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

INITIAL ASSESSMENT REPORT

R0016 – RESOLUTION OF BILATERAL ERRONEOUS TRANSFERS

DOCUMENT VERSION	1.0
DATE ISSUED	13/12/2021
DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL
RESPONSIBLE COMMITTEE	CHANGE PANEL

CHANGE OVERVIEW

This Change Proposal is to introduce a more consistent and efficient mechanism for Suppliers to use when investigating and resolving Bilateral Erroneous Transfers.

	High Impact: N/A
	Medium Impact: Energy Suppliers, Secure Data Exchange Service Provider
	Low Impact: Distribution Network Operators

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1 SUMMARY

The Secure Data Exchange Portal (SDEP) is an online secure platform which allows a standardised way of communicating between parties when resolving Consumer queries, escalations, and other issues. The SDEP allows communication between two Suppliers, however there are instances where Erroneous Transfers (ETs) occur between multiple Suppliers, if more than one switch has occurred.

Where an Erroneous Transfer involves more than two Suppliers these are resolved via email and telephone. The proposer has identified inconsistencies and inefficiencies in the resolution of these Bilateral Erroneous Transfers. These inconsistencies can result in delayed resolution or the need for Contract Manager involvement to progress a resolution.

The Change Proposer has proposed introducing a designated query in SDEP specific to Bilateral Erroneous Transfers, where three or more Suppliers could access a single communication in order to resolve Bilateral Erroneous Transfers, in a more consistent and efficient manner.

2 PROBLEM STATEMENT

The SDEP currently only supports direct messaging between two SDEP Users and doesn't allow for communications to be shared with multiple users (three or more). In circumstances where agreement is required between multiple parties, this needs to be managed outside of the SDEP by telephone and email. This has reportedly resulted in inconsistencies between parties and delays in the resolution process.

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.
C2	As a Consumer, I want industry parties to share my personal data securely so that my data is protected.
MARKET PARTICIPANT USER STORIES	
M1	As an Energy Supplier, I want to be able to resolve Bilateral Erroneous Transfers effectively and efficiently, so that I can bill my Consumers accurately and timely.
M2	As an Energy Supplier, I want to be able to resolve Bilateral Erroneous Transfers effectively and efficiently, so that I supply Consumers with whom I have a valid contract.

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IMPACTS

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

REC SERVICE PROVIDERS
Secure Data Exchange Service (SDES) Provider

CONSUMERS
Domestic Energy Consumers
Non-Domestic Electricity Consumers

REC DOCUMENTS / PRODUCTS
Schedule 17: Secure Data Exchange
Secure Data Exchange Service Definition
Secure Data Exchange Portal (SDEP) User Guide
Schedule 20: SPAA Transition Schedule
Schedule 21: MRA Transition Schedule
Schedule XX: Resolution of Consumer-Facing Switching and Billing Problems

The impacts to REC Schedules are dependent on whether implementation is pre or post the REC V3 release in June 2022. Impacts identified consider both pre and post REC V3 Schedules, the specific impacts will be defined as part of the solution and presented within the Preliminary Change Report.

A Category 3 document is impacted by this issue, (SDEP User Guide), which will need to be updated and implemented by the Responsible Provider as a Category 3 Change Proposal, aligned with the implementation of this Change Proposal, should the Change Proposal make changes to the SDEP and be approved for implementation.

Distribution Network Operators (DNOs) have been captured as users of SDEP, however we do not expect DNOs to be impacted by this Change Proposal.

CROSS CODE IMPACTS

This change does not have any cross-code impacts.

CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE
RESPONSIBLE COMMITTEE	CHANGE PANEL

This Change Proposal seeks to update REC Schedules which are under the responsibility of the Change Panel. Therefore, we propose that the Responsible Committee for this Change Proposal should be the Change Panel.

PRIORITY STATUS AND URGENCY

PRIORITY STATUS	LOW
URGENCY	STANDARD

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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

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.

Consumer Impacts - A score of 1 due to a benefit that could be seen by consumers through timely resolution of SDEP queries. The proposer has reported that a lack of consistency in the resolution process is resulting in delays to resolving the issue for the consumer. This needs to be validated as the Change Proposal progresses.

Operational Efficiency - A score of 1 as the ability resolve Bilateral Erroneous Transfers through SDEP may result in minor improvements in REC Party efficiency.

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

SUMMARY OF CHANGE PROPOSAL PLAN

At this stage the Change Proposal Plan details the timelines and approach for solution analysis only.

The Change Proposal Plan will only consider additional activities when further analysis has been completed to determine if changes are needed to address the Problem Statement or whether this will be addressed as part of the wider Secure Data Exchange Portal (SDEP) review, which is expected to complete by 31 March 2022.

	FROM	TO
SOLUTION ANALYSIS	04/01/2022	31/03/2022
PROPOSED APPROACH PRESENTED TO CHANGE PANEL	19/04/2022	19/04/2022

GLOSSARY

TERM	DEFINITION
Bilateral Erroneous Transfers	means an Erroneous Transfer involving more than two Energy Suppliers, where more than one Erroneous Switch has taken place.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
Energy Market Data Specification	means the document of that name forming part of the Technical Specification.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Erroneous Transfers (ETs) or Erroneous Switch	means, where a Consumer has been switched to an Energy Supplier which does not have an Energy contract in place with them. “Erroneous Transfer”, “Erroneous Registration” and other cognate expressions shall be construed accordingly.
Guaranteed Standards of Service (GSoP)	means the regulations made under section 33A (and subsequent) of the Gas Act and/or section 39 (and subsequent) of the Electricity Act, including the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015.
Metering 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.
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.