RETAIL ENERGY CODE

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

FINAL CHANGE REPORT

R0009 – INTRODUCTION OF SDEP AND EES USER MAINTENANCE API

CHANGE REPORT	FINAL
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RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE
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DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	16/12/2022

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CHANGE OVERVIEW

This Change Proposal is to introduce an Application Programming Interface (API) interface to allow:

- SDEP Users to send/receive/respond automatically to messages through the Secure Data Exchange Portal (SDEP)
- EES and Secure Data Exchange Service (SDES) Users to carry out automated Electricity Enquiry Service (EES) Authorised Person Maintenance

	High Impact: N/A
	Medium Impact: N/A
	Low Impact: Domestic Energy Suppliers. Distribution Network Operators. Non-Domestic Electricity Suppliers. Electricity Metering Equipment Managers. Electricity Enquiry Service Users.

RESPONSIBLE COMMITTEE DECISION

On 28 February 2023 the REC Technical Export Panel voted to reject Change Proposal R0009 in line with the Code Manager's recommendation.

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BACKGROUND

1 SUMMARY

Secure Data Exchange Portal

The SDEP module of the EES was introduced in August 2020. It is an online secure platform which allows a standardised way of communicating between REC Parties when resolving missing or disputed data, escalations and other queries. The REC requires Energy Suppliers and Distribution Network Operators (DNO) to use the SDEP when sending operational queries and escalations across the industry. On average over 90,000 messages are sent using the SDEP each month.

Prior to the introduction of the SDEP, email was the main form of communication between industry parties for the sharing of data. Several parties developed automated solutions to manage the sending and response to emails as part of their operational processes, however, the SDEP itself does not currently have this functionality. This means industry parties that were previously able to automate their processes fully or partially are no longer able to do so. Each action to raise or reply to a communication must be done manually.

Electricity Enquiry Service

In the EES a Master Administration User (MAU) or other Authorised Persons with 'User Maintenance' permissions assigned to them can create, delete, and manage permissions for other users manually through the Graphical User Interface (GUI). In scenarios where changes need to be made to a large volume of user accounts, there is no mechanism to manage these in bulk. This has caused issues when setting up user permissions for the SDEP (which need to be set up individually for each user, message, and Market Participant Role), and managing mass changes to user accounts (such as changes to email domains, transfer of Market Participant Identifiers (MPID), or large volumes of new users or leavers).

2 PROBLEM STATEMENT

It is not possible to automate the sending and receiving messages through the SDEP.

It is also not possible to manage Authorised Person's permissions in the EES and SDES in bulk where there is a high volume of changes required.

This requires processes to be managed manually by an Authorised Person and does not allow EES and SDES Users to develop more efficient ways of working.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want to ensure the data held by my Energy Supplier and other industry parties is correct so that I receive accurate and timely bills so that I understand what I need to pay and by when with no surprises.

C2	As a Consumer, I want to be able to Switch to a new Energy Supplier without experiencing significant delays whilst my new and old supplier resolve any issues, so that I can see the benefits of switching at the earliest opportunity.
MARKET PARTICIPANT USER STORIES	
M1	As an SDEP User, I want to be able to automate processes that use the SDEP, so I can meet my obligations as efficiently and effectively as possible.
M2	As an EES or SDES User, I want to be able to automate certain user maintenance requests, so I can manage user maintenance activities as efficiently as possible.

PROPOSAL

4 SUMMARY OF ANALYSIS UNDERTAKEN

A period of analysis was undertaken to understand the user requirements and use case for the API. During this phase, the Code Manager identified the underlying factors causing constraints with the systems, to ensure it was clear what issues needed to be addressed as part of the proposed solution.

Prior to the designation of the REC, these changes had been explored under the Master Registration Agreement (MRA), resulting in a draft API Technical Specification being produced, however, the change was not progressed at that time due to the transition to the REC. As part of the initial analysis activity, the requirements were reviewed with both the Service Providers and the Proposer. Outstanding design areas were identified that needed to be addressed during the solution development activity.

5 PROPOSED SOLUTION

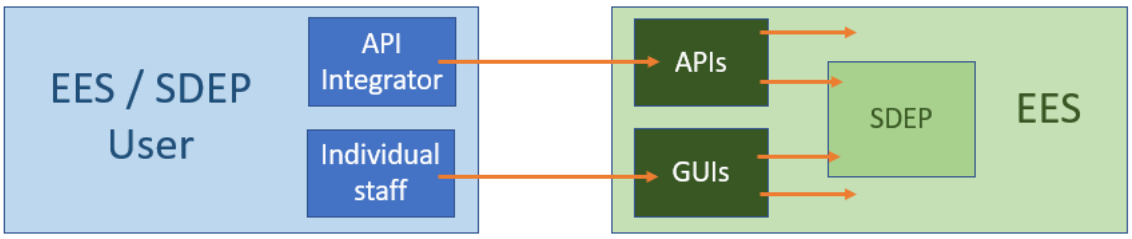
The API

The proposed changes to the API would allow machine to machine access to the EES and SDEP for certain tasks, instead of individual users completing manual actions. The user would create a request within their own system to receive and/or update information via the API, subject to the necessary validation. Users could also draw out information (e.g., SDEP messages they had received) via the API.

This would enable activities to be carried out ‘in bulk’ whilst still registering as individual actions within the EES / SDEP, to retain visibility and an audit trail. The solution would also facilitate attachments being submitted for SDEP communications.

Party access to the API

Users would need to develop their own systems to connect to the API. Technical Specification documentation would be provided to support development work, along with guidance on how to use it.



Using the GUI

As part of this Change Proposal we also explored the introduction of enhanced user interaction with the EES and SDEP via the GUI. Screens would be added to the GUI so data could be loaded via a spreadsheet (with the necessary validation within the EES and the SDEP). As with the API, this would allow 'bulk' updates, though the changes would be recorded as individual actions within the systems.

It should be noted that only one Party positively responded that they would use this functionality in the Party impact assessment.

Relevant SDEP / EES actions

In summary, the following actions could be undertaken through the API / GUI (for full details, see requirements in Appendix 2):

- New/Updates to Authorised Persons' details in both EES and SDEP
- Raising and extracting new communications - SDEP
- New messages (e.g., responses to queries raised) within communications, sending and receiving – SDEP

SDEP Changes to Working Processes

The SDEP records allow for either an electricity Meter Point Administration Number (MPAN) or a gas Meter Point Reference Number (MPRN) to be identified per communication, plus a few additional MPANs or MPRNs if added as tags. These MPANs or MPRNs are searchable in the system. Users may also include an attachment and we understand it is widespread practice to raise a single communication covering multiple MPANs or MPRNs that are listed in an attachment. The contents of attachments are not searchable and therefore it is not always possible to know if an MPANs or MPRNs has an associated SDEP communication.

Instead of using an attached list of MPANs or MPRNs, having a bulk communication would allow the recording of a single communication per MPRN or MPAN. It would also allow users to search for and identify each and all MPANs or MPRNs subject to an SDEP communication.

SDEP users that do not use an API would therefore receive individual messages for each MPAN or MPRN, which could result in some additional effort to review and process multiple messages.

The current functionality of the SDEP remains in place if the proposed API is implemented.

New/Updates to Authorised Persons – EES

In the Electricity Enquiry Service (EES) a Master Administration User (MAU) or other Authorised Persons with 'User Maintenance' permissions assigned to them can create, delete, and manage

permissions for other users manually through the Graphical User Interface (GUI). Using the proposed API would allow the 'User Maintenance' of Authorised Persons accounts via an API call.

Progressing Improvements to the SDEP

We note that there is currently an SDEP review in progress which is expected to be concluded and presented to the Responsible Committee early in 2023. This review is considering potential improvements to the wider functionality of the portal. Therefore, there is an overlap with this Change Proposal as it is an additional SDEP improvement which would help facilitate some proposed changes under the SDEP Review - such as reporting requirements.

To provide a cost effective and efficient delivery and implementation of changes to the SDEP, we propose to align the solutions from this Change Proposal and the SDEP review as soon and as fully as possible.

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution can be found here.

The API Technical Specification and User Guides will be created by the EES Provider during the design and build of the proposed solution, post approval of this Change Proposal. This will be made available to REC Parties during the Release Management activities.

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

The Electricity Enquiry Service (EES) Provider (the SDEP is a module of the EES) was asked to impact assess the proposed solution.

EES / SDEP SERVICE PROVIDER (C&C)	There are additional requirements in this REC Change Proposal, which the Service Provider recognised. Key points to note: • Clarified that the API functionality would include a way for users to export raw data to create their own reporting on SDEP communications and activity. • Clarified that transfer of MPIDs between company groups for SoLR events would continue to be done via script not an API solution. • No forecast is available of expected volumes of messages sent via an API. Whilst there is no reason that the number of events requiring an SDEP communication may/will change due to the introduction of an API, some users' behaviour might change so that they choose to raise one call per MPAN or MPRN rather than batching (up to several hundred) MPANs or MPRNs into the same SDEP communication.

	• There are SDEP changes being developed as part of the SDEP Review, some of which may impact the API.
	• The SDEP solution would be able to support sending attachments (managed through a dedicated API).
	• A "Swagger Connection" would be provided for users to develop their API integrations against, along with supporting documentation. but no specific training is planned at this stage.
	
	Timescales:
	• Approximately 7 months would be required from Change Proposal (CP) approval to delivery of the solution for User Interface Testing.
	
	Costs including bulk upload GUI function
	• Design, development, build, testing & implementation costs - £397,220
	  ○ Plus ongoing annual operational costs - £40,000
	
	Costs excluding bulk upload GUI function
	• Design, development, build, testing & implementation costs - £329,586
	  ○ Plus, ongoing annual operational costs - £40,000

7.2 REC PARTY IMPACT ASSESSMENTS

A Party impact assessment was published by the Code Manager on 13 May 2022, inviting REC Parties to provide their responses by 15 June 2022. Eight responses were received from Parties, five from Energy Suppliers and three from DNOs. The responses received are contained in the consolidated impact assessment responses document here.

ENERGY SUPPLIERS	• Four of the five Energy Suppliers agreed with the proposed solution and agreed it addresses the problem statement. • Four of the five Energy Suppliers agreed the proposed solution should be implemented. • Four of the five Energy Suppliers said they would make use of the proposed solution if it was implemented. • Three of the five Energy Supplier believe they would save on resources and processing time if the API was implemented. • A range of between 1 to 12 months' implementation time would be required. • Three of the five Energy Suppliers stated they either would not use/or could not provide confirmation that they would use the GUI bulk upload function if it was implemented. • No costs to implement were indicated from any of the five Energy Suppliers, despite being requested.

DISTRIBUTION NETWORK OPERATORS	All the responding DNOs: • agreed with the proposed solution and agreed it addresses the problem statement. • agreed the proposed solution should be implemented. • stated currently they would not utilise the proposed API solution if it was implemented. • would not anticipate using the GUI bulk upload functionality at this point, if it were implemented. • agree there would be a benefit to the industry by implementing the proposed solution.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

A revised Preliminary Change Report (PCR) was due to be presented back to the Technical Expert Panel (TEP) on 30 November 2022, this was delayed following further assessment of the benefits case by the Code Manager. It was agreed with TEP to bring the revised PCR on 21 December 2022.

All other activity has been completed within the planned timescales.

The Change Proposal Plan can be found here

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 RISKS AND ISSUES

No risks or issues have been identified that would affect the progression of the Change Proposal.

9.2 ASSUMPTIONS AND DEPENDENCIES

No.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A1	Service Providers will be able to complete the Impact assessment in line with the Change Proposal Plan	The Code Manager will work with Service Providers impacted by any identified solutions	Assumption identified during the Initial Assessment. This has now been validated through the analysis and solution development phase
A2	Engagement may also be needed with the wider EES and/or SDEP users	The Code Manager will work with EES and/or SDEP users impacted by any identified solutions	Assumption identified during the Initial Assessment. This has now been validated through the Analysis and Solution Development phase

A3	Benefits have been quantified on a set of assumptions made by the Code Manager	The assumptions made by the Code Manager during the analysis of the benefits case are set out in the supporting analysis document here	The consultation will be used to validate the assumptions made by the Code Manager

No.	DEPENDENCY	NOTES	STATUS
D1	Service Provider impact assessment	The Code Manager will work with the EES and SDES Service Provider to complete any impact assessment according to Change Proposal Plan timeline	Closed
D2	SDEP Review	Whilst the SDEP Review draft recommendations are not proposing any changes that would conflict with an API, the API would need to reflect/account for any changes to the information contained in the SDEP	Open

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	03/11/2023

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 23 December 2022 to obtain views on the Preliminary Change report. In total five responses were received from three Energy Suppliers and two Distribution Network Operators. The responses have been consolidated and comments provided by the Code Manager. This can be found here.

The key themes from these responses have been summarised and set out below.

11.1 SUMMARY OF RESPONSES

11.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

Three of the five respondents agreed with the proposed solution and draft legal text.

11.1.2 COMMENTS ON THE CODE MANAGERS COST BENEFIT ANALYSIS

Three out of the five respondents agreed with the Code Managers forecasted volumes and assumptions made as part of the Cost Benefit Analysis.

Two respondents mentioned that if the Proposed Solution was to be implemented, they would anticipate seeing a reduction in FTE, that reduction wasn't quantified.

11.1.3 COMMENTS ON THE CODE MANAGER'S RECOMMENDATION

Three out of the five respondents agreed with the Code Managers recommendation for the rejection of the Change Proposal.

11.1.4 OTHER COMMENTS

One respondent assumed that only the Authorised Persons Maintenance API was the proposed solution being taken forward. The Code Manager has since confirmed that both the Authorised Persons Maintenance API and the automated SDEP message management API.

One respondent felt that the core SDEP solution should be reviewed in the first instance to assess the key core functionalities before API automaton is introduced/discussed. The respondents' comments have been noted and will be included in the SDEP review.

Three out of the five respondents indicated they would not see a benefit from the implementation of the proposed GUI functionality only.

One respondent said their organisation would invest in the development of an API adapter, to make use of the new SDEP/EES API functionality if the Proposed Solution was implemented.

12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No changes to the Proposed Solution, Analysis completed by the Code Manager or Draft Legal Text has been made following comments received from Parties as part of the Consultation activity.

13 BUSINESS CASE ASSESSMENT

13.1 COST BENEFIT ANALYSIS

	DESIGN, DEVELOPMENT, BUILD, TESTING & IMPLEMENTATION COSTS	ANNUAL SUPPORT/MAINTENANCE COSTS
SERVICE PROVIDER	£329,586 - £397,220	£40,000 PER ANNUM

No Party costs were provided as part of the impact assessment activity carried out by the Code Manager; despite being requested.

Although EES users will need to subscribe to access the new API functionality there will be no impact to service plan terms.

Each organisation will need to develop their API interface to enable the new functionality to be used. The Code Manager has estimated the development costs to be between £65k and £215k per organisation.

13.2 BENEFITS

Due to the limited number of responses) to the Party impact assessment (section 7.2 above, and the lack of tangible benefits identified by respondents, the Code Manager has analysed the potential benefits based on a set of assumptions. The output of this analysis can be found here and is summarised below.

The Code Manager considers that the benefits of the new API functionality would result from users being able to perform actions faster, through automation by machine, and thereby release resources to be deployed elsewhere. We have quantified this resource benefit as 'Full Time Equivalent' (FTE).

SDEP

The Code Manager has used data covering the period from August 2020, when the SDEP system went live, to when the data was extracted in October 2022. This includes:

- the number of SDEP communications raised by SDEP Users (by company group);
- the number of messages sent by SDEP Users (by company group) within the communications; and
- the number of attachments.

Using the data for usage volumes over the last two years, the Code Manager forecast future volumes of SDEP communications. It is assumed that SDEP communication trends over time will be driven by:

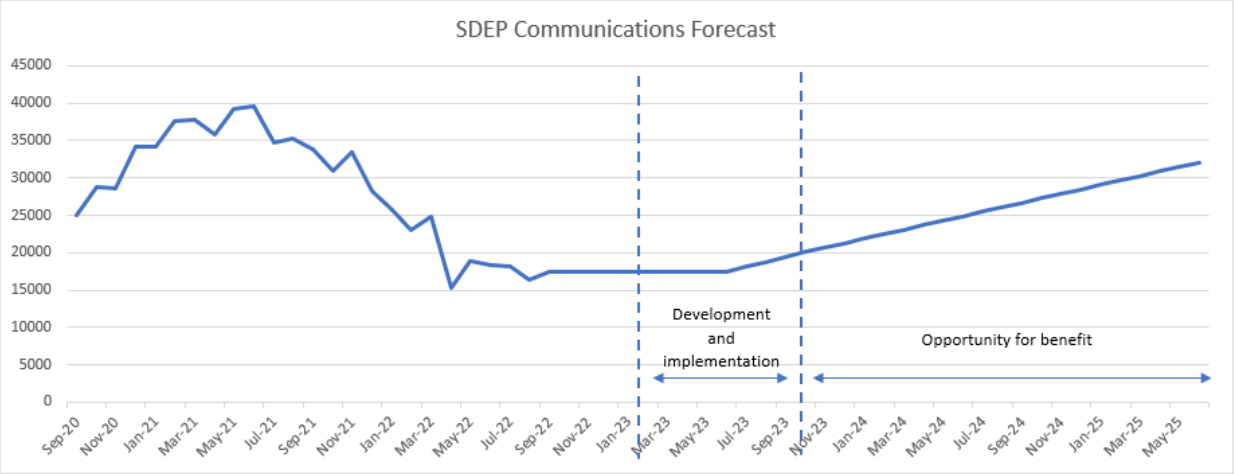
(a) switching (not including Supplier of Last Resort (SoLR) events as the Market Participant ID (MPID) transfers or intra-company group switches);

(b) optional usage (SDEP becoming more embedded in processes);

(c) future increase in usage from new use cases additional Process Types (PTs); and

(d) the Smart rollout.

The following graph shows the overall forecasted trend in new communications raised. The proposed implementation period and subsequent benefits realisation period are also represented within the graph.



Within the historic data, the Code Manager identified the SDEP Users, by company group, with the largest volume of SDEP communications across the various Process Types. The Code Manager considers only the three company groups with highest volume (anonymised company groups A, B and C, as set out in the table below) are likely to see sufficient benefit to justify the development an API adapter.

The key assumptions used to calculate the potential benefits are:

- Savings – cost of an FTE likely to be assigned to SDEP processing could range from £35k to £45k per year.
- FTE reduction – gross savings have been factored into the benefits calculation; this assumes manual FTE intervention is fully removed (except were stated against each PT in the analysis summary document). It is acknowledged, that depending on the solution implemented by organisations, some manual intervention may be required. However, this has not been quantified as part of the benefit analysis.
- Costs – cost of an API adaptor and integration with any internal systems (e.g., Customer Relationship Management system (CRM)) could range between £65k and £215k (excluding any ongoing annual maintenance costs)
- Use of a CRM system – although interaction with SDEP may be fully removed, a user may still be required to manually interact with their internal CRM or workflow system, to enable the creation of messages to be sent in SDEP via the API.

Based on the forecasted volumes, the assumed upper and lower FTE saving and the potential API costs, the table below sets out the summarised view of potential benefits.

Company Group	Total FTE saving	FTE Saving - Lower £	FTE Saving - Upper £	API Cost Lower	API Cost Upper
A	4.3	151,591	194,902	65,000	215,000
B	3.3	114,998	147,854	65,000	215,000
C	3.1	109,760	141,120	65,000	215,000
D	2.3	78,992	101,561	65,000	215,000
E	1.8	64,516	82,949	65,000	215,000
F	1.6	55,448	71,291	65,000	215,000
G	1.2	42,097	54,124	65,000	215,000
H	1.0	35,327	45,420	65,000	215,000
I	1.0	35,560	45,719	65,000	215,000
J	0.7	24,759	31,832	65,000	215,000
K	0.6	22,136	28,461	65,000	215,000

This could result in potential annual benefits of between £376k to £484k, for company groups A, B and C (this does not reflect the SDEP Users API development costs, the central system costs or any disbenefits seen through the increase in messages due to the shift from a single message with an attachment with multiple MPANs/MPRNs, to single message per MPAN/MPRN).

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
SYSTEM INTEGRATION	Having the SDEP API allows integration with industry's core systems and will enable embedding this service into the industry more successfully.

EES

The benefits of the EES API would come from EES Users being able to submit a large number of changes to user accounts and permissions in a single action.

Data covering the period from October 2017 to when the data was extracted in November 2022, has been used to complete analysis on:

- the number of new EES users per company group registered per month; and
- the number of deleted EES users per company group per month.

It is assumed EES Users would invest in the development of an API adapter if their monthly activity in creating, changing and deleting users was sufficient, and/or if their standard organisation approach is to automate wherever possible.

Based on the top 12 company groups, who make the most changes to EES users on a monthly basis, switching to using the API could result in a total saving of 1.3 FTE[1]. This equates to a total benefit of between £45.5k and £58k per annum.

This would be very unlikely to contribute to a positive business case for investing in an API, and there are likely to be more efficient means, for example creating user profiles, which can be replicated for new starters or change in user permissions.

[1] Calculation breakdown can be found on page 13 of the Analysis Summary – Conclusion document.

13.3 COST BENEFIT ANALYSIS SUMMARY

Based on this analysis. the Code Manager estimates a potential one-off implementation cost of between £595k and £1,045k (this reflects the central system and SDEP/EES User API development costs). There is also an additional annual support/maintenance cost to the industry of £40k.

The Code Manager has identified a 21-month benefit realisation window, from the proposed implementation date of 03 November 2023 to the SDEP contract renewal in June 2025 (the use of SDEP cannot be guaranteed post contract renewal).

Over the 21-month window of opportunity for benefit, there is an overall potential benefit of between £659k and £847k.

When considering the potential benefits, offset against the central system costs, annual maintenance/support costs and SDEP/EES Users API development costs, overall this could result in a potential cost to industry of £387k (lower estimate and worst-case position) or a benefit to industry overall of £274k (upper estimate and best-case position).

	Lower estimate[2]		Upper Estimate[3]	
SDEP FTE benefits over 21 months (company groups A, B and C)	£	658,611	£	846,783
EES FTE benefits over 21 months (top 12 company groups)	£	79,625	£	102,375
Central system cost	-£	400,000	-£	400,000
SDEP/EES User API development cost (company groups A, B and C)	-£	645,000	-£	195,000
Annual central system maintenance costs (over 2 years)	-£	80,000	-£	80,000
Overall cost benefit position	**-£**	**386,764**	**£**	**274,158**

Alternative funding method

The benefits seen through the implementation of the API would be realised only by those organisations that invested in the development of their API adapters. However, the cost of the central system implementation and ongoing maintenance would be spread across all Parties.

This does not feel a fair or proportionate funding model; therefore, the Code Manager has considered alternative funding models for the implementation and ongoing use of the API. A 'user pays' model has been determined to be the most appropriate model for consideration.

[2] Lower estimate based on £35k annual FTE cost over 21 months and £215k API adapter development costs for each of the top 3 company groups
[3] Upper estimate based on £45k annual FTE cost over 21 months and £65k API adapter development costs for each of the top 3 company groups

The Code Manager has used consistent benefit assumptions for the calculation of cost benefit within a 'user pays' model, with the costs and benefits being:

- calculated based on a company group level
- split across the company groups that would be expected to invest in their own API adapter to utilise the new API (the top 3 company groups – A, B and C)

The table below sets out the cost benefit position, based on a 'user pays' model, at an individual company group level.

	Lower estimate per company group[4]	**Upper Estimate per company group[5]**
Average SDEP FTE benefits per company group, over 21 months (based on company groups A, B and C only)	£ 219,537	£ 282,261
Average EES FTE benefits per company, over 21 months (across the top 12 company groups)	£ 6,635	£ 8,531
One off central system cost per company group (across company groups A, B and C only)	-£ 133,333	-£ 133,333
One off SDEP/EES User API development costs per company group	-£ 215,000	-£ 65,000
Annual central system maintenance costs per company group (over 2 years, across company groups A, B and C only)	-£ 26,667	-£ 26,667
Overall cost benefit position	**-£ 148,828**	**£ 65,792**

When considering the potential benefits in a 'user pays' funding model, offset against the central system costs, annual maintenance/support costs and SDEP/EES Users API development costs. Overall, this could result in a potential cost to individual company groups of £149k (lower estimate and worst-case position) or a benefit to the company group of £66k (upper estimate and best-case position).

[4] Lower estimate based on £35k annual FTE cost over 21 months and £215k API adapter development costs for each of the top 3 company group and the average SDEP and EES benefits expected to be seen by each of the top 3 company groups.

[5] Upper estimate based on £45k annual FTE cost over 21 months and £65k API adapter development costs each of the top 3 company group and the average SDEP and EES benefits expected to be seen by each of the top 3 company groups.

14 CASE FOR CHANGE

There is significant uncertainly surrounding the potential benefit to industry that would be seen through the implementation of this Change Proposal, reflected in the large potential industry-level cost benefit range of between a cost of £387k and a benefit of £274k.

Although benefits may be seen by Parties (i.e., Suppliers) who invest in the development of their API adapters, the central system cost would be spread across all Parties, even those that are unlikely to see any benefit or would not invest in their system development. A 'user pays' funding model has been considered but discounted by the Code Manager, as this does not increase the level of certainty around the realisation of benefits resulting from the implementation of the API changes.

The Code Manager does not consider there to be a robust positive case for change and cannot recommend approval of this Change Proposal at this time.

15 CODE MANAGER'S RECOMMENDATION

The Code Manager recommends that the Technical Expert Panel **Reject** Change Proposal R0009.

16 RESPONSIBLE COMMITTEE DECISION

This report was shared with the REC Technical Expert Panel and on 28 February 2023 by ex-committee, the REC Technical Export Panel voted to reject Change Proposal R0009 in line with the Code Manager's recommendation.

17 APPENDIX

CHANGE PROPOSAL	Link
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RETAIL ENERGY CODE

18 GLOSSARY

TERM	DEFINITION
Authorised Person	As per the Interpretation Schedule means: in respect of each REC Service User, one of its employees, agents, consultants, or contractors As 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.
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.
Application Programming Interface (API)	means a service which allows EES Users to gather information from the service in a specified manner.
Distribution Connection and Use of System Agreement (DCUSA)	means the agreement of that name maintained pursuant to the Electricity Distribution Licences.
Balancing and Settlement Code (BSC)	means the Balancing and Settlement Code, as defined in the Electricity Supply Licences.