RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0007 – CHANGES TO MESSAGE OWNERSHIP IN SDEP

DOCUMENT VERSION	1.0
DATE ISSUED	25/10/2021
DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL
RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

CHANGE OVERVIEW

This Change Proposal is to introduce greater flexibility into the Secure Data Exchange Portal (SDEP) to allow messages to be assigned/unassigned in bulk rather than one by one. This will allow effective management of queries raised.

	High Impact: N/A
	Medium Impact: Energy Suppliers. Distribution Network Operators.
	Low Impact: N/A

RETAIL ENERGY CODE

CONTENTS

1.	SUMMARY	3
2.	PROBLEM STATEMENT	3
3.	USER STORIES	3
4.	IMPACTS	4
5.	CHANGE PATH AND RESPONSIBLE COMMITTEE	4
6.	PRIORITY STATUS AND URGENCY	5
7.	SUMMARY OF CHANGE PROPOSAL PLAN	6
8.	GLOSSARY	7

LEAD ANALYST
Jonathan Holland
EMAIL

TECHNICAL LEAD
Beth Brown
EMAIL

1 SUMMARY

The Secure Data Exchange Portal (SDEP) is an online secure platform which allows a standardised, secure mechanism for communicating between parties when resolving customers queries, escalations, and other issues, while satisfying Parties obligations to the Retail Energy Code (REC).

When messages are received via the SDEP each Industry Party access the portal and have the ability allocate each message individually to an Authorised Person for them to resolve.

Having the ability to filter messages effectively gives each SDEP User greater control when managing a Business Process and allocating messages.

2 PROBLEM STATEMENT

Currently in the SDEP there is no way to assign/unassign multiple messages to Authorised Persons in one action, this makes the allocation of messages inefficient. Each message must be individually opened before it can be assigned/unassigned.

Not having clarity on the status of messages, or the ability to assign multiple messages to an Authorised Person as one action, may result in the allocation of queries being delayed, potentially impacting response times for queries and escalations. Any delays in resolving those queries could have a detrimental impact on the customer's experience.

There is also limited methods of effectively identifying and being able to filter messages requiring action on the home screen. This effects the Authorised Person's ability to promptly allocate and resolve messages within the agreed Service Level Agreement (SLA).

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a consumer, I want issues affecting me or my energy account to be resolved at the earliest opportunity, to minimise impacts to my energy switch or accurate and timely billing.
MARKET PARTICIPANT USER STORIES	
M1	As a SDEP Authorised Person with the responsibility for message allocation, I want to efficiently assign multiple messages in one transaction to an Authorised Person, to remove the need to manual assign them one by one.
M2	As a SDEP Authorised Person with the responsibility for message allocation, I want to be able to filter messages to identify messages requiring action. This will ensure messages are picked up promptly and resolved within the agreed Service Level Agreement (SLA).

4 IMPACTS

REC PARTIES AND SERVICE USERS
Energy Suppliers
Distribution Network Operators (DNO)

REC SERVICE PROVIDERS
SDES Service Provider

CONSUMERS
Domestic Energy Consumers
Non-Domestic Electricity Consumers

REC DOCUMENTS / PRODUCTS
Secure Data Exchange Service Definition
Secure Data Exchange Service (SDES) User Guide

The changes proposed would need to be reflected in the Service Definition and would require functional changes to be made to the SDES system.

Following approval of this Change Proposal a consequential change is needed to make amends to the Secure Data Exchange Service (SDES) User Guide user guide which is a Category 3 product.

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 Responsible Committee for this change will be the Technical Expert Panel as it could impact Category 2 Products (Secure Data Exchange Service Definition) which are under the responsibility of the Technical Expert Panel.

Further refinement of the solution is required to determine if any changes are required to the REC schedules. The Change Proposal is provisionally classed as a Minor change as there is the potential to impact Category 2 documents.

6 PRIORITY STATUS AND URGENCY

PRIORITY STATUS	LOW
URGENCY	STANDARD

RETAIL ENERGY CODE

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

Urgency

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

Significance

Weighted Significance Score	0
Urgency	0
Overall Priority Score	00
Effort	1 - Moderate

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

PRIORITY STATUS
Low

This change is considered ‘Low’ priority based on a significance score of 1 and an urgency score of 0.

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.

Consumer Impacts – A score of 1 due to benefit that could be seen by consumers through timely resolution of the SDEP queries.

Cost Benefits/Value – A score of 0 because there are no cost/benefits/value identified to Consumers, REC Parties, or RECCo.

Operational Efficiency – A score of 1 as the ability to bulk assign messages would result in minor improvements in REC Party efficiency.

Urgency – a score of 0 since there are no urgent requirements to implement the change.

7 SUMMARY OF CHANGE PROPOSAL PLAN

At this stage we expect that a standard 15 Working Day period for industry consultation will be sufficient. This will be validated once the solution has been assessed and developed.

	FROM	TO
SOLUTION ANALYSIS	03/11/2021	06/12/2021
SOLUTION DEVELOPMENT	07/12/2021	21/12/2021
SERVICE PROVIDER IMPACT ASSESSMENT	12/01/2022	02/02/2022
PARTY IMPACT ASSESSMENT	25/02/2022	18/03/2022
PRELIMINARY CHANGE REPORT ISSUED	16/05/2022	16/05/2022
TECHNICAL EXPERT PANEL APPROVAL	25/05/2022	25/05/2022
CONSULTATION PERIOD	26/05/2022	20/06/2022
FINAL CHANGE REPORT ISSUED	15/07/2022	15/07/2022
TECHNICAL EXPERT PANEL DECISION	27/07/2022	27/07/2022
PUBLISH CHANGE DECISION	02/08/2022	02/08/2022
APPEAL WINDOW CLOSURE	17/08/2022	17/08/2022

8 GLOSSARY

TERM	DEFINITION
Authorised Person	Refers to the individual representative of an SDES User accessing the service.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition.
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.
Secure Data Exchange Portal (SDEP)	means the Portal of that name which forms part of the Secure Data Exchange Service.
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.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Energy Market Data Specification	means the document of that name forming part of the Technical Specification.
Retail Energy Code Company (RECCO)	The Retail Energy Code Company means the company established under Clause 5 of the main body of this Code.
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.
Master Registration Agreement (MRA)	means the Master Registration Agreement referred to in the Electricity Supply Licences.
Secure Data Exchange Service (SDES)	means the service described in the SDES Service Definition.