RETAIL ENERGY CODE

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SOLUTION DEVELOPMENT REPORT

R0080 – IMPROVEMENTS TO 'FAILED TO DELIVER' CSS MESSAGES

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CHANGE PROPOSAL OVERVIEW

Since Central Switching Service (CSS) Go-Live a large number of messages have been unsuccessfully 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 a gateway connectivity is restored by the CSS User.

LINKS

- Change Proposal page link
- Initial Assessment document link

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1 CHANGE PROPOSAL SUMMARY

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 AND USER STORIES

2.1 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.

2.2 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.

3 SOLUTION

The following design principles are key features of the solution.

- The solution will be applicable to all Parties that receive messages from CSS (i.e., Switching Data Service Providers and CSS Users).
- Messages exhausting the retry strategy after the 12 hour retry period would be placed in a 'hold' table, for example, if the endpoint is offline for an extended period of time. The message recipients will have direct access to their held messages via an API.

- The new API will be made available to allow Parties to resend messages that have failed to deliver (and are therefore in the hold table). The API will be described in an updated Physical Interface Design document.
- The DCC will be provided with a report from Landmark, on a daily basis, of Parties and the number of messages that are outstanding.
- The DCC will raise incidents to all affected Parties (following the established Incident Management Process) to notify them that they have failed messages available.
- A party will be able to request all messages held via the API and then the messages will be re-added to the message queue to follow the existing process.
- The solution will provide the required information upfront allowing users to resolve outstanding messages via data already available.
- Use of the API is optional for all Parties, but Parties will be encouraged to use this solution rather than requesting manual resends via Service Tickets.
- The solution will allow resend of messages per MPID.
- Messages in the hold table will have a 'shelf life' of 60 days, after which messages will still be available in CSS, but could only be retrieved and re-sent through manual intervention by Landmark (as per current process).

