RETAIL ENERGY CODE

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CHANGE PROPOSAL REPLAN

R0061 – RESOLUTION OF INVALID CSS DATA BY DATA OWNERS

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RESPONSIBLE COMMITTEE	CHANGE PANEL
CHANGE PATH	SELF-GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	N/A

LEAD CHANGE ANALYST



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1 CHANGE OVERVIEW

This Change Proposal seeks to re-define the Service Level Agreement (SLA) owner for certain Switching Service Desk tickets. These tickets are currently assigned to Distribution Network Operators (DNOs); the change seeks to re-assign them to Suppliers/Meter Equipment Managers (MEMs). The tickets in question relate to settlement data mismatches; the Supplier/MEM are the data owners for the information pertinent to these tickets, and therefore it is not appropriate for the DNO to be responsible for them.

2 CHANGE PLAN UPDATE

Following a period of solution development, the Code Manager designed a solution for R0061. The solution was to make changes to the Electricity Retail Data Service Definition to omit the identified ticket types from the Service Level Agreements of the DNOs. We designed this following a period of solution analysis involving the Code Manager, the Switching Service Provider, the REC Technical Design Authority and the REC Performance Assurance Board.

However, following further examination of the solution, it has become apparent that it is not viable. Following subsequent discussion with the DCC and the Code Manager, a number of alternative solution options were ruled out as well.

The Code Manager now proposes a non-REC solution, involving an operational change by the DCC to reclassify Switching Service Desk tickets internally, which does not involve changes to REC documents. The Proposer has agreed to this solution, and therefore, the Code Manager proposes to withdraw the Change Plan ahead of a full withdrawal of the Change following confirmation by the Proposer.

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the proposed plan withdrawal for R0061
- **APPROVE** the change plan withdrawal for R0061