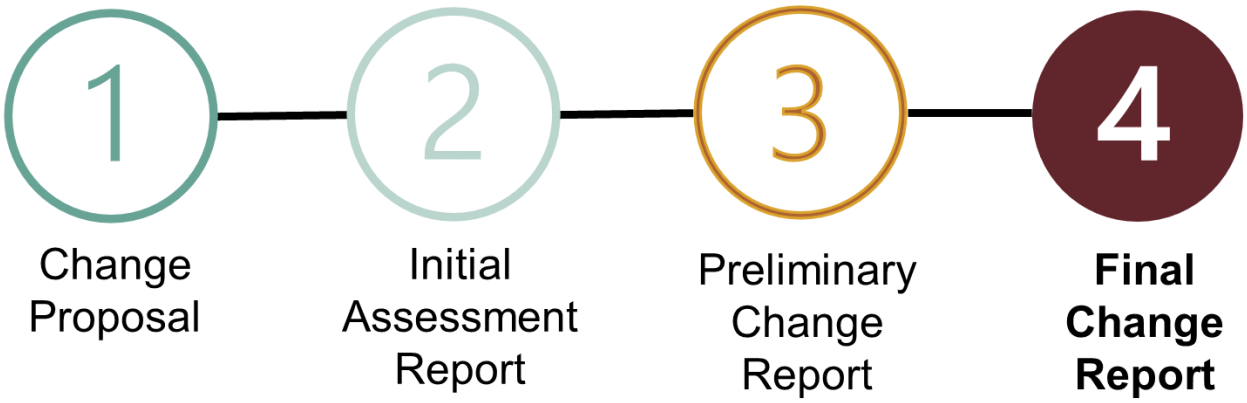
RETAIL ENERGY CODE

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

FINAL CHANGE REPORT



PURPOSE:	The Final Change Report sets is the final stage of the Change Proposal, following consultation of the Preliminary Change Report. The Code Manager will set out their final assessment and recommendation, clarifying any changes made from the Preliminary Change Report.
NOTES:	There are three versions of the Final Change Report: one is issued the Responsible Committee for decision; one is published after the vote; and (if Authority Approval is required) one is published after the Authority determination.
NEXT STEPS:	The Final Change Report will be issued to the Responsible Committee who will vote to either approve or reject the Change Proposal, considering the recommendation of the Code Manager.

RETAIL ENERGY CODE

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

FINAL CHANGE REPORT

R0045 - CHANGES TO SDEP MESSAGES AND SCHEDULE NUMBERING FOR REC V3.0

DOCUMENT VERSION	2.0
DATE ISSUED	22/06/2022
DOCUMENT APPROVAL STATUS	POST-VOTE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

LEAD ANALYST	Gemma Dixon	EMAIL
TECHNICAL LEAD	Beth Brown	EMAIL

CHANGE OVERVIEW

This change will update the Secure Data Exchange Portal messages in the REC Data Specification so that all messages are represented accurately in the Energy Market Architecture Repository (EMAR) from CSS Go-Live Date with the implementation of REC V3.0.

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

1 RESPONSIBLE COMMITTEE DECISION

On 29 June 2022 the REC Technical Expert Panel voted to **APPROVE** R0045 for implementation on CSS Go-Live Date, which will be designated by Ofgem and is expected to be 18 July 2022.

RETAIL ENERGY CODE

CONTENTS

BACKGROUND		
1.	SUMMARY	4
2.	PROBLEM STATEMENT	5
3.	USER STORIES	5
PROPOSAL		
4.	SUMMARY OF ANALYSIS UNDERTAKEN	5
5.	KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES	5
6.	PROPOSED SOLUTION	6
7.	DRAFT LEGAL TEXT	8
8.	PROPOSED IMPLEMENTATION DATE AND APPROACH	8
9.	CHANGE PATH	8
10.	RESPONSIBLE COMMITTEE	8
11.	SUMMARY OF CONSULTATION RESPONSES	8
12.	BUSINESS CASE ASSESSMENT	9
13.	CASE FOR CHNAGE	9
14.	CODE MANAGER'S RECOMMENDATION	10
15.	APPENDIX	10

RETAIL ENERGY CODE

BACKGROUND

2 SUMMARY

REC V3.0 is expected to be implemented on 18 July 2022 (the date being subject to designation by Ofgem) and will introduce a new Resolution of Consumer Facing Switching and Billing Issues (CFSB) Schedule. This schedule will replace the existing processes in the MRA Transition Schedule and SPAA Transition Schedule to resolve switching and billing issues between Energy Suppliers.

The CFSB Schedule introduces a standardised and shortened escalation process between Energy Suppliers that will apply to all processes set out in the schedule. New resolution and escalation processes are being established which will change the way that Energy Suppliers need to interact with each other, and the individual points of contact used in the current processes.

The majority of interactions between Energy Suppliers and, in some cases, Distribution Network Operators (DNOs), are managed through the Secure Data Exchange Portal (SDEP). Users can send unstructured messages to each other to investigate and resolve issues through a secure system rather than using email.

The changes being introduced with REC V3.0 will impact existing SDEP messages which will need to be updated. These changes have been agreed with the SDEP Service Provider and are due to be deployed at CSS Go-Live Date with REC V3.0. As the SDEP messages are set out in the Data Specification, a Change Proposal is required to these messages in the Energy Market Architecture Repository (EMAR).

The Code Manager acknowledges there are wider questions being raised by REC Parties about the escalation process changes being introduced as part of the CFSB Schedule changes. These are being addressed as part of the REC V3.0 Release communication and engagement activity. This Change Proposal is specifically to ensure the Data Specification in EMAR accurately reflects the SDEP messages that will need to be live at REC V3.0 implementation.

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 V3.0 implementation.

<u>Additional Housekeeping Changes for REC V3.0 Schedule Numbering</u>

In addition, the Code Manager has another set of housekeeping corrections to address the numbering of the new Schedules being introduced with REC V3.0. The proposer has confirmed they are comfortable that these can also be updated as part of this Change Proposal as a more efficient route than a separate housekeeping Change Proposal. The housekeeping change will update the numbers for the new Schedules being introduced with REC V3.0, so that they align to the REC V3.0 Baseline Statement.

3 PROBLEM STATEMENT

The Secure Data Exchange Portal (SDEP) will be updated at the CSS Go-Live Date to reflect the new processes being introduced as part of REC V3.0. The SDEP messages and Data Items in the Energy Market Architecture Repository (EMAR) do not currently reflect these new processes. SDEP users require the Data Specification to accurately reflect the messages and Data Items to enable them to meet their obligations.

4 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want my Energy Supplier to resolve any Switching or billing issues in a timely manner without unnecessary delays, so that I can receive accurate and timely bills from my chosen Energy Supplier.
MARKET PARTICIPANT USER STORIES	
M1	As an SDEP User, I want to understand any changes to SDEP messages I need to send and receive that may impact my business, so I can engage in the process and plan any required changes to my processes.

PROPOSAL

5 SUMMARY OF ANALYSIS UNDERTAKEN

No analysis or solution development activity was required as a fully formed solution was defined by RECCo prior to the Change Proposal being submitted.

6 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

6.1 RISKS AND ISSUES

No risks or issues have been identified that may impact the progression of this Change Proposal.

6.2 ASSUMPTIONS AND DEPENDENCIES

No.	RISK	NOTES	MITIGATION
D1	The Change Panel will need to be confident with the timetable for progression in order to	If the Change Proposal does not follow the required timetable, it may not be approved in time to implement	Closed – Approved by REC Change Panel 17 May 2022.

	meet the required implementation date.	the necessary changes prior to the CSS Go-Live Date	

7 PROPOSED SOLUTION

SDEP 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 the CSS Go-Live Date:

- 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
- 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 the REC V3.0 implementation. 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. These are:

- Replacement Readings (Gas.) – Escalation
- Crossed Meters (Elec.) – Escalation

- Duplicate Meter Points (Elec.) – General Query
- Duplicate Meter Points (Elec.) – Escalation

Removed messages – the following messages will be removed at REC V3.0 implementation, as the processes they relate to will no longer operate:

- Customer Requested Objections (Elec.) – General Query
- Customer Requested Objections (Gas.) – General Query

Once these are removed, SDEP 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.

Additional Housekeeping Changes for REC V3.0 Schedule numbering

New Schedules numbering – there are eight new Schedules being introduced as part of REC V3.0 implementation. The schedule numbers need to be updated within the schedules themselves and the Interpretations and Definitions Schedule to reflect the Schedule numbers assigned within the REC V3.0 Baseline Statement.

Schedule 23	Registration Services
Schedule 24	Switching Data Management
Schedule 25	Central Switching Service
Schedule 26	Switching Service Management
Schedule 27	RMP Lifecycle
Schedule 28	Related Metering Points
Schedule 29	Address Management
Schedule 30	Resolution of Consumer Facing Switching and Billing Issues

8 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0045 can be found here.

9 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	CSS Go-Live Date

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

We propose this change is implemented on the CSS Go-Live Date, which is expected to be 18 July 2022 (subject to Ofgem designation). The changes are being implemented to the SDEP, and associated guidance is being delivered to REC Parties through updates to the SDES User Guide, which is a Category 3 document, and the EMAR will also be updated.

10 CHANGE PATH

CHANGE PATH	SELF-GOVERNANCE

11 RESPONSIBLE COMMITTEE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

The SDEP messages within the Data Specification are the responsibility of the Technical Expert Panel (TEP). Although this change is also seeking to make housekeeping changes which would ordinarily be the responsibility of the Change Panel, the Code Manager proposes the TEP is the appropriate Responsible Committee as this Change Proposal has been raised to progress the changes to the Data Specification.

12 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 27 May 2022 to obtain views on the Preliminary Change report. In total 3 responses were received from Energy Suppliers, 1 of which was confidential. The key themes from these response has been summarised and set out below.

12.1 SUMMARY OF RESPONSES

12.1.1 COMMENTS ON THE SOLUTION

The respondents agreed with the proposed solution however concerns were raised about matters which were not within the scope of this Change Proposal. Respondents felt there are further issues which could have been considered in this Change Proposal.

These wider concerns and questions don't relate specifically to the changes being proposed as part of R0045, but are related to the changes driven by the introduction of the CFSB Schedule and the subsequent SDEP system updates being implemented separately as part of the Switching Progamme activity. However, we want to reassure Parties that these questions and concerns are being addressed as part of the REC v3.0 Release communication and engagement activity.

All questions and comments raised in response to the R0045 consultation and those raised during the SDEP Webinar on the 09 June, will be reviewed as part of the REC V3.0 readiness activity, and where appropriate will feed in to the SDEP Review that is currently in progress.

12.1.2 IMPLEMENTATION APPROACH AND DATE

The respondents agreed with the proposed implementation date and approach.

13 BUSINESS CASE ASSESSMENT

There are no additional costs or impacts identified from this Change Proposal. SDEP will require the SDEP messages being used to reflect the new processes being introduced with REC V3.0 in order to meet their obligations in the REC. The required changes to the SDEP have been agreed with the SDEP Service Provider and are due to be implemented at CSS Go-Live. As the SDEP messages are set out in the Data Specification, this Change Proposal is required to reflect the changes to these messages in the EMAR.

14 CASE FOR CHANGE

The Code Manager considers that there is a positive case for change to implement this Change Proposal, on the basis that:

- The proposed solution is fully formed and appropriately resolves the problem statement.
- There are no identified additional costs to the market in implementing the proposed solution.
- The impact of not implementing this solution would cause detriment to SDEP Users as they require the SDEP messages being used to reflect the new processes being introduced with REC V3.0, in order to meet their obligations in the REC.
- A positive business case can be made, as detailed in section 12 of this report.

15 CODE MANAGER'S RECOMMENDATION

Based on the evidence in section 12 and 13 of this report, the Code Manager considers a positive business case can be made for the implementation of R0045 on CSS Go-Live Date, which is expected to be 18 July 2022 (subject of Ofgem designation).

The Code Manager recommends to the Technical Expert Panel that they:

- **APPROVE** The proposed change solution.
- **APPROVE** The proposed implementation approach.
- **APPROVE** The proposed implementation date of CSS Go-Live Date, which is expected to be 18 July 2022 (subject to Ofgem designation).

16 APPENDIX

CHANGE PROPOSAL	R0045 - Changes to SDEP Messages and Schedule numbering for REC V3.0
LEGAL DRAFTING	Draft Legal Text
CONSOLIDATED IMPACT ASSESSMENT RESPONSES	Consolidated Consultation Responses