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	PRELIMINARY
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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

CODE MANAGER'S RECOMMENDATION

The Code Manager recommends Change Proposal R0071 is **APPROVED** for implementation on 23 February 2024.

RETAIL ENERGY CODE

CONTENTS

BACKGROUND		
1.	Summary	3
2.	Problem Statement	3
3.	User Stories	3
PROPOSAL		
4.	Summary of Analysis Undertaken	4
5.	Proposed Solution	4
6.	Draft Legal Text	6
7.	Summary of Impact Assessment Activity	6
8.	Delivery Against Change Proposal Plan	7
9.	Key Risks, Assumptions, Issues and Dependencies	7
10.	Proposed Implementation Date and Approach	8
11.	Business Case Assessment	8
12.	Case for Change	10
13.	Code Manager's Recommendation	10
14.	Consultation Plan and Next Steps	10
15.	Appendix	10
16.	Glossary	11

RETAIL ENERGY CODE

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 reducing 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.

RETAIL ENERGY CODE

PROPOSAL

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 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)
Supplier MPID (DC03)	Supply Meter Point Information	Incoming Supplier EFD
Supplier Name	Supply Meter Point Information	Incoming Supplier Effective To Date

Electricity		Gas	
Data Item		**Data Type**	**Data Item**
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 Provider 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 Provider 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 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 Provider 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.

Should R0118 be approved and implemented prior to the approval and implementation of R0071, then alternative legal text will need to be adopted as the changes detailed above to Schedule 12 – Data Access will be redundant. Please find attached here a link to alternative legal text for R0071 that makes changes to the proposed R0118 DAM appendices, to be used in the eventuality that R0118 is approved prior to R0071.

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 has 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
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.	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 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.	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 may 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.	The Code Manager has produced an alternative legal text solution to use in the event that R0118 is implemented prior to R0071. Therefore, a legal text solution exists to cover both eventualities.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	23/02/2024

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

The February 2024 release is the next standard release following the scheduled approval of the Change.

11 BUSINESS CASE ASSESSMENT

11.1 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.

11.2 BENEFITS

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 designated as Second Line mean 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.

11.3 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 resultant indirect reduction in poor Consumer outcomes as Switching Incidents (which can negatively impact the Consumer's ability to receive accurate billing and positive Switch outcomes) are resolved more efficiently.

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

12 CASE FOR CHANGE

12.1 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.

13 CODE MANAGER'S RECOMMENDATION

Based on the evidence provided in sections 11 and 12 of this report, the Code Manager considers that a positive business case can be made for implementing this solution.

The Code Manager recommends that the Technical Expert Panel:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 23 February 2024.

14 CONSULTATION PLAN AND NEXT STEPS

The consultation on this Preliminary Change Report for R0071 will be published on the REC Portal on 20 October 2023 and closes on 03 November 2023**.**

Following consultation, the Code Manager will produce an updated version of this Preliminary Change Report (referred to as the Final Change Report). This will include the outcome of the consultation, setting out a summary of the consultation submissions and the Code Manager's response. The Final Change Report will be issued to the Technical Expert Panel to make its determination.

15 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link

16 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 Service Desk	means the service desk made available by the Switching Operator in accordance with the Switching Service Management Schedule.