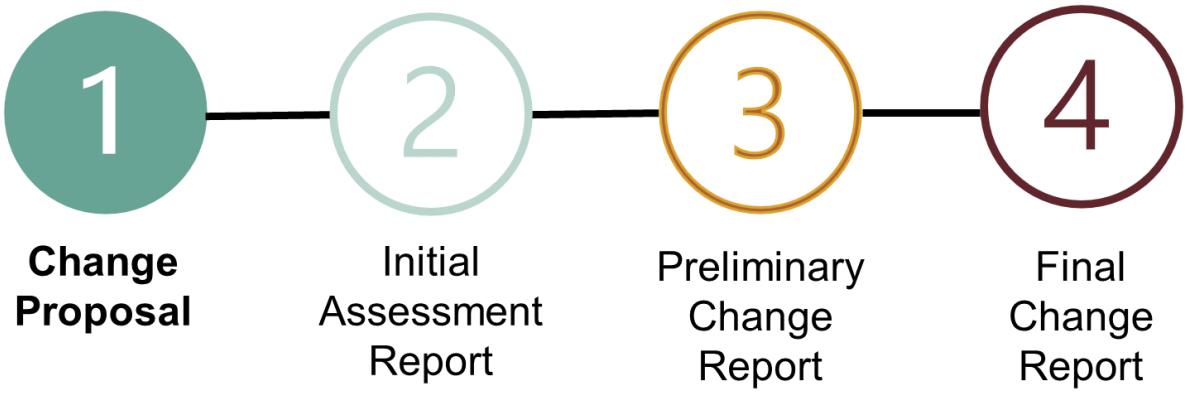
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CHANGE PROPOSAL FORM (COPY)

PLEASE NOTE: THIS IS A COPY FOR INFORMATION ONLY. TO SUBMIT A CHANGE PROPOSAL PLEASE USE THE ONLINE FORM ON THE REC PORTAL.



PURPOSE:	This is a copy of the Change Proposal Form submitted by the Proposer on the REC Portal.
NOTES:	The information in this form is subjective to the views of the Proposer at the time of submitting the form, and prior to formal assessment by the Code Manager. The solution will not be finalised until the publication of the Preliminary Change Report.
NEXT STEPS:	The Code Manager will complete an initial assessment of the Change Proposal and determine if additional development or assessments is required. The Initial Assessment Report will be published with the Change Proposal Plan and reviewed by the Change Panel.

RETAIL ENERGY CODE

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Jonathan Hawkins
COMPANY *(Optional)*	RECCo
COMPANY TYPE *(Optional)*	Code Body/Administrator
TELEPHONE NUMBER *(Optional)*	
EMAIL ADDRESS *(Mandatory)*	jonathan.hawkins@retailenergycode.co.uk

2 CHANGE PROPOSAL SUMMARY

CHANGE PROPOSAL TITLE *(Mandatory)*	Changes to SDEP Messages for REC V3
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	REC V3 will be implemented on 18th July 2022 and, among other things, will introduce a new Resolution of Consumer Facing Switching and Billing Issues (CFSB) Schedule to supersede the existing processes in the MRA Transition Schedule and SPAA Transition Schedule for REC Parties to resolve switching and billing exceptions between each other. Part of the changes in the CFSB Schedule is to introduce a standardised and shortened escalation process between Suppliers that will apply to all processes set out in the Schedule. This will change the way that Suppliers need to interact with each other, and the individual points of contact used in the current processes, to reflect the new resolution and escalation processes being introduced. The majority of these interactions between Suppliers and, in some cases, Distribution Network Operators, is managed through the Secure Data Exchange Portal (SDEP), where users can send unstructured messages to each other to investigate and resolve issues through a secure system, rather than the use of email. The changes being introduced with REC V3 will impact the existing SDEP messages and require these to be updated.

WHAT IMPACT IS THIS HAVING? *(Mandatory)*	SDEP users will require the SDEP messages being used to reflect the new process being introduced with REC V3 in order to meet their obligations in the REC.
WHAT OUTCOMES DO YOU CONSIDER ARE NEEDED TO ACHIEVE AN EFFECTIVE SOLUTION? *(Mandatory)*	The required changes to the SDEP have been agreed with the SDEP Service Provider, and are due to be implemented at CSS Go-Live with REC V3. As the SDEP messages are set out in the Data Specification, a Change Proposal is required to reflect the changes to these messages in the Energy Market Architecture Repository (EMAR). The existing SDEP messages in the EMAR are also not populated correctly, and do not accurately reflect the data items relevant to each message or the conditionality of these. This change will also update these so that all SDEP messages will be represented accurately in the EMAR from REC V3. Changes being made to the SDEP are: Housekeeping Updates – existing SDEP messages in the EMAR need to be updated to correctly reference the relevant data items and the associated conditionality of these data items. There are also some existing SDEP messages that aren't reflected in the EMAR, which will need to be added. Removal of the "second escalation" from escalation messages – the CFSB Schedule has removed the "second escalation" from the existing escalation processes, and there will now only be a first escalation to an operational contact, followed by a final escalation to the REC Contract Manager. The following messages will be amended to reflect this from CSS Go-Live: - Disputed Meter Readings (Gas.) – Escalation - Missing and Disputed Meter Readings (Elec.) - Escalation - Erroneous Transfers (Elec.) – Escalation - Erroneous Transfers (Gas.) - Escalation - Erroneous Transfer Re-registration (Elec.) – Escalation - Erroneous Transfer Re-registration (Gas.) – Escalation - Debt Assignment Protocol (Elec.) – Escalation

	- Debt Assignment Protocol (Gas.) – Escalation - Misdirected Payments (Elec.) – Escalation - Misdirected Payments (Gas.) – Escalation - Crossed Meters (Gas.) – Escalation - Duplicate Meter Points (Gas.) – Escalation Where there are existing messages at a "second escalation" stage, the following will be applied: - All existing active and archived Communications, belonging to the above Process Types at Second Escalation, at the time of the change will be downgraded to First Escalation. - A record will be added to the Audit History for each affected Communication stating that the Communication Escalation was changed by the System. - The 'Last Escalated Date' will be updated by this change, meaning, the sender of an affected Communication will have to wait the given number of days (5 Working Days) before escalating the Communication again. - Any users, assigned to Second Escalation for the above Process Types, will be reassigned to First Escalation. If the user is already assigned to First Escalation, they will only be removed from Second Escalation. New messages – four new messages will be introduced to the SDEP as part of REC V3. These are: - Replacement Readings (Gas.) – Escalation - Crossed Meters (Elec.) – Escalation - Duplicate Meter Points (Elec.) – General Query - Duplicate Meter Points (Elec.) – Escalation These messages will only impact Energy Suppliers, who will need to assign relevant team members to the new process types to ensure they are able to send and receive these messages. Removed messages – the following messages will be removed from REC V3, as the processes they relate to will no longer be in operation: - Customer Requested Objections (Elec.) – General Query

	- Customer Requested Objections (Gas.) – General Query. Once these are removed, users will no longer be able to create new communications or assign users to these process types. It will still be possible to perform the following actions belonging to these process types: - Download attachments - Delete attachments - Archive communication - Export communication - Assign/unassign owner - Read existing comments - View Audit History It will not be possible to perform the following actions: - Add a new comment - Add a new attachment - Update search tags - Update data items Update process type name – the existing process type "CSS Data Cleanse (Elec.) – General Query" will be updated to "Supplier Data Error Resolution (Elec.) General Query". This reflects the fact that this will no longer be required for CSS Data Cleansing, but will still be required by Suppliers and Distributors to resolve ongoing data quality issues. Therefore, the message has been retained (as requested by the Switching Programme Data Working Group) but the name has been updated to reflect the enduring use.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE CHANGE PROPOSAL THAT WOULD BE USEFUL? *(Optional)*	

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS CHANGE PROPOSAL? *(Mandatory)*	☒ Electricity ☒ Gas ☒ Domestic Prepayment ☒ Domestic Credit

	☒ Microbusiness ☒ Small and Medium Enterprise (SME) ☒ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS CHANGE PROPOSAL HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☒ Billing accuracy ☐ Trust and confidence ☐ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☐ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Interpretations and Definitions Schedule ☐ Transition Schedule ☐ Accession Agreement ☐ Company Governance Schedule ☐ Change Management Schedule ☐ Performance Assurance Schedule ☐ Qualification and Maintenance Schedule ☐ Market Exit Schedule ☐ Charging Methodology Schedule ☐ Prepayment Arrangements Schedule ☐ Central Switching Service Schedule ☐ Data Access Schedule ☐ Energy Theft Reduction Schedule ☐ Transfer of Consumer Data Schedule ☐ Metering Operations Schedule ☐ Metering Accreditation Schedule ☐ Smart Meter Installation Schedule

	☐ Secure Data Exchange Schedule ☐ Green Deal Arrangements Schedule ☐ Registration Services Schedule ☐ Related Metering Points Schedule ☐ Address Management Schedule ☐ Switching Data Management Schedule ☐ RMP Lifecycle Schedule ☐ Switching Service Management Schedule ☐ Resolution of Consumer Facing Switching and Billing Issues Schedule ☐ SPAA Transition Schedule ☐ MRA Transition Schedule ☐ Unbilled Energy Code of Practice ☐ Gas Metering Code of Practice ☐ MOCoPA ☐ ASPCoP ☐ Change Panel Terms of Reference ☐ Performance Assurance Board Terms of Reference
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION? *(Optional)*	☒ Data Item Catalogue ☒ Market Message Catalogue ☐ Data Access Matrix ☐ Standards Definition
ADDITIONAL INFORMATION *(Optional)*	Updates are required to the SDEP messages in the Market Message Catalogue, and associated Data Items in the Data Item Catalogue.

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Electricity Enquiry Service ☐ Central Data Service Provider Further Services ☒ Secure Data Exchange Service ☐ Green Deal Central Charging Database ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Switching Operator ☐ Gas Retail Data Service

	☐ Electricity Retail Data Service ☐ Gas Enquiry Service ☐ Energy Theft Tip Off Service (ETTOS)
ADDITIONAL INFORMATION *(Optional)*	Changes have already been impact assessed, costed and approved to the SDEP. Therefore, there is no need for further impact assessment with the Service Provider.

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☒ Energy Suppliers ☒ Distribution Network Operators ☐ Gas Transporters ☐ Metering Equipment Managers ☐ DCC ☐ Shippers ☐ Data Collectors ☐ Data Aggregators ☐ Green Deal Providers ☐ Green Deal Finance Parties ☐ Meter Asset Providers ☐ AMR Service Providers ☐ EES Users ☐ GES Users ☐ GDCC Users ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☒ BSC ☒ DCUSA ☐ SEC ☐ UNC ☐ IGT UNC

ADDITIONAL INFORMATION *(Optional)*	There is no consequential change required to the BSC or DCUSA, but it should be noted that some of the housekeeping updates required relate to processes that will be governed under these codes from REC V3.

DOES THIS CHANGE PROPOSAL IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	Yes
ADDITIONAL INFORMATION *(Optional)*	These changes have been introduced as a result of REC V3, which has been developed by the Switching Programme as part of the Switching Significant Code Review. This does not adversely impact the implementation of the Central Switching Service, or the wider business case for the Switching Programme in any way.

5 CHANGE PROGRESSION

DO YOU BELIEVE THIS CHANGE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	Yes This will need to be progressed under an urgent timetable in order to be implemented in time for REC V3. There was confusion regarding the home of the SDEP messages following the introduction of REC V2, which is why these amendments weren't picked up as part of the wider REC V3 data specification changes. The changes are being implemented to the SDEP already, and associated guidance is being delivered to REC Parties through updates to the SDES User Guide (Category 3 document), but the EMAR should be updated to reflect this as well.
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OR IMPLEMENTATION OF THIS CHANGE PROPOSAL? *(Optional)*	This should be implemented on 18 July 2022 as part of REC V3. We propose that this CP follow the following timetable: - Presentation to Change Panel – 17/05/2022 - Industry Consultation – 27/05/2022 – 14/06/2022 (10 Working Days)

	- Final Change Report issued to Technical Expert Panel – 22/06/2022 - Technical Expert Panel Decision – 29/06/2022
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THE CHANGE PROPOSAL WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	This should be implemented on 18 July 2022 as part of REC V3.
DOES THIS CHANGE PROPOSAL RELATE TO AN EXISTING OR PREVIOUS CHANGE PROPOSAL? *(Optional)*	

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	