RETAIL ENERGY CODE

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CHANGE PROPOSAL FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Andrew Dawson
COMPANY *(Optional)*	GB Group Plc
COMPANY TYPE *(Optional)*	
TELEPHONE NUMBER *(Optional)*	
EMAIL ADDRESS *(Mandatory)*	

2 CHANGE PROPOSAL SUMMARY

CHANGE PROPOSAL TITLE *(Mandatory)*	Optional fuzzy searching in EES
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	The EES API currently undertakes 'fuzzy' matching of address requests. For example a search of building 1 and postcode CH2 2AF returns address matches for 1, 11, 13, 15, 17 and 19 There is a requirement for this service to function in the same way as GES so that a search on CH2 2AF, 1 returns the details for just property number 1. However, we appreciate that there are also use-cases where fuzzy matching is useful and there for propose that this functionality should be configurable using a setting in the JSON service request such as ExactMatch=true/false (with the default being false to ensure backward compatibility with the existing functionality).
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	GBG's Utilities Register consumes the EES (and GES) APIs. We offer additional functionality allowing users to pass an unstructured address, possible containing errors. Our address-verification software cleanses and

	tokenises the address (identifying discrete address components) before passing the postcode and building number to EES. This enables energy suppliers to pass unvalidated addresses received from third parties such as brokers or PCWs, to our service in bulk (say on overnight runs) to append meter point details and proceed automatically with the switch.
WHAT OUTCOMES DO YOU CONSIDER ARE NEEDED TO ACHIEVE AN EFFECTIVE SOLUTION? *(Mandatory)*	Enhancement to EES to provide 2 new configuration settings in the the API request: 1) allow the request to specify whether the search should be exact or fuzzy. 2) specify the failover operation should a match NOT be found when in Exact Match Mode to operate as follows: ExactFailError=true: If no exact match when in Exact Match Mode, return nothing (error - no match found) ExactFailError=false: If no exact match when in Exact Match Mode, revert to fuzzy mode and return matching candidates In 'Exact Match Mode' , if a single match can be found, then this should be returned.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE CHANGE PROPOSAL THAT WOULD BE USEFUL? *(Optional)*	

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS CHANGE PROPOSAL? *(Mandatory)*	☒ Electricity ☐ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)

WHAT IMPACT WILL THIS CHANGE PROPOSAL HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☐ Billing accuracy ☒ Trust and confidence ☐ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☒ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	This will improve the number of successful, automated switching journeys by GBG's customers (including suppliers, PCWs and other TPIs). Those searches of perfectly well-formed and accurate addresses that fail because of the fuzzy matching functionality, will need to be passed to an exception-handling process possibly requiring further contact with the consumer. This will increase overall journey friction resulting in loss of confidence, possible journey abandonment and even disincentivising the consumer from engaging in future switching. This affects all consumers wishing to switch their electricity supplier.

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Interpretations and Definitions Schedule ☐ Transition Schedule ☐ Accession Agreement ☐ Company Governance Schedule ☐ Change Management Schedule ☐ Performance Assurance Schedule ☐ Qualification and Maintenance Schedule ☐ Market Exit Schedule ☐ Charging Methodology Schedule ☐ Prepayment Arrangements Schedule ☐ Central Switching Service Schedule ☐ Data Access Schedule ☐ Energy Theft Reduction Schedule

	☐ Transfer of Consumer Data Schedule ☐ Metering Operations Schedule ☐ Metering Accreditation Schedule ☐ Smart Meter Installation Schedule ☐ Secure Data Exchange Schedule ☐ Green Deal Arrangements Schedule ☐ Registration Services Schedule ☐ Related Metering Points Schedule ☐ Address Management Schedule ☐ Switching Data Management Schedule ☐ RMP Lifecycle Schedule ☐ Switching Service Management Schedule ☐ Resolution of Consumer Facing Switching and Billing Issues Schedule ☐ SPAA Transition Schedule ☐ MRA Transition Schedule ☐ Unbilled Energy Code of Practice ☐ Gas Metering Code of Practice ☐ MOCoPA ☐ ASPCoP ☐ Change Panel Terms of Reference ☐ Performance Assurance Board Terms of Reference
ADDITIONAL INFORMATION *(Optional)*	n/a

THE DATA SPECIFICATION? *(Optional)*	☐ Data Item Catalogue ☐ Market Message Catalogue ☐ Data Access Matrix ☐ Standards Definition
ADDITIONAL INFORMATION *(Optional)*	n/a

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☒ Electricity Enquiry Service ☐ Central Data Service Provider Further Services ☐ Secure Data Exchange Service ☐ Green Deal Central Charging Database

	☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Switching Operator ☐ Gas Retail Data Service ☐ Electricity Retail Data Service ☐ Gas Enquiry Service ☐ Energy Theft Tip Off Service (ETTOS)
ADDITIONAL INFORMATION *(Optional)*	This will impact the EES Specification but not the Service Definition (SLA) document. (EES Technical Specification is not on the drop-down list)

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☒ Energy Suppliers ☐ Distribution Network Operators ☐ Gas Transporters ☐ Metering Equipment Managers ☐ DCC ☐ Shippers ☐ Data Collectors ☐ Data Aggregators ☐ Green Deal Providers ☐ Green Deal Finance Parties ☐ Meter Asset Providers ☐ AMR Service Providers ☒ EES Users ☐ GES Users ☐ GDCC Users ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	The proposed change will have a beneficial impact on energy suppliers and TPIs undertaking electricity switching for consumers

OTHER INDUSTRY CODES? *(Optional)*	☐ BSC ☐ DCUSA ☐ SEC ☐ UNC ☐ IGT UNC
ADDITIONAL INFORMATION *(Optional)*	n/a

DOES THIS CHANGE PROPOSAL IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	

5 CHANGE PROGRESSION

DO YOU BELIEVE THIS CHANGE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	Not urgent but a timely change would be welcome please. With the volumes of switching traffic expected to increase in the spring of 2023, a timely change will mean that suppliers, TPIs and consumers will be able to benefit as soon as possible.
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OR IMPLEMENTATION OF THIS CHANGE PROPOSAL? *(Optional)*	No
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THE CHANGE PROPOSAL WHICH MAY IMPACT ITS	No

PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	
DOES THIS CHANGE PROPOSAL RELATE TO AN EXISTING OR PREVIOUS CHANGE PROPOSAL? *(Optional)*	No

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	n/a