RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0093 - UPLIFT TO CSS MAXIMUM DEMAND VOLUMES DURING MHHS MIGRATION PERIOD

DOCUMENT VERSION	1.0
DATE ISSUED	23/03/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	TBC

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

This Change Proposal seeks to make the necessary updates to the REC, primarily to the Central Switching Service (CSS) Service Definition, to ensure that the Switching Operator is appropriately prepared for the increase in message volumes that will be created during the Market Wide Half-Hourly Settlement (MHHS) programme migration period.

	High Impact: Switching Operator
	Medium Impact: MHHS programme CSS Users ERDS Providers
	Low Impact: N/A

1 BACKGROUND

The Market Wide Half-Hourly Settlement (MHHS) programme is responsible for the detailed design and implementation of the MHHS Target Operating Model. The detailed design is now complete, and the programme participants have started to design, build and test the changes required to their systems and processes in order to implement MHHS. Once this is complete, and MHHS goes live, Electricity Suppliers will be required to migrate all electricity Metering Points to MHHS over a 12 to 18 month period (in accordance with the MHHS programme plan).

The migration design process, which is in the final stages of definition, will involve the appointment of MHHS supplier agents - Metering Equipment Managers (MEMs), Data Services and Smart Meter Data Retriever (SMDRs) – and the de-appointment of legacy Supplier Agents – existing MEMs, Data Collectors and Data Aggregators. This may occur as part of a Switch, or as a separate planned migration activity by the Supplier.

The MHHS programme have also determined that the migration design will allow for 'reverse migration' to occur on a Switch, where an MPAN will be able to revert to legacy settlement arrangements if switching to a Supplier who is not yet qualified for MHHS.

All central systems, including the Central Switching Service (CSS), will need to be able to manage an increased volume of messages during this period, to accommodate the migration of approximately 31 million MPANs (in addition to business as usual (BAU) requirements).

The CSS is currently required to be capable of processing, as a minimum, the following volume of Switch Requests and changes to Supplier Agents:

- average daily volume of 42,300;
- peak daily volume of 281,600;
- average hourly volume of 3,500;
- peak hourly volume of 25,300; and
- annual volume of 15,450,000.

The expected volume of messages during the MHHS Migration Period is anticipated to exceed these volumes significantly. It is important that the Switching Operator is capable of managing any additional volumes required during this period, to ensure there is no detrimental impact on the MHHS migration process or switching arrangements.

Analysis and solution development activity has been progressing at the same time as the initial assessment. This has included discussions with the MHHS programme on migration volumes and as further clarity is provided this will be considered during development of the solution.

2 PROBLEM STATEMENT

As part of the MHHS programme, it is necessary to migrate approximately 31 million MPANs from the existing settlement arrangements to those under the MHHS Target Operating Model. This will create a significantly increased volume of messages, whether for Switches or changes to Supplier Agents, for the CSS during the MHHS Migration Period. The CSS Service Definition does not currently require the Switching Operator to be capable of processing these additional volumes.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As an Electricity Consumer, I want the migration of my MPAN to the new HH Settlement arrangements to be as smooth as possible, so that the service I receive from my Electricity Supplier or it's appointed agents is not interrupted,
C2	As an Electricity Consumer, I want my ability to switch to be impacted as little as possible by MHHS migration activities.
MARKET PARTICIPANT USER STORIES	
M1	As the Switching Operator, I want to be prepared for the increased volumes expected during the MHHS Migration Period,
M2	As an Electricity Supplier, I want the MPANs I select to the new HH Settlement arrangements to complete their migration without undue delay, so that the service I provide to Consumers is impacted as little as possible and so that I can meet my migration obligations,
M3	As a MEM, as part of migration I want my new appointment and my legacy de-appointment to occur within the planned timescales so that the services I provide are impacted as little as possible,
M4	As a Data Service, as part of migration, I want my new appointment to occur within the planned timescales so that the services I provide can commence in a timely manner,
M5	As a Data Collector, I want my legacy de-appointment to occur within the planned timescales so that I have a clear understanding and smooth ending to the service I provide,
M6	As the ERDS Provider, I want the CSS to be able to manage the volume of messages being sent so that I can provide the service I am required to during the MHHS Migration Period.

4 IMPACTS

CONSUMERS
Electricity

REC SERVICE PROVIDERS
Switching Operator
ERDS Providers

RECCO / REC CODE MANAGER
Code Manager – Performance Assurance

REC PARTIES AND SERVICE USERS
CSS Users

REC DOCUMENTS / PRODUCTS
CSS Service Definition
Schedule 1 - Interpretations and Definitions

Delivery of this change will ensure that electricity Consumers do not have their Switching experience adversely affected by CSS performance issues created by the increased message volumes during the MHHS migration. CSS Users will also benefit through the avoidance of any disruption to CSS performance for both BAU and migration Switching activity.

The Switching Operator is the key party impacted by this change. They will need to ensure their service provision is ready for the significant increase in volumes resulting from MHHS migration. An understanding of the volumes to be accommodated will be informed by the plans for how messaging is to be managed for ERDS during migration. This change will not however, place any requirements on ERDS Providers as part of this change's solution.

To ensure end-to-end understanding of how migration will work and the associated volumes that will be created and to confirm where ERDA requirements are being delivered, the Code Manager will be asking the ERDS Providers to submit a preliminary impact assessment for this change.

The change may have impacts on the Code Manager's Performance Assurance service as changes to the CSS Service Definition may impact Service Level Agreement reporting and reporting assurance.

The CSS Service Definition is the main impacted REC product, however Schedule 1 – Interpretations and Definitions may also require updates, primarily to include terminology specific to MHHS migration.

During development of the solution, the legal text for performance obligations that is being reviewed under Change Proposal R0092 - DCC Service Level Agreements for the Switching Incentive Regime may need to be considered.

5 CROSS CODE IMPACTS

This change is required to support the implementation of Market-wide Half Hourly Settlement by providing an essential update to the CSS provision to ensure that the service can accommodate

significantly increased message volumes during MHHS migration. No impacts are expected to other codes over and above the increased volumes expected by all parties and systems during MHHS migration.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This Change Proposal impacts the CSS Service Definition which is the responsibility of the Technical Expert Panel (TEP) and therefore it will be the Responsible Committee. If amendments are required to Schedule 1 - Interpretations and Definitions, the Change Panel will be consulted as to whether this needs to be reconsidered.

This change will follow a Self-Governance Change Path.

7 PRIORITY STATUS AND URGENCY

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	25	25
	Retail Markets Impact	Retail Risk(s)	2	15	30
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	5	10
		Legal and Regulatory Compliance	2	13	25
Resource	Complexity / Effort / Duration		2	8	15
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		2	15	15
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Significant Code Reviews	2	20	40
				Overall Priority Score (rounded)	168

Priority Status	HIGH
Change Proposal Type	STANDARD

The Priority Status for this Change Proposal is ‘High’ based on a weighted prioritisation score of 168. This is broken down as below:

Impact:

- Consumer – a score of 1 to reflect that, without the implementation of this change, there will be an impact to the Consumer Switching experience due to the significantly increased volumes of CSS messages which will affect CSS performance.
- Retail Markets Impact - a score of 2 to reflect the moderate impact the change will have in mitigating the risk to CSS performance, under Retail Risk 9.0 ‘REC Service performance prevents a consumer from switching suppliers effectively’, during MHHS migration and its impact on Switching.
- REC Operational Effectiveness – a score of 2 to reflect the moderate impact the change will have on the operations of CSS during MHHS migration and its effectiveness of both BAU Switching activity and the use of the Switching process to migrate MPANs.

- RECCo and REC Service Provider Legal and Regulatory Compliance - a score of 2 to reflect the moderate impact the change will have on the REC's ability to meet their obligations in providing appropriate services to support transition to MHHS.

Resource:

- A score of 2 - this is a standard change that needs solution development and impact assessment. As it only impacts one REC Service Provider it is likely to take between four and six months to reach the decision point.

Strategic alignment:

- Objectives of the REC – a score of 2 due to the moderate impact this will have on the efficiency in the operation of the REC under MHHS.
- RECCo Forward Workplan – a score of 1 due to the alignment with the key outcome to work closely with REC Service Providers to ensure that the retail arrangements governed under the REC are properly prepared to facilitate the timely delivery of MHHS.

Urgency:

- This Change Proposal has been given an urgency score of 2 against a Significant Code Review, to reflect the need for it to be progressed within the next 3 months so that it can achieve a timetable that will result in development and implementation that fits with MHHS dependencies.

8 SUMMARY OF CHANGE PROPOSAL PLAN

The Change Proposal Plan provides for the activities and engagement necessary to develop the solution requirements and progress to Service Provider preliminary impact assessment. Further development of the plan will be informed by the responses received.

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	01/03/2023	06/04/2023
SERVICE PROVIDER PRELIMINARY IMPACT ASSESSMENT PERIOD	06/04/2023	09/06/2023

9 GLOSSARY

This glossary details two different sets of terms:

- The first table includes terms and definitions from the REC
- The second table includes terms and definitions from the MHHS Programme which are taken from the MHHS Glossary on the Programme Collaboration Base

Further terms relating to MHHS can be found within MHHS Programme Glossary - Link

REC 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 Specification	means the document of that name forming part of the Technical Specification.
Electricity Supplier	means a person holding an Electricity Supply Licence.
Electricity Retail Data Agent (ERDA)	means a provider of a DNO's Electricity Retail Data Service.
Electricity Retail Data Service (ERDS)	means the electricity registration services provided under this Code to support the provision of electricity retail data to the CSS and other services.
Market-wide Half Hourly Settlement (MHHS)	Market Wide Half-Hourly Settlement will utilise the ability of smart meters to record a customer's usage during each half hour period to move domestic and small non-domestic customers to half-hourly settlement. Medium and larger non-domestic consumers have been settled half-hourly since BSC modification P272.

REC TERM	DEFINITION
Metering Point Registration System (MPRS)	means the System used or procured by each DNO in order to provide the Electricity Retail Data Service in accordance with the REC and / or the Supplier Meter Registration Service in accordance with the BSC.
Smart Meter Data Retriever (SMDR)	Means the new industry role that is being introduced into the REC through R0044. The role is known in the Smart Energy Code and MHHS programme as Meter Data Retriever.
Smart Meter Data Service Provider (SMDSP)	means the DCC in its role as provider of the Smart Meter Data Service.
Supplier Agent	means a Data Aggregator, a Data Collector or a Metering Equipment Manager.
Switch Request	means a request from a Gaining Supplier to initiate a Switch.
Switching Operator	means the DCC in performing the role of managing the co-ordination of the CSS Provider and the other Switching Data Service Providers, including the mechanisms for Users to report incidents and access service management support, from the CSS Go-Live Date.

MHHS TERM	DEFINITION
Data Service	Generic and collective reference for the MHHS Target Operating Model services relating to data service provision - includes the Smart Data Service, Advanced Data Service and Unmetered Data Service.
Market-wide Half Hourly Settlement (MHHS)	Market Wide Half-Hourly Settlement will utilise the ability of smart meters to record a customer's usage during each half hour period to move domestic and small non-domestic customers to half-hourly settlement. Medium and larger non-domestic consumers have been settled half-hourly since BSC modification P272.
MHHS Migration	Moving the servicing of MPANs from the current Market Roles to servicing them under the TOM Services (CCDG Definition, captured in the Migration Working Group Terms of Reference).
MHHS Migration Period	Migration Period The period denoted by the Programme as occurring between the M11 and M15 milestones.

MHHS TERM	DEFINITION
MHHS Milestone M8 ‘Code changes delivered’	This is the milestone at which the consequential changes, required to the industry codes to enact the MHHS Design, will be implemented. The date will be determined and governed by the MHHS programme.
MHHS programme	The MHHS programme is the mechanism under which the governance and implementation of changes to the market arrangements are being managed.
MHHS supplier agents	Supplier agents that can carry out certain functions related to settlement on behalf of suppliers, including data collection, data aggregation and meter operation
MHHS Target Operating Model (TOM)	The Target Operating Model is the settlement arrangements designed by the Design Working Group (DWG), and further developed by the Code Change and Development Group (CCDG) and the Architecture Working Group (AWG) that will facilitate Market-wide Half Hourly Settlement.