RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0009 – INTRODUCTION OF SDEP AND EES USER MAINTENANCE API

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 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 SDES Users to carry out automated Electricity Enquiry Service (EES) Authorised Person Maintenance

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

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1 SUMMARY

The Secure Data Exchange Portal (SDEP) was introduced in August 2020. It is an online secure platform which allows a standardised way of communicating between Retail Energy Code (REC) Parties when resolving customers queries, escalations and other. The REC requires certain parties[1] to use the SDEP when sending operational queries and escalations across the industry.

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 fully or partially automate their processes are no longer able to do so.

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 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), managing mass changes to user accounts (such as changes to email domains, 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 doesn't allow EES and SDES Users to identify more efficient ways of working.

[1] Domestic Energy Suppliers, Non-Domestic Electricity Suppliers and Distribution Network Operators

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3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a consumer, I want to ensure the data held by my 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 my energy supply 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.

4 IMPACTS

REC PARTIES AND SERVICE USERS
Energy Suppliers
Distribution Network Operators (DNO)
Electricity Metering Equipment Managers (MEM)

REC SERVICE PROVIDERS
EES and SDES Service Provider

CONSUMERS
Domestic Energy Consumers
Electricity Microbusiness Consumers

REC DOCUMENTS / PRODUCTS
Secure Data Exchange Service Definition
Secure Data Exchange Service (SDES) User Guide
Electricity Enquiry Service Definition
EES User Guides

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

The impact of introducing a new API is unlikely to require all users to start using this. We would expect users who wish to use this to do so based on their own business requirements. Users who are not ready or do not wish to use the API could continue to use the GUI in the same way they do currently.

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

4.1 CROSS CODE IMPACTS

This change does not have any cross-code impacts. However, DCUSA and BSC parties may also benefit from the use of an API as they use the EES and SDEP to fulfil obligations in these codes.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

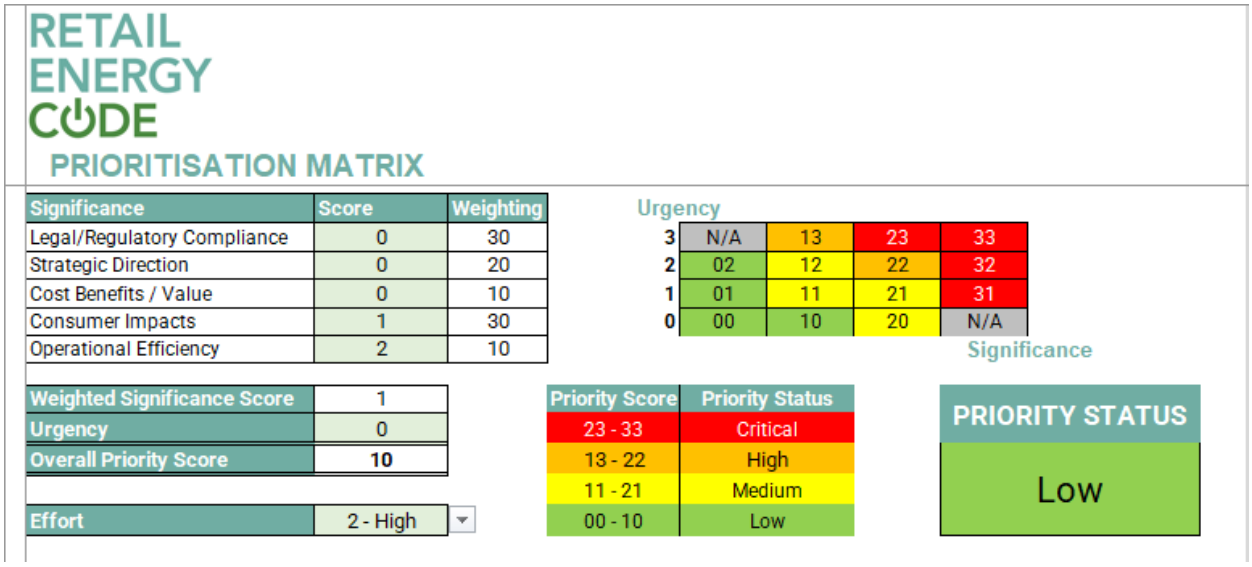
CHANGE PATH	SELF-GOVERNANCE
RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This Responsible Committee for this change will be the Technical Expert Panel as it could impact Category 2 Products (Electricity Enquiry Service Definition and 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



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 SDEP queries.

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

Operational Efficiency – A score of 2 as the ability to send automated communications in the SDEP and carry out bulk User Maintenance in the EES would result in moderate improvements in REC Party efficiency.

Urgency – A score of 0 as there is no required implementation date that this Change Proposal needs to be aligned with, even though there is a push from industry parties to progress the change.

Effort – A score of High as this Change Proposal impacts systems and multiple stakeholders, requiring solution development and impact assessment.

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	15/12/2021
SOLUTION DEVELOPMENT	16/12/2021	15/02/2022
SERVICE PROVIDER IMPACT ASSESSMENT	07/03/2022	04/04/2022
PARTY IMPACT ASSESSMENT	16/05/2022	15/06/2022
PRELIMINARY CHANGE REPORT ISSUED	15/08/2022	15/08/2022
TECHNICAL EXPERT PANEL APPROVAL	24/08/2022	24/08/2022
CONSULTATION PERIOD	02/09/2022	23/09/2022
FINAL CHANGE REPORT ISSUED	19/10/2022	19/10/2022
TECHNICAL EXPERT PANEL DECISION	26/10/2022	26/10/2022
PUBLISH CHANGE DECISION	28/10/2022	28/10/2022
APPEAL WINDOW CLOSURE	11/11/2022	11/11/2022

8 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.