RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0098 OPTIONAL FUZZY SEARCHING IN EES

On 12 January 2024 the Code Manager issued a Party Impact Assessment to industry to seek feedback on R0098 Optional Fuzzy Searching in EES.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

DOCUMENT VERSION	1.0
RESPONSE TYPE	NON-CONFIDENTIAL
DATE ISSUED	16/02/2024
RESPONSIBLE COMMITTEE	Technical Expert Panel
LEAD ANALYST	Elise Handy

DATE CONSULTATION ISSUED	12/01/2024
RESPONSE DEADLINE	02/02/2024

Question 1:	Do you have any comments on the proposed solution?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We have no significant comments on this proposal, we are supportive of the ability to use this additional functionality, although see no benefits to our own internal processes.	Noted, thank you.
E.ON (Meter Asset Provider)	We have no comment regarding the solution itself, but it does need to be backwards compatible to avoid effecting other tools linked to the API – for example, C&C provide a tool that could be linked the EES API. If the API will be backwards compatible, there will be no impact. If C&C need to amend their tool due to the new API not being backwards compatible, they may charge for that change. Timescales for this are unknown at this point.	Thanks for your comments. The Code Manager has checked your query with the EES Provider who confirmed that this change will have no impact on other tools.
Ovo Energy (Energy Supplier)	It would likely be very useful for us. We regularly see data where it would potentially improve things.	Noted, thank you.
Love Energy Savings (Third Party Intermediary)	This change will make targeting of addresses easier within the service for end users, and therefore take another point of friction out of the process.	Noted, thank you.

Question 2:	What lead time would be required for your business to implement the proposed solution? Please provide justification.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We do not see a use case for our own processed and as such would not require a lead time.	Noted, thank you.
E.ON (Meter Asset Provider)	We would not need to implement any internal changes, these would be limited to REC service providers.	Noted, thank you.
Ovo Energy (Energy Supplier)	As it is optional, we would be unaffected initially. Depending on the ease of use we should be able to use it quickly once implemented.	Noted, thank you.
Love Energy Savings (Third Party Intermediary)	N/A	-

Question 3:	Do you agree the proposed solution addresses the problem statement? If not, please provide details?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	Yes.	Noted, thank you.
E.ON (Meter Asset Provider)	No further comments.	-
Ovo Energy (Energy Supplier)	Yes.	Noted, thank you.

Love Energy Savings (Third Party Intermediary)	Yes.	Noted, thank you.

Question 4:	Would implementing the proposed solution incur any costs to your business? If so, please provide details.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	No.	Noted, thank you.
E.ON (Meter Asset Provider)	No costs are anticipated unless C&C have to make changes.	Thank you, please see response to question 1.
Ovo Energy (Energy Supplier)	A small amount of routine development work done by internal staff	Noted, thank you.
Love Energy Savings (Third Party Intermediary)	No.	Noted, thank you.

Question 5:	Do you identify any benefits to your business through the implementation of the proposed solution?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	None identified.	Noted, thank you.

E.ON (Meter Asset Provider)	We have not identified any benefits to our business.	Noted, thank you.
Ovo Energy (Energy Supplier)	We would be able to get more customers through without any exceptions. This would improve experience. We would also likely see a reduction is wrong switches	Noted, thank you.
Love Energy Savings (Third Party Intermediary)	This solution will improve the customer UX when switching, hopefully making the process faster and more accurate.	Noted, thank you.

Question 6:	Do you think there are any potential issues with allowing a fuzzy match to be specified in an EES search?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	No.	Noted, thank you.
E.ON (Meter Asset Provider)	No issues identified other than if there are knock on effects to other tools as escribed in Q1.	Noted, thank you.
Ovo Energy (Energy Supplier)	No.	Noted, thank you.
Love Energy Savings (Third Party Intermediary)	No.	Noted, thank you.

Question 7:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	No other comments.	-
E.ON (Meter Asset Provider)	No further comments.	-
Ovo Energy (Energy Supplier)	No.	-
Love Energy Savings (Third Party Intermediary)	No.	-