RETAIL ENERGY CODE

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

DRAFT LEGAL TEXT - CSS SERVICE DEFINITION

7 Maximum Demand Volumes

[…]

7.3. The CSS shall, subject to Paragraph 7.11, be capable of processing, as a minimum, the following volume of Switch Requests and changes to Supplier Agents and Smart Meter Data Retrievers:

(a) average daily volume of 42,300;

(b) peak daily volume of 281,600;

(c) average hourly volume of 3,500;

(d) peak hourly volume of 25,300; and

(e) annual volume of 15,450,000.

[…]

MHHS Migration Period

7.11. During the MHHS Migration Period, in addition to the requirements of Paragraph 7.3, the CSS Provider shall be capable of processing the volume of changes to electricity Supplier Agent and Smart Meter Data Retriever in accordance with the maximum daily migration volumes published in the MHHS Migration Plan, within existing Service Levels. Any failure to achieve these Service Levels shall be considered a failed Performance Level in accordance with Annex A of the Performance Assurance Schedule, where the volume of changes to electricity Supplier Agent and Smart Meter Data Retriever do not exceed the sum of the volumes set out in Paragraph 7.3 and the maximum daily migration volumes published in the MHHS Migration Plan. It shall be the sole responsibility of the CSS Provider to ensure they are engaged with any changes to the maximum daily migration volumes published in the MHHS Migration Plan, and that they are able to support these volumes appropriately.