RETAIL ENERGY CODE

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

CHANGE REPORT

R0071 – DCC ACCESS TO EES AND GES

CHANGE REPORT	FINAL
DOCUMENT VERSION	1.0
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RESPONSIBLE COMMITTEE	CHANGE PANEL	CHANGE PATH	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	06/10/2023

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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 a more expeditious Service Desk ticket resolution and provide a positive indirect impact on consumer outcomes.

	High Impact: N/A
	Medium Impact: Gas Enquiry Service Provider Electricity Enquiry Service Provider
	Low Impact: Switching Service Desk

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RESPONSIBLE COMMITTEE DECISION

On 21 November 2023, the Change Panel voted to **APPROVE** R0071 for implementation on 24 February 2024.

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BACKGROUND

1 BACKGROUND

As the Switching Operator, the CSS Provider (the DCC) is required to provide a Service Desk to facilitate the resolution of Switching Data queries (as set out in Schedule 26 - Switching Service Management). In order to operate their service as efficiently as possible, the Switching Service Desk aims to resolve as many service desk tickets as they can at point of contact. Tickets that need to be designated as second and/or third line tickets within the Service Desk (as defined in the CSS Service Definition) are passed to the relevant Switching Data Service Provider and may take longer to resolve.

The Switching Service Desk has requested GES and EES access. Users of the GES and EES access market data in accordance with the Data Access Matrix (DAM). Data available through the Enquiry Services will allow the service desk to resolve more tickets at point of contact and reduce the need to refer to 3rd parties. This will result in efficiencies within the Switching Service Desk operation as tickets can be resolved faster, resulting in better performance against Switching Service Desk Service Level Agreements (SLA's). Furthermore, more efficient Switching Service Desk ticket resolution results in users being able to resolve Consumer issues more efficiently.

2 PROBLEM STATEMENT

The Switching Service Desk generates and resolves tickets relating to Switching Incidents and Switching Data queries for Market Participants. GES and EES data is currently unavailable to the Switching Service Desk and access will allow them to resolve tickets more effectively, resulting in a more efficient service and better SLA performance.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want data relating to my energy supply to be handled appropriately, so that I can have a consistent and faultless switching experience.
MARKET PARTICIPANT USER STORIES	
M1	As the Switching Service Desk, I want to be able to access market data that lets me resolve tickets first time, so that I can provide a more efficient service to users.
M2	As the GES Provider, I want my users to be able to access information that helps them fulfil their objectives, so that the service is used as efficiently as possible.
M3	As the EES Provider, I want my users to be able to access information that helps them fulfil their objectives, so that the service is used as efficiently as possible.

4 SUMMARY OF ANALYSIS UNDERTAKEN

Following discussions between the Code Manager, Switching Service Desk and GES and EES Providers, draft DAMs were produced. These draft DAMs show the agreed upon Data Items that the Switching Service Desk will have access to following successful implementation of the Change. The Data Items have been scrutinised by the GES and EES Providers, and assessed against the Proposer's use case to ensure that the Data access being requested 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.

5 PROPOSED SOLUTION

The Data Items to be made available to the Switching Service Desk Provider have been identified, 25 Gas Data Items, and 20 Electricity Data Items. The Switching Service Provider will have access to these data items as part of a community view, i.e., for any Registrable Measurement Point (RMP) across the market.

Electricity	Gas	
Data Item	**Data Type**	**Data Item**
Current Supplier (DC03)	Supply Meter Point Information	Meter Point Reference Number
Current Supplier Registration Date (DC03)	Supply Meter Point Information	RMP Status
Distributor MPID (DC03)	Supply Meter Point Information	SMP Status
Distributor Name	Supply Meter Point Information	Current Shipper Short Code (or where displayed as the Name, the Current Shipper Organisation Name)
MPID	Supply Meter Point Information	Current Shipper Effective Date
Registration EFD	Supply Meter Point Information	Current Supplier Short Code (or where displayed as the Name, the Current Supplier Organisation Name)
Registration ETD	Supply Meter Point Information	Current Supplier Effective Date
RMP EFD (DC03)	Supply Meter Point Information	Current Supplier Effective To Date
RMP State (DC03)	Supply Meter Point Information	Incoming Shipper Short Code (or where displayed as the Name, the Incoming Shipper Organisation Name)
Status Date	Supply Meter Point Information	Incoming Shipper EFD
Supplier Is Current	Supply Meter Point Information	Incoming Supplier Short Code (or where displayed as the Name, the Incoming Supplier Organisation Name)

Electricity		Gas	
Data Item		**Data Type**	**Data Item**
Supplier MPID (DC03)		Supply Meter Point Information	Incoming Supplier EFD
Supplier Name		Supply Meter Point Information	Incoming Supplier Effective To Date
CSS Message Info		Supply Meter Point Information	Confirmation Reference Number
CSS Registration ID		Supply Meter Point Information	Confirmation Effective Date
Registration Status		Supply Meter Point Information	Withdrawal Status
Registration Status From Date		Supply Meter Point Information	Current Registration CSS Registration ID
Meter Serial Number (DC03)		Supply Meter Point Information	Current Registration Registration Status
MPAN Designation		Supply Meter Point Information	Current Registration Registration Status From Date
Number of MPANs for Meter		Supply Meter Point Information	Incoming Registration CSS Registration ID
		Supply Meter Point Information	Incoming Registration Registration Status
		Supply Meter Point Information	Incoming Registration Registration Status From Date
		Supply Meter Point Information	Previous Supplier Short Code (or where displayed as the Name, the Previous Supplier Organisation Name)
		Supply Meter Point Information	Incoming Registration Domestic Premises Identifier
		Supply Meter Point Information	Market Sector Code

Additionally, two Electricity Data Items will be made available to the Switching Service Desk that are available on EES but not in the DAM – these are Supplier History and Domestic Premises Indicator. The above Data Items will be made available to the Switching Service via the web portal rather than via the API.

The Code Manager did not consider any alternative solutions, because of the straightforward nature of the change, and that the proposed solution satisfactorily addresses the problem statement. The solution was produced following an iterative process involving the Code Manager, the GES and EES Provider, and the Proposer.

As the Switching Service Desk is not currently captured under any existing User Category (set out within Schedule 12 – Data Access) a new User Category must be created.

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution can be found here. The legal text evolved during the iterative process to refine the solution.

The Code Manager proposes the following changes to Schedule 12 – Data Access:

> 4.3. The Enquiry Service User Categories, which shall be maintained in the Data Access Matrix, are as follows:
>
> (s) The Switching Service Desk;
>
> 5.3. The authorised purpose for each category of Enquiry Service User is as follows:
>
> (t) the Switching Service Desk - for the purpose of performing its role in accordance with REC Schedule 26 – Switching Service Management, Paragraph 2.7(b);

These changes facilitate the creation of a new User Category for the Switching Service Desk, as they are not captured in existing User Categories.

Note – There is a dependency between this change and R0118 (please see dependencies section for further detail). R0118 seeks to replace the User Categories and their purposes as found within Schedule 12 – Data Access, Paragraphs 4 & 5, with appendices to the DAMs.

R0118 has been approved and will be implemented on 6 December 2023, prior to the implementation of R0071. As such, the alternative legal text proposed during Preliminary Assessment to be used in the event R0118 is approved first will now be implemented in place of the original legal text.

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

An impact assessment was issued to both the EES and GES Providers to understand the cost and impact of changes to the enquiry service systems.

GES Provider	• The GES Provider responded to the detailed impact assessment.
	• They provided:
	  ○ An indicative timetable for implementation of approximately 11 weeks (55 Working Days) for the design, build and test;
	  ○ The estimated cost of implementation including design, build and test (individual costs are confidential); and
	  ○ Confirmation that there will be no ongoing operational costs for delivering this change proposal.
	• No risks or issues were raised by the GES Provider.
	• Assumptions were raised by the GES Provider (set out below), which require validation from the Switching Service Desk; the Code Manager is facilitating this.

EES Provider	• The EES Provider responded to the detailed impact assessment.
	• They provided:
	  ○ Confirmation that implementation can be completed in time for the proposed February release.
	  ○ Confirmation that implementation costs are negligible as delivery can be completed as part of BAU processes.
	  ○ Confirmation that there will be no ongoing operational costs for delivering this change proposal.
	• No risks or issues were raised by the EES provider.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

The Change Proposal Plan needed to be re-baselined on one occasion to accommodate changes in GES Provider capacity to respond to the impact assessment, following the Central Switching Service P1 Incident. Following that re-baseline, the remaining activities for this Change Proposal have been completed in line with the updated Change Proposal Plan. The revised Change Proposal Plan can be found here.

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 ASSUMPTIONS AND DEPENDENCIES

No.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
1	The GES Provider does not need to conduct External User Trials & Performance/Load Testing		This will be validated live as implementation of the change is progressed by the GES Provider. At time of publication, implementation has not progressed to a point where we can rule out this assumption.
2	The initial number of Switching Service Desk users accessing GES (i.e., the number required to be created in the system) will be between 1 and 100, including at least 1 Master Admin User (MAU)	If the number of initial users surpasses 100, additional effort/cost may be involved.	Validated - The Code Manager has reached out to the Switching Service Desk and confirmed that there will be less than 100 initial users and passed a potential user list to the GES Provider.
3	The Switching Service Desk will be responsible for user creation/ management post implementation, in line with existing process.	The GES Provider expects existing process to be followed for Switching Service Desk user creation and management.	Validated - The Code Manager has reached out to the Switching Service Desk to provide further details on its planned approach to user creation and management.

No.	DEPENDANCY	NOTES	STATUS
1	R0118 will be implemented prior to the implementation of R0071, changing the solution's legal text component.	R0118 is a change to Schedule 12 – Data Access, to remove existing User Categories (and the purpose of their access to data) from Schedule 12 and place them in an appendix to the DAMs. Therefore, upon implementation of R0118, the current legal text solution of R0071 (targeted at the existing User Categories in Schedule 12) will be redundant.	At the time of publication, R0118 has been approved but not yet implemented. Following successful implementation, the Code Manager will proceed with the alternative solution as planned.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	24/02/2024

PROPOSED IMPLEMENTATION APPROACH	PHASED

Implementation of Change Proposal R0071 is targeted for the next standard release in the February 2024. The technical implementation of the EES and GES changes are as follows:

- **EES Changes** will be implemented on 23 February 2024
- **GES Changes** will be implemented on 24 February 2024

The misalignment of implementation dates is to align the GES Providers implementation with the UK Link Major Release dates (a). This ensures that the GES Provider is able to effectively align its deployment activities across its systems and promotes overall release resilience.

All communications issued for this change will specify that the technical functionality for GES will not be available until 24 February 2023. Furthermore, there will be direct engagement with the Change Proposer, such that it can prepare for change implementation.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 20 October 2023 to obtain views on the Preliminary Change report. In total three responses were received: one from the Switching Service Desk, and two from REC Parties – A Distribution Network Operator and a Supplier. The responses have been consolidated and comments provided by the Code Manager can be found here.

The key themes from these responses have been summarised and set out below.

11.1 SUMMARY OF RESPONSES

11.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

All respondents agreed that the solution and legal text address the Change problem statement. They agreed that the proposed Data Items would be appropriate for the Switching Service Desk to have access to. One respondent raised a question of why the Switching Service Desk's "Correlation ID" data item were not included within the change. The Code Manager raised this with the Switching Service Desk and confirmed that this item is only found within the Service Desk, is not present in either DAM, and is therefore out of scope of the change.

11.1.2 BENEFITS RELATIVE TO IMPLEMENTATION AND OPERATIONAL COSTS

Respondents were asked to provide examples of costs incurred as a result of having to respond to 2nd/3rd line Switching Service Desk tickets. The Code Manager asked this with a view to determining whether they might otherwise have been resolved at source by the Switching Service Desk themselves, should they have had access to the proposed Data Items. We asked these questions to try and identify tangible benefits for REC Parties and Service Providers.

Whilst we only received one response on this (from a Registered Supplier), we therefore cannot use it to make broader inferences about the wider market benefits, the Code Manager believes that it is likely to be indicative of the broader activities of REC Parties. The respondent indicated that they received 45 such tickets in Q3 2023. We cannot say with confidence how many of these may have been avoided had the Switching Service Desk had access to the proposed Enquiry Service data. However, we would expect that any reduction in workload for REC Parties and Service Providers as a result of the proposed R0071 solution would be beneficial in terms of reductions in operational and FTE costs.

11.1.3 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

Respondents agreed that Switching Service Desk should have access to Enquiry Service data, and that the Data Items proposed were proportionate. Respondents agreed that the solution appropriately resolved the problem statement, and they supported the proposed implementation date and approach. On this basis, the Code Manager believes there is a positive case for making the change.

11.1.4 IMPLEMENTATION APPROACH AND DATE

Respondents agreed with the implementation approach and date. One respondent did raise the question of whether expanding the user base of the Enquiry Services with a new User Category and a list of new users might threaten the stability of the Enquiry Services and impede their ability to provide existing services. The Code Manager has put this query to the Enquiry Service Providers for comment. At the time of publication, conversations facilitated by the Code Manager between the respondent and the Enquiry Service providers are still underway. However, the Enquiry Service providers did provide an initial comment suggesting that they would not expect the respondent's concerns to materialise upon implementation of R0071.

12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No amendments to the solution were made as a result of the consultation. However, the legal text solution has undergone a minor amendment to update the User Category in the DAMs from "DCC" to "Switching Service Desk" to reflect changes proposed to Schedule 12.

The Code Manager has made the decision to modify the implementation date and approach post-consultation following a recommendation from the REC Technical Design Authority. We are confident that this will not affect the materiality of the responses that we have received during consultation.

13 BUSINESS CASE ASSESSMENT

13.1 COST BENEFIT ANALYSIS

COSTS	TOTAL DELVIERY COSTS	ONGOING OPERATIONAL COSTS
ELECTRICITY ENQUIRY SERVICE PROVIDER	£nil*	£nil
GAS ENQUIRY SERVICE PROVIDER	£30,810 - £33,390	£nil

These costs were provided by the GES and EES Providers within the detailed impact assessments. They are inclusive of design, build and test activity, and it has been confirmed that there will be no ongoing operational costs for this solution. No other costs have been identified for the development or implementation of the proposed solution.

*Changes can be implemented as part of business-as-usual costs.

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	03/11/2023

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
Improved Switching Service Desk Efficiency	Having access to Enquiry Service Data is beneficial to the Switching Service Desk as they will be able to resolve more Switching Incidents at the First Line (i.e., solving themselves), and fewer will be designated as Second Line (i.e., passed to Switching Data Service Providers (SDSPs) to resolve). As a result, Switching Incidents may be resolved faster, increasing capacity to resolve more in the same amount of time.
Improved Switching Data Service Provider Efficiency	Fewer tickets will be designated as Second Line meaning that SDSPs will have more time for their own processes if they are spending less time resolving Switching Incidents for the Switching Service Desk.

Indirect Consumer Benefit	If these Data Items are made available to the Switching Service Desk, then they will be able to resolve Switching Incidents for REC Parties and Service Providers in a more efficient and expeditious manner. This in turn will have a positive indirect impact on Consumer outcomes.

13.2 COST BENEFIT ANALYIS SUMMARY

As no quantifiable benefits have been provided during the development of this Change Proposal, the Code Manager must consider the intangible benefits case, summarised below:

- The improved operational efficiencies for the Switching Service Desk.
- The indirect improvement to efficiency for REC Parties and Service Users downstream of the Switching Service Desk, i.e. Second and Third Line Switching Incident recipients.
- The consequential indirect reduction in poor Consumer outcomes as Switching Incidents (which can negatively impact the Consumer's ability to receive accurate bills and positive Switching outcomes) are resolved more efficiently.

Taken together, the Code Manager believes that the intangible benefits outweigh the cost provided by the Enquiry Service Providers.

14 CASE FOR CHANGE

14.1 SELF GOVERNANCE

The Code Manager considers that there is a case for change to implement this solution, on the basis that it:

- is both viable and implementable, and it appropriately resolves the problem statement;
- is cost effective and proportionate to the anticipated benefit; and
- may facilitate more positive outcomes for Consumers who require resolution of meter asset and read history related switching and billing issues.

15 RESPONSIBLE COMMITTEE DECISION

This report was discussed at the REC Change Panel meeting on 21 November 2024.

The REC Change Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 24 February 2024.

16 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link to EMAR
CONSOLIDATED CONSULTATION COMMENTS AND CODE MANAGER'S RESPONSES	Document embedded or link to Portal

17 GLOSSARY

TERM	DEFINITION
Central Switching Service (CSS)	means the Systems and processes provided or procured by the Switching Operator 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.
Data Access Matrix	means the matrix describing which Enquiry Service Data each Enquiry Service User Category can access, which forms part of the Data Specification and is updated in accordance with the Data Access Schedule.
Data Item	means the most granular level of data defining a specific attribute in respect of a Data Type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Electricity Enquiry Service	means the service described as such in the EES Service Definition.
Electricity Enquiry Service Provider	means the provider of the Electricity Enquiry Service.
Electricity Enquiry Service User	means a Party or Non-Party REC Service User which is entitled to use the EES under the Data Access Schedule.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
Enquiry Service User Category	means each category of Enquiry Service User provided for in the Data Access Schedule.
Gas Enquiry Service	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.

TERM	DEFINITION
Gas Enquiry Service Provider	means the provider of the Gas Enquiry Service.
Gas Enquiry Service User	means a Party or Non-Party REC Service User which is entitled to use the GES under the Data Access Schedule.
Gas Supplier	means a person holding a Gas Supply Licence.
Registrable Measurement Point	means a Supply Meter Point or Metering Point identified in the Central Switching Service.
Retail Risk	means a risk that retail energy consumer outcomes and the effectiveness of the retail market are measurably and significantly degraded by a failure by a REC Service User or REC Service Provider to meet the objectives, standards and core processes under this Code.
Shipper	means a person holding a Shipper Licence.
Switching Incident	means an issue that arises with a System or process forming part of the Switching Arrangements that has been working but is no longer working or is not working correctly.
Switching Operator	means the DCC in performing the role of managing the co-ordination of the CSS Provider and the other Switching Data Service Providers, including the mechanisms for Users to report incidents and access service management support, from the CSS Go-Live Date.
Switching Service Desk	means the service desk made available by the Switching Operator in accordance with the Switching Service Management Schedule.