RETAIL ENERGY CODE

This document is classified as **WHITE**.
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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0080 – IMPROVEMENTS TO 'FAILED TO DELIVER' CSS MESSAGES

DOCUMENT VERSION	V1.0
DATE ISSUED	16/01/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	01/03/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Since Central Switching Service (CSS) Go-Live, some 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.

	High Impact: N/A
	Medium Impact: CSS Users, Switching Data Service Providers, CSS Provider, Consumers.
	Low Impact: N/A

1 BACKGROUND

If a CSS User encounters an unexpected or extended period of gateway outage, the CSS Provider needs to manually resend any CSS messages that were triggered during the period of outage. This is time consuming and may result in delays to messages being processed affecting Consumer Switches.

This Change Proposal seeks to find a solution to automatically send those messages triggered during an outage once the user's gateway is back online.

2 PROBLEM STATEMENT

Following an unexpected or extended period of gateway outage for a CSS User, there is currently no automated process to resend any CSS messages from the CSS Provider that were triggered during the period of outage. This results in the CSS Provider needing to manually correct any issues, which is time consuming and may affect Consumer Switches due to delays in messages being processed.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want the Switching process to work successfully, so that I can switch Energy Supplier without delays or issues.
MARKET PARTICIPANT USER STORIES	
M1	As the CSS Provider I want the messages I send to CSS Users to be received and processed successfully, so that there is no interruption to the Switching process or the Consumers' Switching experience.
M2	As the CSS User I want to receive CSS messages in a timely manner following any outage of my own gateway or systems, so that there is no interruption to the Switching process or the Consumers' Switching experience.

4 IMPACTS

CONSUMERS
Electricity and Gas Consumers

REC SERVICE PROVIDERS
CSS Provider
Switching Data Service Providers (SDSPs)

REC PARTIES AND SERVICE USERS

REC DOCUMENTS / PRODUCTS

All CSS Users	Schedule 24 – Switching Data Management
	Physical Design Interface Document (PhID) (soon to become a Category 3 REC Document))
	CSS Message Business Data Validation Rules

This Change will benefit Consumers by increasing Switch success rates and is applicable to all Parties that receive messages from CSS (SDSPs and CSS Users).

The PhID and CSS Message Business Validation Rules documents will be updated to provide details of the new API that will be made available to allow Parties to resend messages that have failed to deliver. Schedule 24 – Switching Data Management will also be updated to provide details of the new functionality for managing failed to deliver messages as raising an incident may no longer be required.

5 CROSS CODE IMPACTS

No cross-code impacts have been identified.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE	**RESPONSIBLE COMMITTEE**	TECHNICAL EXPERT PANEL

This has been determined to be a self-governance change with the responsibility of the Technical Expert Panel (TEP) as the CSS Message Business Validation Rules is under the responsibility of the TEP and once the PhID does become a REC document, it will also be under the TEP's responsibility.

7 PRIORITY STATUS AND URGENCY

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	2	27	53
	Retail Markets Impact	Retail Risk(s)	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	0	7	0
		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)	136

Priority Status	MEDIUM
Change Proposal Type	STANDARD

This Change Proposal has an overall priority score of 136 (medium) and an urgency score of 0. It directly impacts Consumer Switching and Retail Risks 8 and 9 both of which were given scores of 2.

Scores of 2 were also given for resource and alignment to the REC objectives.

8 SUMMARY OF CHANGE PROPOSAL PLAN

At the time of publishing this report, this Change Proposal has a fully formed solution and the Detailed Impact Assessment (DIA) which includes the solution design is due to be received from the DCC on 25/01/2024.

A 15 Working Day Party Impact Assessment will then be triggered on 02/02/2024 and close on 23/02/2024.

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.

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.

	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

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9 GLOSSARY

TERM	DEFINITION
Central Switching Service (CSS)	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
Consumer	means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP).
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.
CSS User	means each organisation which is Qualified to use the CSS, together with each Switching Data Service Provider (other than the CSS Provider) the categories of which are set out in the Central Switching Service Schedule.
Data Communications Company (DCC)	means the person holding the DCC 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.
Switch	means a change to the Registered Supplier for an RMP.
Switching Data Service Providers (SDSPs)	means the CSS Provider, the SMDSP (in respect of the services provided under the Smart Energy Code), the Enduring Change of Supplier Service Provider (in respect of the services provided under the Smart Energy Code), the Gas Retail Data Agent, the Electricity Retail Data Agents, and the Enquiry Service Providers.
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.