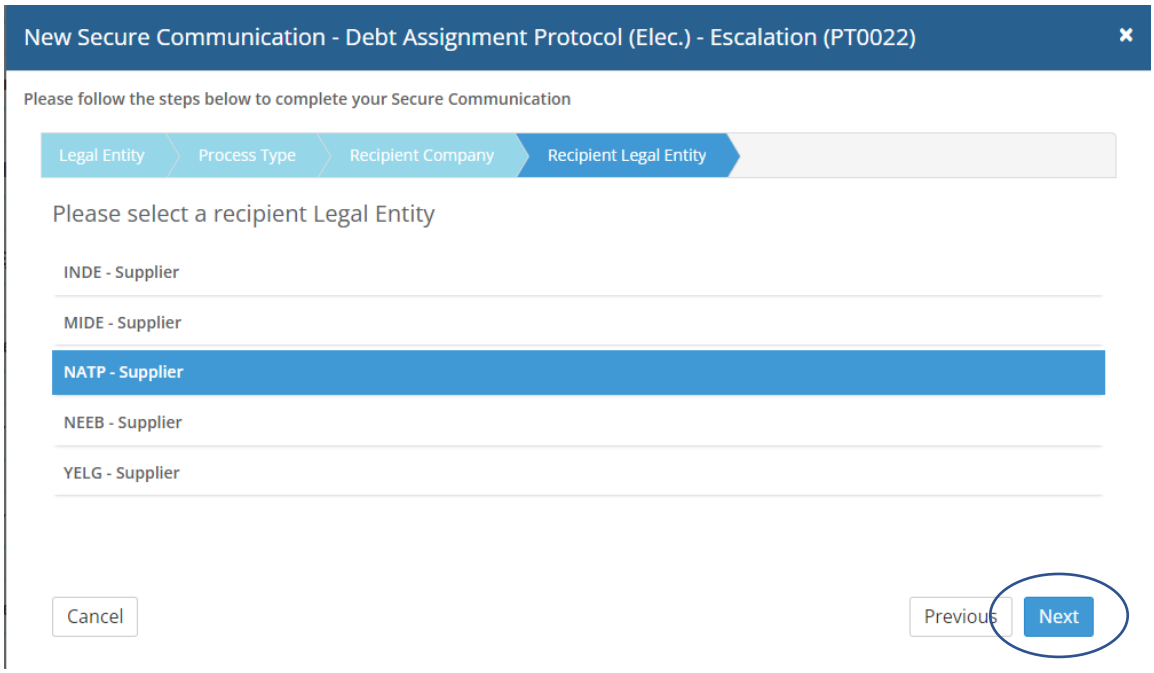
Select the Process Type that your Communication relates to and then click 'Next'.



In the following 'pop-up', select the Recipient Company Group and click 'Next'. You can find them from the list, or search for them by typing in here.



Select the Recipient Legal Entity (the MPID associated with that Recipient Company Group) then click ‘Next’.

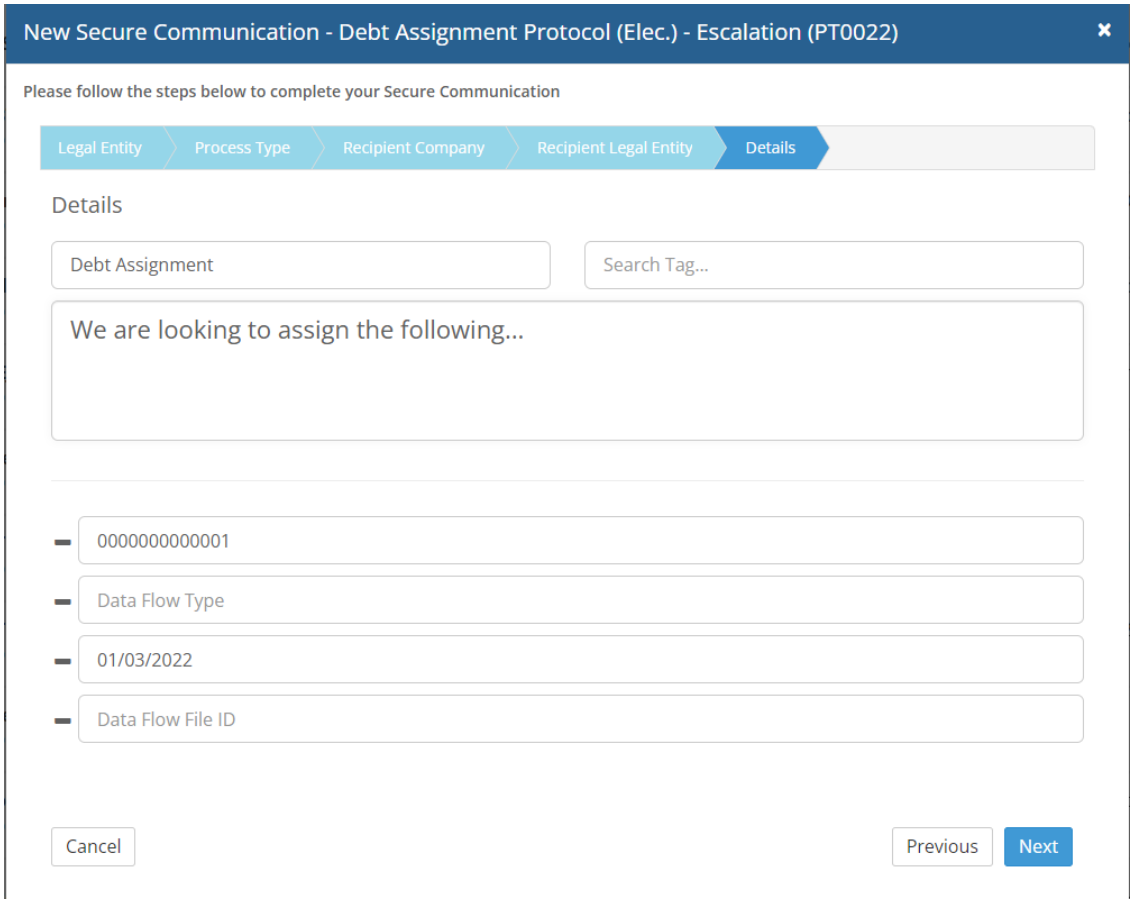


Once all of these steps have been completed, you will be able to populate your message.

Please note that the Subject field and Message field are always required and must be populated.

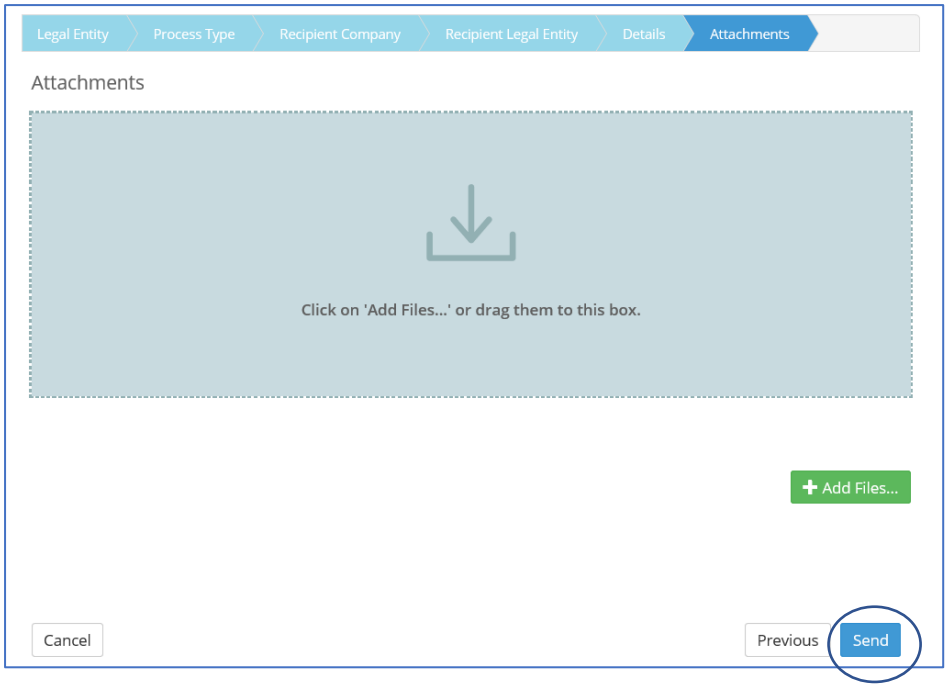
In certain Process Types, other fields will also be Mandatory and if so, they will show; * and non-Mandatory items, like MPAN in the example below, or “Data Flow File ID” in other examples – will show as –.

When populated in full, click ‘Next’.



If you need to make a change or correct an error when drafting your Communication Message, you can press previous and return to the previous page. Note – copy your message before clicking previous, as it will not be saved.

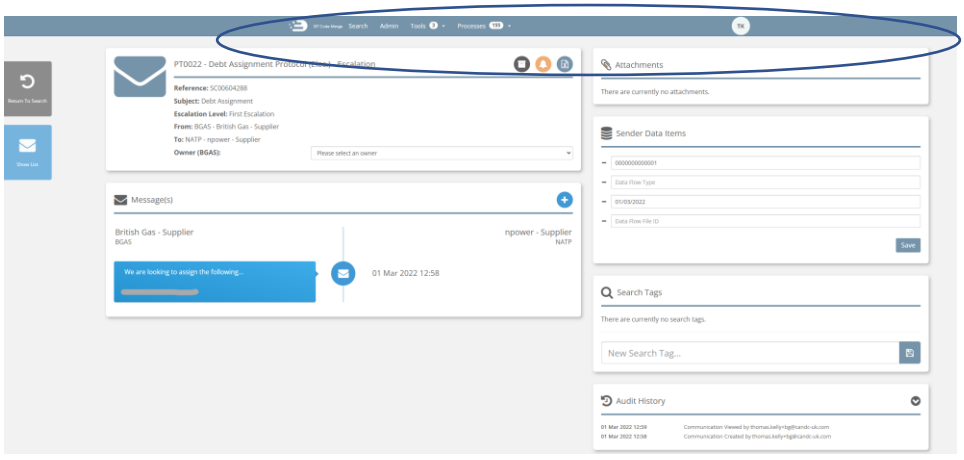
The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no attachments to add, then simply click on 'Send'.



You will then see your message within the Communications List page.

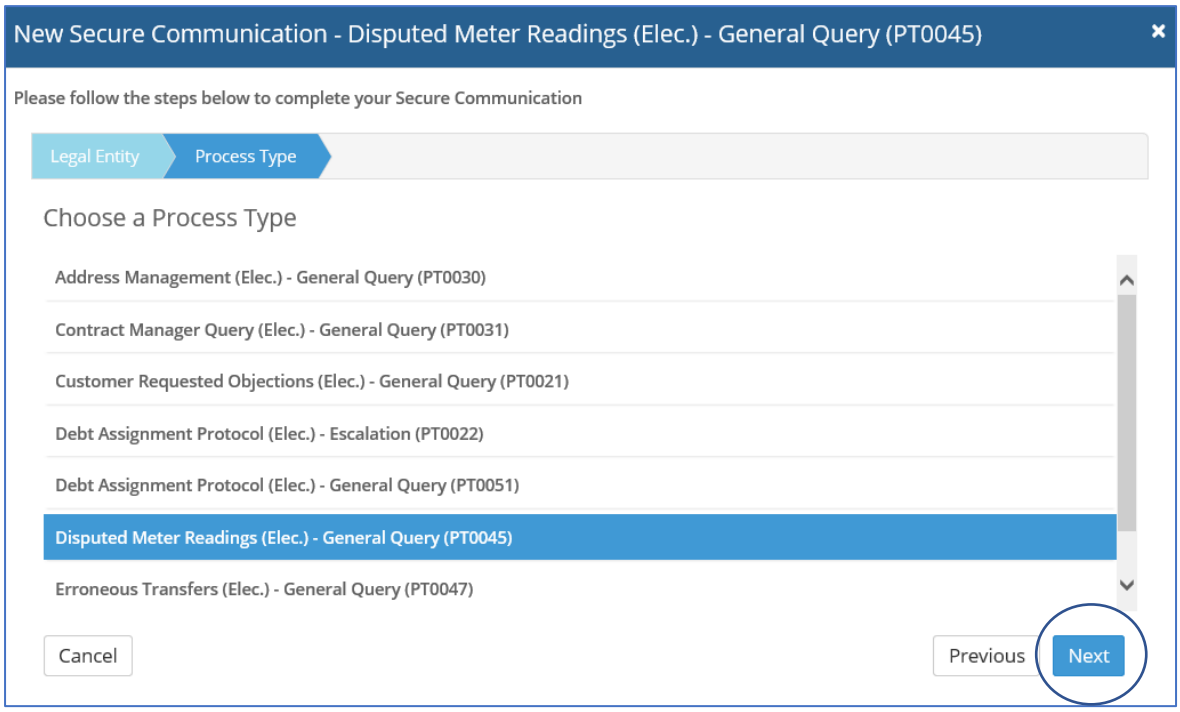


And full Communication details will be visible when clicking on the 'Communication Message'.

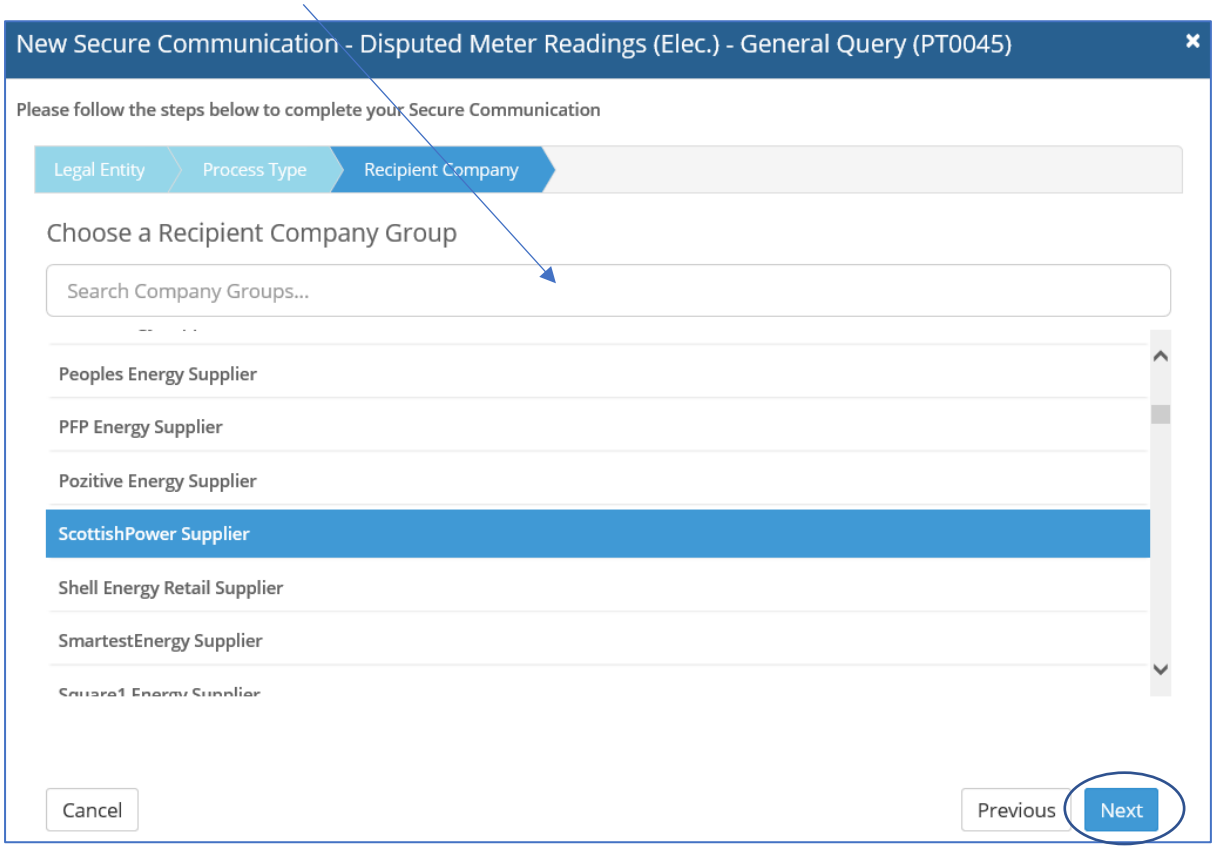


Example B: Raising a Disputed Meter Readings Communication from Supplier to Supplier.

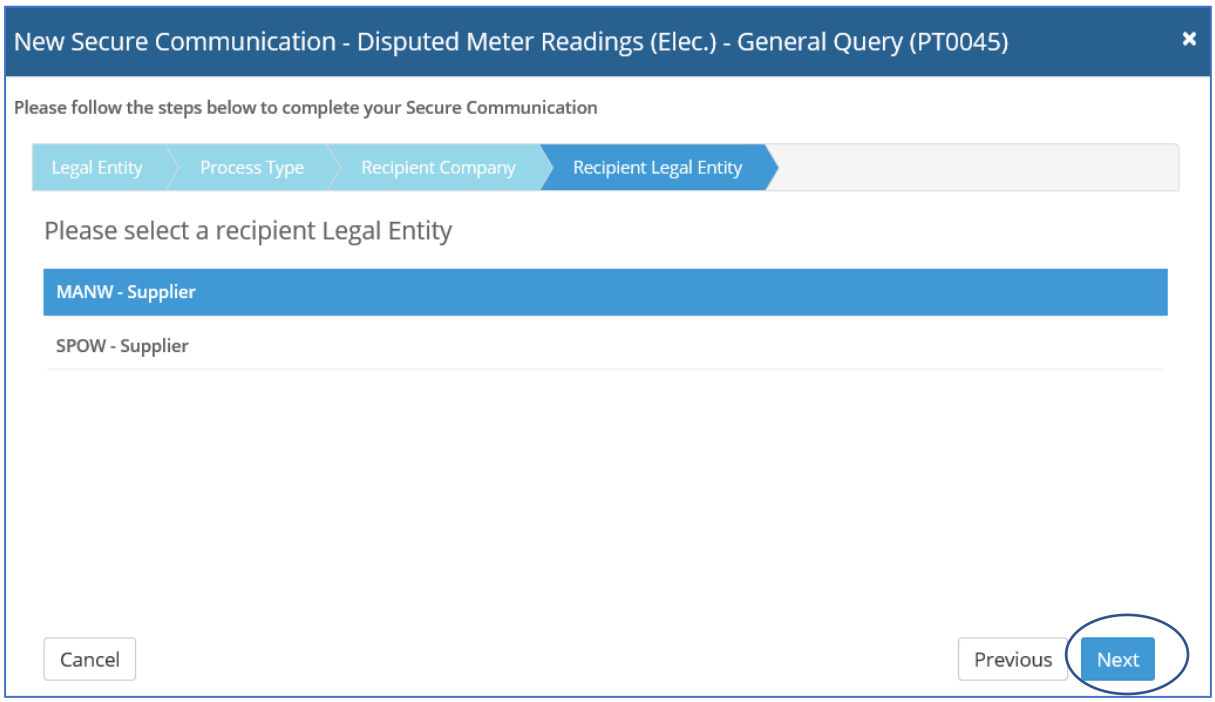
Select the Process Type that your Communication relates to and then click 'Next'.



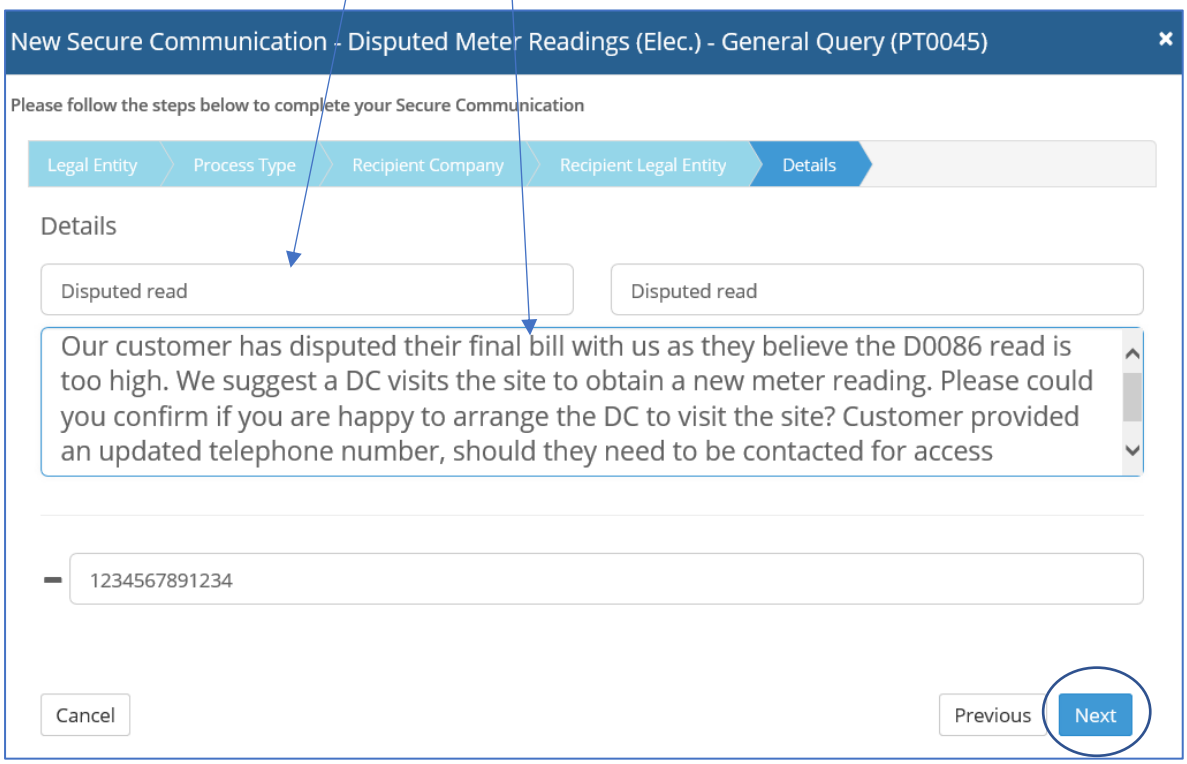
Select the Recipient Company and click Next. You can find them from the list, or search for them by typing in the search bar.



Select the Recipient Legal Entity (the MPID associated with that Recipient Company Group) then click ‘Next’.

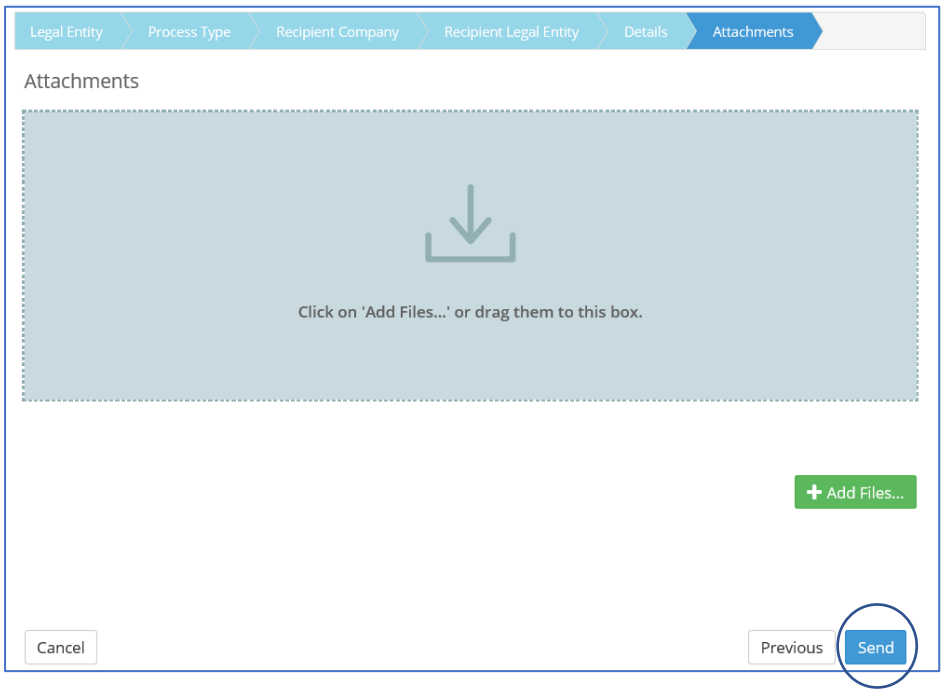


Once all of these steps have been completed, you will be able to populate your message. Please note that the Subject field and Message field are always required and must be populated. Once completed, click ‘Next’.

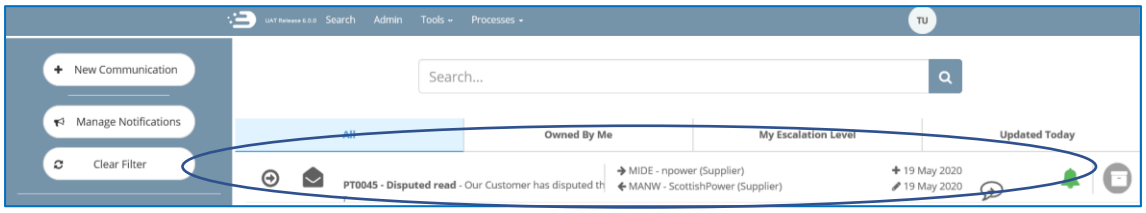


In certain Process Types, other fields will also be Mandatory and if so, they will show; * and non-Mandatory items, like MPAN in the example above, or “Data Flow File ID” in other examples – will show as –.

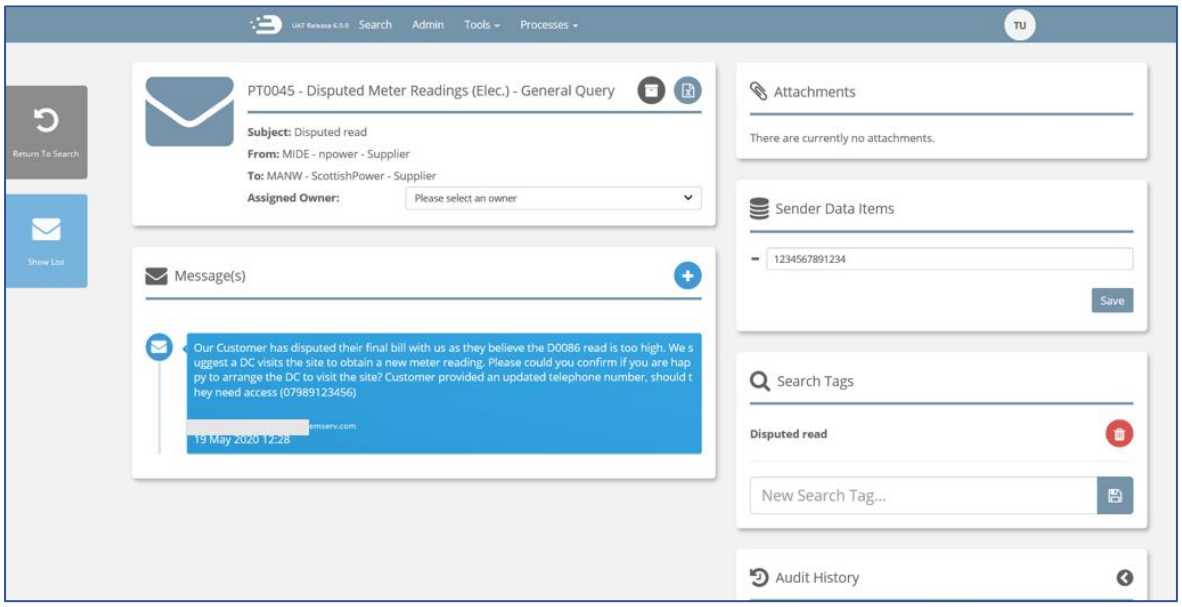
The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no attachments to add, then simply click on 'Send'.



You will then see your Communication message in the Communications List page.



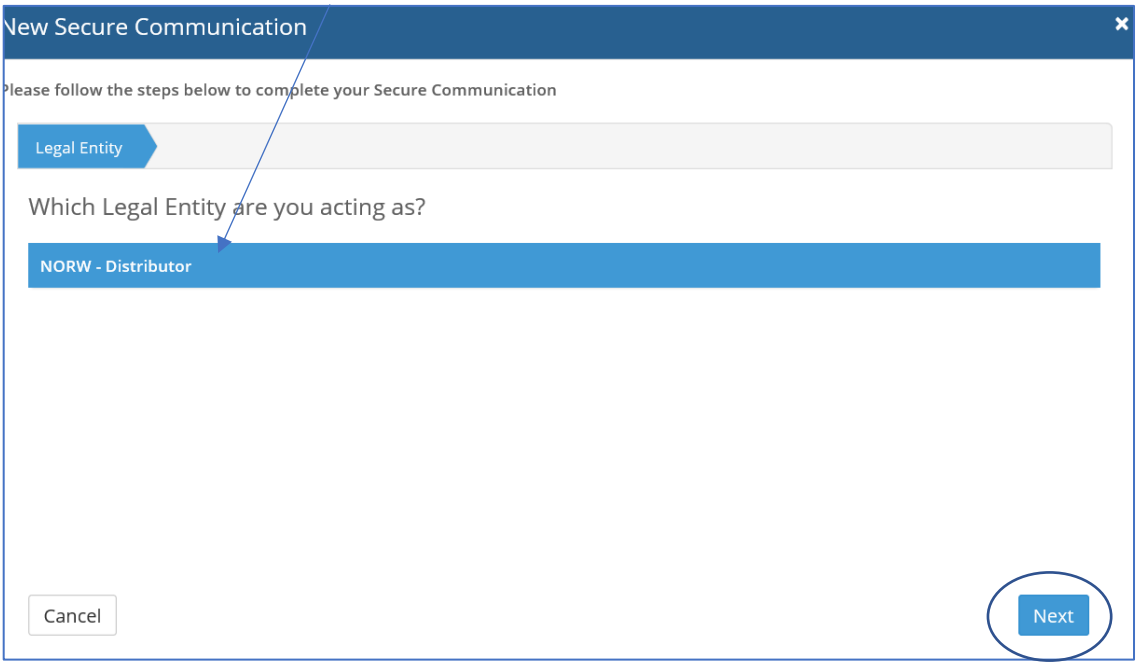
And full Communication details will be visible when clicking on the Communication message.



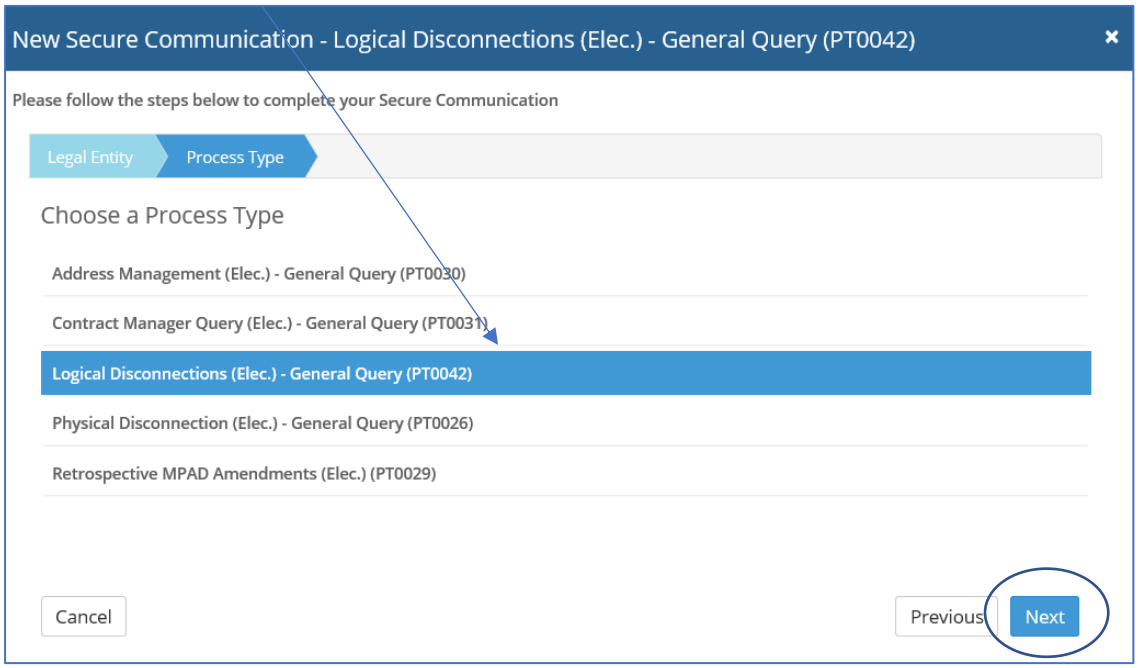
Example C: Raising Logical Disconnection Communication from Distributor to Supplier

On the main page, click on 

You will then receive a prompt to confirm which Legal Entity you are acting as.



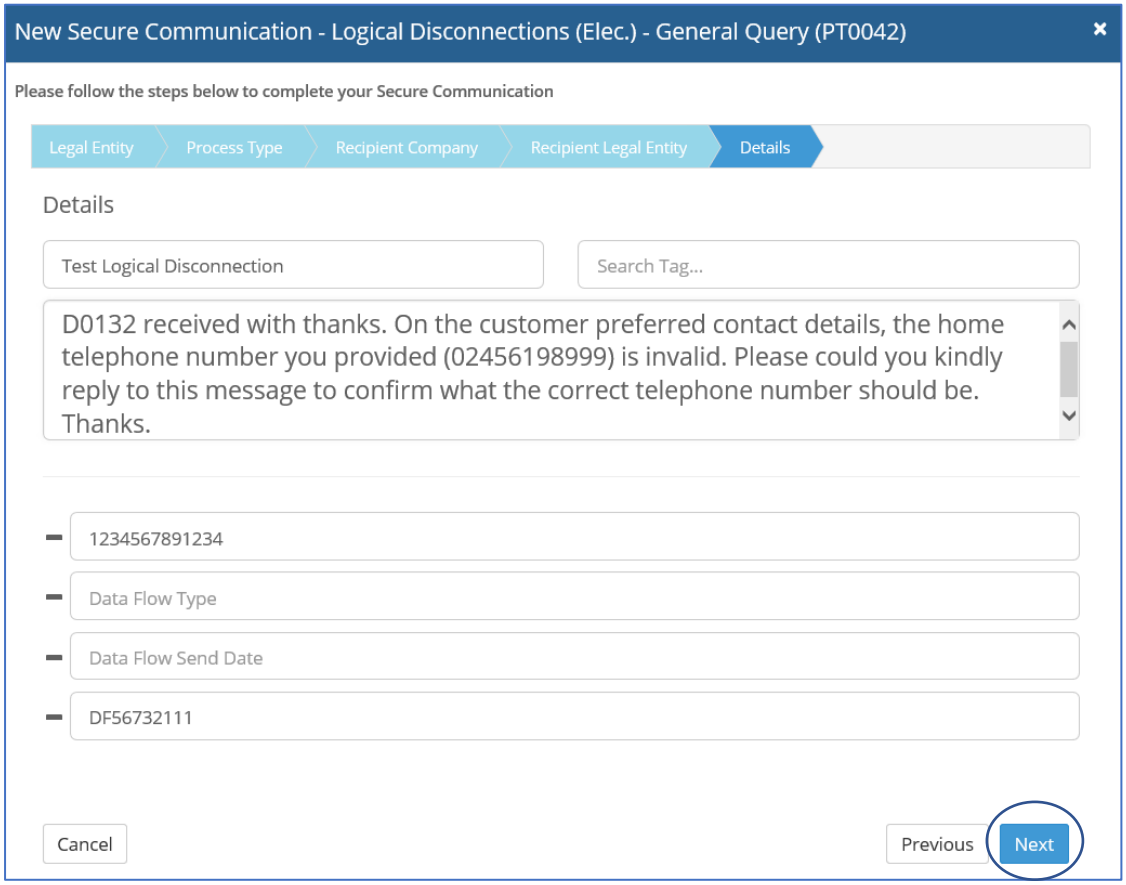
Select the appropriate MPID and then click 'Next'.
Choose the Process Type and click 'Next'.



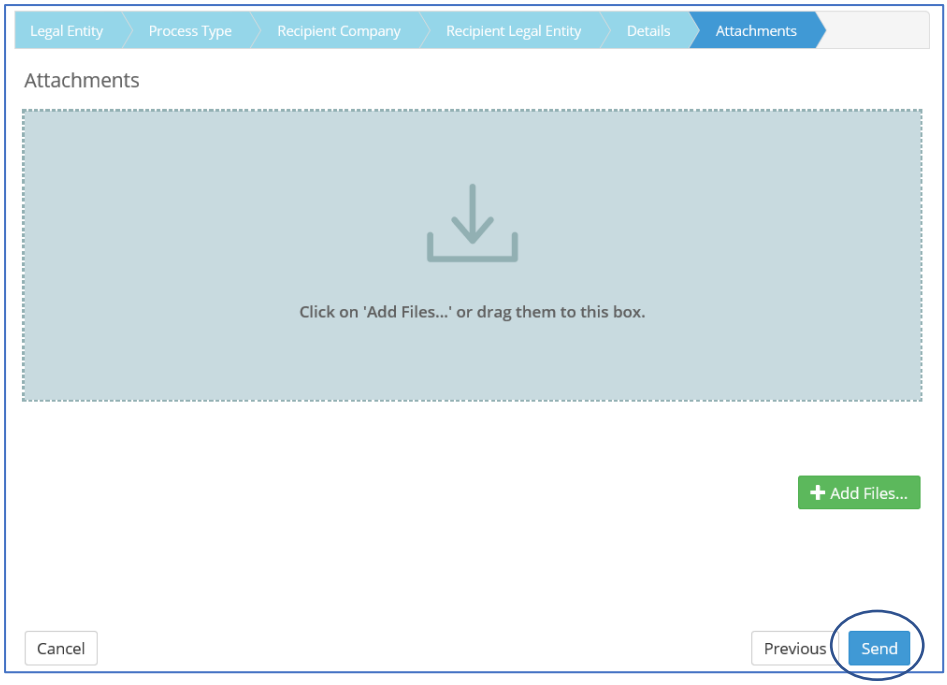
Followed by the Recipient Group and Legal Entity (MPID).

Once all of these steps have been completed, you will be able to populate your message. Please note that the Subject field and Message field are always required and must be populated. In certain Process Types, other fields will also be Mandatory and if so, they will show; * and non-Mandatory items, like in the example below (including MPAN and Data Flow File ID" – will show as − .

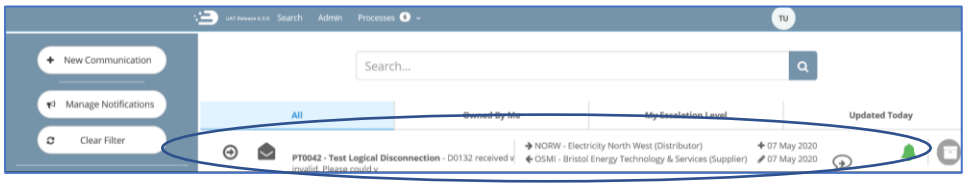
Whilst only items showing * are mandatory, it is useful to include as much information as possible within your messages when known.



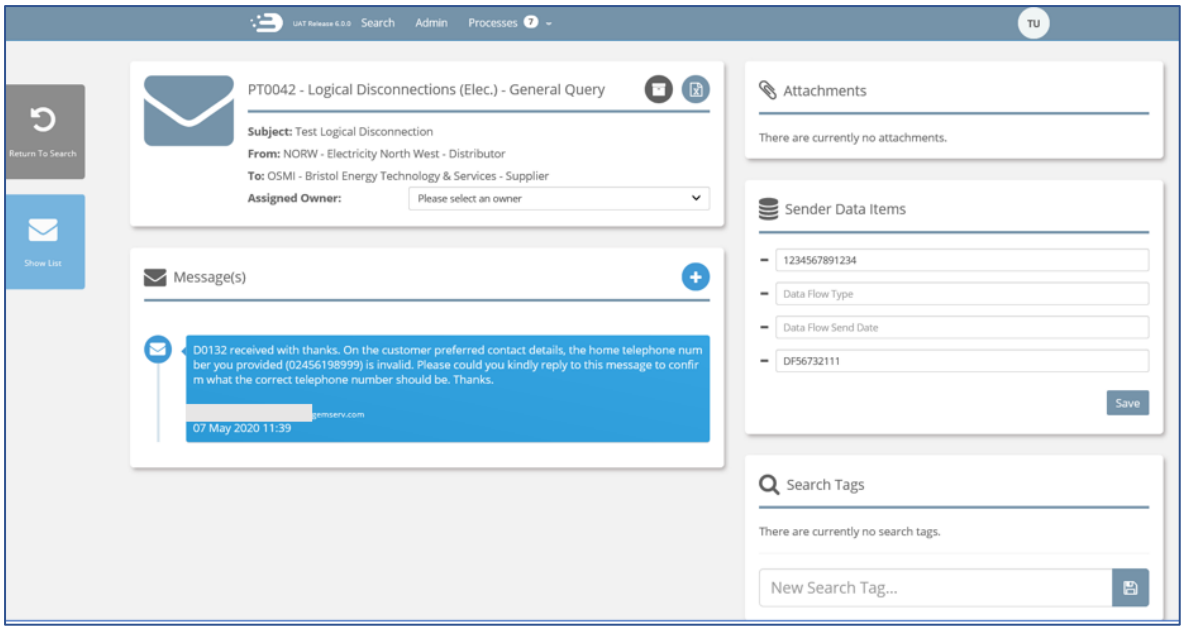
The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no attachments to add, then simply click on 'Send'.



You will then see your Communication Message in the Communications List page.



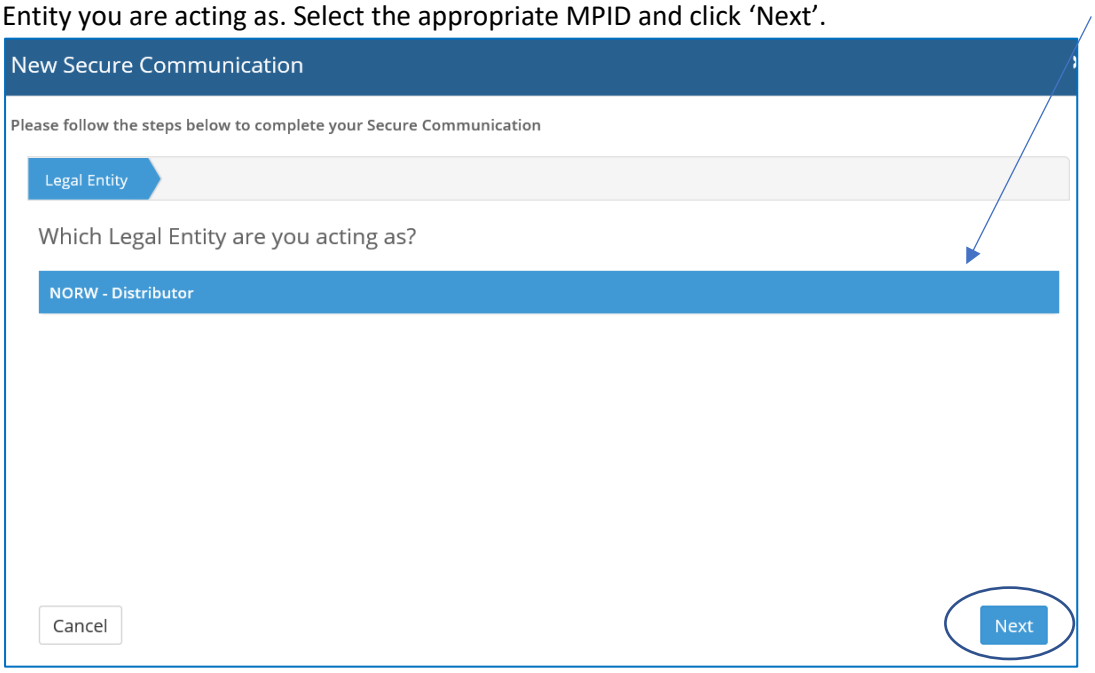
And full Communication Details will be visible when clicking on the Communication Message.



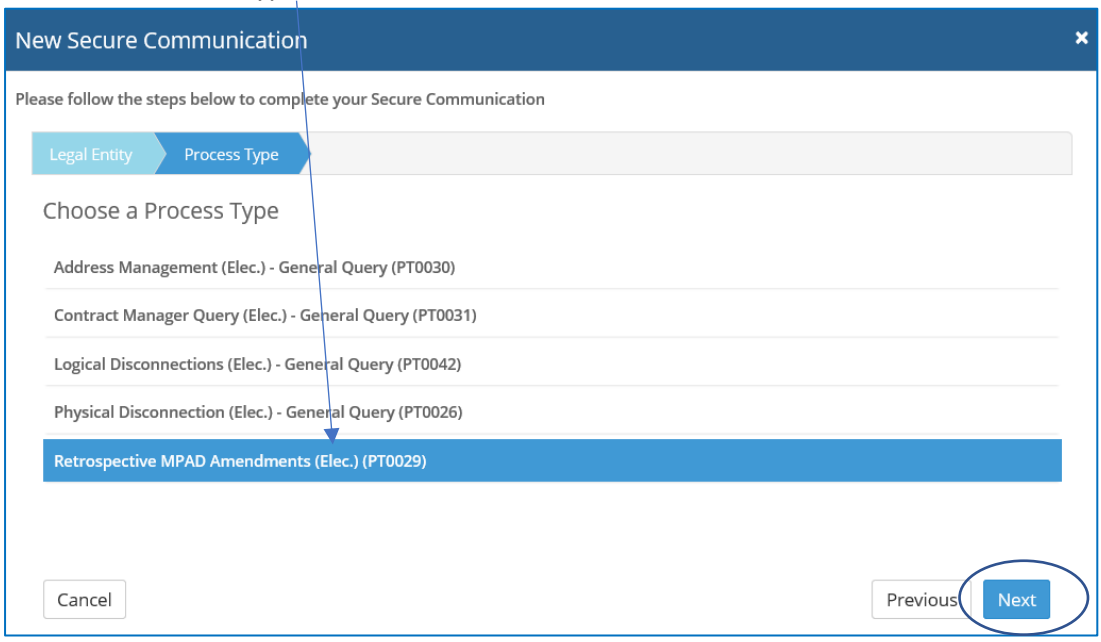
Example D: Raising a Retrospective MPAD Amendments Communication from Distributor to Supplier

On the main page, click on 

You will then receive a prompt to confirm which Legal Entity you are acting as. Select the appropriate MPID and click 'Next'.



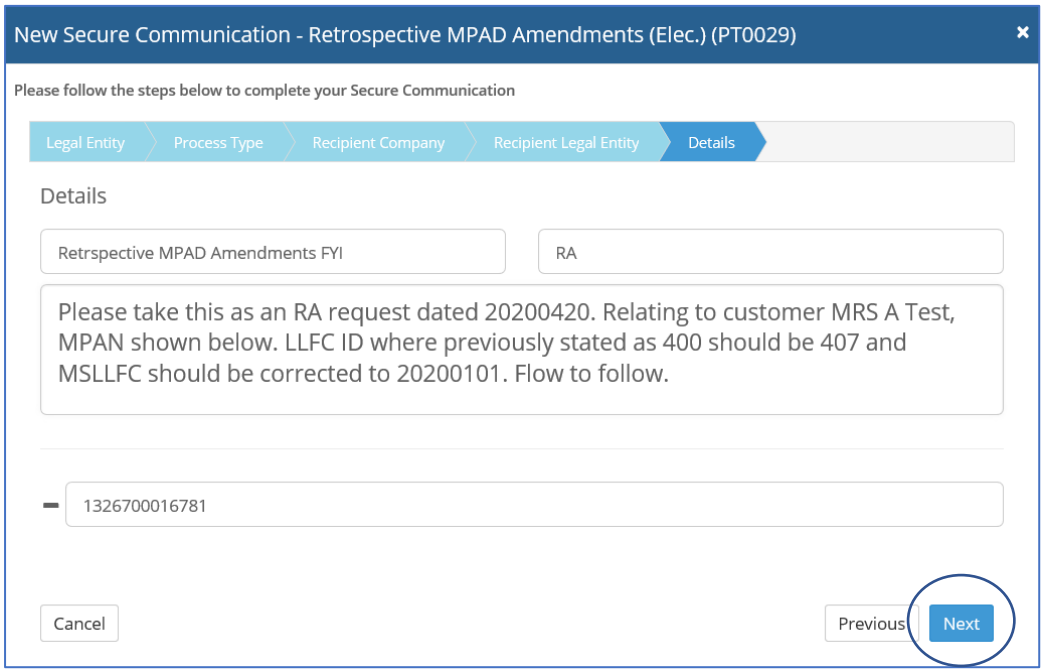
Choose the Process Type and click 'Next'.



Followed by the recipient group and legal entity (MPID).

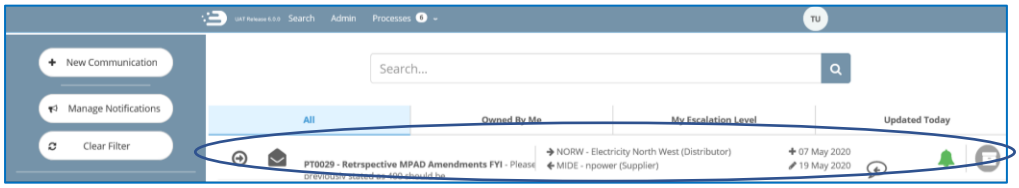
Once all of these steps have been completed, you will be able to populate your message. Please note that the Subject field and Message field are always required and must be populated. In certain

Process Types, other fields will also be Mandatory and if so, they will show; * and non-Mandatory items, like MPAN in the example above, or "Data Flow File ID" in other examples – will show as −.

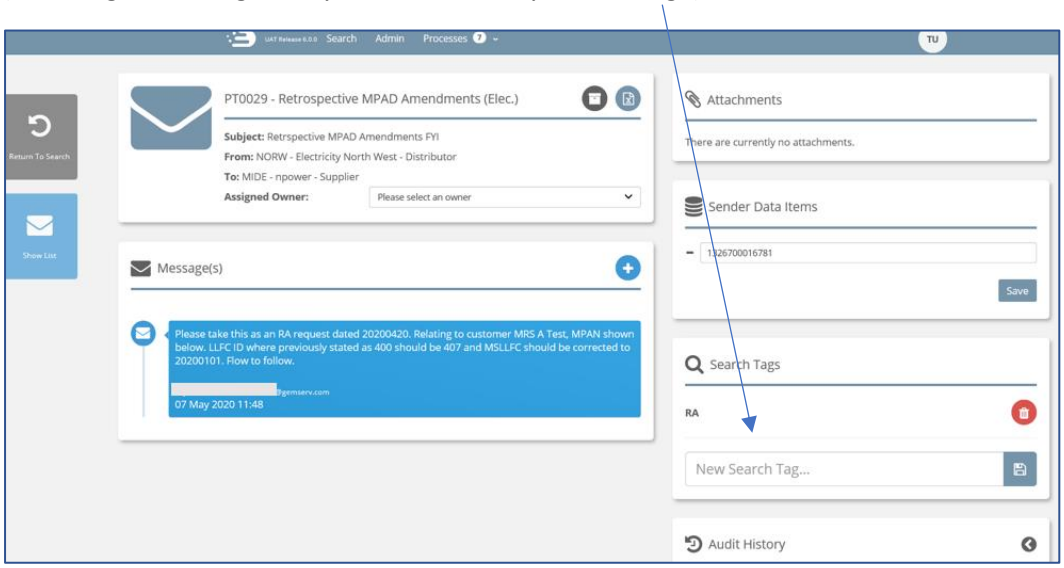


Once populated, click 'Next'.

The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no attachments to add, then simply click on 'Send'. You will then see your Communication message in the Communications List page.



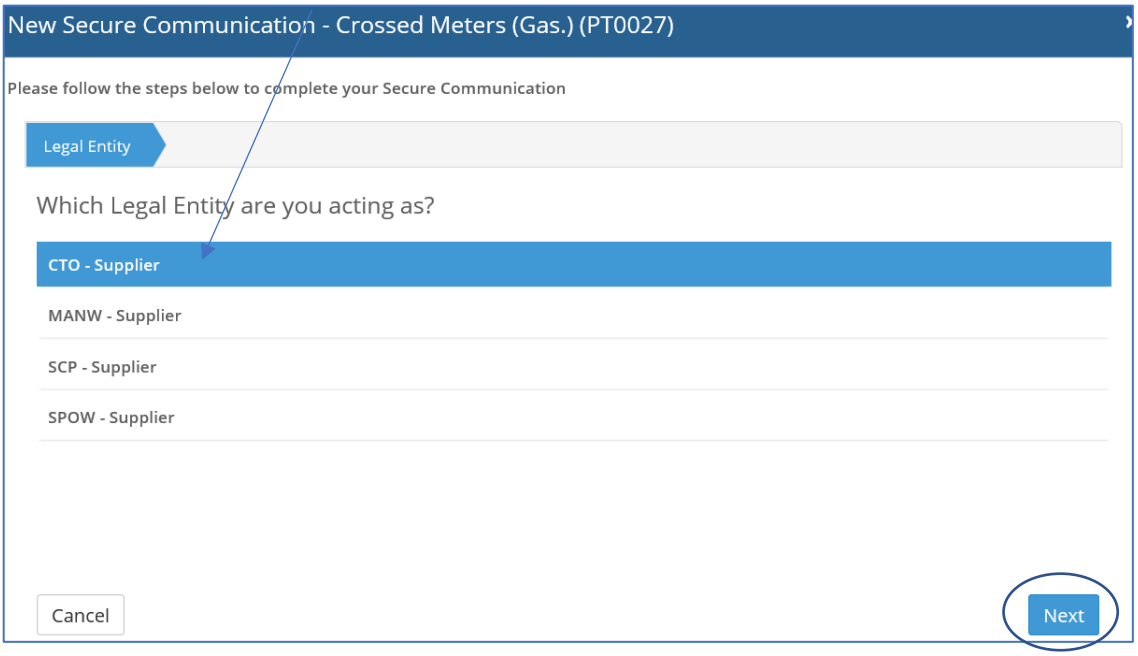
And full Communication details will be visible when clicking on the Communication Message (including search tags that you entered into your message).



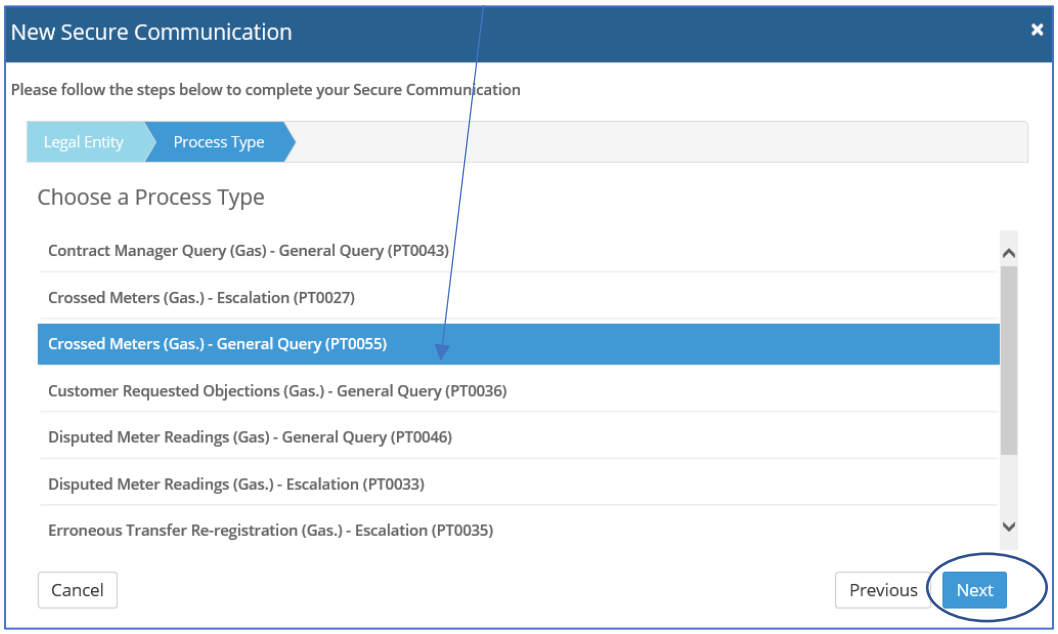
Example E: Raising a Crossed Meters Communication from Gas Supplier to Gas Supplier

On the main page, click on 

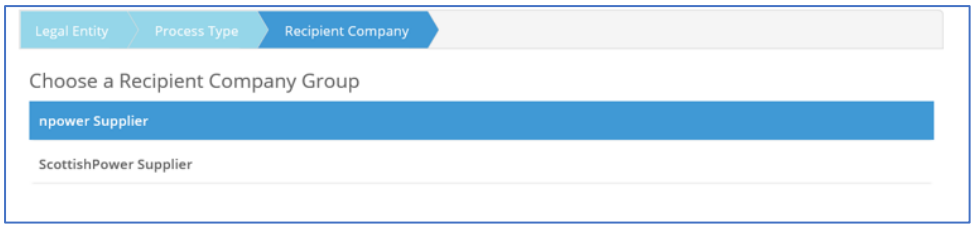
You will then receive a prompt to confirm which Legal Entity you are acting as. Select the appropriate Gas Supplier MPID and then click 'Next'.



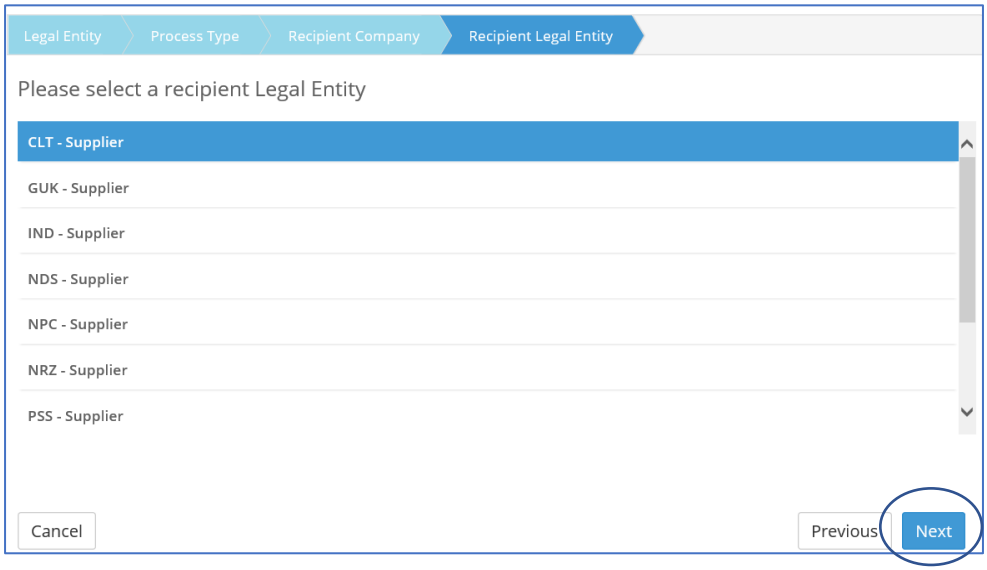
Choose the Process Type and click 'Next'.



Followed by the Recipient Group.

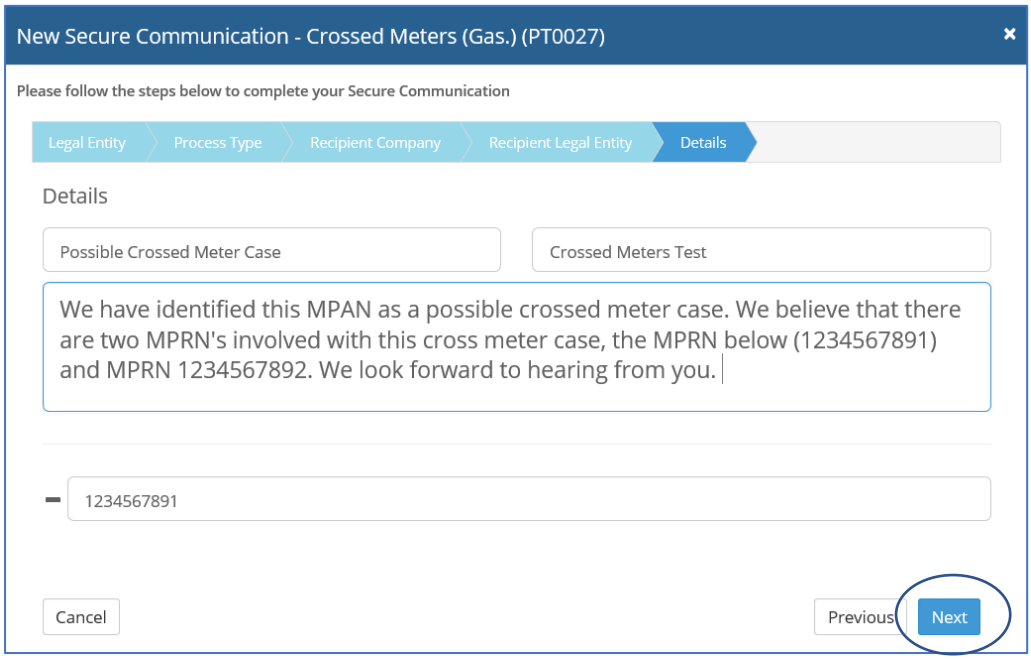


And legal Entity.



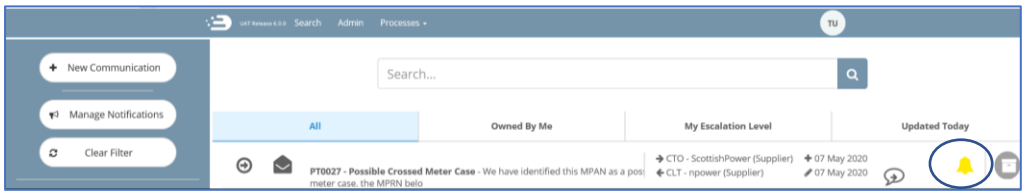
Once all of these steps have been completed, you will be able to populate your message. Please note that the Subject field and Message field are always required and must be populated.

In certain Process Types, other fields will also be Mandatory and if so, they will show; * and non-Mandatory items, like MPAN in the example above, or "Data Flow File ID" in other examples – will show as –.

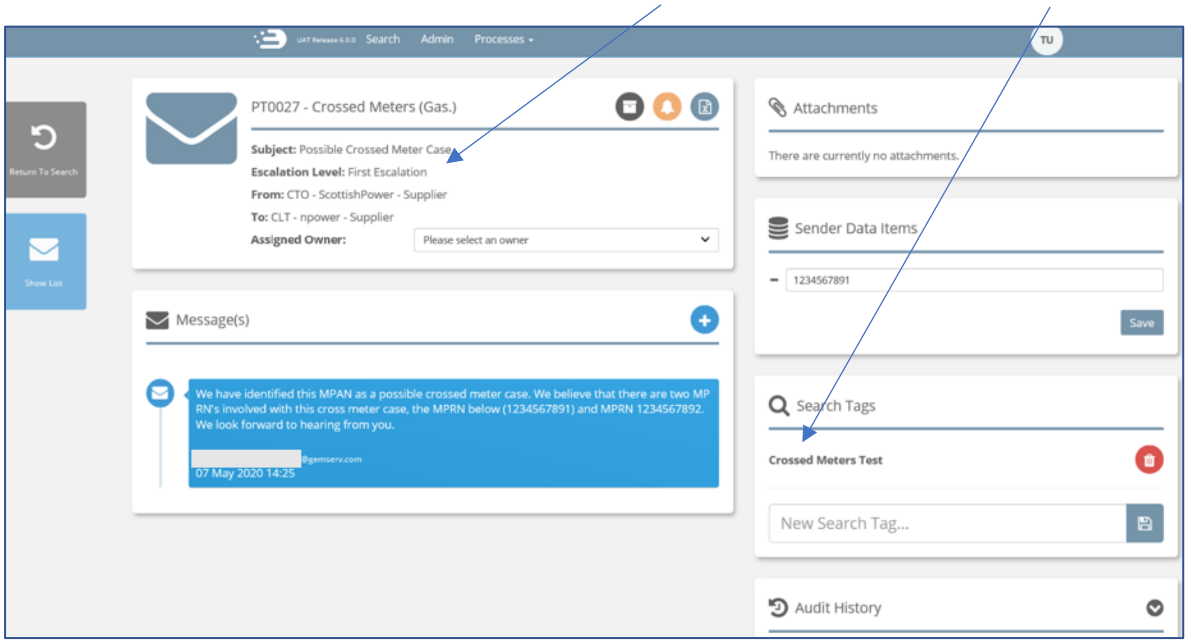


Once populated, click ‘Next’. The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no Attachments to add, then simply click on ‘Send’.

You will then see your Communication Message in the Communications List page. Note that the bell associated with the initial Crossed Meters message is yellow for “First Escalation”.



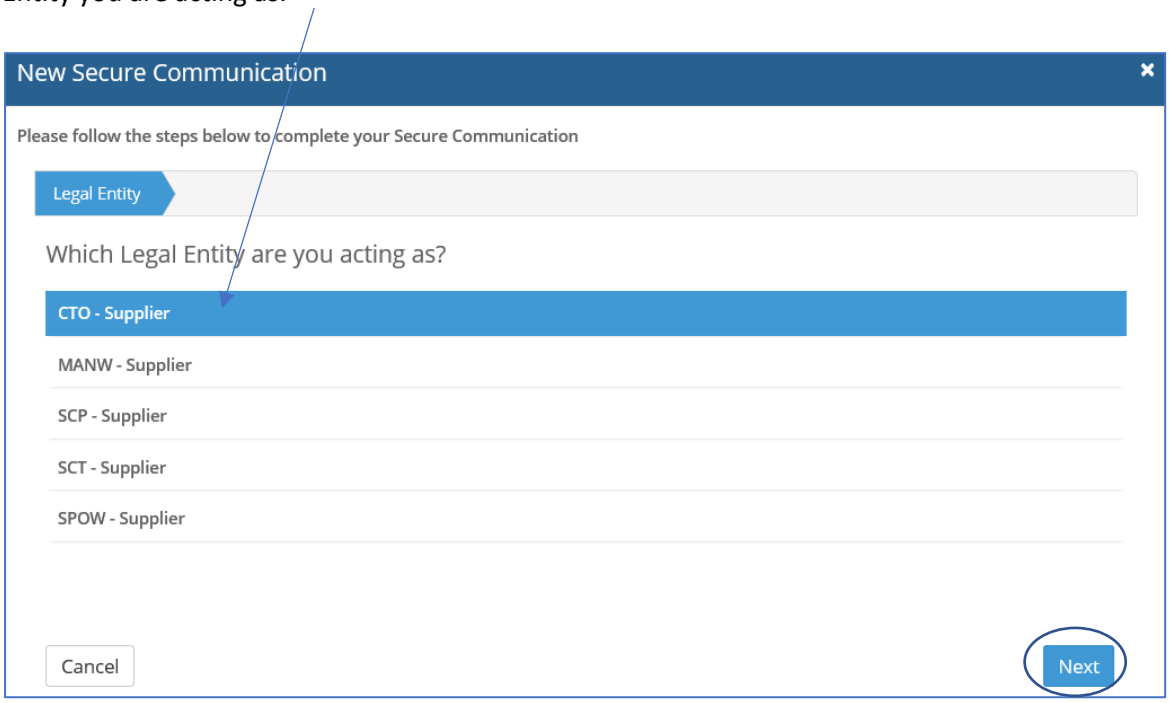
The Communication Message details page also confirm “First Escalation” and any search tags.



Example F: Raising an Escalated Communication Message

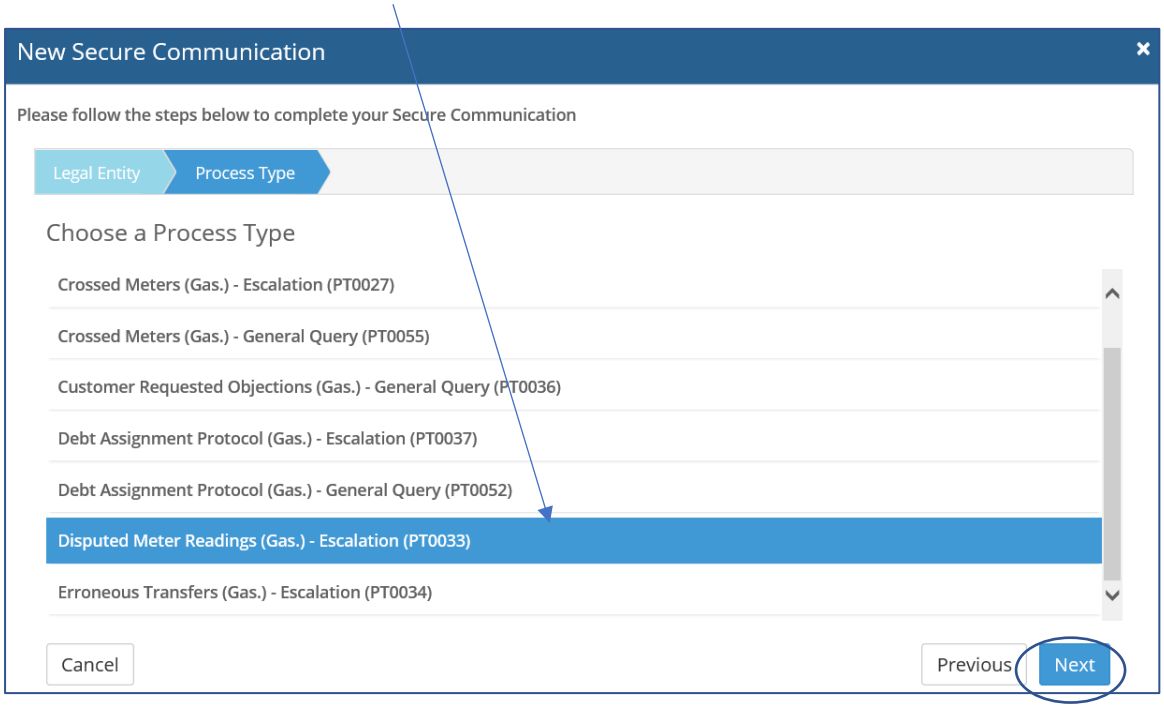
On the main page, click on 

You will then receive a prompt to confirm which Legal Entity you are acting as.



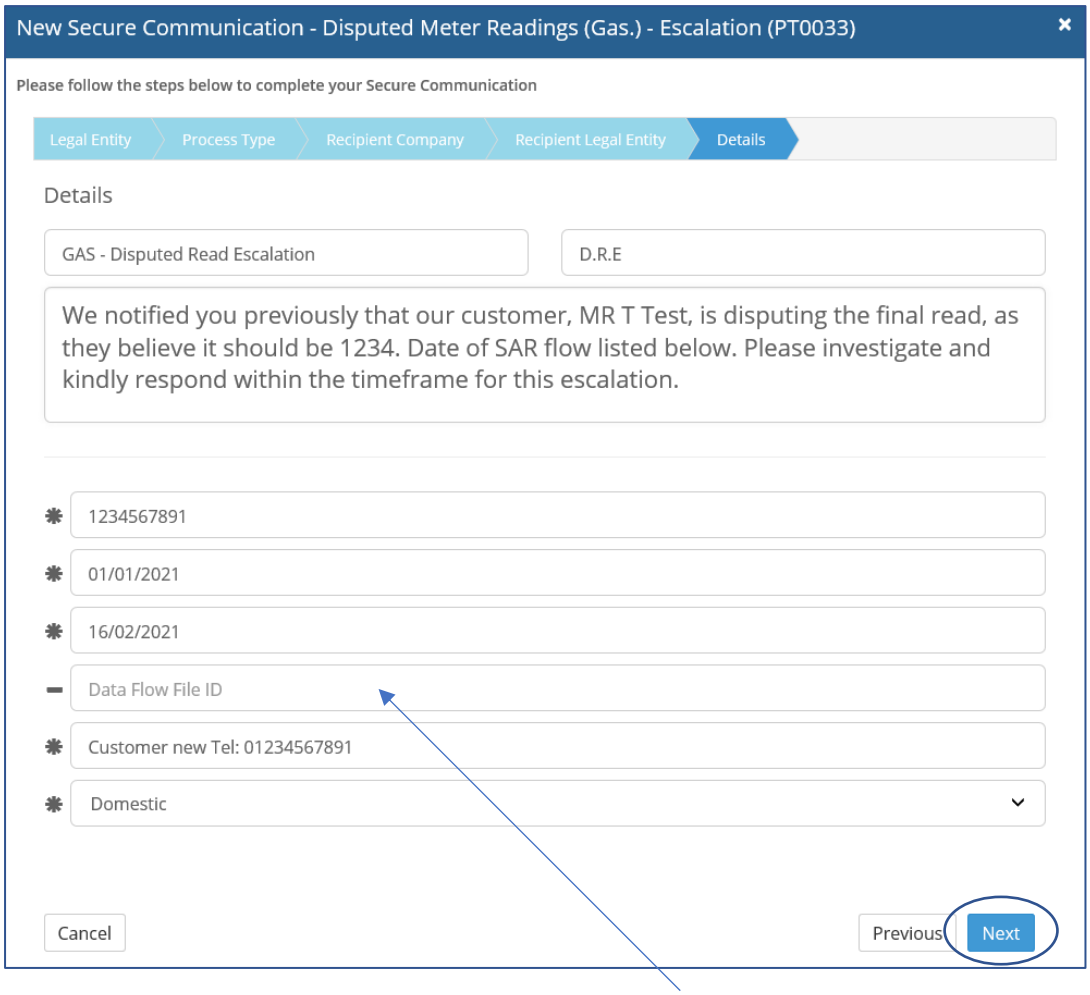
Select the appropriate Gas Supplier MPID and then click 'Next'.

Choose the Process Type and click next. Process Type for this example is an 'Escalation', Disputed Meter Readings (Gas) – Escalation (PT0033).



Followed by the Recipient Group and Legal Entity (MPID).

Once all of these steps have been completed, you will be able to populate your message.



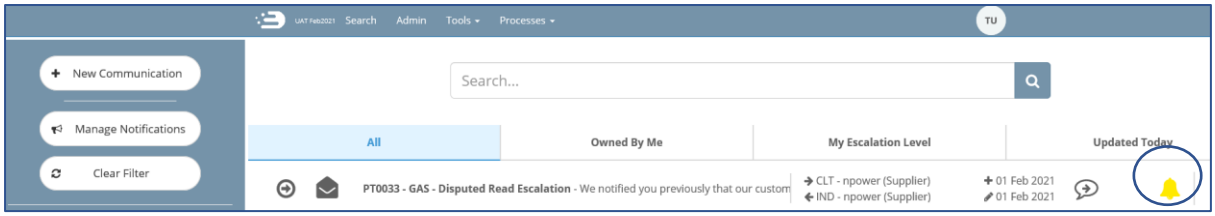
As in the example above, Data Flow File ID has been left blank, as it is not Mandatory.

All of the other items showing * are Mandatory and must be completed otherwise the message will not be sent and the user will receive an error such as this one ✖ The Additional comments field is required.
If the user has no additional comments, they can complete this by adding N/A or None.

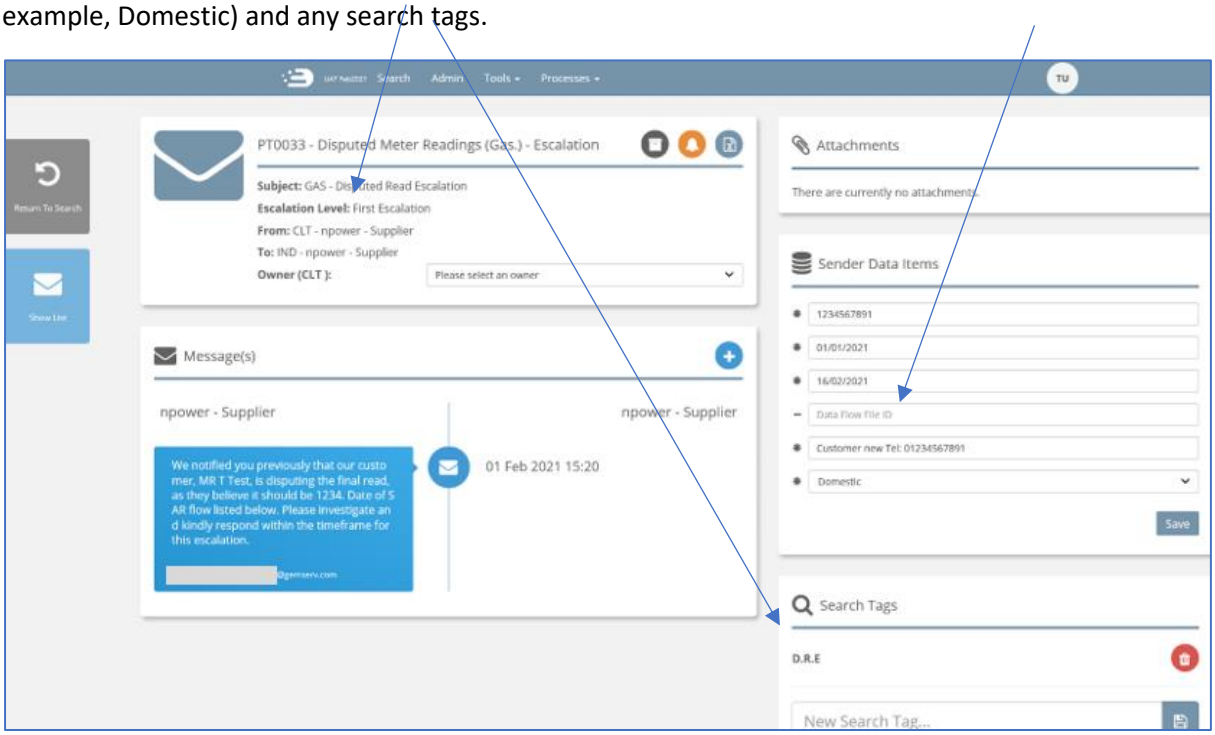
Once fully populated, click 'Next'.

The final step will ask you if you wish to add any files. If you have files to add, this is covered here. If you have no Attachments to add, then simply click on 'Send'.

You will then see your Communication Message in the Communications List page. Note that the bell associated with your message is yellow for "First Escalation". Hovering over this bell will also confirm the escalation level.

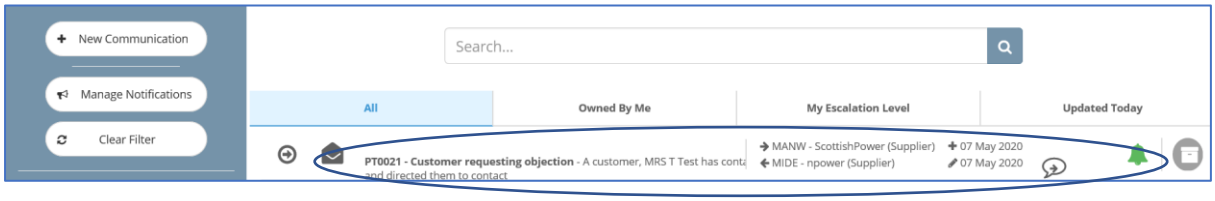


The message details also confirm “First Escalation”, all Mandatory sender Data Items that were entered into the communication message, including the Domestic Premise Indicator (in this example, Domestic) and any search tags.

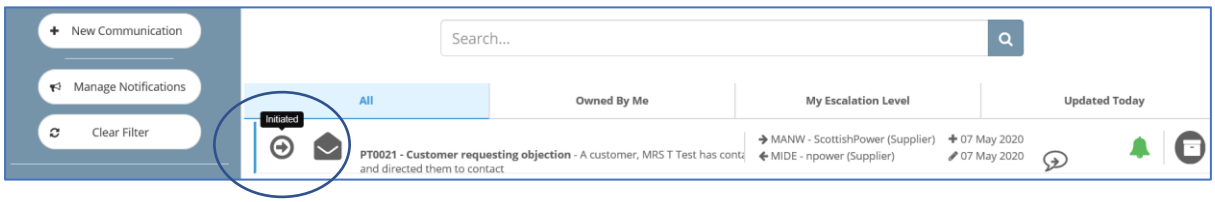


4.4 *Reviewing Communication Messages*

To view the Communication Details for a specific message, click on the 'Communication Message' in the Communication List page.



Hovering over the arrow will tell you the status of that Communication. For example, "Initiated" as shown below, or "recipient".



Clicking into the message shows the details in full, via the Communications Details page.

This summarises the Communication. It shows the type of Communication, subject, from – to and allows you to assign it to an owner (via the dropdown menu within 'Please select an owner').

Clicking here (return to search) will take you back to the previous view.

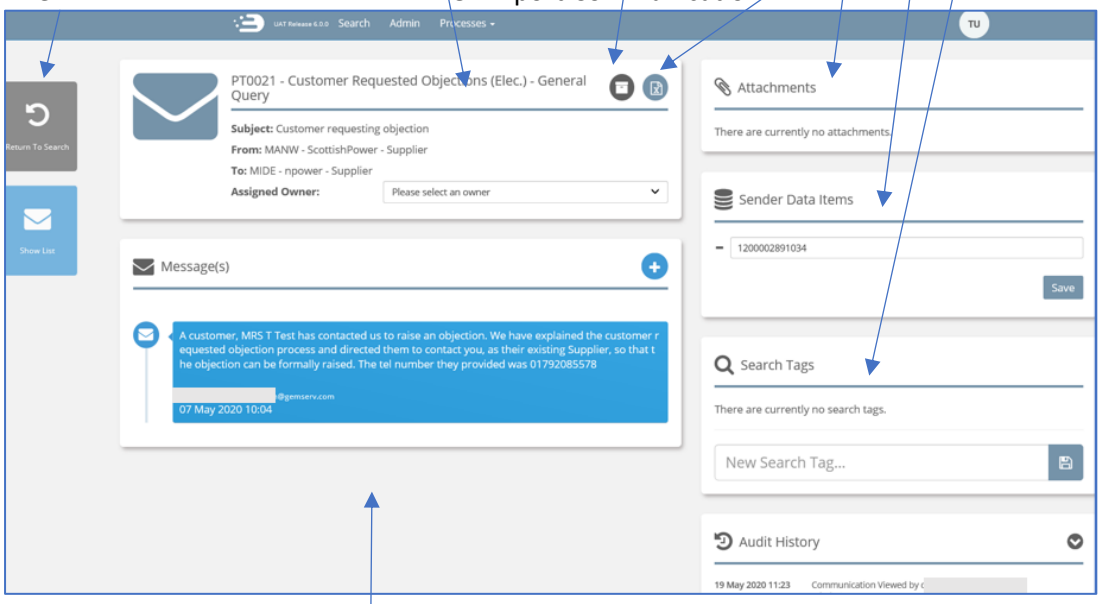
Search Tags are used when searching for specific Communication. For example, "Customer Objection" could be used alongside the example above.

Clicking here will Archive the Communication.

Or Export Communication.

If any Attachments were sent with the Communication, they will be visible here.

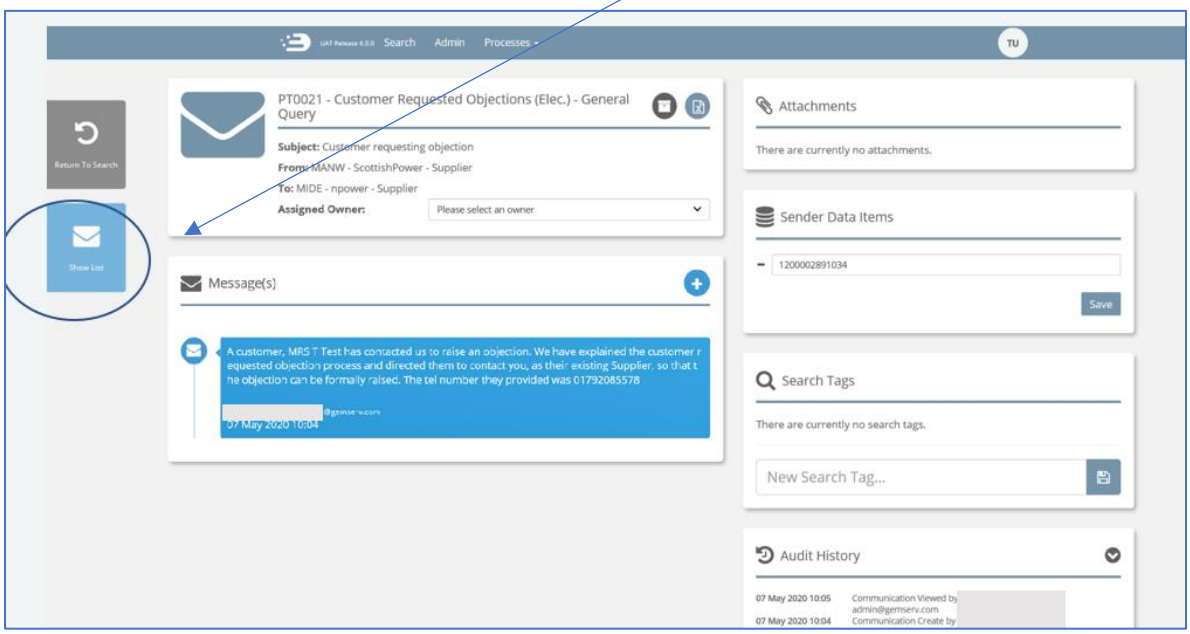
Relevant Data Items (associated with that Process Type) and Search Tags will show here.



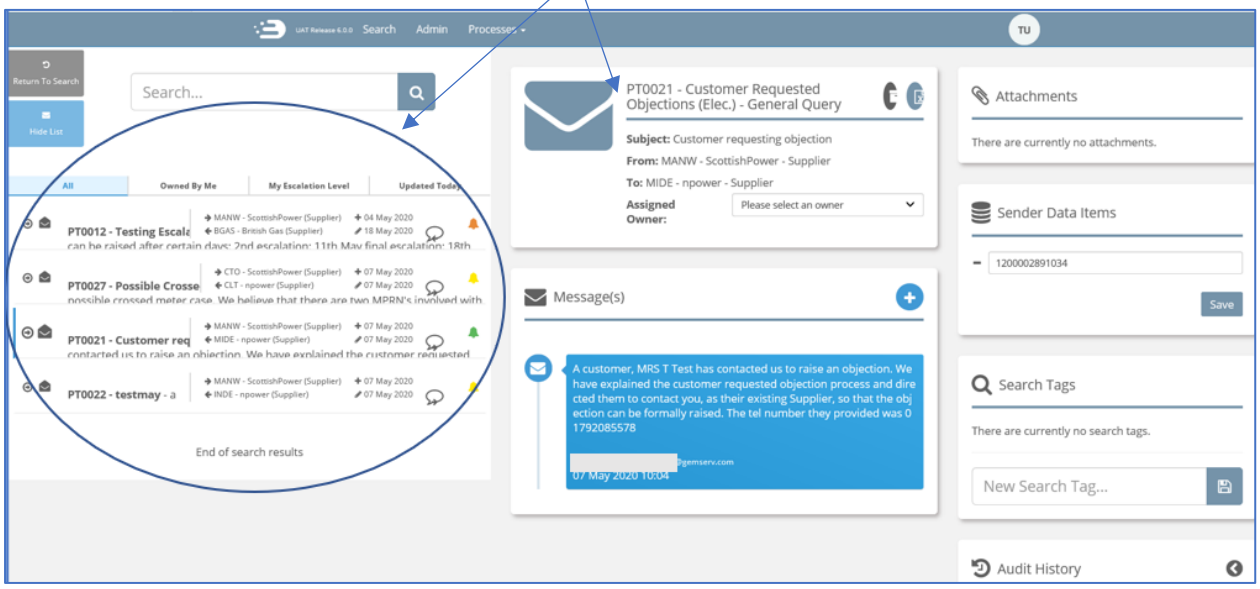
Message text and details of the person who initiated that Communication are visible here.

4.5 *Multiple message view*

Within the Communication Details page, you can click on ‘Show List’ if you want to view the Communications List alongside your selected message.

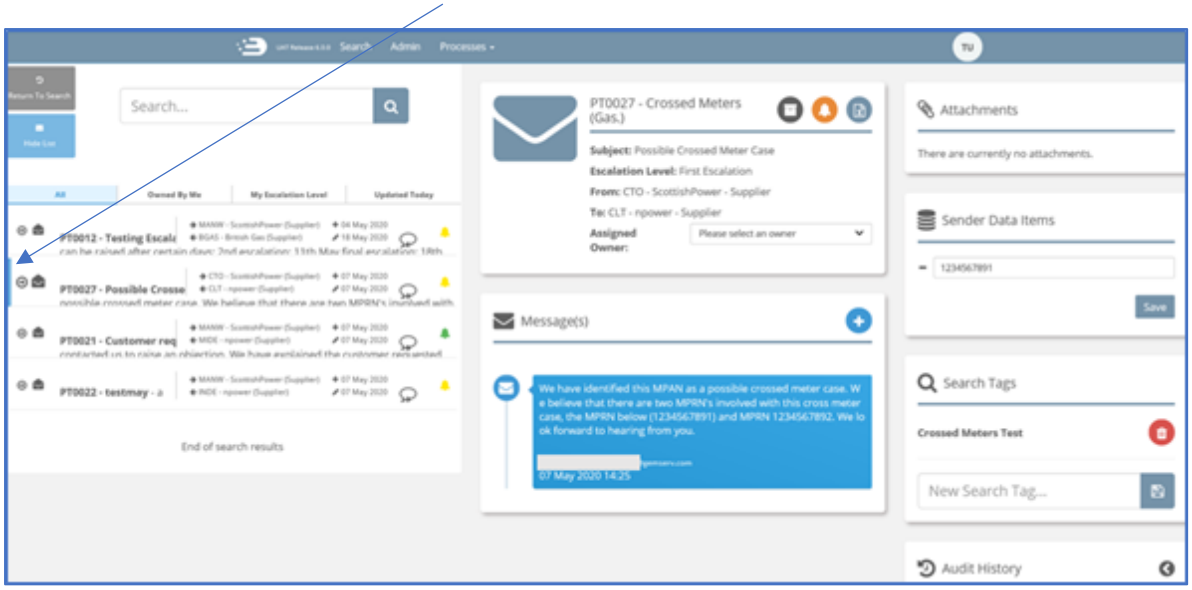


When ‘Show List’ is selected, a list of messages will be visible on one side, and your selected Communication Message details on the other.

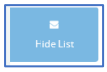


From this view, you can select and read multiple messages without having to click return to search.

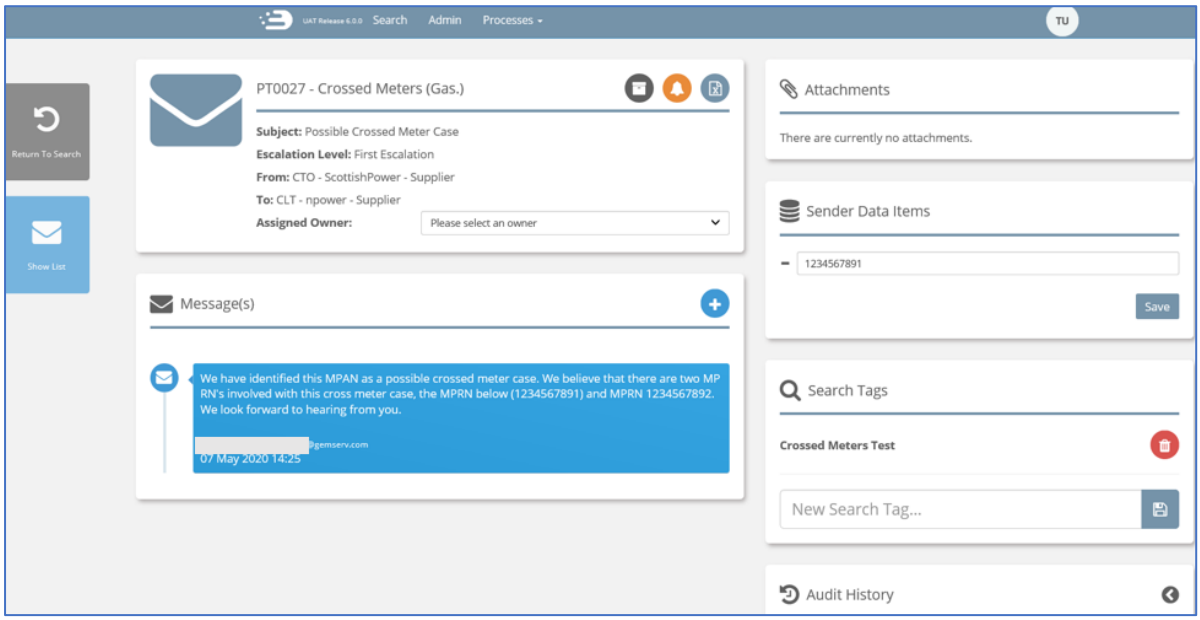
Your selected message will show a blue line.



And you can select each message one at a time to view all content within it.

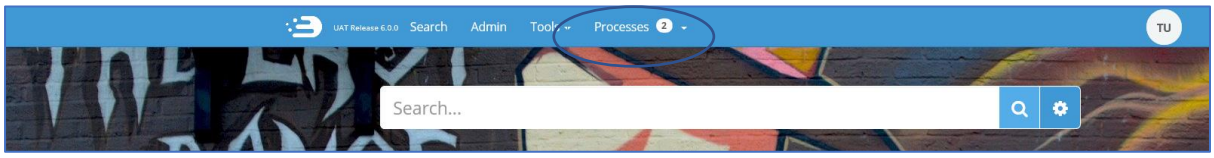
If you wish to return to the original Communication Details view (minus the message list), click on 

and then only the selected message will be visible.



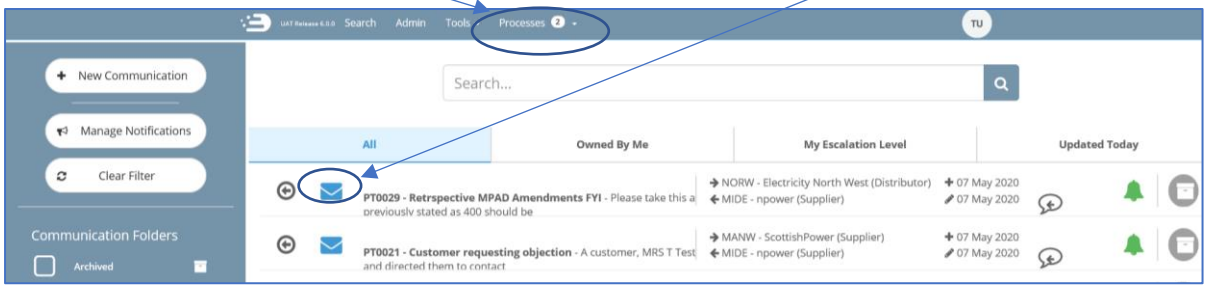
4.6 *Messages for your attention*

If there is a New, Unactioned, Communication Message specifically for a user's Company Group, the system will notify them by adding a number next to "Processes", this will be visible as soon as the user logs in to ECOES. The number will correspond to the number of unopened messages.

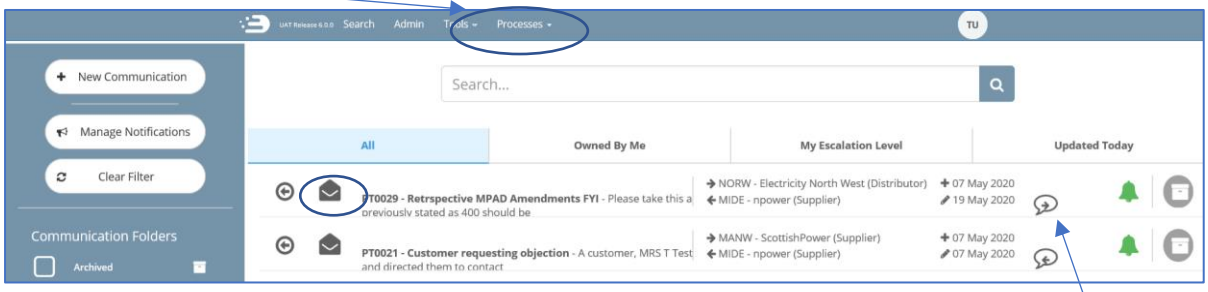


When this occurs, a number will be visible next to processes.

And the Communications will show a blue closed envelope, as opposed to the grey, open (actioned) envelope.



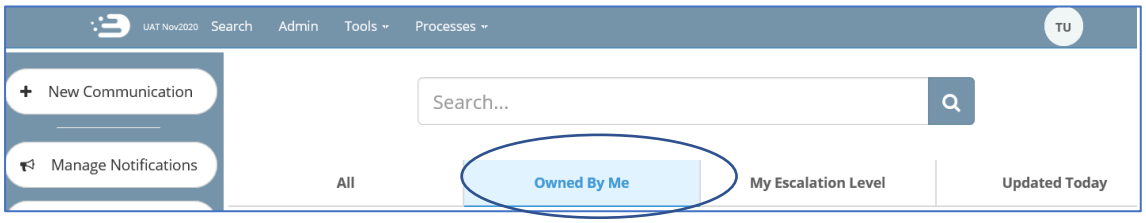
Once a message has been read and you return to the Communications List view, the envelope will turn grey and the number next to processes will disappear.



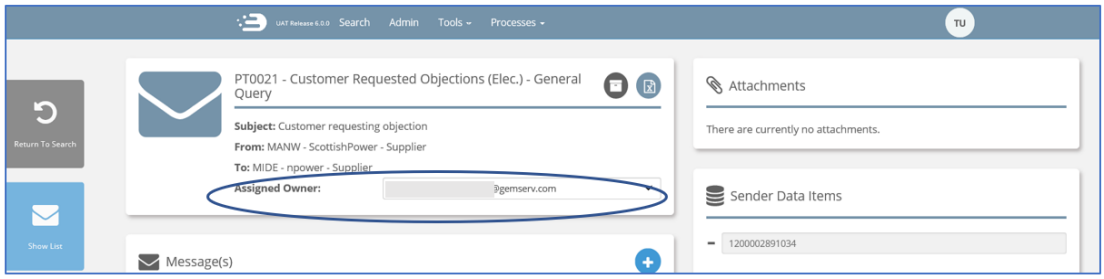
In this example, a reply has been sent in respect of the top message and is why the "Last Message Sent By" speech bubble arrow has changed direction.

4.7 *Assigning an owner*

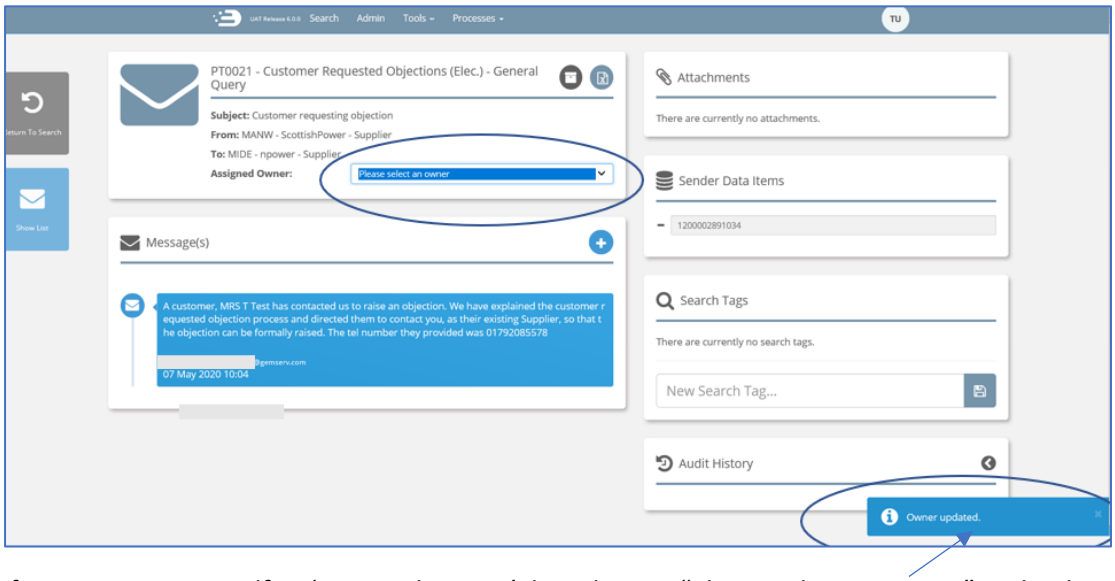
It is possible to designate a Communication Owner for your own Company Group. Each Company Group involved with the Communication can assign their own owner. Communications that have been assigned to you (and so "Owned" by you) can be found in the "Owned By me" tab.



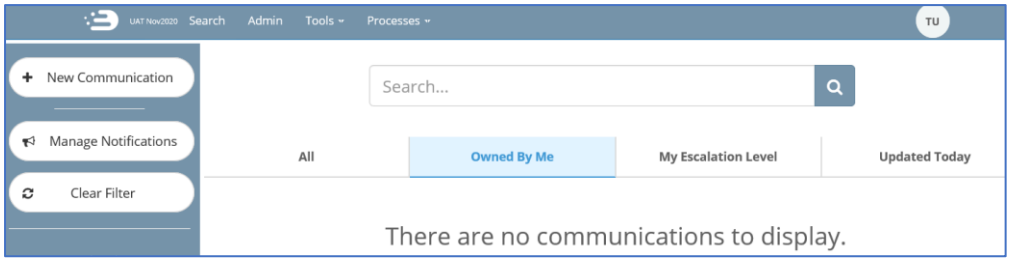
Within the message, you will see that it has been assigned to you.



The assigned owner can be updated by using the drop-down menu within the message and either selecting a user (to assign an order) or selecting "Please Select an Owner" to remove an assigned owner from the communication message.



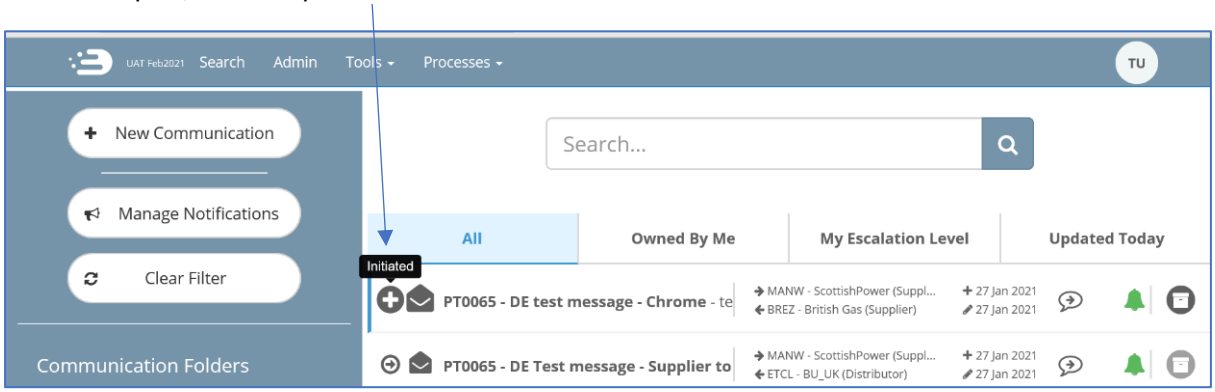
If you remove yourself as 'Assigned Owner', by selecting "Please select an owner" in the drop down, you will then receive a 'pop up' at the bottom right side of the screen which confirms "Owner Updated" The main page will also no longer show any results under the "Owned by Me" section.



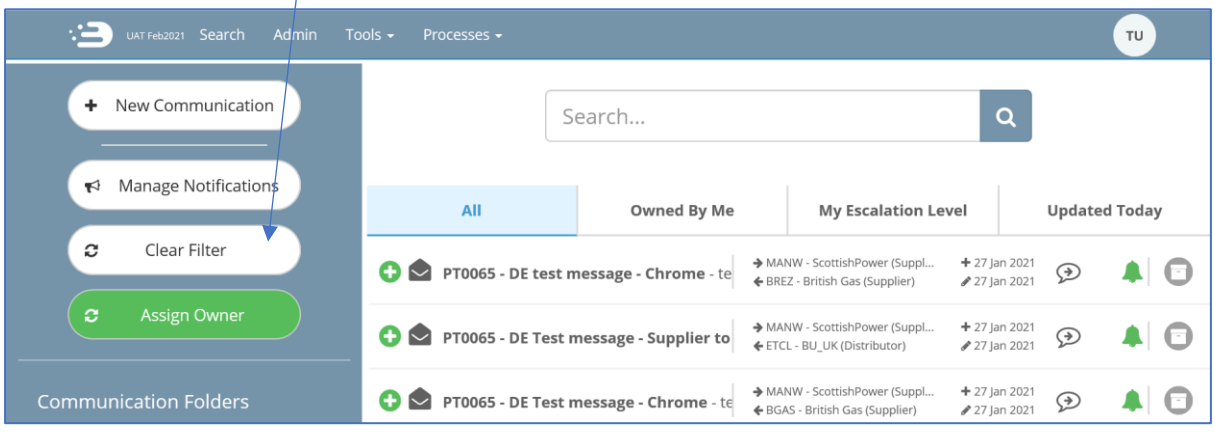
There is one other way to assign an owner, and using this method allows the user to assign an owner to multiple Communications.

From the main secure communications list page, filter communication messages by 'Unassigned', this will display any messages that do not currently have a user assigned to them.

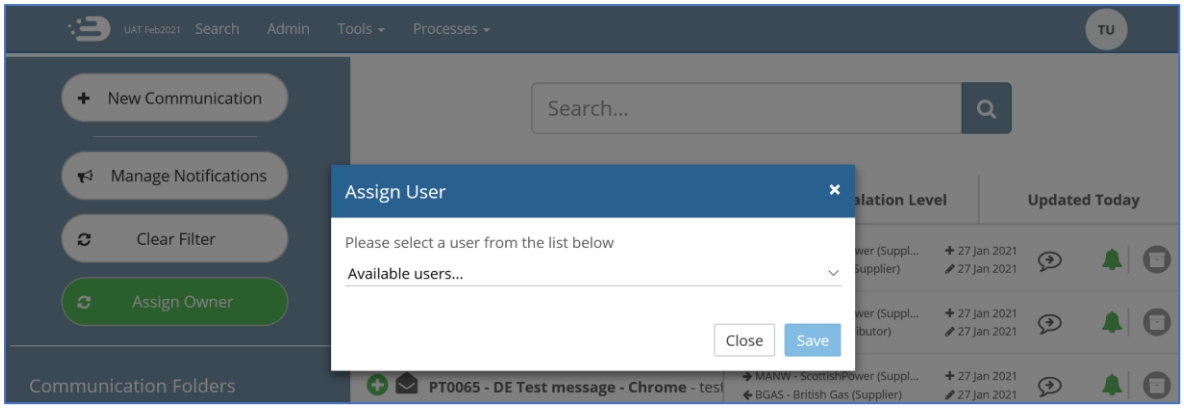
Hover over the message direction icon, in front of the envelope on the list screen. The arrow should turn into a plus, click the plus.



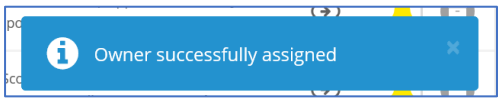
When the plus icon is clicked, it will turn green and the 'Assign Owner' button will be visible under the 'Clear Filter' button



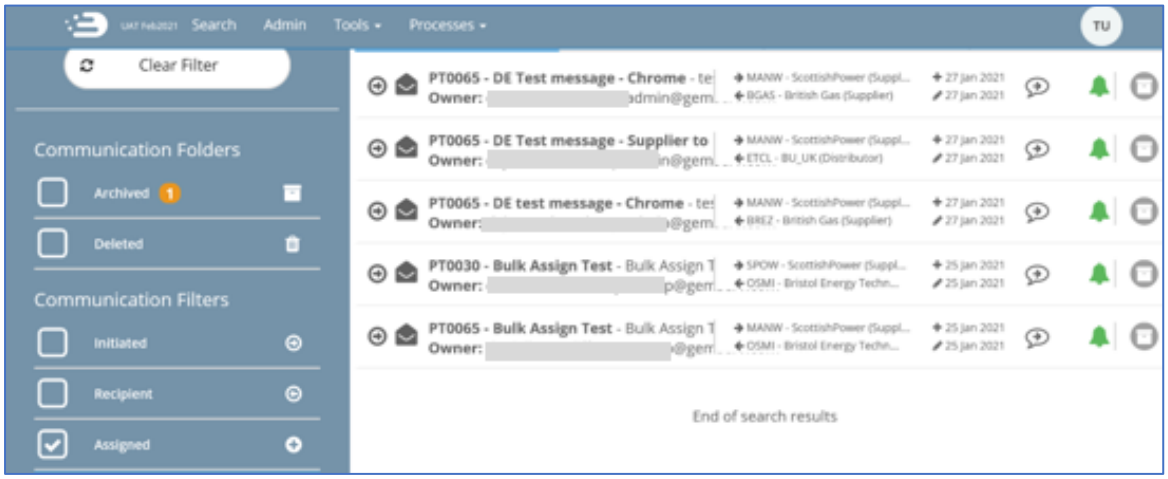
In the example above, I have clicked the plus icon on three messages in total. Next, click on the 'Assign Owner' button, which will open the 'Assign User' pop up, as shown below.



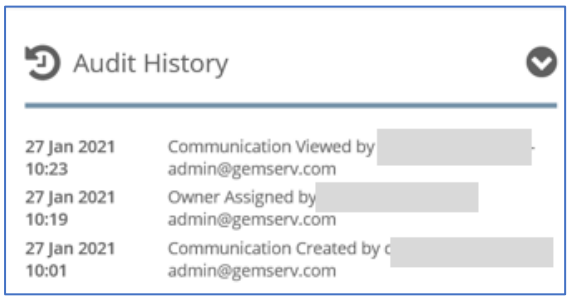
Available users will be listed in the 'Available users' dropdown. Once you select the user you wish to assign to the communication messages and click 'Save', a message pop up will appear in the bottom right hand corner of the screen confirming 'Owner successfully assigned'.



The messages that you have assigned to a user will now be visible when 'Assigned' is selected in the Communication Filters. The owner is confirmed under the message header.



The audit history within the communication messages will also confirm when an owner was assigned and who assigned them.



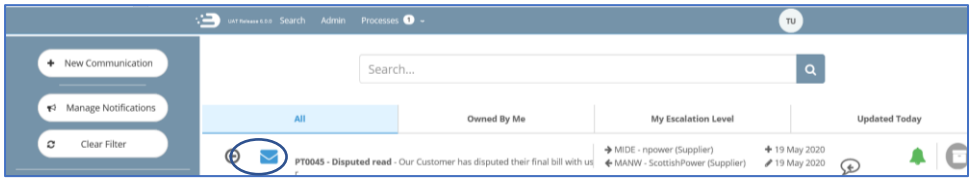
Tips / Best Practice

- Dependent on your business processes, it is suggested as good practice to ensure that the user who raises a Communication assigns themselves as the owner, and as the recipient of a Communication, the user who is actively working the query assigns themselves as owner.

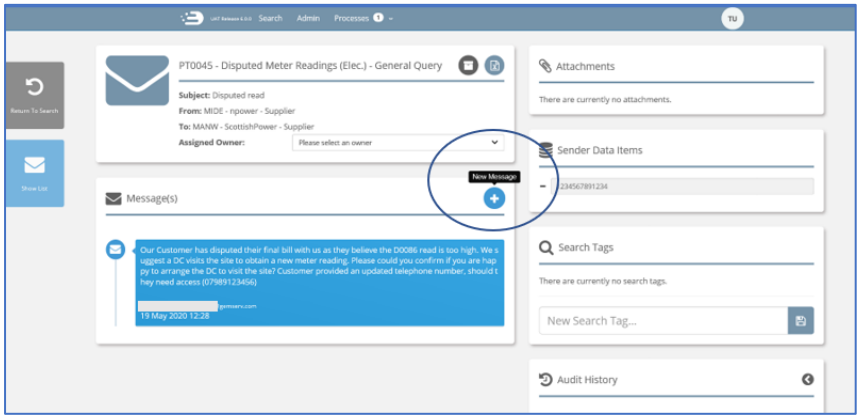
If a user is deleted, or has their Secure Communications access revoked, they will be unassigned from all Communications. Only one user can be assigned to a communication for each involved party. Assigning an owner will remove any previously assigned users belonging to that party.

4.8 *Responding to a message*

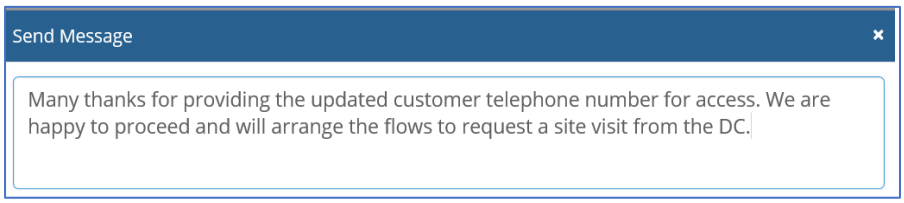
An unopened new message will show a blue, closed envelope.



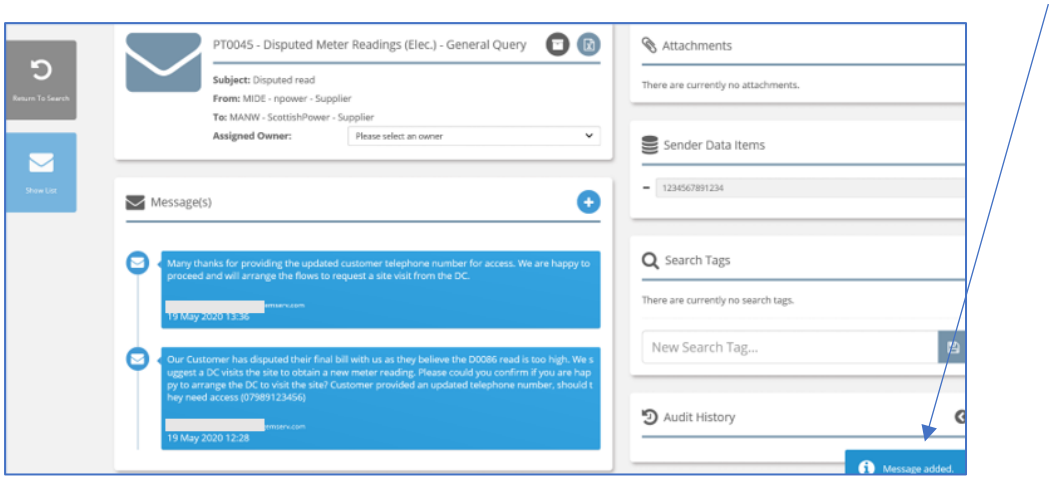
To read and then respond to a message, click onto the message in the Communication List and then when you are within the 'Communication Details' page, click on the blue and white ⊕.



Once clicked, a 'pop-up' will appear, allowing you to write a message and include an Attachment (where relevant). Once your message has been completed, click 'Send'.



You will then see the reply within the message(s) and a ‘pop-up’ confirming ‘Message added’.

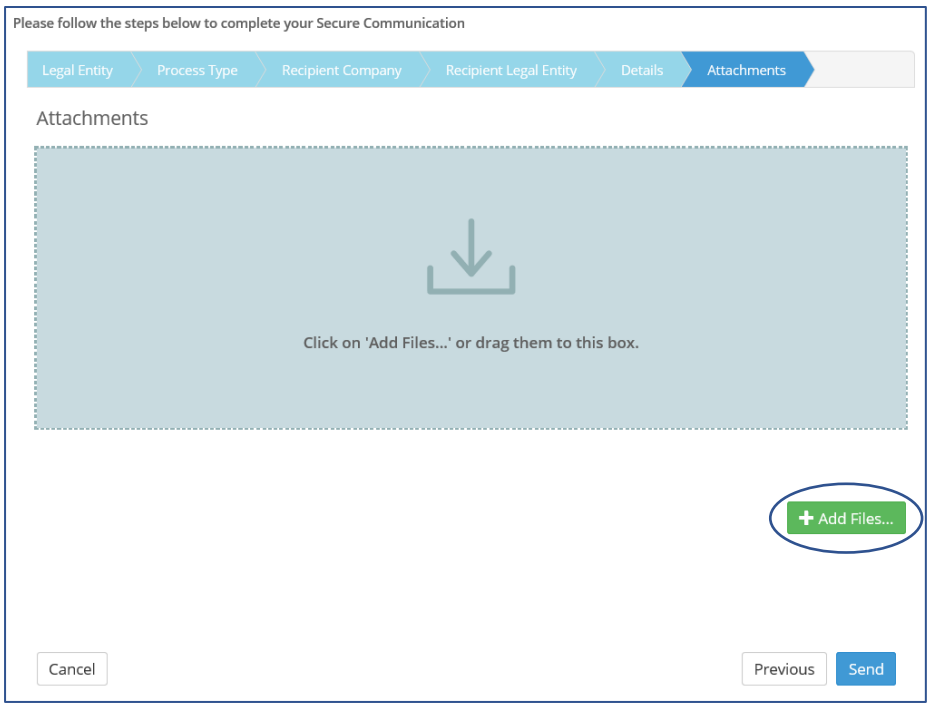


Tips / Best Practice

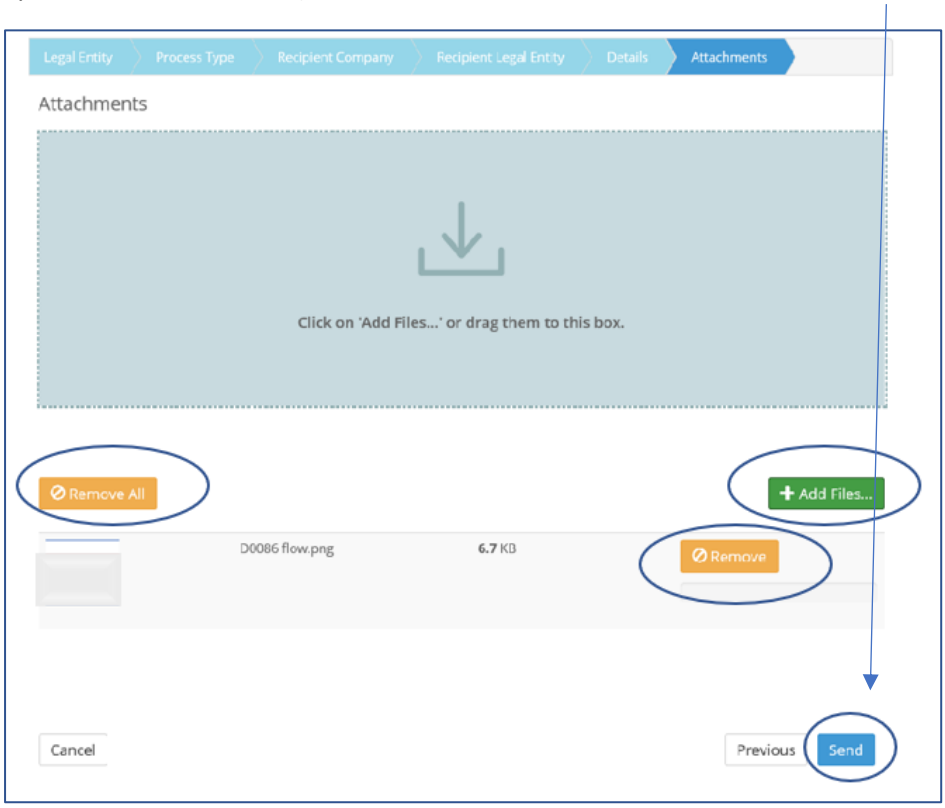
- If you believe a Communication has been raised against the wrong Process Type or is otherwise invalid, it is recommended to respond to the raising organisation to advise why that is the case.

4.9 *Upload an attachment*

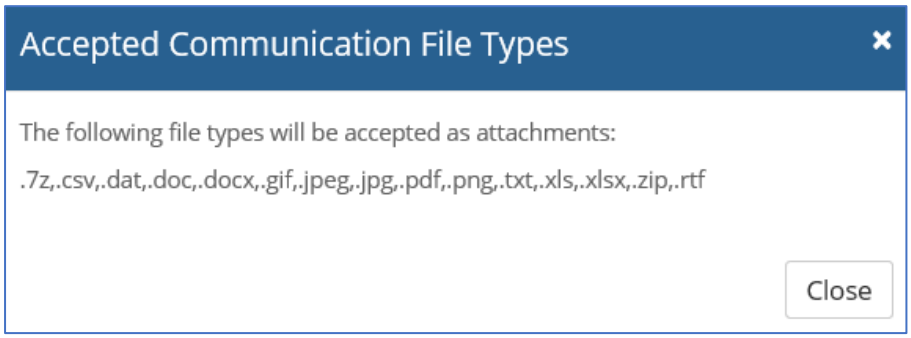
If you wish to upload an attachment to a Communication Message, you can do so by clicking on ‘Add Files’ in the ‘Attachments’ section of the Secure Communication Message.



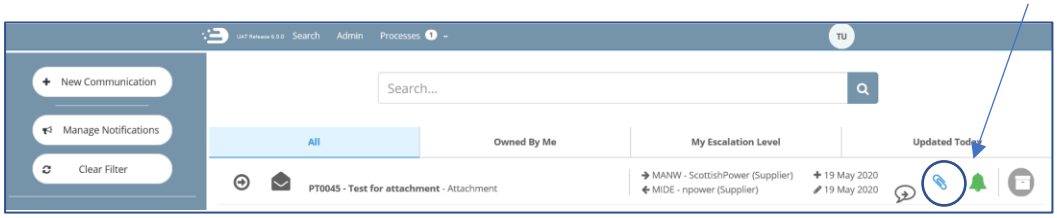
You will be prompted to choose a file to upload. Once selected, click ‘Open’ and you will then have the option to remove the attachment that you have uploaded, remove all attachments (if you have uploaded more than one), Add more Attachments via ‘Add Files’ or click ‘Send’.



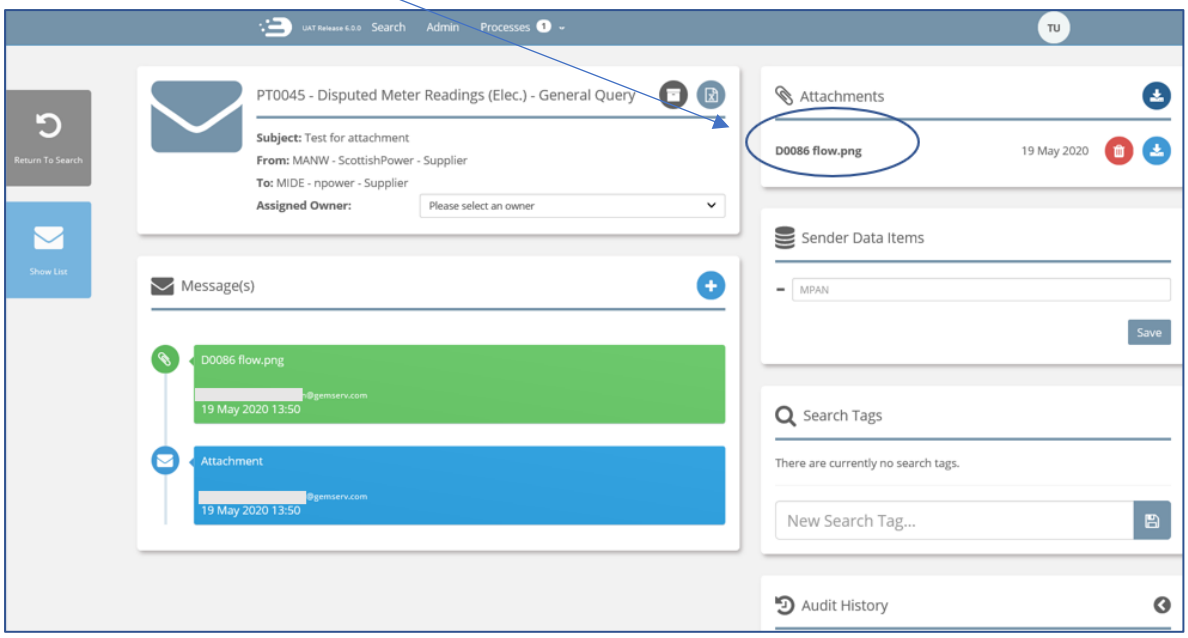
Note that if the ‘File Type’ is unacceptable, the system will prompt the user with acceptable File Types. Acceptable ‘File types’ are listed as below. A limit on the size of attachments sent in a single message is set to 10 MB.



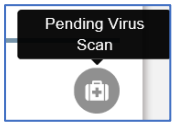
If sent, your attachment will show alongside the message in the Communications List page.



And, within the message.



Note that initially, the Attachment Section will confirm a virus scan is being performed by showing this symbol.

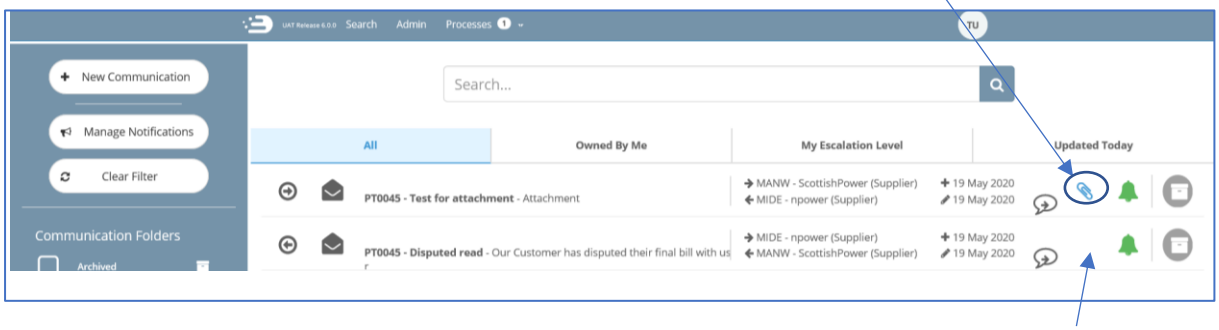


And the user should refresh the screen after 10 seconds in order to view the attachment once the scan completes. Attachments can be viewed, downloaded, and deleted. Further details can be found in 5.1 of this document.

5. Actions within a Secure Communications Message

5.1 *Viewing attachments within a new Communication Message*

Any Communication Message with an attachment will show a paper clip here.



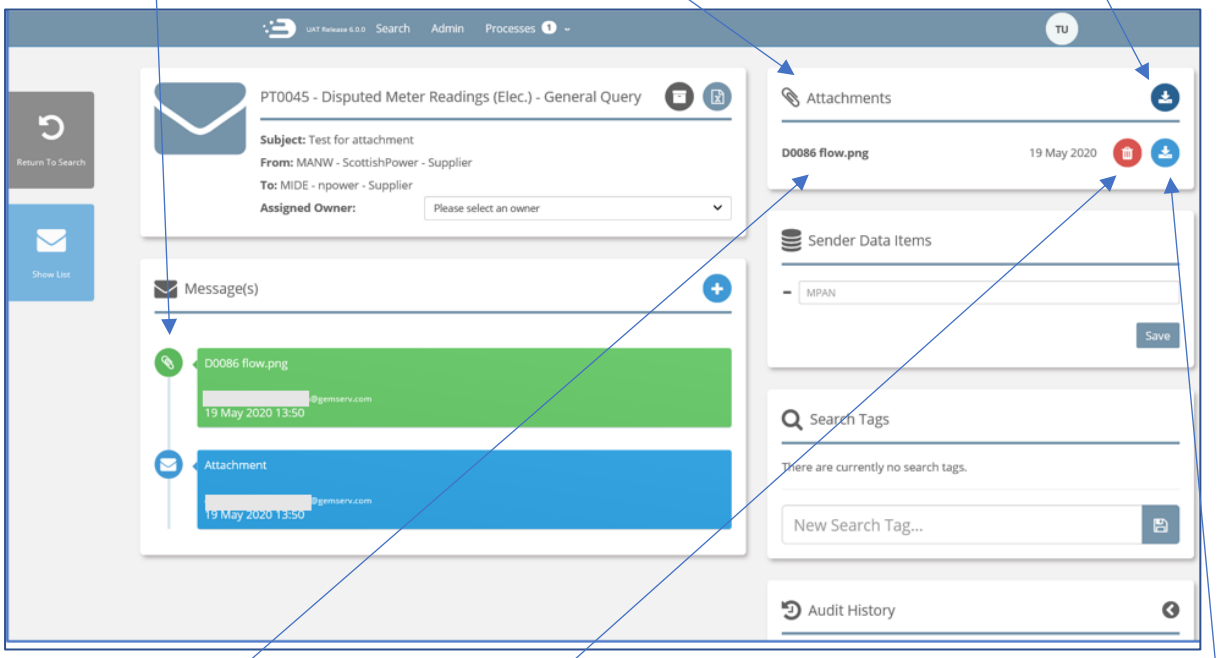
In this example, the message below it does not contain any attachments and therefore does not show a paper clip.

Within the message, you will see attachment(s) referenced.

Addition of an Attachment shows in the message list.

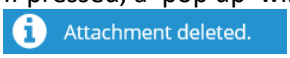
Attachments can be viewed here.

Download all Attachments (if there was more than one).



Attachment name.

Delete Attachment.
If pressed, a 'pop up' will confirm

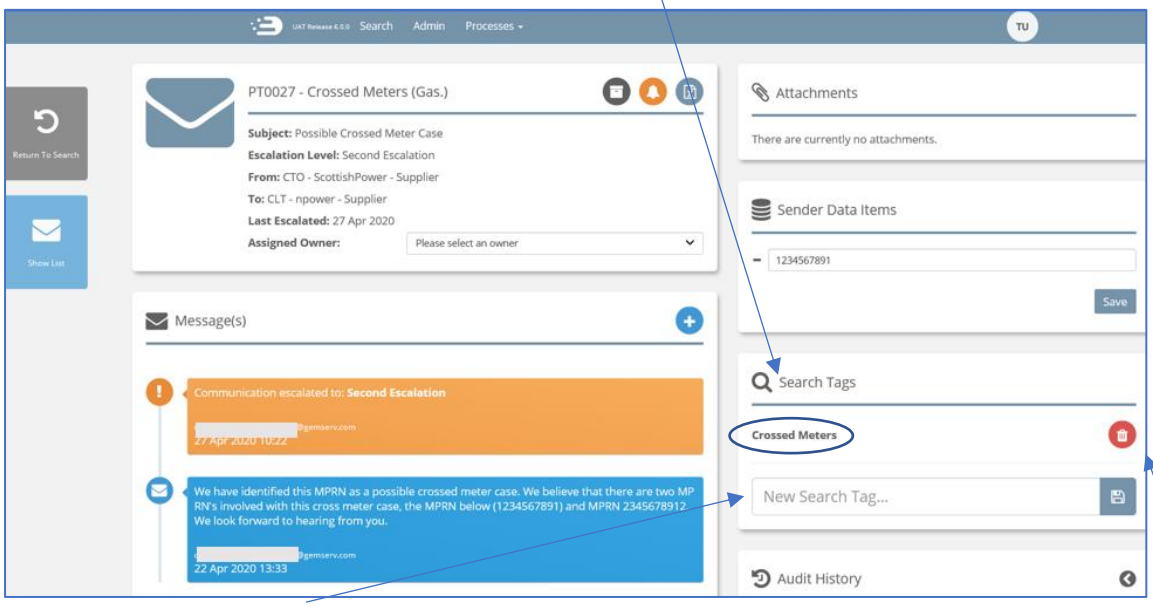


The audit history will also confirm 'Attachment Deleted'.
The Delete action cannot be undone.

Download Attachment (once clicked, the Attachment will be shown as a separate and secure internet tab).

5.2 *Viewing or adding Search Tags*

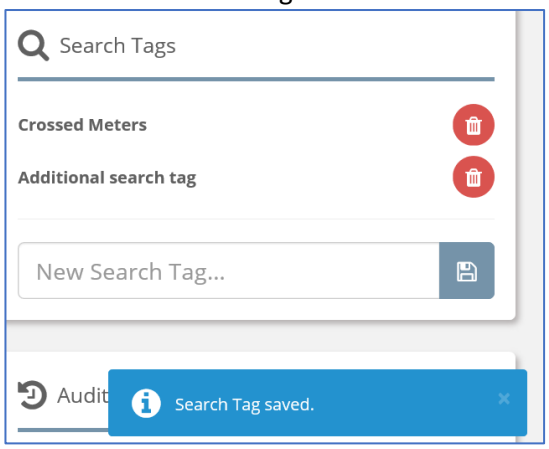
Search Tags allow the user to add a labelling mechanism to a message. Search Tags are saved locally and are unique to each Company Group. A user will be able to see if there are Search Tags associated to a message within their Company Group, when they open the message and view Communication Details, for example.



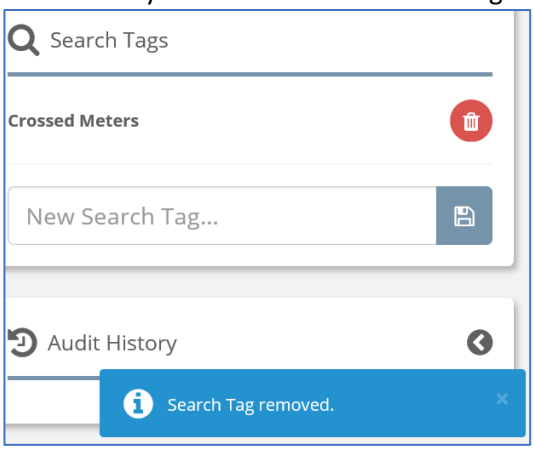
Typing into 'New Search Tag' and clicking the 'Save Icon' will allow you to add a Search Tag to this message.

Clicking the 'Delete Icon' will remove the Search Tag from this message.

If you add a new Search Tag you will see a 'pop up' in the bottom right and the audit history will also confirm 'Search Tag Added'.



If you remove a Search Tag (by clicking delete) you will see a 'pop up' in the bottom right and the Audit History will also confirm 'Search Tag Added'.

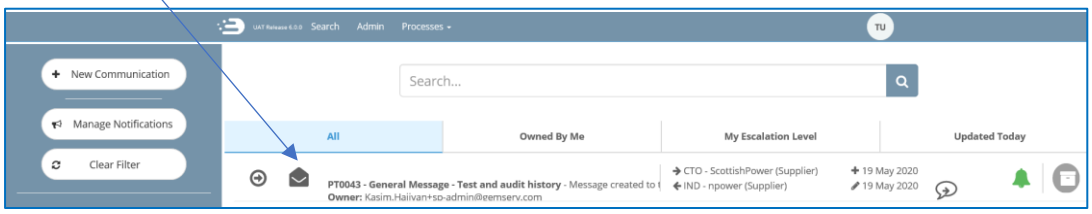


You can also see all/filter Communications by Search Tags within the Communications List. At the bottom on the left side panel.

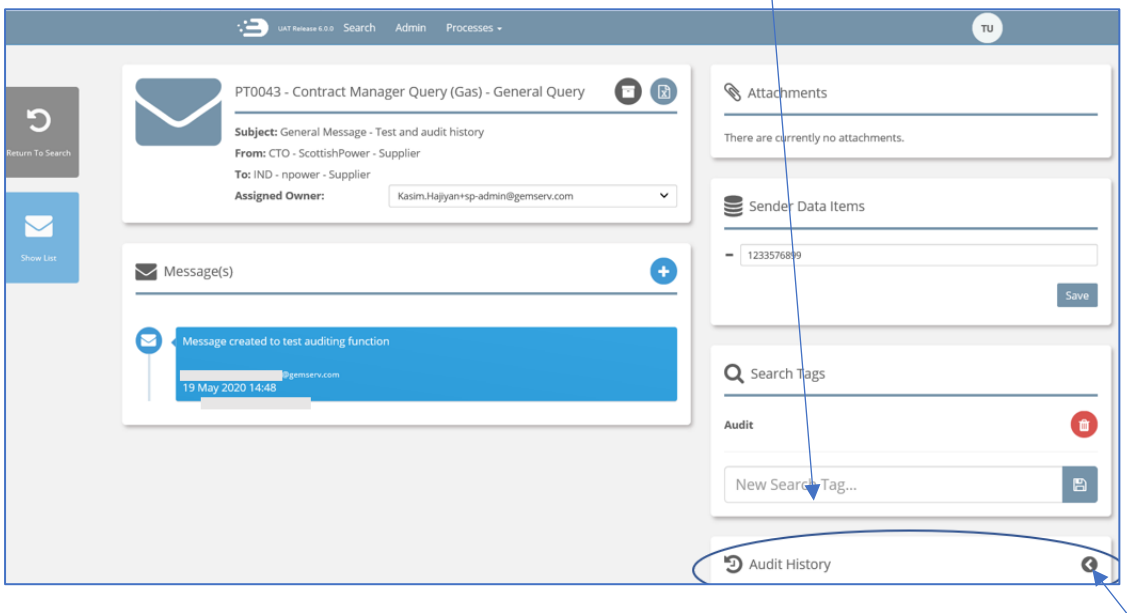


5.3 *Viewing the Audit History*

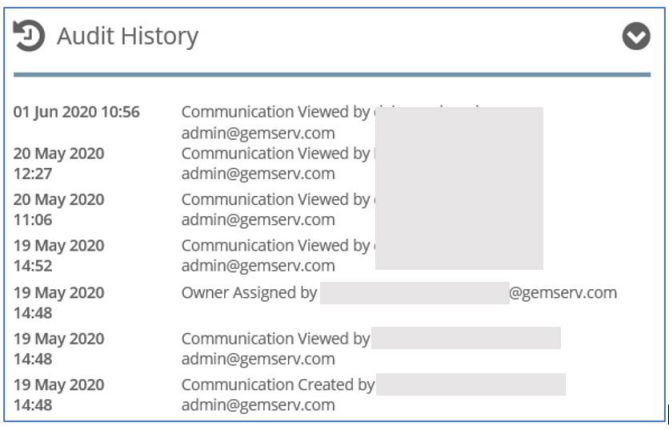
To view the Audit History for any message, 'Click' on the message within the Secure Communications List Page.



Then scroll to the bottom of the Communications Details page.



Clicking on the 'arrow' will show the Audit History for that Communication Message, for example.

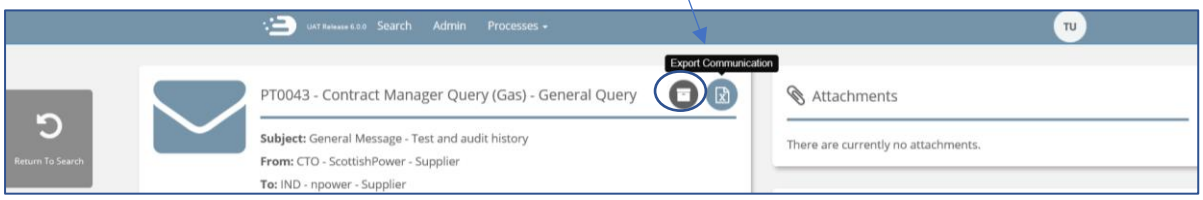


For the purposes of Audit Management, the Secure Data Exchange Portal will keep the following Audit Data, even after the Communications have been deleted.

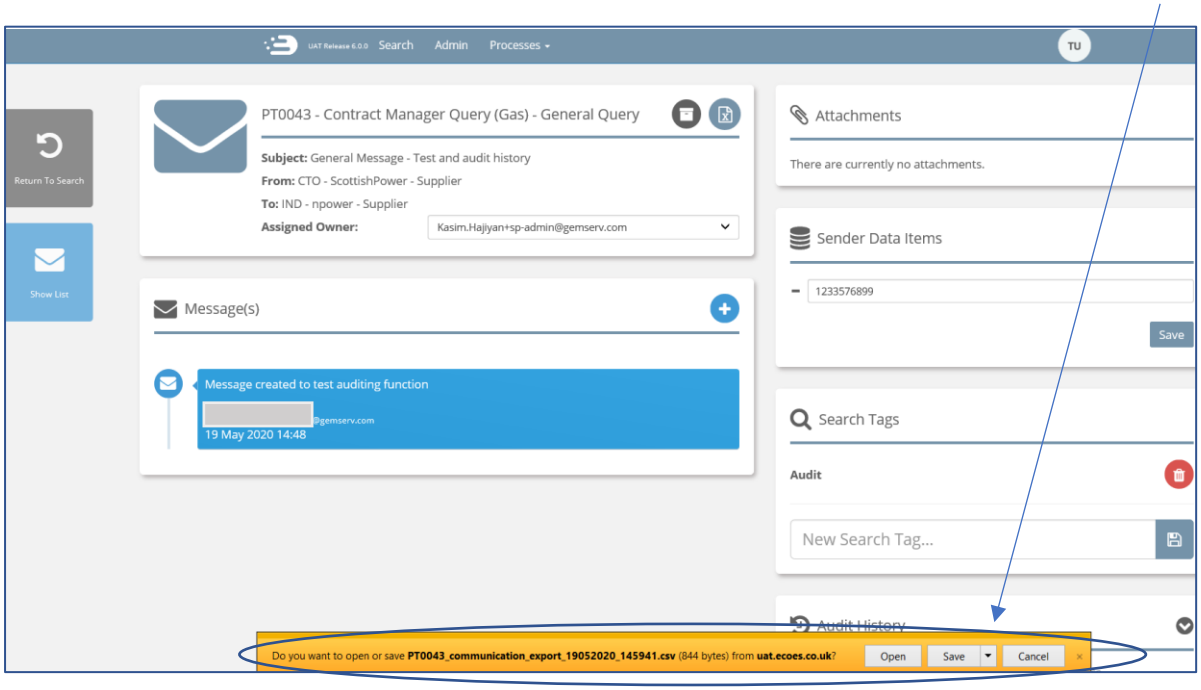
- Users who interacted with the Communication.
- Nature of interaction (Send, View, Add Message, Escalate, Archive, Delete).
- Relevant fuel and business process.
- Unique transaction reference(s);and
- Time and date stamps.

5.4 *Exporting Communications*

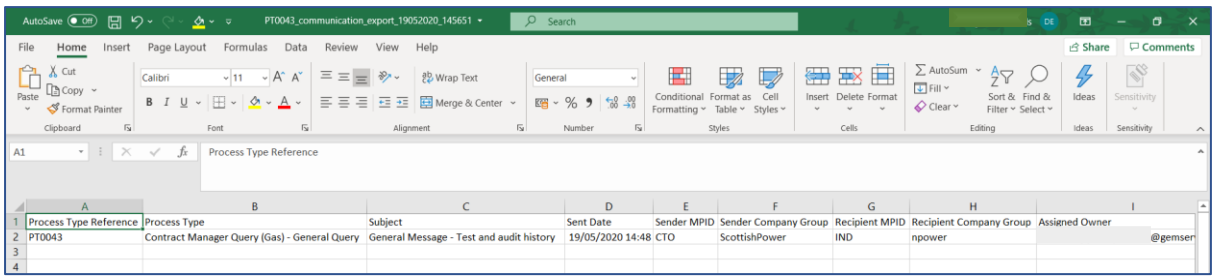
A user can choose to 'Export' all Communication messages within each message Communication Details page. This will allow them to view the Communication Details within Microsoft Excel and save the details locally via .CSV file format. To do so, a user needs to click on the 'Export Communications' button.



Once clicked, a prompt will ask the user if they wish to open or save the Communications Record.



The user can choose to save it locally as .CSV file, or open via the file in .CSV format.



5.5 *Escalating Communication Messages*

Escalation Process Types can be used where a step in a defined REC process:

A) has been missed (not completed by the deadline specified in the Schedule);
B) a step has been taken but is unsatisfactory; or
C) a clause in the REC specifically allows for escalation.

Users should confirm one of these criteria has been met before initiating an escalation.

Raising a Communication against an Escalation Process Type will put the issue at the **first** escalation level. Escalation Communications can be further escalated ('**final** escalation') if not satisfactorily resolved in 5WD.

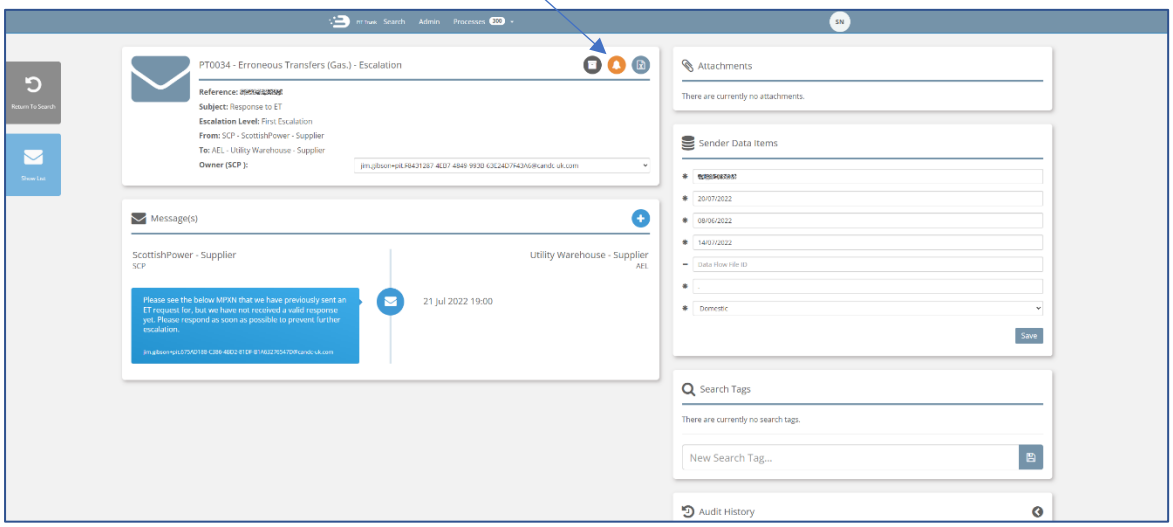
The Escalation functionality is not available for: General Query; Contract Manager General Query; UTRN Contact; or Retrospective Amendment Requests. Where final Escalation is available, the user will see this symbol which is the 'Escalate Communication' bell.

Tips / Best Practice

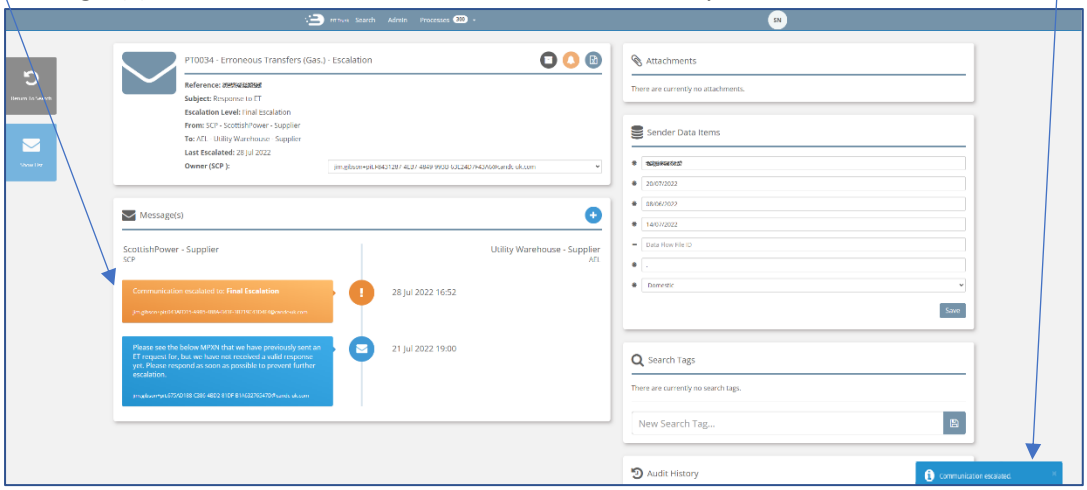
- A Communication may take time to resolve if external parties need to be involved e.g. MEM or the consumer, or if a site visit is required. It is recommended SDEP users add a message to the Communication if there is any delay in resolution, so the raising party is aware of the progress.

The example below shows the initial message was raised as 'PT0027 - Crossed Meters (Gas) – Escalation', which automatically carries a First Escalation. The Associated Supplier (recipient) has responded, but the response is unsatisfactory. The Initiating Supplier determines that they need to escalate this to the next level as per REC Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues which describes the circumstances in which escalations may be initiated.

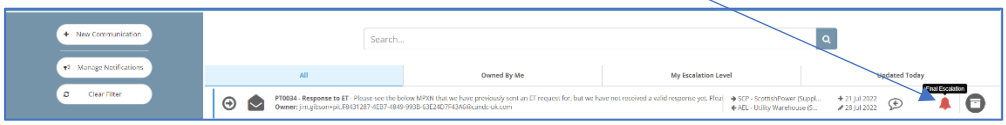
'Click' on the Escalate Communication Bell.



Once clicked, a ‘pop up’ will show in the bottom right confirming ‘Communication Escalated’ The ‘Escalation Level’ has changed accordingly, and confirmation of the Escalation is visible within the Messages(s) section and will be tracked within Audit History.



This Escalation Confirmation can be seen by the colour of the bell, or by hovering within the Communications List page. Full explanations regarding escalation bells can be seen earlier in this document.



A User can only escalate to the final escalation level after 5WD. If a User attempts to escalate the message again before the confirmed Next Escalation Date, the system will not allow it and will instead confirm the Next Date that the Communication Message can be escalated. For example.



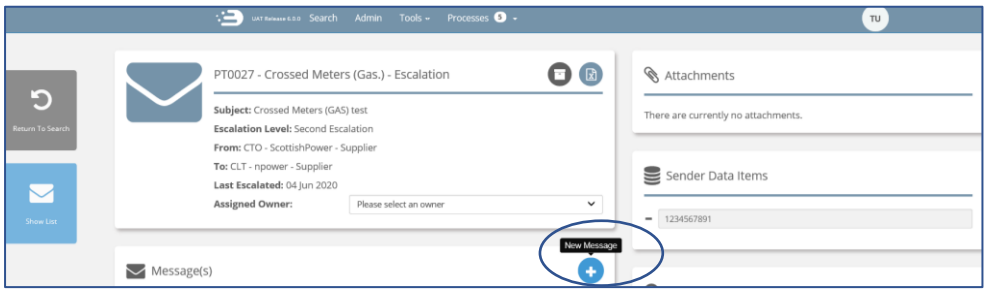
5.6 *Responding to an Escalated Communication*

The Associated Supplier (the recipient) will be notified of a new escalation Communication and will have visibility of this within their Communications List page. The message will show as an unread message.

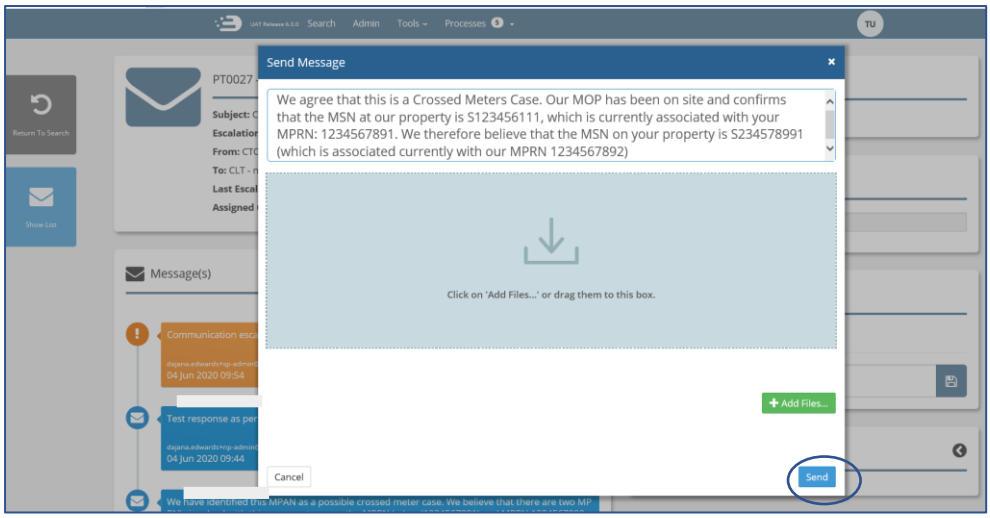


The time period for an escalation recipient to respond to a Communication Message for a specific business process, at a specific level, is configured in accordance with the Escalation Timescales detailed in the REC Operational Schedules. The recipient (in this example the Associated Supplier)

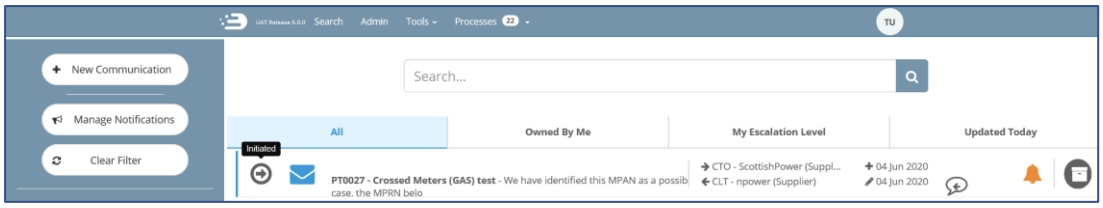
can work to clear the Escalation by responding satisfactorily to the Communications Message. For example, within the message details, click ‘New Message’.



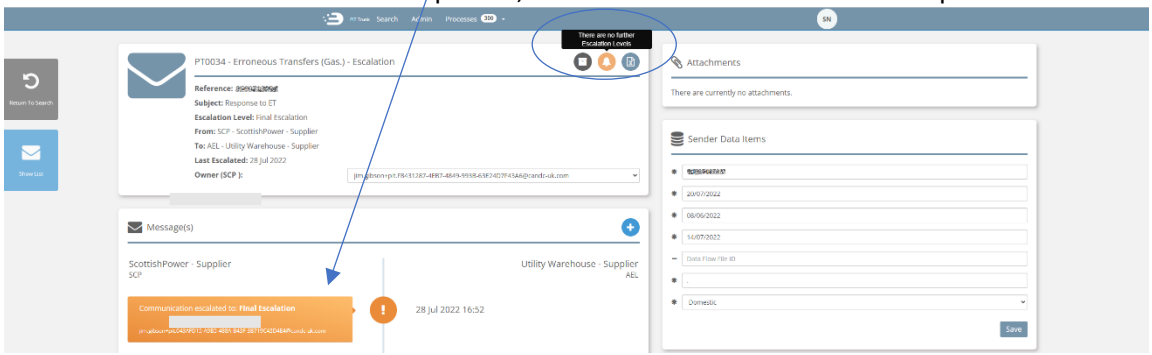
Draft the response and click ‘Send’.



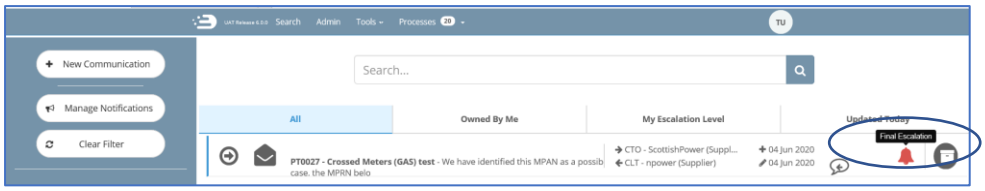
The response will leave the message at the next Escalation level and will notify the other (Initiating) Supplier of a new unopened message.



The Initiating Supplier can review the response, if they believe the response is unsatisfactory, then the User is able to Escalate the Communication Message to the next level. If they choose to do so, the Escalation Level will change to ‘Final’. A User shall only be permitted to initiate an escalation where the minimum timeframe has passed, as set out within the relevant REC provisions.



And the Communications List page will also confirm Final Escalation.



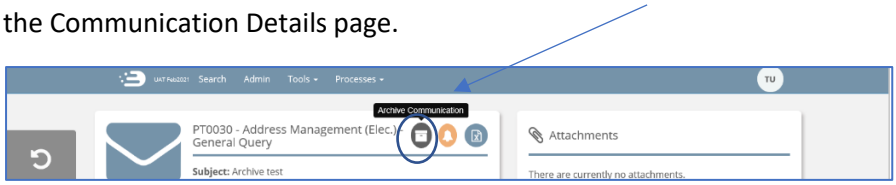
The recipient should work to resolve the issue at Final Escalation by responding satisfactorily to the Communications Message as above.

Note that the REC provides two further escalation levels (for use with Escalation Process Types only), to the Code Manager and to the Performance Assurance Board. These are not managed within the SDEP and are not designed to support resolution of individual issues; refer to the REC Portal for information.

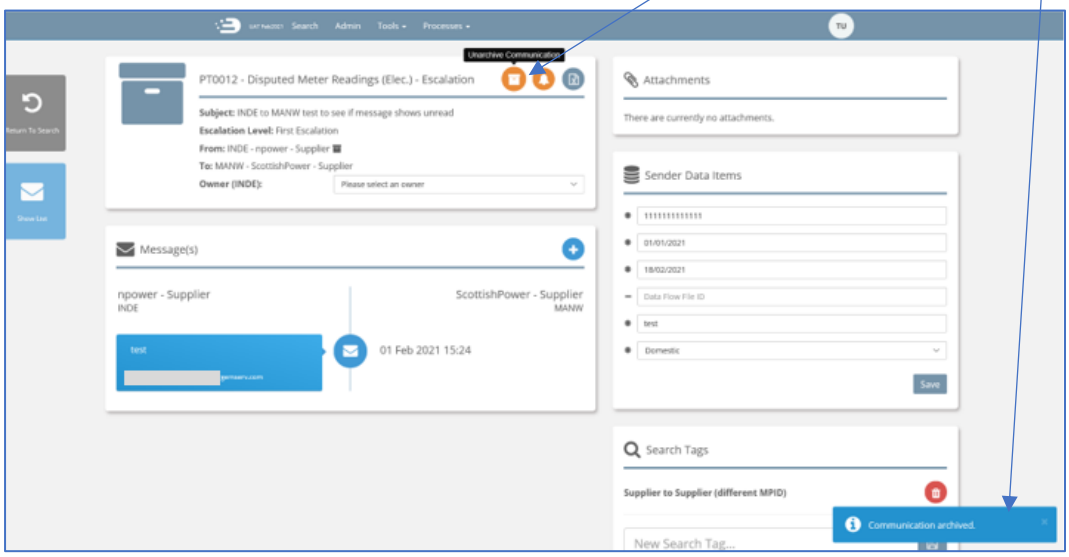
5.7 *Archiving Communication*

Where a communication is archived the status will be set to 'Archived' for that User only and not the recipient, i.e. the two parties have independent archived statuses.

If you wish to Archive a Communication Message, you can do so by clicking the 'Archive Icon' within the Communication Details page.

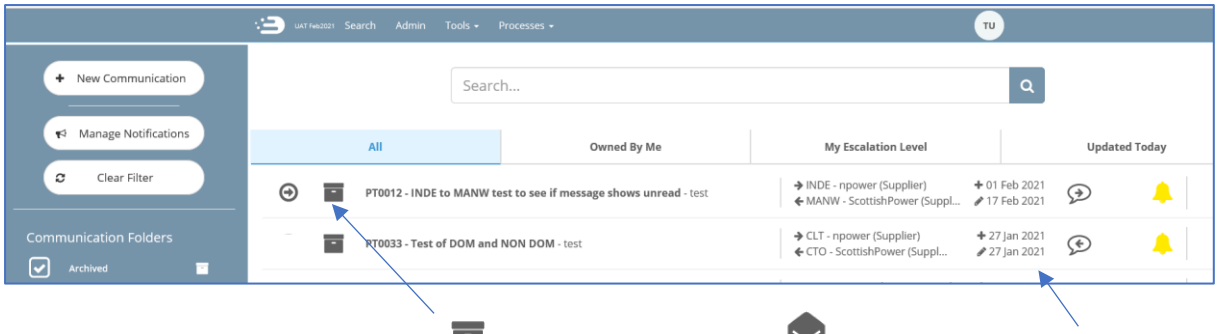


Once you click on the archive icon, a 'pop up' will show on the bottom right of the screen, confirming 'Communication Archived' and the icon next to the message title will change to Archived, with the option to Un-archive communication if you hover over it.



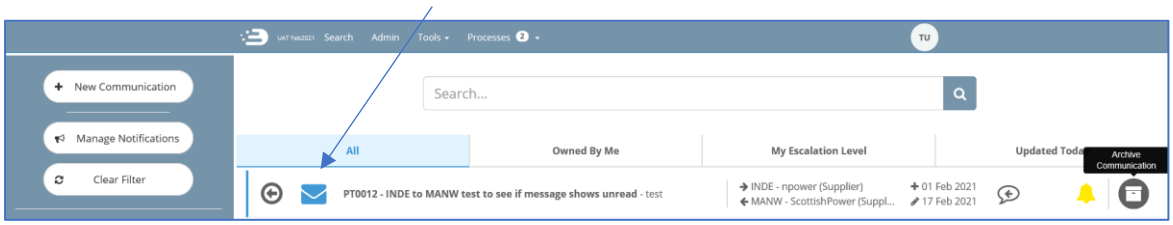
The Audit History will also show that the Communication Message has been Archived and confirm who did it, on what date and at what time.

When clicking ‘Return to Search’, the Communication Message will no longer be visible in the main ‘Communications List’ view (for the user who archived the communication.) If a user wishes to view that archived message they will need to click ‘Archived’ within Communication Folders on the left side column, as shown below.



The message shows the archived icon instead of the envelope and confirms the date in which it was archived.

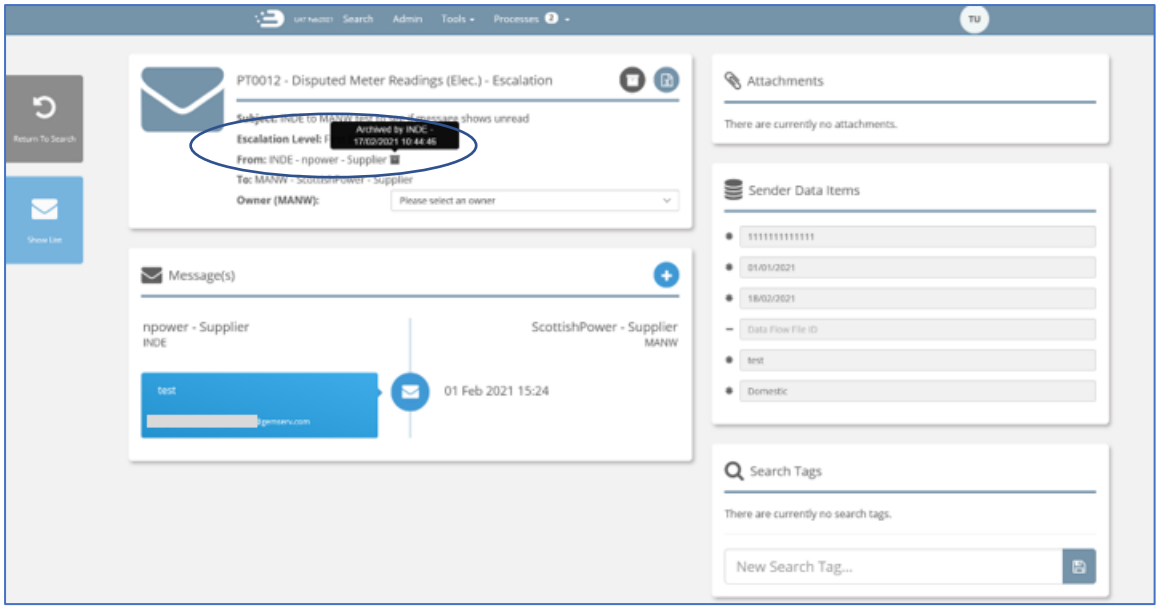
When the recipient user logs in, they will see the message in their main ‘Communications List’ view, with an unread envelope (closed, blue envelope).



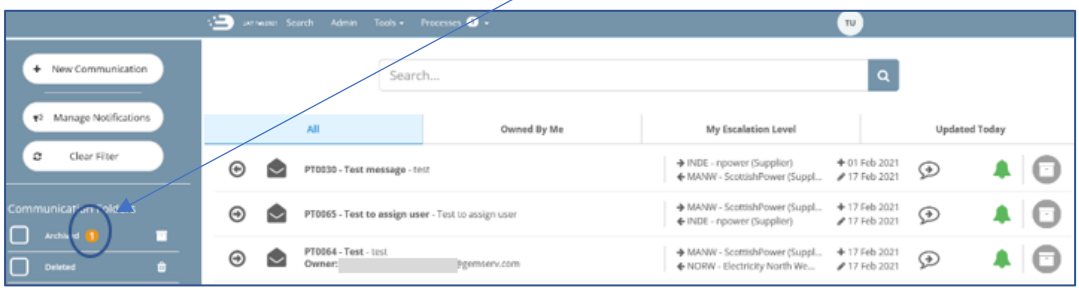
When viewing the message, the system will tell the recipient user that the message was archived, who archived it and at what date/time, as shown below.

Tips / Best Practice

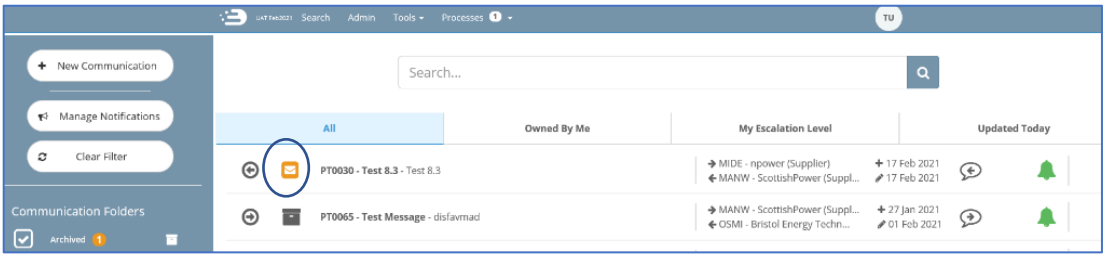
- If the recipient does not consider the issue resolved, it is advisable to send a message to the other party explaining why and asking for another attempt at resolution.



Where the user accidently archives a communication message which has not been read, a badge will display next to the archived folder with the number of unread communications that have been archived. This will alert the SDEP User when they next view the Communications List page.



In order to locate the archived un-read message, filter by 'Archived' within the 'Communication Folders'. This will bring up all archived messages.



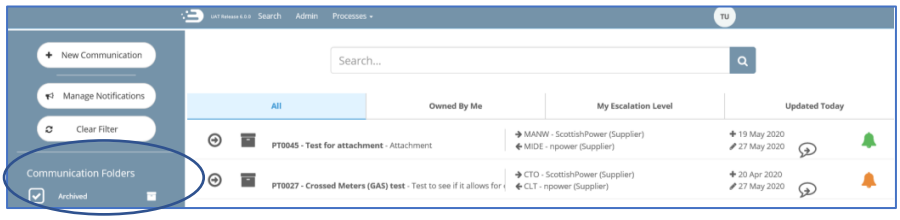
The 'Unread-Archived' Icon will be displayed next to the relevant message and all other archived communication messages will have the usual archived icon against them. Once the recipient user reads the message, the icon will revert back to the usual archived icon and the number will change (e.g. if the number was 1, there will be no number, if the number was 2, it will change to 1 and so on).

5.8 *Un-archiving Communications*

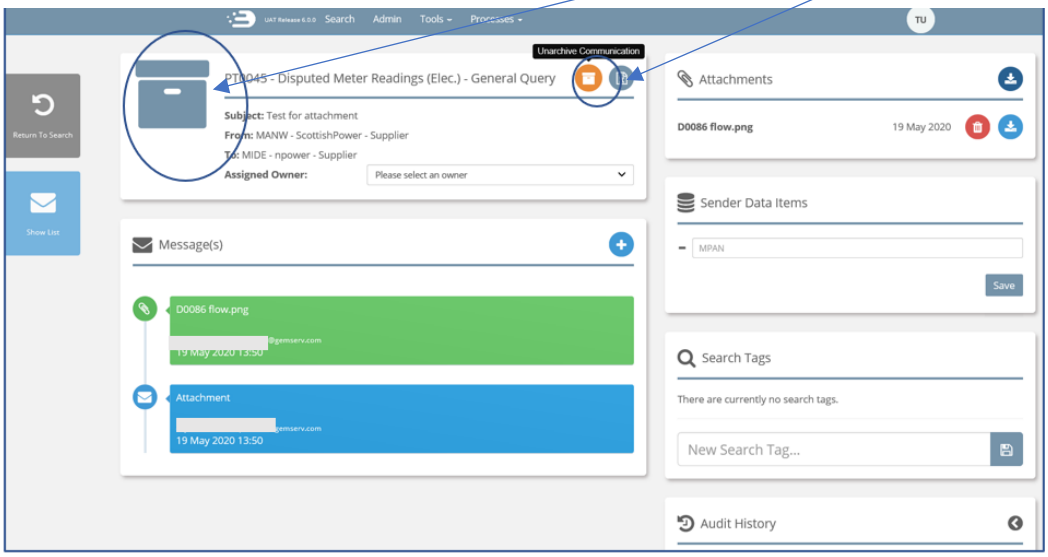
There are two ways that a user can Un-archive previously Archived Communication Messages:

a. Un-archive by using the 'Unarchive Communication' button.

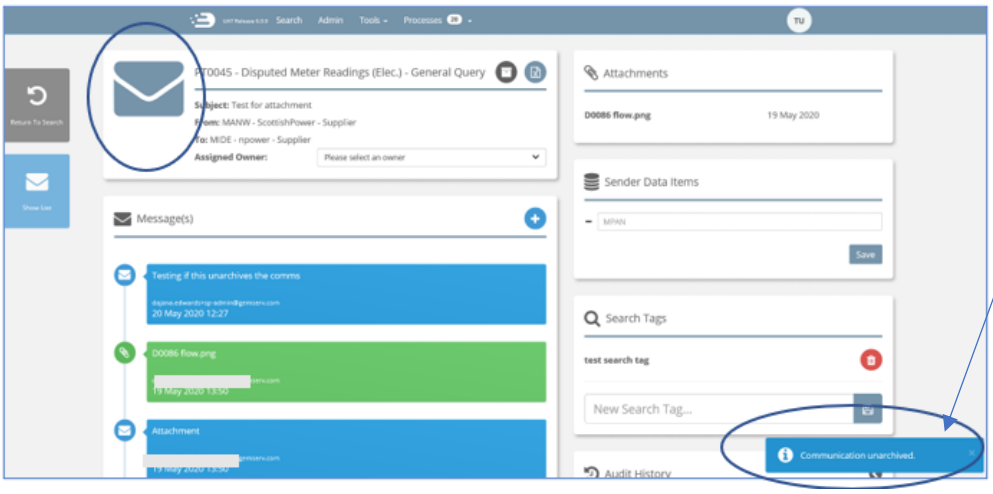
i. Bring up Archived messages by selecting 'Archived' within the Communication Folders in the Communications List.



ii. Click into the Communication Message and you will see the 'Archived Icon' confirming that the Communication Message is Archived. Click the orange box to 'Un-archive Communication'.

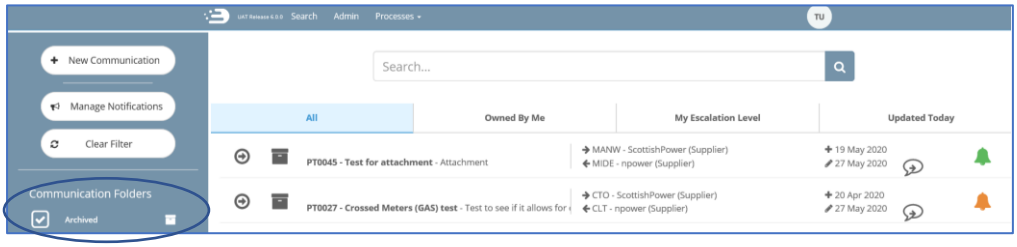


iii. Once clicked, a 'pop up' in the bottom right will confirm that the Communication Message is Un-archived and the icon at the top of the page will change back into an envelope.

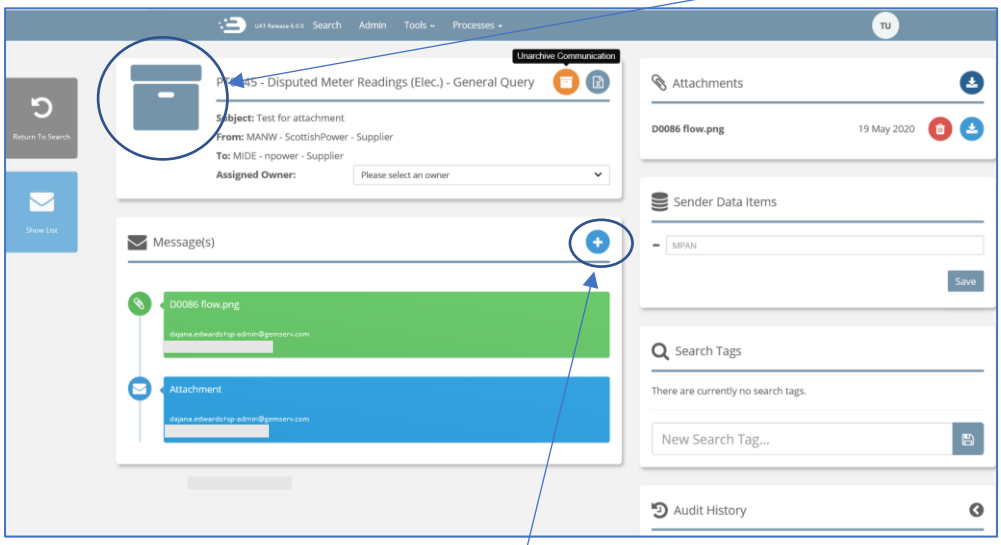


b. Un-archive by sending a new message.

i. Bring up Archived messages by selecting 'Archived' within the Communication Folders in the Communications List.

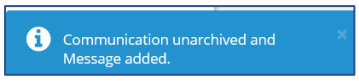


ii. Click into the Communication Message and you will see the 'Archived Icon' confirming that the Communication Message is Archived.

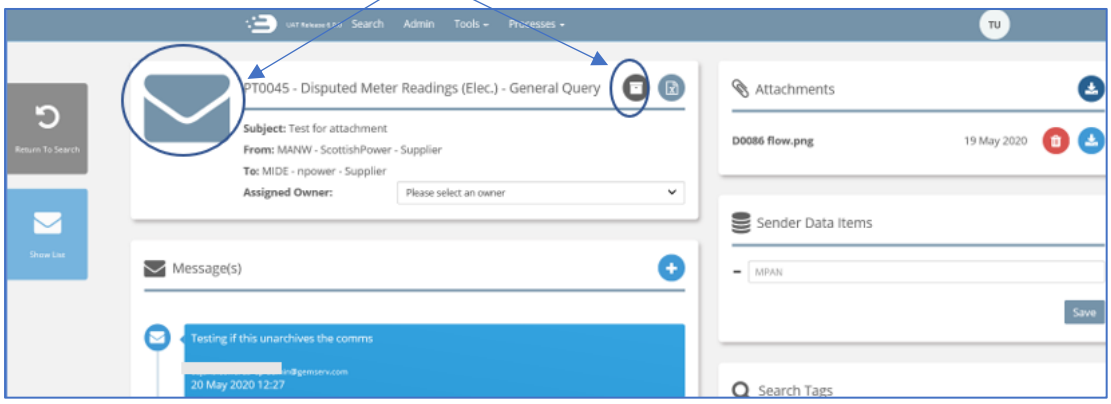


iii. Click the blue and white + And draft a message.

When you click 'Send' you will see a 'pop-up'. in the bottom right corner confirming.



iv. Once done, you will see the note added to the Message(s) history and see that the message is no longer Archived.



Please note that if a user archives a communication message (as detailed in 5.7), the recipient is able to click into the Communication and send a new message. Once they do so, the communication message will unarchive on the original user's side and the audit history will confirm 'Communication unarchived, and message added'.

5.9 *Automatic Archive and Delete*

A Communication will be archived after 30 days since the latest message in the Communication. The clock resets if any action (including viewing) is taken against the Communication. A User can view "Archived Communications", as described here. As listed in the 'Un-archive Communication' step above, if another message is added to an Archived Communication, its status will change from 'Archived' to 'Active'.

Tips / Best Practice

- It is not recommended that Communications are left to archive automatically. Users should check regularly for those Communications approaching the 30 day point, and take any necessary action to resolve.
  If the issue is resolved or otherwise no longer required, the Communication should be archived promptly to avoid redundant Communications remaining in the list view which could obscure material issues and skew reporting.
  If the issue is not resolved, send a message to the other party clearly explaining what action you believe is required.

A Communication will be permanently and irrecoverably deleted 30 days after the latest Message has been archived. Even after a Communication is deleted, it will be accessible through search, and appear in reporting; additionally, the Audit Data will always remain. However, no further messages can be sent, and attachments will be removed. Users should download any attachments they want to retain before the communication is deleted.

6. Icons found within the SDEP Secure Communications pages

6.1 *Icon Identification*

	New Message		Return to Screen		Messages		Attachments		Escalate Communication
	Settings		My Details		Change Password		Company Details		Communication Escalated
	Notification Type		Search or Search Tags		Audit History		Manage Notification		Delete
	Download all attachments		Process Type Users		Archive Communication		Received		Download Attachment
	Search		Senders Mandatory Data Item(s)		Remaining MPAN views		Sent		Filter
	Unread Communication		Read Communication		Mandatory Field		Non-Mandatory Field		Secure Communication
	Electricity		Pending Virus Scan for attachment		Count of Users logged in today		Clear Filters		Gas
	Open a message list column within a secure		Export Communication		Confirms which Company Group sent the last message		User Reports (visible to those with Admin privileges.)		Collapses the message list column within a secure communication message thread
	Un-archive Communication		Communication Archived		Error		Information		Communication Archived and unread
	Assign owner initiated								

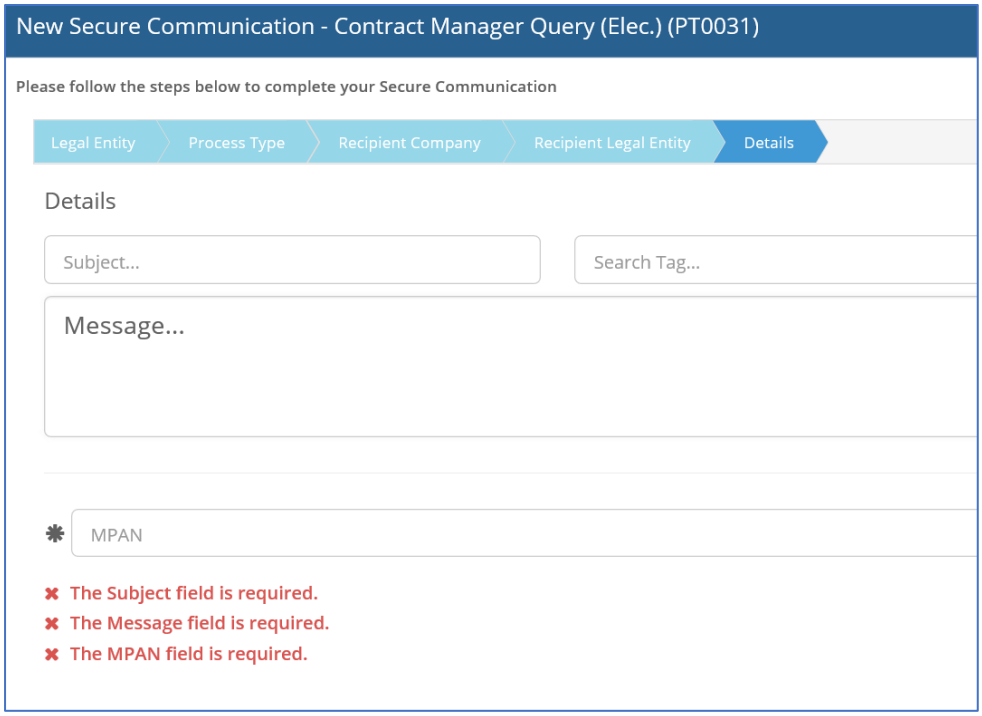
7. Managing errors

7.1 *Errors when raising Communications Messages*

When raising a new Communication Message, you will receive errors every time you attempt to click 'next' when a mandatory field is not completed. This will occur if you fail to select:

- Legal entity.
- Process Type.
- Recipient Company.
- Recipient Legal entity.

This will also occur if you fail to populate the mandatory data items within the message 'details.' As seen in the example below.



Appendix 1 - Use of the Process Types (Use Cases)

This appendix provides detailed guidance on use of each Process Type, including the relevant Schedule and a description of the specific and/or general use cases, as well as tips for use if relevant.

Note that the Schedules take precedent where there is any discrepancy.

If you have suggestions for additional guidance or questions about how to use any of the Process Types, contact the REC Code Manager.

					Scenario Variants			
PT no.	Title	GQ / Escalation	Fuel	Schedule	SV1 - S-S	SV2 S-DNO	SV3 DNO-S	Guidance on use case
PT0074	Address Management (Elec.) - Escalation	Esc.	Elec.	29 - Address Management	y	y	y	One general use case: A) missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for updates to MPL Addresses in Schedule 29 Address Management. In particular, within **10WD** of the Supplier requesting an update to the MPL Address, the DNO should accept or reject the request using the D0381.
PT0030	Address Management (Elec.) - General Query	GQ	Elec.	29 - Address Management	y	y	y	Two specific use cases, see Schedule 29 Address Management for MPL Address updates: A) used by the Supplier to provide any necessary additional information to the DNO that can't be included in the D0381 - the SDEP Communication should include information to link to the D0381 file. B) used by Suppliers to communicate with other Suppliers regarding a potential MPL Address update. One general use case to raise queries between Suppliers and

								DNOs; see Schedule 29 Address Management for MPL Address updates: C) used by Suppliers and DNOs to raise any query or securely exchange consumer information related to updates to MPL Addresses. Parties should ensure that the D0381 flows are completed accurately, with all mandatory fields populated and data items recorded correctly; feedback has highlighted inaccurate D0381s as a cause of PT0030s.
PT0031	Contract Manager Query (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y	y	y	One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for queries or other secure communications against any processes within the REC arrangements that don't have a specific Process Type, the relevant Process Type does not have an escalation level (i.e. is a General Query) or any available escalation routes have been exhausted (e.g. Escalation Process Type final escalation level has not resolved the issue. Can be sent by Supplier or Distributor to any other Supplier / Distributor. Contract Manager General Queries should be used to escalate queries where all other escalation routes have been exhausted e.g. no specific SDEP Process Type exists, a General Query Process Type has not been resolved within a reasonable time, or an Escalation Process Type has still not been resolved 5 WD after escalation to the final level. It can also be used for a query with another party that needs customer data to be shared, and no other communication route exists. If you are raising a CMGQ in relation to another SDEP communication, you must include (clearly indicated) the unique reference of all relevant communications in the message field or an attachment so the recipient can identify all queries.

PT0043	Contract Manager Query (Gas) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for queries or other secure communications against any processes within the REC arrangements that don't have a specific Process Type or the relevant Process Type does not have an escalation level (i.e. is a General Query), or all escalation routes have been exhausted (e.g. the final level of an Escalation PT has not resolved the query. Can be sent by Supplier to any other Supplier. Contract Manager General Queries should be used to escalate queries where all other escalation routes have been exhausted e.g. no specific SDEP Process Type exists, a General Query Process Type has not been resolved within a reasonable time, or an Escalation Process Type has still not been resolved 5 WD after escalation to the final level. It can also be used for a query with another party that needs customer data to be shared, and no other communication route exists. If you are raising a CMGQ in relation to another SDEP communication, you must include (clearly indicated) the unique reference of all relevant communications in the message field or an attachment so the recipient can identify all queries.
PT0077	Crossed Meters (DNO) (Elec) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues			y	One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) where a DNO has identified a Crossed Meter, it shall notify the Registered Suppliers of any and all affected RMPs via PT0077 Crossed Meters (DNO) General Query (Electricity). The Supplier should report its findings back to the DNO via the same Communication.

PT0066	Crossed Meters (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Crossed Meters. SLAs are **2WD** to acknowledge Initial Request, **5WD** to return Initial Request, and **5WD** to share results of site visit. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Crossed Meter Initial Request where agreement between Suppliers cannot be reached. Ensure that the relevant MPANs / Meter Serial Numbers and/or Crossed Meter case reference(s) are clearly noted in the subject or message fields, to enable both parties to quickly identify the related instance. Be aware of the likely involvement of third parties in the resolution and the resultant longer timescales. It is useful to message the other party to inform them that this is the case, and/or the raising party can ask if the work has been allocated to the third party before escalating, to avoid unnecessary escalation.

PT0027	Crossed Meters (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Crossed Meters. SLAs are **2WD** to acknowledge Initial Request, **5WD** to return Initial Request, and **5WD** to share results of site visit. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Crossed Meter Initial Request where agreement between Suppliers cannot be reached. Ensure that the relevant MPRNs / Meter Serial Numbers and/or Crossed Meter case reference(s) are clearly noted in the subject or message fields, to enable both parties to quickly identify the related instance. Be aware of the likely involvement of third parties in the resolution and the resultant longer timescales. It is useful to message the other party to inform them that this is the case including the planned site visit date, and/or the raising party can ask if the work has been allocated to the third party before escalating, to avoid unnecessary escalation.
PT0055	Crossed Meters (Gas.) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to crossed meters. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for sending / responding to a Cross Meters initial request. Be aware of the likely involvement of third parties in the resolution and the resultant longer timescales. It is useful to message the other party to inform them that this is the case including the planned site visit date, and/or the raising party can ask if the work has been allocated to the third party before escalating (via PT0027), to avoid unnecesary escalation. It is preferable to include the results of the site visit in the initial SDEP General Query raised, rather than create a new SDEP Communication.

PT0022	Debt Assignment Protocol (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the Debt Assignment section. SLAs are **4WD** to issue request for debt information, **4WD** to accept or reject the request, and **3WD** to resend request if rejected. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for raising queries / disputes against a Factored Total Payment Invoice.
PT0051	Debt Assignment Protocol (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Debt Assignment.
PT0037	Debt Assignment Protocol (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the Debt Assignment section. SLAs are **4WD** to issue request for debt information, **4WD** to accept or reject the request, and **3WD** to resend request if rejected. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for raising queries / disputes against a Factored Total Payment Invoice.
PT0052	Debt Assignment Protocol (Gas.) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Debt Assignment.

PT0012	Disputed Meter Readings (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Switch Meter Reading Problems. SLAs are **5WD** to respond to initial request, **5WD** to accept read or contact Associated Supplier to agree read, and **10WD** to send read where obtained. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) if the Switch Meter Reading is not accepted under the BSC - BSCP504 - Non Half Hourly Data Collection for SVA Metering Systems Registered in SMRS.
PT0045	Disputed Meter Readings (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Disputed Reads. Note, this use case is for when there is a read to dispute i.e. after the D0300 has been sent. For missing reads, use the dedicated Missing Reading Process Type.
PT0046	Disputed Meter Readings (Gas) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Disputed Reads. Note, this use case is for when there is a read to dispute i.e. after the SAR flow has been sent. For missing reads, use the dedicated Missing Reading Process Type.

PT0033	Disputed Meter Readings (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Switch Meter Reading Problems. SLAs are **5WD** to respond to initial request, **5WD** to accept read or contact Associated Supplier to agree read, **10WD** to send read where obtained, and **5WD** to send replacement read to shipper. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) if the Switch Meter Reading is not accepted under the UNC.
PT0068	Duplicate Meter Points (Elec.) – Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Duplicate RMPs. SLA is **10WD** to accept or reject initial request. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Duplicate RMP Initial Request where agreement between Suppliers cannot be reached.
PT0067	Duplicate Meter Points (Elec.) – General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Duplicate RMPs. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for sending and responding to Initial Requests where a Supplier believes a Duplicate RMP has been created.

PT0056	Duplicate Meter Points (Gas) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Duplicate RMPs. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for sending and responding to Initial Requests where a Supplier believes a Duplicate RMP has been created.
PT0028	Duplicate Meter Points (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Duplicate RMPs. SLA is **10WD** to accept or reject initial request. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Duplicate RMP Initial Request where agreement between Suppliers cannot be reached.
PT0062	E.T. GSoP Payment Customer Details (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) Where a Gaining Supplier needs to request consumer details from the Losing Supplier to meet the GSOP provisions, the Gaining Supplier will providing the MPAN and the Losing Supplier shall respond with either the Consumer name or confirm that no details are available (i.e. the site is vacant or a change of tenancy has occurred since the Losing Supplier's supply period so new details are not available) - along with any additional information it has available to help the Gaining Supplier identify the Consumer.

PT0061	E.T. GSoP Payment Customer Details (Gas) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) where a Gaining Supplier needs to request consumer details from the Losing Supplier to meet the GSOP provisions. The Gaining Supplier will providing the MPRN and the Losing Supplier shall respond with either the Consumer name or confirm that no details are available (i.e. the site is vacant or a change of tenancy has occurred since the Losing Supplier's supply period so new details are not available) - along with any additional information it has available to help the Gaining Supplier identify the Consumer.
PT0020	Erroneous Transfer Re-registration (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) in the resolution of an Erroneous Switch, if the Losing electricity Supplier has not re-registered the RMP within the timescales set out in the Erroneous Switch interface table. SLA is **2WD** to re-register the RMP.
PT0035	Erroneous Transfer Re-registration (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) in the resolution of an Erroneous Switch, if the Losing gas Supplier has not re-registered the RMP within the timescales set out in the Erroneous Switch interface table. SLA is **2WD** to re-register the RMP.
PT0013	Erroneous Transfers (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the Erroneous Transfers section. SLAs are **2WD** (as Losing Supplier) or **8WD** (as Gaining Supplier) to reject or accept the Initial Request. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Erroneous Switch Initial Request where agreement between electricity Suppliers cannot be reached.

PT0047	Erroneous Transfers (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Erroneous Switches. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for confirmation of resolution of Erroneous Switches involving more than two Suppliers. This PT should only be used once an Erroneous Switch has been initiated; not as a check if one would be accepted / rejected. The purpose is for additional information or confirmation of complaint.
PT0034	Erroneous Transfers (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the Erroneous Transfers section. SLAs are **2WD** (as Losing Supplier) or **8WD** (as Gaining Supplier) to reject or accept the Initial Request. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for rejection of a Erroneous Switch Initial Request where agreement between gas Suppliers cannot be reached.
PT0048	Erroneous Transfers (Gas.) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Erroneous Switches. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for confirmation of resolution of Erroneous Switches involving more than two Suppliers. This PT should only be used once an Erroneous Switch has been initiated; not as a check if one would be accepted / rejected. The purpose is for additional information or confirmation of complaint.

PT0057	Gas Replacement Readings (Gas.) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) where the agreed Switch Meter Reading is not accepted by the gas CDSP, the Gaining Supplier can request replacement Meter Reading(s) from the Losing Supplier
PT0042	Logical Disconnections (Elec.) - General Query	GQ	Elec.	27 - RMP Lifecycle	y	y	y	On specific use case, see Schedule 27 RMP Lifecycle: A) during termination of an RMP, If the Electricity Supplier believes the Metering Point should not be logically disconnected, a query should be raised with the relevant DNO Also recommended for providing additional information to supplement the D0132 'Details of Disconnection of Supply' for a duplicate RMP (see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues). Note, a Supplier-Supplier variant of this use case is available, but is unlikely to be required.
PT0053	Misdirected Payments (Elec.) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Misdirected Payments. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for sending (by Initiating Supplier) and responding to (by Associated Supplier) of the Misdirected Payments Claim Form.
PT0023	Misdirected Payments (Elec.) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Misdirected Payments. SLAs are **20WD** to return claim form and **10WD** to return the payment.

PT0038	Misdirected Payments (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Misdirected Payments. SLAs are **20WD** to return claim form and **10WD** to return the payment.
PT0054	Misdirected Payments (Gas.) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Misdirected Payments. One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: B) for sending (by Initiating Supplier) and responding to (by Associated Supplier) of the Misdirected Payments Claim Form.
PT0078	Missing MTDs (Elec) - General Query	GQ	Elec.	14 - Metering Operations	y			One use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) where the Gaining Supplier may raise a query with the Losing Supplier if the Gaining MEM has not received Meter Technical Details from the Losing MEM.
PT0071	Missing Read (Elec) - Escalation	Esc.	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Switch Meter Reading Problems, where readings have not been provided as required. SLAs are **5WD** to provide a proposed read after initial request (or confirm not available) and **10WD** to submit actual or customer own read. This PT is only for missing reads (expected but not received) - use PTs 0012 and 0045 for reads you have received and wish to dispute (note that the titles of PT0012 and PT0045 has now been changed from "missing and disputed"). For new reads awaited after resolution of a disputed read, ensure any escalation for the missing read is only raised after the SLA has passed.

PT0069	Missing Read (Elec) - General Query	GQ	Elec.	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between electricity Suppliers related to Missing Reads. Note that any dispute of a received read should be raised using PT0012 or PT0045 as appropriate.
PT0072	Missing Read (Gas) – Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for missed SLAs or incomplete or inaccurate data sent during the processes set out in the interface table for Switch Meter Reading Problems, where readings have not been provided as required. SLAs are **5WD** to provide a proposed read after initial request (or confirm not available) and **10WD** to submit actual or customer own read. This PT is only for missing reads (expected but not received) - use PTs 0033 and 0046 for reads you have received and wish to dispute. For new reads awaited after resolution of a disputed read, ensure any escalation for the missing read is only raised after the SLA has passed.
PT0070	Missing Read (Gas) - General Query	GQ	Gas	30 – Resolution of CFSB Issues	y			One general use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) for any query or exchange of consumer data between gas Suppliers related to Missing Reads. Note that any dispute of a received read should be raised using PT0033 or PT0046 as appropriate.

PT0063	MPAS Data Error Resolution (Elec.) – General Query	GQ	Elec.	28 - Related Metering Points		y	y	Three specific use cases, see Schedule 28 Related Metering Points: A) where resolution of an erroneous Related Metering Point relationship requires communication with the DNO B) where a DNO identifies that Metering Points have not been related as they should, the DNO shall inform the Registered Supplier including the rationale C) for Half Hourly Metering Points, where a DNO makes changes which result in the Metering Points needing to be related, the DNO shall inform the Registered Supplier, including the rationale. This can also be used to report any query or error related to data items held in ERDS.
PT0073	Multiple Supplier Report (Elec) - General Query	GQ	Elec.	11 - Prepayment	y			One general use case, see Schedule 11 Prepayment: A) where Electricity Suppliers raise queries and otherwise securely exchange information related to Multiple Supplier Reports.
PT0026	Physical Disconnection (Elec.) - General Query	GQ	Elec.	27 - RMP Lifecycle	y	y	y	On specific use case, see Schedule 27 RMP Lifecycle: A) during termination of an RMP, If the Electricity Supplier believes the Metering Point should not be physically disconnected, a query should be raised with the relevant DNO Note, a Supplier-Supplier variant of this use case is available, but is unlikely to be required.
PT0065	Replacement Readings (Gas.) - Escalation	Esc.	Gas	30 – Resolution of CFSB Issues	y			One specific use case, see Schedule 30 Resolution of Consumer Facing Switching and Billing Issues: A) where a replacement Switch Meter Reading cannot be agreed between the Suppliers
PT0029	Retrospective MPAD Amendments (Elec.)	GQ	Elec.	n/a		y	y	n/a - Retrospective Amendment Request use case. See BSC obligations in BSCP604.
PT0079	Smart Metering Communications Issues (Elec) - General Query	GQ	Elec.	14 - Metering Operations	y			One specific use case, see Schedule 14 Metering Operations: A) where more than one electricity Suppliers are responsible for import and/or export for the same Smart Metering System, any of the Suppliers may raise queries about the functioning of communications equipment with the other Supplier(s).

PT0060	Smart PP CoS No Comm. Notif. (Elec.) - General Query	GQ	Elec.	11 - Prepayment	y			One specific use case, see Schedule 11 Prepayment: A) when the Losing Supplier receives a D0058 Notification of Termination of Supply Registration, and a non-Enrolled Smart Meter is operating in prepayment mode, the Losing Supplier must promptly inform the Gaining Supplier if the check on viable communications fails.
PT0059	Smart PP CoS No Comm. Notif. (Gas) - General Query	GQ	Gas	11 - Prepayment	y			One specific use case, see Schedule 11 Prepayment: A) when the Losing gas Supplier receives a Notification of Withdrawal from their Shipper, and a non-Enrolled Smart Meter is operating in prepayment mode, the Losing Supplier must promptly inform the Gaining Supplier if the check on viable communications fails.
PT0024	Smart Prepayment CoS Exceptions Process (Elec.)	GQ	Elec.	11 - Prepayment	y			One specific use case, see Schedule 11 Prepayment: A) for the request and provision of a Fixed Balance UTRN, as per the interface table
PT0044	Smart Prepayment CoS Exceptions Process (Gas)	GQ	Gas	11 - Prepayment	y			One specific use case, see Schedule 11 Prepayment: A) for the request and provision of a Fixed Balance UTRN, as per the interface table
PT0064	Supplier Data Error Resolution (Elec.) – General Query	GQ	Elec.	28 - Related Metering Points	y	y	y	One specific use case, see Schedule 28 Related Metering Points: A) where resolution of an erroneous Related Metering Point relationship requires communication between Electricity Suppliers and DNO.
PT0075	Theft (Elec) - General Query	GQ	Elec.	8 – Unbilled Energy	y	y	y	One general use case, see Schedule 8 Unbilled Energy Code of Practice: A) where electricity Suppliers and DNOs may raise queries and otherwise securely exchange personal data relating to a Consumer with other electricity Suppliers and DNOs in respect of Energy Theft. You should include within attachments or messages any relevant information, such as confirmation of theft identified; cut out damage; Police involvement; consumer vulnerabilities; and supporting photographs. The information should contain any provided by 3rd party RP service provider, as well as reports from (I)DNOs. Gaining Suppliers may want to ask Losing Suppliers if they had

								tampering suspicions previously when a customer moves over but where a case hadn't been raised before the Switch.
PT0076	Theft (Gas) - General Query	GQ	Gas	8 – Unbilled Energy	y			One general use case, see Schedule 8 Unbilled Energy Code of Practice: A) where gas Suppliers may raise queries and otherwise securely exchange personal data relating to a Consumer with other gas Suppliers in respect of Energy Theft. You should include within attachments or messages any relevant information, such as confirmation of theft identified; Police involvement; consumer vulnerabilities; and supporting photographs. The information should contain any provided by 3rd party RP service provider, as well as reports from (i)GTs. Gaining Suppliers may want to ask Losing Suppliers if they had tampering suspicions previously when a customer moves over but where a case hadn't been raised before the Switch.

Appendix 2 - The Secure Data Exchange Portal Report Matrix V1.1

Report Name	Secure Communications Messages Sent and Received by the User
Download Title	SECURE_COMMS_MESSAGES_SENT_RECIEVED – [Date from – Date to]
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Access	Report Download permission set to user
Notes	• This report will show the total number of messages sent from and received by the *SDEP User and the business process they relate to. • This should report the number of messages sent and received by the SDEP User for each MPID, by business process. The User will be able to select the date parameters for the report.
Report Content	• MPID • System Role Code • Process Type Reference • Process Type Name • Total Messages • Sent Messages • Received Messages • From Date To Date

Report Name	Secure Communications Messages Received and Responded To
Download Title	SECURE_COMMS_MESSAGES_SENT_RECIEVED_RESPONDED-[Date from – Date to]
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Access	Report Download permission set to user
Notes	• The report will show the number of messages received and responded to by each individual User and the business process they relate to. • This should report the number of messages sent and received by each individual User for each MPID within the Company Group, by business process. • The User will be able to select the date parameters for the report and the individual user to report on. • The report will have a limit on the amount of information that can be returned in each report, if the data range specified generates a report that exceeds this limit, a system notification will alert the user and request they reduce the data range.
Report Content	• MPID • System Role Code • Username • Process Type Reference • Process Type Name • Messages Received By Company Group • Messages Responded to By User • From Date

	• To Date
Report Name	Secure Communications Exceeding Response Time
Download Title	SECURE_COMMS_MESSAGES_ESCALATION_OBLIGATION-[Date from – Date to]
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Access	Report Download permission set to user
Notes	• The report will show any messages received by the SDEP User where a response is expected, the number of days the response has been outstanding, the process to which the message relates, and the Individual User (where applicable) to which the message is assigned • This should report the messages received by the SDEP User where a response is overdue, for each MPID, by business process. The User will be able to select the date parameters for the report. • The response time limit will be based upon the 'Escalation Time' mentioned in the Use Cases. (e.g. For 'Disputed Meter Readings -> First Escalation', the response time limit will be 5 days.)
Report Content	• MPID • System Role Code • Process Type Reference • Process Type Name • Escalation Level • Days Over Response Time • Last Escalated Date • Responded Since Last Escalation • MPAN or MPRN • Subject • From Date • To Date

Report Name	Secure Communications Messages Sent No Response
Download Title	SECURE_COMMS_MESSAGES_SENT_NO_RESPONSE-[Date from – Date to]
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Notes	• The report will show the number of messages sent by the SDEP User, where a response is expected but a response has not been received, the number of days for which the response has been outstanding, the process to which the message relates to, and the User and/or Use Case to which the message was sent that is due to respond. • This should report the messages sent by the SDEP User where a response is overdue, for each MPID, by business process. • The response time limit will be based upon the 'Escalation Time' mentioned in the Use Cases.
Report Content	• Initiator MPID • Initiator System Role Code • Initiator System Role • Recipient MPID • Recipient System Role Code • Recipient System Role • Process Type Reference

	• Process Type Name • Escalation Level • Days Over Response Time • Last Escalated Date • Response Received Since Last Escalation • Messages Without Response • Communication Reference • Communication Created Date • Subject • MPAN or MPRN • From Date • To Date

Report Name	Secure Communications Initiated Messages Detailed
Download Title	SECURE_COMMUNICATIONS_INITIATED_MESSAGES_DETAILED-[Date from – Date to]
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Notes	• This report will show all communications that have been initiated by and SDEP User between a definable date parameter. • The report will provide information on the recipient of the communications, response dates (if applicable) and days left until archive and delete.
Report Content	• Communication Reference • Communication Created Date • MPAN or MPRN • Initiator MPID • Initiator System Role Code • Initiator System Role • Recipient MPID • Recipient System Role Code • Recipient System Role • Escalation Level Name • Response Received • Response Date • Response Days • Archived Date • Days Until Deletion • Last Viewed By • Last Updated By • Owner User Name • Owner Assigned Date • From Date • To Date

Report Name	Secure Communications User Process Types
Download Title	SECURE_COMMUNICATIONS_USER_PROCESS_TYPES
User Permissions	Secure Communications Admin and User Reports
Frequency	Ad-hoc
Delivery Method	Download from User Reports

Notes	• This report will show what Process Types and Escalation Levels an individual user is assigned to within the SDEP module.
Report Content	• User Name • Process Type Name • Escalation Level Label • MPID • Market Role Code • Market Role

Report Name	Secure Communications Company User Process Types
User Permissions	Secure Communications Admin
Frequency	Ad-hoc
Delivery Method	Download from User Reports
Notes	• This report will show what Process Types and Escalation Levels all users within a Company Group are assigned to within the SDEP module.
Report Content	• User Name • Process Type Name • Escalation Level Label • Escalation Level Sequence • MPID • Market Role Code • Market Role