RETAIL ENERGY CODE

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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0067 – INTRODUCTION OF CSS REFRESH FUNCTIONALITY

DOCUMENT VERSION	V1.0
DATE ISSUED	07/10/2022
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE
PRIORITY STATUS	HIGH	URGENCY	URGENT

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	N/A

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

CSS Market Messages sent by the Central Switching Service (CSS) to Switching Data Service Providers (SDSP) are either not being received, being received after Gate Closure, or are being received out of the order that they were originally sent in. This Change Proposal seeks to introduce a refresh functionality to mitigate these issues.

	High Impact: Switching Data Service Providers
	Medium Impact: Central Switching Service Provider
	Low Impact: Energy Suppliers, All Consumers

1 BACKGROUND

Since the Switching Arrangements went live in July 2022, there have been several observed incidents whereby the SDSPs have not received the expected messages from the CSS, they have been received after Gate Closure or they have been received out of sequence.

Change request CR-D061 was raised under the Switching Programme to introduce functionality that would allow data to be refreshed where misalignment had been identified, reducing the burden on CSS service operations to resolve the issue and without having the need to manually intervene.

The functionality proposed by change request CR-D061 has already been built by the CSS Provider and is being used to provide refreshed CSS data to the Smart Meter Data Service Provider (SMDSP) both for Registration Data and for missed Gate Closure messages. This solution could be equally applied to the messages handled by the SDSPs.

This Change Proposal is being taken forward as a high priority in view of the potential Consumer detriment caused by the time taken to manually correct data errors and the potential risk to gas settlement.

Whilst the initial scope of the change includes targets three messages, this will be validated through Service Provider Impact Assessment prior to the final solution being proposed.

The proposed messages are:

- Registration Secured Active Synchronisation;
- Registration Cancelled Synchronisation; and
- Registration Event Synchronisation.

2 PROBLEM STATEMENT

CSS messages not received by the SDSPs in the order they were sent or received, or after Gate Closure, can be difficult to detect and often require significant manual effort to resolve. This issue can directly impact Consumer switching experiences causing disruption and possible delays.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want the Switching process to work successfully, so that I can switch Energy Supplier without delays or issues.

MARKET PARTICIPANT USER STORIES	
M1	As the CSS Provider I want the messages I send to SDSPs to be received and processed successfully, so that there is no interruption to the Switching process or the Consumers' Switching experience.
M2	As the CSS Provider, I want the functionality to be available for SDSPs to automatically resolve issues when messages are not received in the correct order or are received after Gate Closure, so that this work does not have to be done manually.
M3	As an SDSP, I want to be able to detect when I have not received the expected CSS messages, so that I am able to request that the missing messages are sent to me to process.
M4	As an SDSP I want to be able to request a refresh of CSS messages when they are not received in the correct order or they are received after Gate Closure, so that I am able to maintain an accurate reflection of the current Switch status and minimise impacts on CSS Users and Consumers.

4 IMPACTS

CONSUMERS
All Consumers

REC PARTIES
Energy Suppliers

REC SERVICE PROVIDERS
CSS Provider
Switching Data Service Providers - Electricity Retail Data Service (ERDS) Provider - Gas Retail Data Service (GRDS) Provider - Electricity Enquiry Service (EES) Provider - Gas Enquiry Service (GES) Provider

REC DOCUMENTS / PRODUCTS
Central Switching Service Definition

Switching Data Service Providers (EES, ERDS, GES and GRDS) – Messages not being received, being received after Gate Closure, or being received out of sequence from the CSS Provider result in SDSPs needing to carry out significant manual corrections. This is likely to have a knock-on impact on gas allocation and settlement due to the time needed to manually correct data.

REC Documents/Products – This change is likely to impact the Central Switching Service Definition document, however this will be validated through the solution development activity. There may be impacts to other operational or Category 3 documents. The Code Manager will work with the Service Providers to identify all impacts and updates required.

Energy Suppliers/Consumers – When messages are not received, are being received after Gate Closure, or being received out of sequence by the SDSPs, this will have a knock-on effect to Switching by causing delays in the Switch itself until data can be manually corrected.

Additional effort may also be needed to correct data inaccuracies which impact allocation and settlement.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

The Code Manager has determined that this change meets the criteria for a Self-Governance Change.

As per the REC Baseline Statement, because this Change Proposals impacts to the Central Switching Service Definition which is a Category 2 document, the Sub-Committee who will be responsible for the decision on this change proposal is the Technical Expert Panel

6 PRIORITY STATUS AND URGENCY

RETAIL ENERGY CODE PRIORITISATION MATRIX

Significance	Score	Weighting
Legal/Regulatory Compliance	0	30
Strategic Direction	0	20
Cost Benefits / Value	0	10
Consumer Impacts	2	30
Operational Efficiency	3	10
Weighted Significance Score		0.9

Weighted Significance Score	1
Urgency	3
Overall Priority Score	13
Effort	3 - Significant

Urgency

3	N/A	13	23	33
2	02	12	22	32
1	01	11	21	31
0	00	10	20	N/A
	0	1	2	3

Significance

Priority Score	Priority Status
23 - 33	Critical
13 or 22	High
11-12 20-21	Medium
00 - 10	Low

PRIORITY STATUS	URGENT/ STANDARD
HIGH	STANDARD

Urgency – Messages not being received, being received after Gate Closure, or being received out of sequence have the potential to cause a significant impact to Consumers' switching experience due to data inaccuracies, and the time taken to manually correct these.

Consumer Impacts – The impact of missing or incorrect data resulting from messages being received out of sequence, or after Gate Closure can lead to delays in a Consumer's Switch, which is detrimental to the switching experience, as well as trust and confidence in their chosen supplier.

Operational Efficiency – The implementation of a refresh functionality will have a positive impact on the resolution of missing or out of sequence CSS messages and those received after Gate Closure, as well as removing the need for manual intervention.

The scale of the impacts will be validated through the solution analysis and impact assessment, to support the development of the case for change.

7 SUMMARY OF CHANGE PROPOSAL PLAN

A limited Change Proposal Plan has been put forward at this time, which includes only solution development and Service Provider impact assessment, which will be targeted at the CSS Provider. This is to allow for the outputs of the impact assessment to feed into further impact assessments that will be needed from the SDSPs.

Work to understand the requirements of this change has already begun due to its technical nature and urgency to ensure we can issue the Service Provider Impact Assessment as soon as possible.

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	19/10/2022	17/01/2023
SERVICE PROVIDER IMPACT ASSESSMENT	02/11/2022	07/12/2022
UPDATED PLAN PRESENTED TO CHANGE PANEL FOR CONSIDERATION	25/01/2023	25/01/2023

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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.
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.
CSS User	means each organisation which is Qualified to use the CSS, together with each Switching Data Service Provider (other than the CSS Provider) the categories of which are set out in the Central Switching Service Schedule
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition
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 Enquiry Service (GES)	means: (a) until CSS Go-Live Date, the enquiry service provided pursuant to the UNC which allows authorised users to access Gas Retail Data; and (b) from CSS Go-Live Date, the service of that name procured by RECCo pursuant to the Data Access Schedule.
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
Gate Closure	means, 17:00 hours on the day before the Supply Effective From Date of a Switch or Initial Registration.

TERM	DEFINITION
Registration Data	means the data recorded in relation to a Registration.
Smart Meter Data Service Provider (SMDSP)	means the DCC in its role as provider of the Smart Meter Data Service
Switch	means a change to the Registered Supplier for an RMP
Switching Data Service	means each of the Central Switching Service, the Gas Retail Data Service, the Electricity Retail Data Service, the Smart Meter Data Service, the Electricity Enquiry Service and the Gas Enquiry Service
Switching Programme	means the programme established by the Authority to implement new switching arrangements in retail energy markets.