RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0063 – ADDITION OF KEY INFORMATION TO ALL SERVICE NOW TICKETS

DOCUMENT VERSION	V1.0
DATE ISSUED	09/12/2022
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	24/03/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Service Now (SNOW) tickets sent by the Switching Operator to Electricity Retail Data Agents (ERDAs) and the Gas Retail Data Agent (GRDA) do not contain sufficient information for the ERDA or GRDA to identify the rejected Central Switching Service (CSS) message and resolve any underlying issue(s).

	High Impact: Electricity Retail Data Service Providers (ERDS), Gas Retail Data Service Providers (GRDS)
	Medium Impact: Switching Operator
	Low Impact: Consumers, Energy Suppliers

1 BACKGROUND

Currently, the SNOW tickets for asynchronously rejected CSS messages contain only the CSS generated correlation ID, which is a unique reference for each message received by CSS.

In most cases the Switching Data Service Providers (SDSPs) do not have access to the correlation ID generated when the message was originally processed by the CSS. Therefore, they cannot use the correlation ID to match and identify the original messages that relate to the SNOW tickets. As a result, the SDSPs are unable to comply with their obligations set out in section 6 of the Electricity Retail Data Service Definition and Gas Retail Data Service Definition.

To be able to efficiently resolve SNOW tickets and meet their obligations SDSPs have indicated that they would need the following seven data items to be added to the relevant SNOW tickets.

1. MPxN
2. CSS correlation ID
3. CSS event ID
4. CSS error code
5. CSS error title
6. CSS error description
7. The full rejected message

In addition to this, the CSS should be able to enter additional 'triage' information as a new free text field which would reduce the requirement for going back and forth between the providers during the ticket resolution.

Until an enduring solution is in place, a manual workaround has been put in place by the CSS Provider, to supplement ERDS related SNOW tickets with additional data items when required. The workaround is subject to volumes being small and the service provided on a reasonable endeavours basis without causing a detriment to the overall service of the CSS Provider.

Whilst ERDS Providers will attempt to meet the obligatory target times during the intervening period, their ability to do so could be affected by circumstances outside of their control. A derogation has been granted by the REC Performance Assurance Board, which will cover any periods when the workaround is not practical due to volumes. This was granted for a nine month period, which is due to end in August 2023.

Whilst this Change Proposal has been raised to address the issue affecting ERDS Providers, it is likely this issue will also affect the GRDS Provider. Impacts to both ERDS and GRDS Providers will be explored as part of this Change Proposal.

2 PROBLEM STATEMENT

The SNOW tickets received by the SDSPs for messages that CSS has asynchronously rejected (e.g., for business rule reasons) currently do not contain the relevant data for the SDSPs to triage and take any necessary action to resolve the underlying issue(s).

This may delay the resolution of the SNOW tickets, potentially having an impact on a Consumers Switch.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer I want the Switch process to work efficiently and effectively, so that I can switch Energy Supplier without unnecessary delay or issues.
MARKET PARTICIPANT USER STORIES	
M1	As an SDSP I want to receive SNOW tickets that contain all of the relevant data to enable me to triage and resolve issues efficiently, so that Consumers do not experience unnecessary switching delays and I am able to meet my service level obligations.
M2	As the CSS Provider, I want the ERDS related SNOW tickets to contain all of the relevant data to enable the efficient resolution of issues without the need for a manual workaround to be utilised, so that Consumers do not experience unnecessary switching delays

4 IMPACTS

CONSUMERS
Energy consumers

REC SERVICE PROVIDERS
CSS Provider
Electricity Retail Data Service (ERDS)
Gas Retail Data Service (GRDA)

REC DOCUMENTS / PRODUCTS
Switching Operator – Incident Management Procedures
Switching Operator Service Definition

REC PARTIES AND SERVICE USERS
CSS Users

CSS Provider – As part of the solution for this Change Proposal the CSS Provider will be required to make the technical changes necessary to include additional data items in SNOW tickets to the ERDS Providers (and potentially the GRDS Provider).

ERDS/GRDS – The Service Providers are currently being impacted by the lack of the information in SNOW tickets. They are having to use a manual process as a work around involving going back and forth with third parties to resolve tickets thereby increasing their workload.

REC Documents – the required changes to REC documents and products needs to be fully assessed. This will include an assessment of any obligations that should be placed on Service Providers to design and implement the technical solution.

Consumers & CSS Users – are indirectly impacted by the slow resolution of any SNOW tickets, as delays in resolution of these tickets could lead to the delay in a Switch.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

The Responsible Committee for this Change Proposal is the Technical Expert Panel (TEP), whilst the extent of document changes still need to be understood, the identified impacted documents are under the responsibility of the TEP.

We have classified this change as a Self-Governance Change as we do not believe that this change will have material or discriminatory impacts on any REC Parties, competition, or Consumers.

6 PRIORITY STATUS AND URGENCY

RETAIL ENERGY CODE

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	25	25
	Retail Markets Impact	Retail Risk(s)	1	15	15
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	3	5	15
		Legal and Regulatory Compliance	2	13	25
Resource	Complexity / Effort / Duration		2	8	15
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		0	15	0
	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 (High Priority activity)	2	20	40
				Overall Priority Score (rounded)	135

Priority Status	MEDIUM

Change Proposal Type	STANDARD

This Change Proposal has a medium priority based on a priority score of 135.

Consumer & Retail Markets Impact – a score of 1, as the issue presented within the problem statement has the potential to delay a Consumer's Switch.

Operational Effectiveness and Efficiencies – A score of 3, as this Change Proposal will provide operational efficiencies to the ERDS, the GRDS and the Switching Operator in the resolution of SNOW tickets. It also improves effectiveness as it removes the need to rely on a manual workaround, which may not be able to handle high demand.

Complexity/Effort/Duration – a score of 2 as this Change Proposal will require a degree of solution development to define both the technical and legal text impacts.

Urgency – A score of 2 as the work around currently in use for this Change Proposal will not work if there is unexpected high volume of SNOW tickets.

7 SUMMARY OF CHANGE PROPOSAL PLAN

The Change Proposal plan only covers the Code Managers activities to analyse and develop the solution for this Change Proposal. This is because the output of this activity is integral to the planning of impact assessments with Service Providers.

The Code Manager will present the approach and activity needed for decision to the Change Panel on 21 February 2023.

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/12/2022	07/02/2023
PRESENT APPROACH TO CHANGE PANEL	21/02/2023	21/02/2023

8 GLOSSARY

TERM	DEFINITION
Central Switching Service (CSS)	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
Central Switching 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:

TERM	DEFINITION
	Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
Derogation	A request from a REC Party or Service Provider to be forgiven for breaches to one or more of their obligations under this Code as approved by the REC PAB for a determined amount of time.
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.
Gas Retail Data Agent (GRDA)	means the provider of a Gas Transporter's Gas Retail Data Service.
Gas Retail Data Service (GRDS)	means the gas registration services provided under this Code to support the provision of gas retail data to the CSS and other services.
REC Performance Assurance Board (REC PAB)	means the performance assurance board for this Code, as from time to time established under Clause 15 of the main body of this Code (which is a Sub-Committee).
Service Now Tickets (SNOW)	A ticket raised within by the Switching Operator to a Switching Data Service Provider with the aim of resolving the
Switch	means a change to the Registered Supplier for an RMP.
Switching Data Service Providers (SDSPs)	means the CSS Provider, the SMDSP (in respect of the services provided under the Smart Energy Code), the Enduring Change of Supplier Service Provider (in respect of the services provided under the Smart Energy Code), the Gas Retail Data Agent, the Electricity Retail Data Agents, and the Enquiry Service Providers.