RETAIL ENERGY CODE

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REC ISSUE SUBMISSION FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Andres Alvarez
COMPANY *(Optional)*	RECCo
COMPANY TYPE *(Optional)*	Code Body/Administrator
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2 ISSUE SUMMARY

ISSUE TITLE *(Mandatory)*	Data Latency SLA Alignment for Gas Enquiry Service
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	The current performance level for the processing of Data from CDSP is no longer fit for purpose and does not reflect the operational capability of the service. The performance level was originally conceived as part of the CSS programme in 2022 and operational reality has shown it is not required by industry. A revision of the performance level will align service performance metrics with system performance and deliver economic benefit. In addition, the current performance level wording is ambiguous in determining when the performance level applies from ('when the clock starts ticking') and when it stops ('when the clock stops ticking'). There is also ambiguity on what determines when the data is available. This change will address these concerns. There are two performance levels which are impacted, the first relating to data required for the Supply Point Switching API and the second for data not required for that API. The two performance levels

	are set out in GES Service Definition as following. 1) 8.5. The GES shall process data received from the CDSP in accordance with the following Service Levels: (a) data required within the Supply Point Switching API (as defined in the GES API Technical Specification) shall be available to Authorised Persons within 2 hours of an update being accepted from the relevant Shipper; and (b) data not required within the Supply Point Switching API (as defined in the GES API Technical Specification) accepted by the CDSP before 04:00 hours shall be available to Authorised Persons by 09:00 hours on the same day.
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	As noted above, the performance levels were created as part of the CSS programme without reference o system capability or industry demands. Currently the service provider is not meeting the performance level on a monthly basis. Industry has not been impacted by this. The ambiguity and description of the current Service Definition “accepted from the relevant Shipper” provides an increase in process time during the holistic transfer of data through the estate and into the GES Service. We want to separate the UK Link and GES Platform processing timings and measurements as each should have its own SLA, UK Link via the UNC and the GES Service via the REC. It is important to highlight that the UK link estate falls outside the REC and there is no intention to implement or discuss SLAs for UK Link within this Proposal. The revised performance levels will eliminate ambiguity and instead be aligned to service and system performance. This will ensure that the performance levels measure what matters and also provide a credible and reliable measure of service provider performance. As noted, there is no current know issue raised to date by users of the GES service that would suggest said alteration would have a negative impact downstream to users, processes or retrieval of the data. No complaints have been raised on current performance levels.
WHAT DO YOU CONSIDER TO BE AN EFFECTIVE SOLUTION? *(Mandatory)*	Two main areas of solution are sought, with the first being to ensure clarity and a more accurate description of the start point for timing and processing of the data for the SLAs, this will remove ambiguity and set a clearer description, this will separate the UK Link estate and Gas Enquiry Service (GES). The second is to increase the time allowance currently stated to provide a balance, the Service Provider being able to more

	readily meet the SLA, without needing to consider an increase to the cost of maintaining the service, whilst providing a service that is suitable for the users of the data. Change 1 The starting point for the specific timing of the SLAs is to be more clearly defined and described, to remove any doubt as to the starting point and calculation. Change 2 The adjustment of the time allowed for SLA 8.5. a) (not adjusted for 8.5. b)) as highlighted within the below updated text to allow the relevant data to be made available to the GES platform, and its users. These 2 changes are highlighted by the updated description to be applied to the Gas Enquiry Service Definition below in Capital letters and marked between Asterix '*'. 8.5. The GES shall process data received from the CDSP in accordance with the following Service Levels: (a) (a) data required to be consumed within the Supply Point Switching API (as defined in the GES Supply Point Switching API Technical Specification) and make available to Authorised Persons within *4 HOURS* of the *DATA HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK*. (b) data received from the CDSP that is not required to be consumed within the Supply Point Switching API (as defined in the GES Supply Point Switching API Technical Specification) *HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK* () before 04:00 hours and make available to Authorised Persons by 09:00 hours on the same day.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE ISSUE THAT WOULD BE USEFUL? *(Optional)*	We maintain that there have been no complaints raised, and minimal tickets by users over approximately a 3 year period to date regarding latency and availability of the data affected by this SLA and proposed change. We regard this change to have a high priority due to its incorporation in principle to the GES reinstated contract, its inclusion was seen to ensure ongoing service delivery. This change is specific to Xoserve and their obligation to deliver the GES service, there will be no additional costs or charges for the change in SLA requested. There will be no use of the term "Discovery" within this Change as to not link the SD and SLAs to a specific system or platform.

DOES THIS ISSUE RELATE TO AN EXISTING ISSUE RAISED OR AN EXISTING CHANGE PROPOSAL? IF SO, PLEASE PROVIDE DETAILS OF THE ISSUE OR CHANGE PROPOSAL.	This change does not relate to any existing change proposal.

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS ISSUE? *(Mandatory)*	☐ All ☐ Electricity ☒ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS ISSUE HAVE FOR THESE CONSUMERS? *(Mandatory)*	☐ Switching experience ☐ Billing accuracy ☐ Trust and confidence ☐ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☒ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	Better SLAs for the Gas Enquiry Services.

DOES THIS ISSUE CONTRIBUTE TO THE ACHIEVEMENT OF NET ZERO? *(Mandatory)*	

ADDITIONAL INFORMATION *(Optional)*	

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Schedule 1 - Interpretations and Definitions Schedule ☐ Schedule 3 - Accession Agreement ☐ Schedule 4 - Company Governance ☐ Schedule 5 - Change Management ☐ Schedule 6 - Performance Assurance ☐ Schedule 7 - Energy Theft Reduction ☐ Schedule 8 - Unbilled Energy Code of Practice ☐ Schedule 9 - Qualification and Maintenance ☐ Schedule 10 - Charging Methodology ☐ Schedule 11 - Prepayment Arrangements ☐ Schedule 12 - Data Access ☐ Schedule 13 - Transfer of Consumer Data ☐Schedule 14 - Metering Operations ☐ Schedule 15 - Metering Accreditation ☐ Schedule 17 - Secure Data Exchange ☐ Schedule 18 - Green Deal Arrangements ☐ Schedule 19 - Market Exit and Supplier of Last Resort ☐ Schedule 22 - Market Stabilisation Charge ☐ Schedule 23 - Registration Services ☐ Schedule 24 - Switching Data Management ☐ Schedule 25 - Central Switching Service ☐ Schedule 26 - Switching Service Management ☐ Schedule 27 - RMP Lifecycle Schedule ☐ Schedule 28 - Related Metering Points ☐ Schedule 29 - Address Management ☐ Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues ☐ Schedule 31 – Prepayment Method Levelisation Reconciliation

	☐ Schedule 32 - Electricity Supply to Hydrogen Electrolysers ☐ Schedule 33 - Non Domestic Change of Occupier
ADDITIONAL INFORMATION *(Optional)*	

OPERATIONAL DOCUMENTS *(Optional)*	☐ Consolidated Metering Code of Practice (CoMCoP) ☐ Cross Code Steering Group Terms of Reference ☐ Performance Assurance Board Terms of Reference ☐ Performance Assurance Report Catalogue ☐ REC Change Panel Terms of Reference ☐ Smart Meter Installer Domestic Customer Survey ☐ Smart Meter Installer Microbusiness Customer Survey
ADDITIONAL INFORMATION *(Optional)*	

SERVICE SPECIFICATION *(Optional)*	☐ Central Data Service Provider Further Services Service Definition ☐ Central Switching Service Definition ☐ CSS Certificate Authority Service Definition ☐ Electricity Enquiry Service - Service Definition ☐ Electricity Retail Data Service Definition ☒ Gas Enquiry Service Definition ☐ Gas Retail Data Service Definition ☐ Green Deal Database Service Definition ☐ Secure Data Exchange Service Definition ☐ Switching Operator Service Definition
ADDITIONAL INFORMATION *(Optional)*	

API TECHNICAL SPECIFICATION *(Optional)*	☐ EES API Technical Specification ☐ GES Meter Asset Enquiry API Technical Specification ☐ GES Supply Point Switching API Technical Specification

	☐ GES Supply Point Enquiry API Technical Specification
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION *(Optional)*	☐ Data Access Matrix ☐ Data Item Catalogue ☐ Market Message Catalogue ☐ Standards Definition ☐ Supply Number Format
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Central Data Service Provider Further Services ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Electricity Enquiry Service ☐ Electricity Retail Data Service ☐ Electricity Theft Tip Off Service ☒ Gas Enquiry Service ☐ Gas Retail Data Service ☐ Green Deal Central Charging Database ☐ Secure Data Exchange Service ☐ Switching Operator
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☐ AMR Service Providers ☐ Data Aggregators ☐ Data Collectors ☐ Data Services ☐ Smart Meter Data Retrievers ☐ DCC ☐ Distribution Network Operators ☐ Energy Suppliers ☐ EES Users ☐ Gas Transporters ☐ GDCC Users

	☒ GES Users ☐ Green Deal Finance Parties ☐ Green Deal Providers ☐ Meter Asset Providers ☐ Metering Equipment Managers ☐ Shippers ☐ Third Party Intermediaries ☐ Virtual Lead Party ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☐ Balancing & Settlement Code (BSC) ☐ Distribution Code Use of System Agreement (DCUSA) ☐ Smart Energy Code (SEC) ☐ Uniform Network Code (UNC) ☐ Independent Gas Transporter Uniform Network Code (IGT UNC) ☐ Data Integration Platform (DIP) Rules
ADDITIONAL INFORMATION *(Optional)*	

DOES THIS ISSUE IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	Worth noting that RECCo would appreciate if this change was prioritised considering the scope and contractual considerations. Only in alignment of the rules and expectations under the REC of course.

5 ISSUE PROGRESSION

DO YOU BELIEVE THIS ISSUE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED	Yes As described in the change.

UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OF THIS ISSUE? *(Option)*	N/A - This change is specific to Xoserve and their obligation to deliver the GES service, there will be no additional costs or charges for the change in SLA requested.
ARE THERE ANY REQUIRED TIMESCALES FOR THE IMPLEMENTATION OF THIS ISSUE? *(Option)*	N/A - This change is specific to Xoserve and their obligation to deliver the GES service, there will be no additional costs or charges for the change in SLA requested.
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THIS ISSUE WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	N/A - This change is specific to Xoserve and their obligation to deliver the GES service, there will be no additional costs or charges for the change in SLA requested.

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	