RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0071 – DCC ACCESS TO EES AND GES

DOCUMENT VERSION	V2.0
DATE ISSUED	05/09/2023
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	CHANGE PANEL

CHANGE PATH	SELF-GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	06/10/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

This Change seeks to create a new User Category in REC Schedule 12 – Data Access, to allow the Switching Service Desk to access the Gas and Electricity Enquiry Services (GES and EES). This would result in more expeditious Service Desk ticket resolution and a positive indirect impact on Consumer outcomes.

KEY MILESTONES

	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	03/08/2023	07/09/2023
PRELIMINARY CHANGE REPORT ISSUED	20/09/2023	20/09/2023
RESPONSIBLE COMMITTEE REVIEW	27/09/2023	27/09/2023
CONSULTATION	27/09/2023	11/10/2023
FINAL CHANGE REPORT ISSUED	18/10/2023	18/10/2023
RESPONSIBLE COMMITTEE DECISION	25/10/2023	25/10/2023
APPEAL WINDOW CLOSURE	08/11/2023	08/11/2023

1 CHANGE PROPOSAL PLAN EXTENSION

1.1 CHANGE PLAN UPDATE

Following the Central Switching Service's (CSS) P1 Switching Incident, the GES Provider has been asked to support the CSS in resolving the incident. As a result, the GES Provider's capacity to undertake Impact Assessment work has been affected. The GES Providers reduced capacity has only been determined after we initially agreed milestones for the Change Proposal Plan. As a result, the Code Manager proposes to extend the Service Provider Impact Assessment period to accommodate the GES Provider's reduced capacity. Subsequent milestones have been updated accordingly.

1.2 KEY MILESTONES

	Previous		Updated	
	FROM	TO	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	03/08/2023	07/09/2023	03/08/2023	21/09/2023
PRELIMINARY CHANGE REPORT ISSUED	20/09/2023	20/09/2023	06/10/2023	06/10/2023
RESPONSIBLE COMMITTEE REVIEW	27/09/2023	27/09/2023	17/10/2023	17/10/2023
CONSULTATION	27/09/2023	11/10/2023	20/10/2023	03/11/2023
FINAL CHANGE REPORT ISSUED	18/10/2023	18/10/2023	10/11/2023	10/11/2023
RESPONSIBLE COMMITTEE DECISION	25/10/2023	25/10/2023	21/11/2023	21/11/2023
APPEAL WINDOW CLOSURE	08/11/2023	08/11/2023	05/12/2023	05/12/2023

2 SCOPE

2.1 IN SCOPE

This Change Proposal seeks to update the Data Access Schedule to introduce the Switching Service Desk as a User Category. Additionally, this Change Proposal seeks to then assign relevant Data Items to the Switching Service Desk for both Enquiry Services' Data Access Matrices (DAMs).

2.1 OUT OF SCOPE

Time has not been included in this Change Proposal plan for Solution Development and Party Impact Assessment as a fully formed solution has been provided with the Change Proposal.

3 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

3.1.1 CROSS CODE ENGAGEMENT

We have not identified any cross-code impact in this Change.

3.1.2 ANALYSIS & SOLUTION DEVELOPMENT

This Change Proposal has a fully formed solution. Following discussions between the Code Manager, Proposer and GES and EES Providers, we have produced two draft DAMs. These show the agreed upon Data Items the Switching Service Desk Provider will have access to following successful implementation of the change. The Data Items have been scrutinised by the Enquiry Service Providers, and assessed against the Proposer's use cases to ensure that the data access being granted is consistent with the specific needs of the proposer.

The Proposer has confirmed that the agreed Data Items will resolve the issues identified in the problem statement.

3.1.3 IMPACT ASSESSMENT

We will launch a 25 Working Day (WD) Impact Assessment (IA) with the Enquiry Service Providers to understand the requirements associated with making changes to facilitate data access for the Switching Service Desk Provider. Following approval of the Change Proposal Plan, we will issue this on 03 August 2023.

We do not plan to launch a Party IA.

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3.1.1 PRELIMINARY CHANGE REPORT DEVELOPMENT AND CONSULTAITON

The Code Manager proposes to publish the Preliminary Change Report on 20 September 2023, ahead of Responsible Committee review on 27 September 2023. Following approval, the Code Manager intends to publish a 10 WD Consultation on 27 September 2023 which closes on 11 October 2023.

3.1.2 FINAL CHANGE REPORT

Following the consultation period, time has been included within the plan for a review of any consultation responses received and for these to be addressed prior to publishing the Final Change Report for a decision by the Technical Expert Panel on 25 October 2023.