RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0098 – OPTIONAL FUZZY SEARCHING IN EES

DOCUMENT VERSION	V2.0
DATE ISSUED	17/10/2023
DOCUMENT APPROVAL STATUS	APPROVED

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	16/02/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

This Change Proposal seeks to introduce configurable “fuzzy” matching into the Electricity Enquiry Service (EES) API for address requests.

	High Impact: N/A
	Medium Impact: Consumers
	Low Impact: N/A

1 BACKGROUND

The Electricity Enquiry Service (EES) API undertakes “fuzzy” matching of address requests. For example, when searching for property 1 and postcode CH2 2AF, it will return matches for 15, 17, and 19. This change proposes that the EES functions in the same way as the Gas Enquiry Service (GES) so that a search of CH2 2AF, returns only the details for property number 1. However, there are certain cases where fuzzy matching is useful and therefore it is proposed for this functionality to be configurable.

This will improve the number of successful, automated switching journeys for Consumers through Suppliers, Price Comparison Websites (PCWs) and Third-Party Intermediaries (TPIs). Where searches fail because of fuzzy matching functionality, these will need to be passed through an exception handling process which may require further contact with the Consumer, producing a loss of confidence in the Switching process and disincentivising Consumer engagement in future Switching.

2 PROBLEM STATEMENT

Where a Consumer initiates a Switch through a Supplier, PCW or TPI that utilises the EES API address searches can fail as the API only undertakes “fuzzy” matching. Address Search errors will then need to go through an exception handling process creating an inefficiency and producing a loss of confidence in the Switching process.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want to be able to switch my electricity easily and efficiently.
MARKET PARTICIPANT USER STORIES	
M1	As an organisation providing switching services, I want Consumers to be able to search addresses efficiently.

4 IMPACTS

CONSUMERS
Domestic Consumers

REC SERVICE PROVIDERS
EES Provider

REC DOCUMENTS / PRODUCTS
EES API Technical Specification

This change impacts domestic Consumers.

5 CROSS CODE IMPACTS

There have been no cross-code impacts identified.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF GOVERNANCE

RESPONSIBLE COMMITTEE	TECHNICAL EXPERT PANEL

This change is technical in nature and therefore the Technical Expert Panel has been determined as the Responsible Committee.

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)	0	17	0
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	0	7	0
		Legal and Regulatory Compliance	0	14	0
Resource	Complexity / Effort / Duration		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	88

Priority Status	LOW

Change Proposal Type	STANDARD

This change has been determined as having a low priority score of 88 and an urgency score of 0. The priority score has been based on a Consumer impact of 2 and scores of 1 for alignment to REC objectives.

8 SUMMARY OF CHANGE PROPOSAL PLAN

R0098 has a fully formed solution where the viability of that solution can only be determined through Impact Assessment. This change plan includes a Service Provider Initial Impact Assessment, Preliminary Impact Assessment and Detailed Impact Assessment which will span from 09 October 2023 to 27 December 2023.

A 15WD Party Impact Assessment will be triggered on 12 January 2024 followed by the Preliminary Change Report being published on 16 February 2024 alongside a 15WD Consultation period.

The Final Change Report will then be published on 15 March 2024 in preparation for the Technical Expert Panel's decision on 27 March 2024.

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	N/A	N/A
SERVICE PROVIDER IMPACT ASSESSMENT	09/10/2023	27/12/2023
PARTY IMPACT ASSESSMENT	12/01/2024	02/02/2024
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	16/02/2024	16/02/2024
CONSULTATION	16/02/2024	08/03/2024
FINAL CHANGE REPORT ISSUED	15/03/2024	15/03/2024
RESPONSIBLE COMMITTEE DECISION	27/03/2024	27/03/2024
APPEAL WINDOW CLOSURE	12/04/2024	12/04/2024

9 GLOSSARY

TERM	DEFINITION
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).
Electricity Enquiry Service (EES) Provider	means the provider of the Electricity Enquiry Service.
Electricity Enquiry Service (EES)	means the service described as such in the EES Service Definition.
Electricity Supplier	means a person holding an Electricity Supply Licence.
Fuzzy Matching	a technique used to identify similar elements in a dataset.
Gas Enquiry Service (GES)	means: (a) until CSS Go-Live Date, the enquiry service provided pursuant to the UNC which allows authorised users to access Gas Retail Data; and (b) from CSS Go-Live Date, the service of that name procured by RECCo pursuant to the Data Access Schedule.
Price Comparison Websites (PCW)	means operators of price comparison websites.
Switch	means a change to the Registered Supplier for an RMP.
Third Party Intermediary (TPI)	means a broker or introducer acting between Consumers and Energy Suppliers, including Price Comparison Websites.