INITIAL ASSESSMENT REPORT

R0004 – ELECTRICITY ENQUIRY SERVICE (EES) MASTER ADMINISTRATION USER (MAU) ACCESS

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DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL
RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

CHANGE OVERVIEW

The Change Proposer states that limiting the MAU role to a single person is impractical. During a planned absence, the MAU can transfer their responsibilities to a temporary or new MAU, but when there is unplanned or unexpected absence the MAU may not be able to transfer their responsibilities ahead of the unplanned period of absence. The Change Proposer states this may limit access to MAU specific functionality and information, with the potential to impact an organisations operational effectiveness.

Allowing more than one MAU per organisation/EES User or allowing an MAU to delegate privileges to selected Authorised Users have been proposed as potential solutions to address these issues.

	High Impact: n/a
	Medium Impact: n/a
	Low Impact: Suppliers, Distribution Network Operators, Metering Equipment Managers (electricity only), EES Users

RETAIL ENERGY CODE

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1 SUMMARY

As defined within the Electricity Enquiry Service (EES) Technical Specification Document, only one Master Admin User (MAU) can be appointed at any one time for an EES User (organisation).

The MAU receives an email from the EES Service Provider when a Meter Point Limit Breach occurs. The absence of the MAU, without a transfer of MAU responsibilities, affects an organisation's ability to analyse or respond to the reported limit breaches.

Only the MAU can add/update valid email domains. Where the MAU is absent, with no alternative MAU being set up, this could result in delays in processing email domain additions/changes which in turn may result in Authorised Persons not being able to access EES with the new email domain.

Allowing more than one MAU per organisation/EES User or allowing an MAU to delegate privileges to selected Authorised Users have been proposed as potential solutions to address these issues.

2 PROBLEM STATEMENT

Where an MAU is not available, and MAU responsibilities within EES have not been transferred, the functions and information only available to this role cannot be accessed by the organisation. This has the potential to impact an organisations operational effectiveness.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a consumer, I want to my queries to be resolved in a timely manner by advisers with access to relevant information, so that I receive accurate and timely bills.
MARKET PARTICIPANT USER STORIES	
M1	As an EES User (an organisation), I want to receive reports of Meter Point Limit Breaches in the absence of the MAU, to enable the analysis of EES usage and to enable limit breaches to be identified and responded to.
M2	As an EES User (an organisation), I want all approved people to have access to the EES in a timely manner following the introduction of a new email domain, so that the EES can be used to support with issue and query resolution.
M3	As an MAU, I want email domain changes to be validated in my absence, to avoid delays to new users being set up with EES access.

4 IMPACTS

REC PARTIES AND SERVICE USERS
Metering Equipment Managers
Distribution Network Operators
Suppliers
EES Users (Organisations)

REC SERVICE PROVIDERS
Electricity Enquiry Service

CONSUMERS
Electricity Consumers

REC DOCUMENTS / PRODUCTS
Service Definition for the Electricity Enquiry Service
EES User Guide(s)

RECCO AND REC CODE MANAGER

The impacts identified are based on the Change Proposer's potential solution, to enable EES Users to have more than one MAU role. This solution would result in legal text changes to the Service Definition for the Electricity Enquiry Service and EES system and Authorised Person's permission changes. Following the analysis phase, the impacts of all potential solutions will be re-assessed.

Under the Secure Data Exchange Service (SDES) Definition, an SDES User (an organisation) which is also an EES User must have the same MAU. It is possible that SDES Users experience similar challenges with MAU unplanned absences. This will be explored further during the analysis phase to ensure conflicts do not arise.

Under the Qualification and Maintenance Schedule, parties are required to submit Information Security and Data Protection Assessments. Through the solution development activity we will consider whether changes to EES MAU access will result in any changes to the assessment.

4.1 CROSS CODE IMPACTS

This change does not have any cross-code impacts.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE
RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This Change Proposal does not propose changes to the REC Main Body or its Schedules. The proposed solutions would result in changes to the Electricity Enquiry Service Definition, which is a Category 2 product under the responsibility of the Technical Expert Panel.

Proposed solutions are not anticipated to involve a change to Market Participant obligations.

Therefore, we propose that the Responsible Committee for this Change Proposal should be the Technical Expert Panel.

6 PRIORITY STATUS AND URGENCY

PRIORITY STATUS	LOW
URGENCY	STANDARD

The Priority Status for this Change Proposal is 'Low' based on a 'Weighted Significance' score of '0' and an 'Urgency' score of 0. This is broken down as below:

Significance:

Legal/Regulatory Compliance – a score of 0 because this change has no Legal/Regulatory Compliance requirement.

Strategic Direction – a score of 0 because this change does not support the implementation of the REC Strategy and Strategic Objectives.

Cost Benefits/Value – a score of 0 because there are no direct financial benefits identified for Consumers, REC Parties, or RECCo.

Consumer Impacts – a score of 1 to reflect a very minor improvement to the consumer experience that would be experienced through EES Users being able to set up new users in a timely manner (when a new email domain requires setting up).

Operational Efficiency – a score of 1 to reflect a minor improvement to the operational efficiency of EES Users

Urgency:

This Change Proposal has been given an urgency score of 0 to reflect there are no urgent requirements or dependencies for the change to be progressed. A standard timeline is therefore appropriate for this Change Proposal.

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PRIORITISATION MATRIX

Significance	Score	Weighting
Legal/Regulatory Compliance	0	30
Strategic Direction	0	20
Cost Benefits / Value	0	10
Consumer Impacts	1	30
Operational Efficiency	1	10

Weighted Significance Score	0
Urgency	0
Overall Priority Score	**00**

Effort	0 - Minimal

Urgency

3	N/A	13	23	33
2	02	12	22	32
1	01	11	21	31
0	00	10	20	N/A

Significance

Priority Score	Priority Status
23 - 33	Critical
13 - 22	High
11 - 21	Medium
00 - 10	Low

PRIORITY STATUS
Low

7 SUMMARY OF CHANGE PROPOSAL PLAN

This Change Proposal requires analysis and solution development phases, prior to Impact Assessments by the EES Service Provider and REC Parties. A standard 15 WD consultation period is appropriate for this Change Proposal.

	FROM	TO
ANALYSIS AND SOLUTION DEVELOPMENT	03/11/2021	13/01/2022
SERVICE PROVIDER IMPACT ASSESSMENT	02/02/2022	31/03/2022
PARTY IMPACT ASSESSMENT	08/03/2022	29/03/2022
PRELIMINARY CHANGE REPORT ISSUED	20/04/2022	20/04/2022
PRELIMINARY CHANGE REPORT APPROVAL	27/04/2022	27/04/2022
CONSULTATION	05/05/2022	26/05/2022
FINAL CHANGE REPORT ISSUED	21/06/2022	21/06/2022
RESPONSIBLE COMMITTEE DECISION	29/06/2022	29/06/2022
APPEAL WINDOW CLOSURE	15/07/2022	15/07/2022

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8 GLOSSARY

TERM	DEFINITION
Authorised Person	(per the Service Definition of the EES) refers to the individual representative of an EES User accessing the EES on behalf of the EES User.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence
EES User	means a Party or Non-Party REC Service User which is entitled to use the EES under the Data Access Schedule.
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Meter Equipment Manager (MEM)	means, as applicable, either: (a) for electricity, the Meter Operator Agent (as defined in the BSC) Appointed by an Electricity Supplier; or (b) for gas, the Meter Asset Manager (as defined in the UNC) Appointed by the Gas Supplier.
Meter Point Limit Breach	(per the Service Definition of the EES) where an Authorised Person reaches the limit of Metering Point views on two or more days within the previous 30 days
Retail Energy Code (REC)	means this Code, including its Schedules and the Technical Specification, maintained pursuant to the electricity supply licences granted under the Electricity Act 1989 and the gas supply licences granted under the Gas Act 1986, as such code is modified from time to time in accordance with its provisions
Retail Energy Code Company (RECCo)	The Retail Energy Code Company means the company established under Clause 5 of the main body of this Code.
SDES User	means the organisation granted access to the service in accordance with the Secure Data Exchange Schedule;
Secure Data Exchange Portal (SDEP)	means the portal of that name which forms part of the Secure Data Exchange Service.
Secure Data Exchange Service (SDES)	means the service described in the SDES Service Definition.
Working Day (WD)	means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday in either or both England and Wales within the meaning of the Banking and Financial Dealings Act 1971.