RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0071 – DCC ACCESS TO EES AND GES

DOCUMENT VERSION	V1.0
DATE ISSUED	21/07/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	20/09/2023

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.

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

1 BACKGROUND

As the Switching Operator, the CSS Provider (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 take longer to resolve.

The Switching Service Desk has requested access GES and EES. Users of the GES and EES access market data in accordance with the Data Access Matrix (DAM). Data available through the Enquiry Services would allow the service desk to resolve more tickets at point of contact and reducing the need to refer to 3rd parties. This would result in efficiencies within the Switching Service Desk as tickets can be resolved faster, resulting in better performance against Service Desk Service Level Agreements. 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 would 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 IMPACTS

CONSUMERS
Electricity Consumers
Gas Consumers

REC SERVICE PROVIDERS
GES Provider
EES Provider
Switching Operator

REC DOCUMENTS / PRODUCTS
Schedule 12 – Data Access
Electricity Data Access Matrix
Gas Data Access Matrix

REC PARTIES AND SERVICE USERS
None

This Change is entirely industry facing and relates to a change of relationship between two REC Service Providers. As such, we do not anticipate any impact to REC Parties or Consumers.

Schedule 12 – Data Access will require amendment to add the Switching Service Desk as a User Category.

5 CROSS CODE IMPACTS

No cross-code Impacts have been identified.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE

RESPONSIBLE COMMITTEE	CHANGE PANEL

This change will follow a Self-Governance Change Path. This Change Proposal impacts REC Schedule 12 – Data Access which is the responsibility of the Change Panel and therefore it will be the Responsible Committee.

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7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	1	27	27
	Retail Markets Impact	Retail Risk(s)	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		2	17	17
	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	0	10	0
				Overall Priority Score (rounded)	123

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	MEDIUM
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

This Change Proposal has a medium priority status based on a score of 123.

- Retail Risk has been given a score of 2 to reflect moderate impact. Switching Service Desk access to Enquiry Services data will expedite the resolution of Switching Incidents and data mismatches across the market for REC Parties and Service Providers. This will allow Parties and Service Providers to better perform against Retail Risk 7 - Inaccurate meter point master data results in errors that impact consumers.
- Operational Effectiveness Impact for REC Service Providers/Users has been given a score of 2 to reflect moderate impact. This change would allow the Switching Service Desk to function more effectively, resulting in less resource required to deliver the Service Desk, and more time saved for users such as REC Parties and other Service Providers.
- Strategic Alignment with REC objectives has been given a score of 2 to reflect moderate impact. This Change represents an opportunity to streamline access to REC Services (GES and EES), thus making the Switching Service Desk more effective, which means better outcomes for its users.
- Complexity has been given a score of 2, to reflect the detailed technical considerations, and the scale of effort made by the EES and GES Provider and the Switching Service Desk provider so far in working on solution options.
- All other scores have been ranked as low or no impact, as appropriate.

8 SUMMARY OF CHANGE PROPOSAL PLAN

This Change Proposal seeks to update the Data Access Schedule to introduce the Switching Service Desk as a User Category. Additionally, this seeks to then assign relevant Data Items to the CSS Service Desk for the Electricity and Gas DAMs.

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.

	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

9 GLOSSARY

TERM	DEFINITION
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.
Electricity Enquiry Service	means the service described as such in the EES Service Definition.
Gas Enquiry Service Provider	means the provider of the Gas Enquiry Service.
Electricity Enquiry Service Provider	means the provider of the Electricity 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.

TERM	DEFINITION
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 User Category	means each category of Enquiry Service User provided for in the Data Access Schedule.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
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.
Gas Supplier	means a person holding a Gas Supply Licence.
Shipper	means a person holding a Shipper Licence.
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.
Registrable Measurement Point	means a Supply Meter Point or Metering Point identified in the Central Switching Service.
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

TERM	DEFINITION
	Post Implementation Plan, E2E Testing Plan, E2E Transition Plan: Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
Switching Service Desk	means the service desk made available by the Switching Operator in accordance with the Switching Service Management Schedule.
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.