RETAIL ENERGY CODE

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I0285 – ORGANISATIONS WITH MULTIPLE ROLE TYPES WITH EES AND SDEP ACCESS – ISSUE CLOSURE REPORT

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1 SUMMARY

The purpose of this paper is to provide information on I0285 – Organisations with Multiple Role Types with EES and SDEP Access, including steps taken and progress made by the Code Manager. It also provides the reasoning for moving this REC Issue to a "Resolved" status.

2 BACKGROUND

REC Issue I0285 – Organisations with Multiple Role Types with EES and SDEP Access was raised by the Code Manager in September 2025 following REC Change R0162 - Access to SDES for Gas Networks, which revealed that the way the Secure Data Exchange Portal (SDEP) is currently set up, that if organisations with multiple role types wish to have the same operational staff work on both role types then they require a unique email address to log in to each role type. Email address is the only valid login option at present. This means that if one organisation is both a Distribution Network Operator (DNO) and a Gas Transporter (GT), or an Energy Supplier and a Metering Equipment Manager (MEM), their operational staff need two unique email addresses to log in to both role types. This can lead to inefficiencies, unnecessary administrative burdens and a poor user experience. GTs and MEMs do not currently have access to SDEP, but it is expected they both will in the future.

3 PROBLEM STATEMENT

Organisations with more than one role type are required to have unique email addresses for staff who require access to multiple role types, leading to inefficiencies, unnecessary administrative burdens and a poor user experience.

4 PROGRESSION OF I0285 TO DATE

The below Proposal Plan lays out the main steps and stages of I0285 that were undertaken by the Code Manager.

Milestone	Activity	From	To	From	To
Definition		25 Sept 25	30 Jun 26	**25 Sept 25**	**31 Oct 26**
	Solution Development	Completed	Completed	Completed	Completed
	Service Provider Impact Assessment	February	May	February	June
	Business Case Assessment	May	June	Completed	Completed
	Party Impact Assessment	n/a	n/a	July	August
	Business Case Assessment	n/a	n/a	September	October

In June 2026, the Code Manager, the Electricity Enquiry Service (EES) and the SDEP Service Provider completed a preliminary Service Provider impact assessment and a detailed Service Provider impact assessment. The Service Provider impact assessments determined that it was possible for this Issue to be implemented prior to the migration of the EES and SDEP to the new dual fuel enquiry service under the Strengthening of the Enquiries Service project (currently targeting July 2028), so it was not ascertained that I0285 should definitely be stopped. At the time, the Code Manager determined that a Party impact assessment was necessary to determine if there was a justification for the cost to implement and whether this Issue should be implemented prior to July 2028, as it would mean the cost incurred for updating the existing enquiry service would potentially be short lived with it being replaced by any new service. Such a new service would also need to include the functionality as part of their build.

The Party impact assessment was circulated 31 July 2026 until 28 August 2026. Parties were asked to review the proposed solution detailed in the Solution Development Report. In total five responses were received, from one Distribution Network Operator (DNO) and four Energy Suppliers. Respondents were generally supportive of the proposed solution but did not support implementation prior to July 2028 and indicated preference for waiting until after the Evolution of the Enquiry Services Project is completed.

The Code Manager also sought feedback from Gas Transporters directly to assess the use case for the proposed solution under I0285. Feedback received indicated a lack of use for the functionality and that not having the proposed functionality would not prevent Gas Transporters and MEMs from having SDEP access. Parties would continue to require two separate email addresses to access SDEP. This feedback has been fed into the Evolution of the Enquiry Services Project for review.

5 DECISION TO MOVE I0285 TO RESOLVED AND IMPACT ON R0162

A decision has been made by the Code Manager to move this REC Issue to Resolved as there has been a lack of Parties indicating they would use the proposed solution under I0285 and that the enduring solution of one individual assigned to two company groups to use two separate email addresses for each company group would be sustained.

RECCo will consider the requirement for a single login across multiple roles as part of the Enquiry Services Evolution project development.

As I0285 has now been resolved, the Code Manager will look to take R0162 off hold and progress solution development activities as there are work arounds available to Parties. The Code Manager will engage with RECCo and the C&C Provider to prepare for a Service Provider impact assessment and further solution development.