RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0080 – IMPROVEMENTS TO 'FAILED TO DELIVER' CSS MESSAGES

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RESPONSIBLE COMMITTEE	TECHINCAL EXPERT PANEL
CHANGE PATH	SELF GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	01/03/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Since Central Switching Service (CSS) Go-Live, a large number of messages have not been delivered due to failures of CSS User's gateways resulting in CSS exhausting the 12-hour retry period.

The issue is caused when CSS Users take their gateway off-line for longer than 12 hours for maintenance or they experience an unplanned outage. The baseline design does not currently support any capability to automatically resend messages once gateway connectivity is restored by the CSS User.

KEY MILESTONES

	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	24/10/2023	25/01/2024
PARTY IMPACT ASSESSMENT	02/02/2024	23/02/2024
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	01/03/2024	01/03/2024
CONSULTATION	01/03/2024	22/03/2024
FINAL CHANGE REPORT ISSUED	12/04/2024	12/04/2024
RESPONSIBLE COMMITTEE DECISION	24/04/2024	24/04/2024
APPEAL WINDOW CLOSURE	09/05/2024	09/05/2024

1 SCOPE

1.1 SCOPE

This document details the plan for assessment of Change Proposal R0080 – Improvements to failed to deliver CSS messages. This change has a fully formed solution and Service Provider Impact Assessments are already in flight. Therefore, will proceed directly to Party Impact Assessment, followed by Preliminary Change Report, a 15 Working Day Consultation and then Final Change Report.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1.1 CROSS CODE ENGAGEMENT

No cross-code impacts have been identified.

2.1.2 PRELIMINARY CHANGE REPORT DEVELOPMENT AND CONSULTATION

The Preliminary Change Report will be published simultaneously with the Consultation on 01/03/2024. The Consultation period will be for 15 Working Days and end on 22/03/2024.

2.1.3 FINAL CHANGE REPORT

The Final Change Report will then be published on 12/04/2024 in preparation for decision at the Technical Expert Panel meeting on 24/04/2024.