RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0063 – ADDITION OF KEY INFORMATION TO ALL SERVICE NOW TICKETS

On 28 July 2023 the Code Manager issued a consultation to industry to seek feedback on the Preliminary Change Report for R0063.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

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RESPONSE TYPE	NON-CONFIDENTIAL
DATE ISSUED	15/09/2023
RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL
LEAD ANALYST	ELISE HANDY

DATE CONSULTATION ISSUED	28/07/2023
RESPONSE DEADLINE	18/08/2023

Question 1:	Do you agree that the proposed solution addresses the problem statement? If not, please explain why.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (DNO)	SPEN are supportive of this proposal and believe that it addresses the problem statement.	Noted, thank you.
Northern Powergrid (DNO)	Yes	Noted, thank you.
National Grid Electricity Distribution (DNO)	Yes, we agree that the proposed solution addresses the problem statement. We would also clarify that in our IA response we indicated that the benefit of this change would be to enable triaging of ServiceNow tickets more efficiently but that there would be no FTE cost saving – we would caveat this statement that, whilst the existing work around is in place, there would be no FTE cost saving, however, this would not be the case should this R0063 CP not be approved and the work around be removed/discontinued. In addition, we indicated in our IA response that an additional data item that should be included would be the Previous Supplier with SecureInactive status. It is important to have the last inactive registration details as this confirms that no messages are missing in between.	Thank you for confirming that there would be FTE savings if the solution/workaround was removed. As discussed at the Technical Change Workshop on 22 August 2023, SecuredInactive status is already a data item that is being received and the solution under R0063 would not remove this. Therefore, the benefits NGED noted for SecuredInactive status would continue.

Question 2:	Do you believe that the proposed legal text provides a clear obligation for the Switching Service Desk to provide the required information to resolve ServiceNow tickets? If not, please explain why.

RESPONDENT DETAILS	RESPONSE	CODE MANAGER COMMENTS
Scottish Power Energy Networks (DNO)	We have identified no issue with the legal text.	Noted, thank you.
Northern Powergrid (DNO)	Yes	Noted, thank you.
National Grid Electricity Distribution (DNO)	Yes we believe that the proposed legal text provides a clear obligation for the Switching Service Desk to provide the required information to resolve ServiceNow tickets, however, we would question whether the inclusion of "for CSS rejected messages" needs to be included.	Thank you for this comment on the legal text. The Code Manager agrees and "for CSS rejected messages" has been removed from the legal text.

Question 3:	Do you agree with the Code Manager's assessment of the Change Path, that this Change Proposal should be subject to Self-Governance approval by the Technical Expert Panel?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (DNO)	We are supportive of this change being self-governance.	Noted, thank you.
Northern Powergrid (DNO)	Yes	Noted, thank you.
National Grid Electricity Distribution (DNO)	Yes we agree.	Noted, thank you.

Question 4:	Do you agree with the proposed extra-ordinary implementation date of 12 April 2024? If not, please explain why.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (DNO)	We are supportive of the implementation date.	Noted, thank you.
Northern Powergrid (DNO)	Yes	Noted, thank you.
National Grid Electricity Distribution (DNO)	Yes we agree with the proposed extra-ordinary implementation date of 12th April 2024.	Noted, thank you.

Question 5:	Based on the Business Case Assessment and Case for Change, do you agree with the Code Manager's recommendation for this Change Proposal to be approved? If not, please explain why.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (DNO)	SPEN are supportive of the approval of this change.	Noted, thank you. Noted, thank you.
Northern Powergrid (DNO)	Yes	Noted, thank you.
National Grid Electricity Distribution (DNO)	Yes we agree with the Code Manager's recommendation, subject to our comments above.	Noted, thank you.

Question 5:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (DNO)	No other comments.	-
Northern Powergrid (DNO)	No	-
National Grid Electricity Distribution (DNO)	None.	-