RETAIL ENERGY CODE

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

FINAL CHANGE REPORT

R0074 – RELEASE OF COMMUNITY VIEW DATA ITEMS TO MEMS IN GES

CHANGE REPORT	FINAL
DOCUMENT VERSION	2.0
ISSUED DATE	10/02/2023
DOCUMENT APPROVAL STATUS	POST-VOTE

RESPONSIBLE COMMITTEE	TECHNICAL EXERT PANEL
PRIORITY STATUS	HIGH

CHANGE PATH	SELF GOVERNANCE
URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	13/01/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Prior to REC v3.0, Gas Metering Equipment Managers (MEMs) had access to Data Enquiry Service (DES) data for Supply Meter Points (SMP) they were appointed to ('Portfolio View'), and a subset of data for those they were not appointed to ('Community View'). However, at REC v3.0 go-live the 'Community View' was removed.

This is having a detrimental impact on Gas MEMs, as they were reliant on this information for certain processes, including checking site details ahead of emergency metering works.

	High Impact: N/A
	Medium Impact: Gas Metering Equipment Managers
	Low Impact: Gas Enquiry Service Provider

RESPONSIBLE COMMITTEE DECISION

On the 22 February 2023, the Technical Expert Panel voted unanimously to approve R0074 for implementation on 24 February 2023. Functionality for Community View access for MEMs will be available approximately 11 weeks later.

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BACKGROUND

1 SUMMARY

Within GES, Enquiry Service Users are able to access information with two views:

1. 'Portfolio View' that gives access to the allowed Enquiry Service Data set out in the Data Access Matrix (DAM) to all Supply Meter Points to which that MEM is appointed and;
2. 'Community View' that allows access to the Enquiry Service Data set out in the DAM to all SMPs.

The 'Community View' data access was not defined under the data permissions matrix when it was governed by the Uniform Network Code (UNC). During the transition from the DES to the GES as part of REC v3.0 go-live, this access was removed to align with the DAM.

MEMs used the limited 'Community View' data to validate site information in advance of undertaking metering works, including emergency works. MEMs also used this information to validate invoice queries, to confirm if they had been de-appointed.

Here is the list of 'Community View' Enquiry Service Data MEMs were provided within the DES:

- Meter Serial Number (MSN)
- Device Status
- Meter Asset History (MSN)
- Related Meter Points (RMP)
- Meter Point Reference Number (MPRN)
- LSP Indicator (Large Supply Point)
- Address & Post Code
- RMP Status
- Network Short Code
- Supply Meter Point Status

MEMs currently have access to this Enquiry Service Data; however, it is only as a 'Portfolio View', meaning they can only access it for SMPs that they are appointed to.

2 PROBLEM STATEMENT

At go-live for REC v3.0 the 'Community View' access to data in the GES, previously available via the DES under the UNC, was removed. MEMs used this data in a number of processes, including validation of site details prior to metering works – particularly for emergency work, and the resolution of invoice queries from Suppliers.

Without access to this Enquiry Service Data, MEMs are unable to complete activities that are central to their operations, including checking site details prior to attending emergency metering works. This has the potential to have a direct negative impact on the experience of metering works for Consumers, and in in some cases, continuity of supply and safety could be at risk.

3 USER STORIES

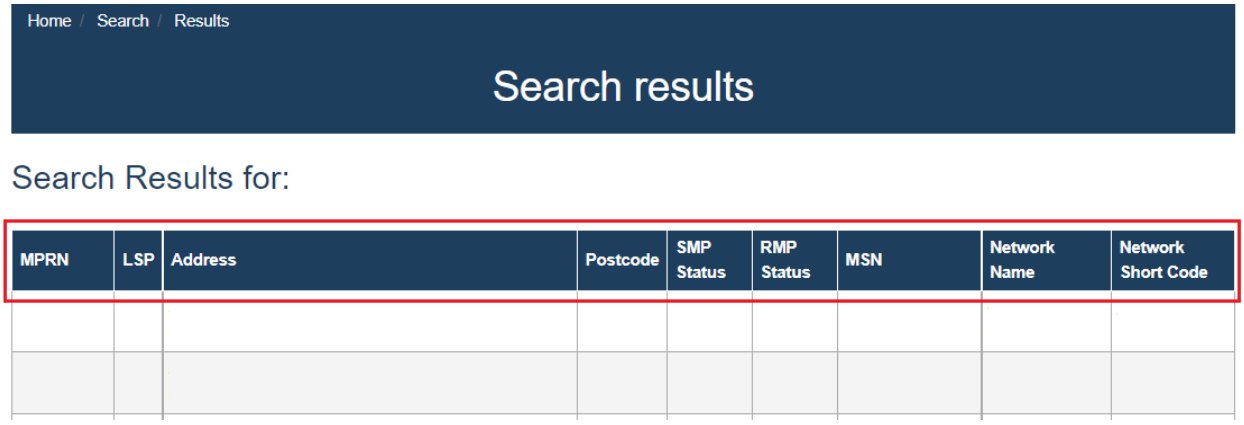
REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want a Metering Equipment Manager to be able to access and validate my site details, ahead of their arrival on site for planned or emergency metering work, so that I do not experience any delays in work being completed and can have continuity of supply.
MARKET PARTICIPANT USER STORIES	
M1	As a MEM, I want access to sufficient data for sites where I am not the Appointed MEM, to enable me to complete pre-metering works validations of the site details, so I can undertake these works correctly and safely.
M2	As a MEM, I want access to data for sites where I am not the Appointed MEM, so I can confirm de-appointments and answer invoice validation queries.

PROPOSAL

4 PROPOSED SOLUTION

The solution to this Change Proposal will make alterations to the logic within the GES that determines which Supply Meter Points (SMPs) are presented to MEM Users on the GES Online Portal search results screen.

The search results screen is displayed when a GES User performs a Meter Point search using information that could be applicable to more than one SMPs (e.g., search using a postcode). The search results screen displays a limited amount of information for each result (shown in the screen shot below), this is the information listed within section 1 of this document.



Currently, when a GES User only has access to a 'Portfolio View,' it means that within the search result screen any SMPs they are not currently appointed to will be omitted from the search result. However, under this solution Gas MEMs will be afforded 'Community View' for all the data items presented within the search results screen meaning that no SMPs will be omitted.

Each entry returned by the search includes a hyperlink that enables the user to view the detailed information for that SMP. The proposed solution will remove these hyperlinks from the results for which the MEM is not appointed. This will ensure they are not able to access any data other than the 'Community View' data available in the search results screen.

4.1 DRAFT DATA ACCESS MATRIX

The draft version of the DAM for this Change Proposal can be found here in full, or extracted below.

Data Access Matrix (Gas)		Metering Equipment Manager (MEM) (CO5)	
DATA TYPE	DATA ITEM	COMMUNITY (Effective following notification by the Code Manager)	PORTFOLIO
Meter Asset History	Meter Serial Number	Yes	Yes
Supply Meter Point Information	Meter Point Reference Number	Yes	Yes
Supply Meter Point Information	LSP Indicator	Yes	Yes
Supply Meter Point Information	Address	Yes	Yes
Supply Meter Point Information	Postcode	Yes	Yes
Supply Meter Point Information	RMP Status	Yes	Yes
Supply Meter Point Information	Network Short Code (or where displayed as the Name, the Network Organisation Name)	Yes	Yes
Supply Meter Point Information	SMP Status	Yes	Yes

This version of the DAM will be implemented with the Legal Text changes; however, the change will have an effective from date that is still to be determined, and which will be communicated by the Code Manager following approval of the change and agreement of the delivery date with the Service Provider.

5 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

5.1 SERVICE PROVIDER IMPACT ASSESSMENTS

The only REC Service Provider impacted by this Change Proposal is the GES Provider. They will be required to make amendments to the logic within GES to allow Gas MEMs to view 'Community View' data within the service.

Gas Enquiry Service (GES) Provider	• The GES Provider returned the response to the detailed impact assessment on 16 December 2022. • The GES Provider gave a high-level overview of the changes needed for their systems; this has been included in the description of the solution found in section 4 of this document. • They provided: ○ An indicative timetable for implementation of approximately 11 weeks (55 Working Days) for the design, build and test for this solution;

	○ The estimated cost of implementation being between £17,000 and £21,000 including design, build and test; and ○ Confirmation that there will be no ongoing operational costs for this change proposal. • No risks or issues were raised by the GES Provider. However, they have raised a dependency on changes to the DAM being approved by the REC Technical Expert Panel and implemented to enable them to complete the technical changes.

5.2 REC PARTY IMPACT ASSESSMENTS

An impact assessment was issued targeting Gas MEMs, to request information to support the case for change. However, no responses were received within the 20 Working Day period.

6 DELIVERY AGAINST CHANGE PROPOSAL PLAN

All milestones within the Change Proposal plan have been completed within the expected timeframes.

The Change Proposal Plan can be found here.

7 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

7.1 RISKS AND ISSUES

NO.	RISK	NOTES	MITIGATION
R1	This Change Proposal's implementation is during the appeal window for this change	This Change Proposal is planned to be approved by the REC Technical Expert Panel on 22/02/2023, but implementation is in the February release on 24/02/2023 which is within the 10 Working Day appeal window.	This Change Proposal will be implemented with a phased approach, with the DAM being amended on 24/02/2023 and the technical changes that allow MEMs to have the additional access being implemented approximately 11 weeks later. This will be communicated by the Release Manager as the effective date of the Change.

7.2 ASSUMPTIONS AND DEPENDENCIES

No.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A1	There will be no changes to the service received by other users of the GES.	No other GES Users will be impacted by the changes proposed.	Validated by the GES Provider impact assessment.

A2	MEMs will not be required to make any changes to their login details to GES.	The changes proposed under this Change Proposal's solution should not impact current user accounts.	Validated by the GES Provider impact assessment.
A3	The GES Provider will be able to implement in February 2023.	This Change Proposal is targeting an implementation date on 24 February 2023; however, it will only be approved on 22 February 2023.	Invalid – The GES Provider has given the timeframes required to implement this solution, which required a lead time of 11 weeks. This means it will not be possible to implement the technical solution in February.

8 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	24/02/2023	PROPOSED IMPLEMENTATION APPROACH	PHASED

This Change Proposal has a high priority, and as such the earliest possible standard release is the most appropriate. The target decision date for approval of this Change Proposal is proposed to be 22 February 2023, however, the GES Provider requires approximately 11 weeks to design, build and test the solution, which means the solution will not be available to MEMs until an effective date still to be determined and notified by the Code Manager. This will mean the changes to the structure of the Gas DAM will be implemented on 24 February 2023; however, the effective date of the technical changes will follow approximately 11 weeks after this.

To ensure MEMs are clear that technical functionality will not be available at the same time as the release of the updated DAM, the wording below has been included in the DAM.

Community (Effective following notification by the Code Manager).

Data Access Matrix (Gas)

		Metering Equipment Manager (MEM) (CDS)	
DATA TYPE	DATA ITEM	COMMUNITY (Effective following notification by the Code Manager)	PORTFOLIO
Meter Asset History	Meter Serial Number	Yes	Yes
Supply Meter Point Information	Meter Point Reference Number	Yes	Yes
Supply Meter Point Information	LSP Indicator	Yes	Yes
Supply Meter Point Information	Address	Yes	Yes
Supply Meter Point Information	Postcode	Yes	Yes
Supply Meter Point Information	RMP Status	Yes	Yes
Supply Meter Point Information	Network Short Code (or where displayed as the Name, the Network Organisation Name)	Yes	Yes
Supply Meter Point Information	SMP Status	Yes	Yes

9 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 13 January 2023 to obtain views on the Preliminary Change Report. Two responses were received including one from the GES Provider and one confidential response.

Within the response from the GES Provider, it indicated that it agreed with the proposed solution, implementation date and approach. The non-confidential response can be found here.

The confidential response has not been published publicly; however, this has been made available to the Technical Expert Panel for their consideration.

9.1 SUMMARY OF RESPONSES

9.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

The response received from the GES Provider agreed with the solution and the phased implementation approach. It also confirmed its understanding that the technical change implementation planning would commence following approval of the change.

9.1.2 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

The respondent agreed with the Case for Change and the Code Manager's recommendation.

9.1.3 IMPLEMENTATION APPROACH AND DATE

The respondent agreed with the implementation date and approach.

10 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No amendments were made to the Change Proposal following consultation.

11 BUSINESS CASE ASSESSMENT

11.1 COSTS

	Costs
GES Provider	£17,000 - £21,000

These costs were provided by the GES Provider within the detailed impact assessment received on 16 December 2022. 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.

11.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
MEM Metering Works Management	Prior to the access of 'Community View' data items being removed, Gas MEMs used it to aid in the management of emergency metering works. It

	enabled them to assess the meter type, status, and size of the metering on site. Without this information, the risk of works being aborted may increase. This risk is especially prominent where these works are being carried out by a third-party organisation in the case of an emergency. Where this impacts emergency metering works, there is a risk of Consumer detriment through potentially aborted works, leaving that Consumer off supply for longer than is necessary. This could leave vulnerable Consumers in a dangerous situation, and cause dissatisfaction to any Consumer.
MEM Supplier Invoice Queries	Another use of the 'Community View' data items for MEMs is the validation of any invoices they may receive from a Supplier who appointed them. Once the appointment is terminated, the MEM will no longer be able to access the data themselves and will instead rely on the information given by that Supplier. This could lead to delays in the resolution of these queries.

11.3 COST BENEFIT ANALYSIS SUMMARY

Tangible benefits were identified in the confidential response to the consultation, which cannot be published but have been made available to the REC Technical Expert Panel to support its decision making.

The Code Manager believes the tangible and intangible benefits outweigh the cost of developing and implementing this change.

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;

- The solution is both viable and implementable, and it appropriately resolves the problem statement;
- On reflection, the access should not have been removed for Gas MEMs;
- Tangible benefits have been identified within a confidential consultation response;
- The change is cost effective and proportionate to the anticipated benefit; and
- It may facilitate more positive outcomes for Consumers who require emergency metering works.

13 CODE MANAGER'S RECOMMENDATION

Based on the evidence provided in sections 9 and 11 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 24 February 2023 with the technical solution being available approximately 11 weeks later.

14 RESPONSIBLE COMMITTEE DECISION

This report was presented at the Technical Expert Panel on 22 February 2023.

The Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 24 February 2023 with the technical solution being available approximately 11 weeks later.

15 APPENDIX

CHANGE PROPOSAL	Change Proposal Form
LEGAL DRAFTING	Data Access Matrix
CONSOLIDATED CONSULTATION COMMENTS AND CODE MANAGER'S RESPONSES	Non-Confidential Consultation Responses
ANY OTHER DOCUMENTS / LINKS	Change Proposal Plan Initial Assessment Report Preliminary Change Report

16 GLOSSARY

TERM	DEFINITION
Data Access Matrix (DAM)	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.
Data Enquiry Service (DES)	Prior to CSS Go-Live Date, this means the enquiry service provided pursuant to the Uniform Network Code which allows users to access Gas Retail Data.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
Enquiry Service User	means each and every Party and Non-Party REC Service User that is (and remains) Qualified to use one or both of the Enquiry Services.

TERM	DEFINITION
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 Enquiry Service Provider (GES Provider)	means the provider of the Gas Enquiry Service.
Gas Retail Data	means the technical and other data necessary to facilitate the supply by any Gas Supplier (and shipping by its Shipper) to all Retail Energy Locations, as recorded in the Gas Retail Data Service.
Meter Point Location Address	means the address (or other spatial reference) of a Supply Meter Point's or Metering Point's Location, as created and maintained by the Gas Transporter or Distribution Network Operator (as applicable) for that Supply Meter Point or Metering Point.
Meter Points Reference Number (MPRN)	Means the unique reference number used to identify Supply Meter Points.
Metering Equipment Manager (MEM)	means, as applicable, either: (a) for electricity, the 'Meter Operator Agent' (as defined in the BSC) Appointed by an Electricity Supplier; or (b) for gas, the 'Meter Asset Manager' (as defined in the UNC) Appointed by the Gas Supplier.
Responsible Committee	is described in Paragraph 2.2 of the Change Management Schedule.
Supply Meter Point	means the point at which a gas service enters a Location, as further described in the UNC.