RETAIL ENERGY CODE

This document is classified as **WHITE**.
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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0061 – RESOLUTION OF INVALID CSS DATA BY DATA OWNERS

DOCUMENT VERSION	V1.0
DATE ISSUED	07/07/2023
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	URGENCY	STANDARD

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 Operators (DNOs); the change seeks to re-assign them to Suppliers/Meter Equipment Managers (MEMs).

	High Impact: N/A
	Medium Impact: MPRS DNOs/iDNOs Suppliers & MEMs
	Low Impact: CSS Provider

1 BACKGROUND

As the Switching Operator, the Central Switching Service (CSS) provider (DCC) is required to provide a Service Desk to facilitate the resolution of switching data queries (as set out in Schedule 26 - Switching Service Management). Where the CSS provider is unable to resolve queries themselves, these tickets can be designated as second and/or third line tickets within the Service Desk (as defined in the Central Switching Service (CSS) Service Definition) and passed to the relevant Switching Data Service Provider (SDSP) for them to resolve. The obligations and corresponding service levels related to the resolution of these tickets is set out in Electricity Retail Data Service Definition document.

MPRS is made aware of switching data queries which require a response in accordance with the SLA in two ways. Firstly, an MPRS API generates errors upon receipt of CSS data validation failure notifications. Secondly, SNOW tickets, raised via the CSS service desk, are assigned to MPRS as second Line tickets (see above explanation). In some cases, DNOs are unable to resolve these data errors themselves as further data is required from the Supplier or MEM.

As a result, the DNO becomes responsible for resolving an invalid data ticket and subject to the associated SLA. However, in the scenario described above, they are unable to resolve the ticket themselves, as the Supplier/MEM owns the data.

The data mismatches occur in tickets relating to settlement information required during meter registration - D0095 (market message MM00012) errors. Initial analysis by MPRS suggests that there are 16 affected ticket types: 14 from the API, and 2 as 2nd line tickets from CSS.

2 PROBLEM STATEMENT

DNO/iDNOs are obligated to resolve data mismatches identified by the CSS during the switch process. However, they are unable to do so in cases where the Supplier/MEM owns data required to resolve the mismatch. Tickets assigned to the DNO (via MPRS) are therefore not going to the party best placed to resolve them, resulting in DNOs chasing the incident resolution every few days to prevent them being closed incorrectly.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want data relating to my energy supply to be accurate, so that I can have a consistent and faultless switching experience.
C2	As a Consumer, I want any data issues related to my switch to be resolved quickly and by the party responsible, to ensure a fast and efficient switching experience.

MARKET PARTICIPANT USER STORIES	
M1	As a DNO, I want my service level requirements to be reflective of my data ownership responsibilities, so that data queries can be resolved more efficiently.
M2	As the CSS Service Desk provider, I want my tickets to be allocated to the most appropriate party able to resolve them.

4 IMPACTS

CONSUMERS
Electricity Consumers

REC SERVICE PROVIDERS
ERDS Provider
CSS Provider (DCC)
MPRS

REC PARTIES AND SERVICE USERS
DNOs/iDNOs
MEMs
Suppliers

REC DOCUMENTS / PRODUCTS
Electricity Retail Data Service (ERDS) Definition

The proposed solution for this change would see relevant SNOW tickets reassigned from the DNO to the Supplier/MEM. This makes them both obvious candidates for impact assessments due to changes in capacity requirements to resolve tickets.

CSS should also be targeted for impact assessment as they are the ultimate owner of the Service Desk. We need to understand if there are any limitations around ticket reassignment to a Supplier/MEM, and if there are any unexpected implications on the Service Desk.

Electricity Consumers may experience indirect impact. Whilst these changes are industry facing, and not Consumer facing, more expeditious resolution of settlement data mismatches results in better, more accurate Consumer Registered Metering Point data.

Additionally, there is an expected impact on the Balancing and Settlement Code (BSC). This is because the tickets in question relate to discrepancies in settlement data during the registration process, i.e., D0095 (market message MM00012) errors. The size and scope of BSC Performance Assurance may inform our approach to performance assurance on these tickets under the REC.

5 CROSS CODE IMPACTS

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

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This change will follow a Self-Governance Change Path. This Change Proposal impacts the ERDS Definition document which is the responsibility of the Technical Expert Panel (TEP) and therefore it will be the Responsible Committee.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	2	27	53
	Retail Markets Impact	Retail Risk(s)	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	118

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	MEDIUM
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

The Priority Status for this Change Proposal is 'Medium' based on a score of 118.

- Consumers will experience moderate indirect benefits as the change in ownership of the SLAs will expedite resolution of customer facing switching incidents.
- Moderate complexity score to anticipate complexity of changes to service desk architecture and revisions to performance assurance framework.

All other metrics scored as minimal to reflect relatively small size and scale of issue.

8 SUMMARY OF CHANGE PROPOSAL PLAN

This Change Proposal seeks only to relieve DNOs/iDNOs of their obligation to resolve a specific subset of tickets relating to settlement data mismatches within the SLA.

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

	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

RETAIL ENERGY CODE

9 GLOSSARY

TERM	DEFINITION
Central Switching Service (CSS)	means the Systems and processes provided or procured by the Switching Operator for the purpose of providing the Address Management Service and the Registration Service.
CSS Provider	means the DCC when performing functions under or in relation to this Code (but always excluding its functions under the Smart Energy Code and its roles as CSS Systems Integrator, SI Provider and Switching Operator), including in respect of the Central Switching Service and including in effecting the design, build and testing of any System that will allow it to perform functions under this Code after the CSS Go-Live Date. This role is the CSS Procurer and Manager function as described in the E2E Data Migration Plan, E2E Integration Plan, E2E Post Implementation Plan, E2E Testing Plan, E2E Transition Plan: Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
Electricity Supplier	means a person holding an Electricity Supply Licence.
Electricity Retail Data Agent (ERDA)	means a provider of a DNO's Electricity Retail Data Service.
Electricity Retail Data Service (ERDS)	means the electricity registration services provided under this Code to support the provision of electricity retail data to the CSS and other services.
Metering Point Registration System (MPRS)	means the System used or procured by each DNO in order to provide the Electricity Retail Data Service in accordance with the REC and / or the Supplier Meter Registration Service in accordance with the BSC.
Distribution Network Operator	means a person holding an Electricity Distribution Licence.
Metering Equipment Manager	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.
Switching Service Desk	means the service desk made available by the Switching Operator in accordance with the Switching Service Management Schedule.
Balancing and Settlement Code	means the Balancing and Settlement Code, as defined in the Electricity Supply Licences.
Switching Operator	means the DCC in performing the role of managing the co-ordination of the CSS Provider and the other Switching Data Service Providers, including the mechanisms for Users to report incidents and access service management support, from the CSS Go-Live Date.