RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

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

CHANGE REPORT

R0110 - A REVIEW OF SUPPLIER ACCESS TO DATA ON GES

CHANGE REPORT	FINAL
DOCUMENT VERSION	V2.0
ISSUED DATE	18/10/2023
DOCUMENT APPROVAL STATUS	POST-VOTE

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

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	20/09/2023

LEAD CHANGE ANALYST



Lydia Bentley

Click to send an email

020 3922 0748

CHANGE OVERVIEW

When Registered Gas Suppliers and Registered Shippers access the Gas Enquiry Service (GES) they currently have access to their own unique set of Data Items. This Change would give Registered Gas Suppliers access to some additional Data Items which form part of the Registered Gas Shipper Data Items, to enable them to solve Consumer facing switching and billing issues.

	High Impact: N/A
	Medium Impact: Gas Enquiry Service Provider
	Low Impact: N/A

TECHNICAL LEAD

Ryan Dale

Click to send an email

ASSURANCE LEAD

Lakshna Murali

Click to send an email

RESPONSIBLE COMMITTEE DECISION

On 25 October 2023, the Technical Expert Panel voted to **APPROVE** R0110 for implementation on 03 November 2023.

RETAIL ENERGY CODE

CONTENTS

BACKGROUND		
1.	Summary	**3**
2.	Problem Statement	**3**
3.	User Stories	**3**
PROPOSAL		
4.	Summary of Analysis Undertaken	**4**
5.	Proposed Solution	**4**
6.	Draft Legal Text	**6**
7.	Summary of Impact Assessment Activity	**6**
8.	Delivery Against Change Proposal Plan	**6**
9.	Key Risks, Assumptions, Issues and Dependencies	**7**
10.	Proposed Implementation Date and Approach	**7**
11.	Summary of Consultation Responses	**8**
12.	Summary of Amendments Made Following Consultation	**9**
13.	Business Case Assessment	**9**
14.	Case for Change	**10**
15.	Responsible Committee Decision	**10**
16.	Appendix	**10**
17.	Glossary	**11**

RETAIL ENERGY CODE

BACKGROUND

1 SUMMARY

The GES allows users to access gas market data, in accordance with the Data Access Matrix (DAM).

Currently, Registered Shippers have a community view by default in the DAM, whereby they can see their designated Data Items for every Registerable Metering Point (RMP) in the market. Data Items exclusively available to Registered Shippers (and not Registered Gas Suppliers) include meter reading history and Meter Asset Manager history. Currently, if a Supplier wishes to access this information, they need to request this data from their Shipper. Whilst many Gas Suppliers act as their own Shipper, and have more immediate access to this information, many Registered Gas Suppliers do not.

This Change Proposal seeks only to introduce Data Items that are exclusively available to the Registered Shipper into the Registered Gas Supplier Portfolio view as are needed for Registered Supplier processes. This would enable Registered Gas Suppliers to respond more efficiently to consumer facing switching and billing issues.

2 PROBLEM STATEMENT

When Registered Gas Suppliers need to resolve queries relating to meter reading history, they may need to access information that is currently only available to the Registered Shipper in GES. As a result, Registered Gas Suppliers may be unable to resolve these consumer facing issues on their own, as they do not have direct access to the required Registered Shipper only information.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want my Supplier to be able to access essential information about my energy account, so that billing issues and switching problems can be addressed easily.
MARKET PARTICIPANT USER STORIES	
M1	As a Registered Gas Supplier, I want to be able to readily access appropriate information relating to my RMP portfolio, so that I can resolve consumer facing billing issues more easily.
M2	As the GES Provider, I want my users to be able to access information that helps them fulfil their objectives (in line with REC Data Access principles), so that the service is used as efficiently as possible.

4 SUMMARY OF ANALYSIS UNDERTAKEN

Following discussions between the Code Manager, Proposer and GES Provider, a draft Data Access Matrix (DAM) was produced. The draft DAM shows the agreed upon Data Items that Registered Suppliers will have access to following successful implementation of the Change. The Data Items have been scrutinised by the GES Provider, and assessed against the Proposer's use case to ensure that the Data access being requested is consistent with the specific needs of the role of a Registered Supplier. The proposer has confirmed that the agreed Data Items will resolve the issues identified in the problem statement.

5 PROPOSED SOLUTION

Data Items to be introduced to the Supplier Portfolio have been identified. There are 22 Data Items of the Meter Asset History data type, and 11 of the Meter Read History data type. These Data Items are currently only available to Registered Shippers within the DAM. If these Data Items are made available to Registered Suppliers, then they will be able to resolve Consumer facing billing and switching issues in a more efficient and expeditious manner. Data Items to be introduced to the Registered Supplier Portfolio view are as follows:

DATA TYPE	DATA ITEM
Meter Asset History	Meter Serial Number
Meter Asset History	Reason Code
Meter Asset History	Asset Effective Date (where Asset Removed, Asset Removal Date)
Meter Asset History	Meter Type
Meter Asset History	Manufacturer
Meter Asset History	Model
Meter Asset History	Year of Manufacture
Meter Asset History	Number of Dials
Meter Asset History	Meter Capacity
Meter Asset History	Conversion Factor
Meter Asset History	Meter Mechanism
Meter Asset History	Imperial Indicator (or Metric / Imperial Indicator)

DATA TYPE	DATA ITEM
Meter Asset History	Meter Reading Units (or Meter Reading / Multiplication Factor)
Meter Asset History	Location
Meter Asset History	Opening Read
Meter Asset History	Opening Read Unconverted
Meter Asset History	Opening Read Converted
Meter Asset History	Opening Read Date
Meter Asset History	Closing Read
Meter Asset History	Closing Read Unconverted
Meter Asset History	Closing Read Converted
Meter Asset History	Closing Read Date
Meter Read History	Meter Read Date
Meter Read History	Meter Read Type
Meter Read History	Meter Read
Meter Read History	Meter Round the Clock
Meter Read History	Converter Read
Meter Read History	Converter Round the Clock
Meter Read History	Unconverted Read
Meter Read History	Meter Read Creation Date
Meter Read History	Meter Read Creation Tim
Meter Read History	Meter Read Reason Code (or where displayed as a Description, the Read Reason Description)
Meter Read History	Active Read Indicator

The Code Manager did not consider any alternative solutions, because the straightforward nature of the change, and the effectiveness of the proposed solution satisfactorily addresses the problem statement. The solution was produced following an iterative process involving the Code Manager, the GES Provider, and the Proposer (a Registered Gas Supplier).

The GES Provider will make new Data Items accessible to Registered Suppliers through the existing web portal. Only the Gas DAM will be changed as part of this solution – as existing User Categories are not being changed, no alterations to Schedule 12 – Data Access are required.

This is a standalone change with no cross-code impacts or impacts on other changes.

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0110 can be found here.

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

7.1 SERVICE PROVIDER IMPACT ASSESSMENTS

An Impact Assessment was issued to the GES Provider, to assess the cost and impact of change to GES systems.

GES PROVIDER	• The GES Provider returned the response to the detailed impact assessment on 07 September 2023.
	• They provided:
	  ○ An indicative timetable for implementation of approximately 10 weeks (50 Working Days) for the design, build and test for this solution;
	  ○ The estimated cost of implementation including design, build and test (costs are confidential); and
	  ○ Confirmation that there will be no ongoing operational costs for delivering this change proposal.
	• No risks or issues were raised by the GES Provider. However, they have raised a number of assumptions, which are detailed below.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

To date, the activity for this Change Proposal has been completed in line with the Change Proposal Plan. The Change Proposal Plan can be found here.

RETAIL ENERGY CODE

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 RISKS AND ISSUES

NO.	RISK	NOTES	MITIGATION
R01	There is a short implementation timescale from approval of the change.	Short implementation timescales a result of agreed escalation as required by business needs	The Code Manager will work with the GES Provider to ensure that all commercial approvals are drafted promptly to not delay the implementation date.

9.2 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A01	User Trials - (External) testing is not in scope of this change response.	User trials test phase have not been included in the plan or costs, as the changes proposed are a replication of existing functionality.	Closed
A02	Performance/load testing is not required as no functional changes are considered in the scope.	There is no performance/ load test phase included in the plan or costs, as the changes proposed are a replication of existing functionality.	Closed
A03	Fixing any existing production defects are not in scope of this change.	Any production defects shall be raised with the relevant support team and are not considered to be in the scope of this change delivery.	Closed.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	03/11/2023

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

The proposed implementation date and approach for this change reflect the need for the proposer to have the required data access as soon as possible, to allow them to deliver positive Consumer outcomes.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 27 September 2023 to obtain views on the Preliminary Change report (found here). In total 2 responses were received, both from a Registered Gas Supplier. The responses have been consolidated and comments provided by the Code Manager. This can be found here.

The key themes from the responses have been summarised and set out below.

11.1 SUMMARY OF RESPONSES

11.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

The respondents both agree with the Code Manager's assessment that the proposed solution and legal text fully resolve the problem statement.

11.1.2 BENEFITS RELATIVE TO IMPLEMENTATION AND OPERATIONAL COSTS

One respondent indicated that by not having access to Shipper exclusive Data Items, they are less able to resolve Consumer complaints. The Code Manager expects that proposed solution will allow Registered Gas Suppliers to better meet their obligations in Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues.

11.1.3 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

The respondents both agree with the Code Manager's assessment that changes to the Gas DAM are necessary to support REC Parties in achieving their objectives within the REC and providing support to Consumers.

11.1.4 IMPLEMENTATION APPROACH AND DATE

One respondent questioned whether there is any interaction between this change and R0118 - Review of Schedule 12 and processes to manage access to data. There are no interactions between R0110 and R0118, for two reasons:

- Firstly, R0118 is being implemented after R0110, and
- Secondly, R0118 only affects changes to Schedule 12 – Data Access. As Registered Gas Suppliers are already an existing User Categories there will be no impact as R0118 only covers changes to User Categories in Schedule 12.

A second respondent raised the question of whether the GES Provider's decision not to undertake External User Trials and Performance/Load testing might impact existing GES services for REC Parties and Service Users. The Code Manager put this concern to the GES Provider, who confirmed that they do not expect any performance issues for GES users, as the changes proposed in R0110 are a replication of an existing functionality, and simply an extension of the existing user list.

12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No amendments have been made following consultation.

13 BUSINESS CASE ASSESSMENT

13.1 COST BENEFIT ANALYSIS

COSTS	DELIVERY COSTS	ONGOING OPERATIONAL COSTS
GES PROVIDER	£18,225 - £20,340	£nil

These costs were provided by the GES Provider within the detailed impact assessment received on 07 September 2023. They are inclusive of design, build and test activity, and it has been confirmed that there will be no ongoing operational costs for this solution. No other costs have been identified for the development or implementation of the proposed solution.

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	14/09/2023

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
RETAIL RISK MITIGATION	Registered Suppliers are the front line for resolving Consumer facing billing issues. It is therefore important for them to have access to this additional data in GES to enable them to fulfil their role more efficiently, avoiding delays which may lead to escalations and complaints. This change will help mitigate REC Retail Risk 8.8

13.2 COST BENEFIT ANALYIS SUMMARY

Whilst no quantifiable benefits have been identified during the development of the solution for this Change Proposal, the Code Manager believes that the improved Consumer outcomes (such as more effective and expeditious resolution of billing and switching issues) provided by the intangible benefits outweighs the cost provided by the GES Provider.

14 CASE FOR CHANGE

14.1 SELF-GOVERNANCE

The Code Manager considers that there is a positive case for change to implement this solution, on the basis that it:

- is both viable and implementable, and it appropriately resolves the problem statement;
- is cost effective and proportionate to the anticipated benefit; and
- may facilitate more positive outcomes for Consumers who require resolution of meter asset and ready history related switching and billing issues.

15 RESPONSIBLE COMMITTEE DECISION

This report was discussed at the REC Technical Expert Panel meeting on 25 October 2023.

The REC Technical Expert Panel voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 03 November 2023.

16 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
CONSOLIDATED CONSULTATION COMMENTS AND CODE MANAGER'S RESPONSES	Link

17 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).
Gas Enquiry Service	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.
Gas Enquiry Service Provider	means the provider of the Gas Enquiry Service.
Gas Enquiry Service User	means a Party or Non-Party REC Service User which is entitled to use the GES under the Data Access Schedule.
Enquiry Service Data	means the data accessed via the Gas Enquiry Service or the Electricity Enquiry Service.
Data Access Matrix	means the matrix describing which Enquiry Service Data each Enquiry Service User Category can access, which forms part of the Data Specification and is updated in accordance with the Data Access Schedule.
Data Item	means the most granular level of data defining a specific attribute in respect of a Data Type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Gas Supplier	means a person holding a Gas Supply Licence.
Shipper	means a person holding a Shipper Licence.
Retail Risk	means a risk that retail energy consumer outcomes and the effectiveness of the retail market are measurably and significantly degraded by a failure by a REC Service User or REC Service Provider to meet the objectives, standards and core processes under this Code.
Registrable Measurement Point	means a Supply Meter Point or Metering Point identified in the Central Switching Service.