RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0061 – RESOLUTION OF INVALID CSS DATA BY DATA OWNERS

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RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	08/12/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

This Change Proposal seeks to re-define the Service Level Agreement (SLA) owner for certain Central Switching Service (CSS) Service Now (SNOW) tickets. These tickets are currently assigned to Distribution Network Operator (DNO)s; the change seeks to re-assign them to Suppliers/Meter Equipment Managers (MEMs).

KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	18/07/2023	15/08/2023
SERVICE PROVIDER IMPACT ASSESSMENT	16/08/2023	19/10/2023
PARTY IMPACT ASSESSMENT	20/10/2023	10/11/2023
PRELIMINARY CHANGE REPORT ISSUED	08/12/2023	08/12/2023
RESPONSIBLE COMMITTEE REVIEW	20/12/2023	20/12/2023
CONSULTATION	02/01/2024	23/01/2024
FINAL CHANGE REPORT ISSUED	16/02/2024	16/02/2024
RESPONSIBLE COMMITTEE DECISION	28/02/2024	28/02/2024
APPEAL WINDOW CLOSURE	13/03/2024	13/03/2024

1 SCOPE

1.1 IN SCOPE

This Change Proposal seeks only to relieve DNOs/iDNOs of their obligation (and associated SLA) to resolve a specific subset of tickets relating to settlement data mismatches, as defined within the Electricity Retail Data Agent Service Definition.

1.2 OUT OF SCOPE

Whilst we have outlined the major milestones in this change and brought them within scope, we anticipate that solution development and impact analysis may yield outcomes that may require us to re-evaluate the scope of this change.

This Change Proposal does not consider how the Code Manager and Performance Assurance Board will monitor Energy Supplier & DNO performance around the resolution of relevant Service Now tickets.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1.1 CROSS CODE ENGAGEMENT

There may be engagement with the Balancing & Settlement Code (BSC). This is because DNOs can engage with Suppliers/MEMs to resolve data discrepancies via the BSC process BSCP604 independent of the CSS Service Desk system, and therefore also independent of the REC.

2.1.2 ANALYSIS & SOLUTION DEVELOPMENT

The Code Manager is engaging with key stakeholders through ad hoc meetings and Technical Change Workshops. Engagement to date has focused on understanding the size and scale of the issue, as well as preliminary solution development conversations. We are engaging with the CSS Service Desk Provider, DNO/iDNOs representatives and the Proposer.

The solution for this Change Proposal has not been fully defined, therefore a period of analysis and solution development will be required. During these phases, we will be validating the high-level solution set out by the proposer and reviewing any additional solutions which may address the problem statement and that appropriately resolves this.

To support this activity, the Code Manager will seek informal views on these from wider industry Subject Matter Experts, who will be identified at the start of the analysis phase. Following the solution development activity, the Code Manager will review the Change Proposal Plan to confirm the planned activity and timelines remain appropriate for the proposed solution.

2.1.3 IMPACT ASSESSMENT

It is expected that this solution will impact Suppliers/MEMs, who will be invited to complete a Party Impact Assessment. This will enable these parties to consider any changes to their ways of working that may result from the Change Proposal. We anticipate that this will take the standard 15 Working Days (WD) and commence immediately following Service Provider Impact Assessment.

The CSS Service Desk provider will also be asked to complete a Service Provider Impact Assessment, to consider any limitations around ticket reassignment to a Supplier/MEM, as well as any potential unintended implications for the service desk. We expect from initial conversations with the CSS Service Desk Provider that we should plan for both a 15WD provisional impact assessment, and a subsequent 25WD detailed impact assessment. The CSS Service Desk Provider considers that they may not need the entire 25WD detailed impact assessment period. However, they reserve the right to use the full period if solution development yields a solution differing sufficiently from what has been outlined so far.

2.1.4 PRELIMINARY CHANGE REPORT DEVELOPMENT AND CONSULTAITON

The Code Manager proposes to issue an extended consultation on 2 January 2024. This is to allow sufficient response time after the holiday period. This will be issued following approval of the Preliminary Change Report by the Technical Expert Panel.

2.1.5 FINAL CHANGE REPORT

Following the consultation period, time has been included within the plan for a review of any consultation responses received and for these to be addressed prior to publishing the Final Change Report for a decision by the Technical Expert Panel on 20 December 2023.

2.2 RAID

2.2.1 ASSUMPTIONS AND DEPENDENCIES

REF.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
R0061 .CPP.A001	Performance Assurance done under the Balancing and Settlement Code on the underlying D0095 (market message MM00012) errors will be captured as part of this change. It is currently a duplication of REC performance assurance on the same activity.	The size and scale of overlap between codes may be considered as a factor during solution development.	During solution development.

REF.	DEPENDENCY	NOTES	STATUS
R0061 .CPP.D001	The complexity of proposed solutions will be driven by the expected impact of the MMHS data cleanse.	An MHHS data cleanse exercise will substantially reduce the incidence of the D0095 (market message MM00012) errors forming the basis of the invalid data.	Open – Further understanding of the data cleanse should be considered at solution development stage.