RETAIL ENERGY CODE

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| | |
|---|---|
| 01 | Proposal Plan |
| 02 | Impact Assessment |
| **03** | **Consultation** |
| 04 | Final Recommendation |

# CHANGE REPORT

## R0120 – SEARCH GES API USING METER SERIAL NUMBER

| | |
|---|---|
| **DOCUMENT VERSION** | V1.0 |
| **PROPOSED IMPLEMENTATION DATE** | 28/02/2025 |
| **IMPLEMENTATION APPROACH** | BIG BANG |

| | | | |
|---|---|---|---|
| **RESPONSIBLE COMMITTEE** | TECHNICAL EXPERT PANEL | **CHANGE PATH** | SELF-GOVERNANCE |
| **PRIORITY STATUS** | LOW | **URGENCY** | STANDARD |
| **IMPACTED STAKEHOLDERS** | Gas Consumers, Gas Suppliers, Third Party Intermediaries (TPI), Price Comparison Websites (PCW). | | |

| LEAD ANALYST | TECHNICAL/ ASSURANCE LEAD (SOLUTION LEAD) | SUBJECT MATTER EXPERT |
|---|---|---|
| ELISE HANDY | CAROLINE MILNER | GLENN SHEERN |
| Click to send an email | Click to send an email | Click to send an email |

### OVERVIEW

This change seeks to introduce Meter Serial Number (MSN) searchability within the Gas Enquiry Service (GES) Supply Point Switching API to enable an improved Switching journey for Consumers.

## CODE MANAGER RECOMMENDATION

The Code Manager recommends that the Technical Expert Panel:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 28 February 2025.

RETAIL ENERGY CODE

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# BACKGROUND

## 1 SUMMARY

If a Consumer moves into a new property, it may not have billing information available. If the address held within GES is also ambiguous or differs to that understood by the new occupier, the Consumer may not be able to Switch Supplier.

As the MSN is displayed on the meter, it could be retrieved by the Consumer and used to instigate the Switching Process if the GES enabled MSN searches through the Supply Point Switching API.

## 2 PROBLEM STATEMENT

Consumers without billing information and that have ambiguous addresses held in the GES, may not be able to Switch Supplier as it does not provide MSN searchability through the Supply Point Switching API. MSN may be the only obtainable information the Consumer has for its supply.

## 3 IMPACTS

| CONSUMERS |
| --- |
| Gas Consumers |

| REC SERVICE PROVIDERS |
| --- |
| GES Provider |

| REC PARTIES AND SERVICE USERS |
| --- |
| Suppliers |
| Third-Party Intermediaries |

| REC DOCUMENTS / PRODUCTS |
| --- |
| GES Supply Point Switching API Technical Specification |

| MHHS DESIGN |
| --- |
| No impact on MHHS Design |

| MHHS DATA SPECIFICATION |
| --- |
| No impact on MHHS Data Specification |

| MHHS CODE DRAFTING |
| --- |
| No impact on MHHS Code Drafting |

## 4 CROSS CODE IMPACTS

No cross-code impacts have been identified.

## 5 PROPOSAL PLAN

| Milestone | Activity | From | To |
|---|---|---|---|
| **Definition** | | **01-Apr-24** | **26-Jul-24** |
| | Impact Assessment | 01-Apr-24 | 19-Jul-24 |
| **Change Proposal** | | **26-Jul-24** | **28-Aug-24** |
| | Consultation | 26-Jul-24 | 16-Aug-24 |
| | Final Determination | 28-Aug-24 | 28-Aug-24 |
| **Voting** | | **28-Aug-24** | **12-Sep-24** |
| | Appeal Window | 29-Aug-24 | 12-Sep-24 |

## 7 PRIORITY STATUS AND URGENCY

| Category | Significance / Resource impacts / Urgency | Further selection / breakdown | Score (0-3) | Weighting | Weighted Score |
|---|---|---|---|---|---|
| **Impacts** | Consumer Impact | Direct | 1 | 27 | 27 |
| | 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) | 62 |

| | |
|---|---|
| Priority Status | LOW |
| Change Proposal Type | STANDARD |

# SOLUTION

## 8 SUMMARY OF ANALYSIS UNDERTAKEN

Initial discussions with the GES Provider highlighted that the Code Manager should be cognisant that MSN was not a unique value, and this could create data protection or Switching risks. This led to the Code Manager requesting the GES Provider to assess two different solution options at the Preliminary Impact Assessment stage with the preferred option only to be progressed to the Detailed Impact Assessment stage.

The following solution options were requested to be impact assessed by the GES Provider.

**Solution option 1** was to allow a user of the Supply Point Switching API (Address Search API) to search by MSN but only when accompanied by a Postcode Outcode which would be mandatory. This was to negate the risk of more than one address record being returned where the MSN is not unique.

**Solution option 2** only required the Supply Point Switching API (Address Search API) user to input MSN in the first instance and if it was not unique, it would return an error and a second search would need to be completed to include both MSN and Postcode Outcode.

The GES Provider then suggested an alternative option of a new API and an additional option whereby MSN would be searchable as a sole input on both parts of the Supply Point Switching API (both the Address Search API and the Switch Gas Data API).

Solution option 2 with the additional features of being able to search both the Address Search API and the Switch Gas Data API solely by MSN was progressed to the Detailed Impact Assessment (DIA) stage.

Following the DIA response, it was determined that limiting the Address Search API to a single result where an MSN is provided as the only input parameter was not necessary and would result in a less user-friendly service. The existing Address Search API is designed as a mechanism to identify a unique identifier which can then be used to return a single result in the Switch Gas Data API where limited address information is known. Duplicate MSNs being recorded at multiple Supply Meter Points is relatively uncommon and therefore introducing this validation is not required.

## 9 PROPOSED SOLUTION

**Supply Point Switching Address API (Step 1)**

MSN and Postcode Outcode will be introduced into the Supply Point Switching Address Search API as additional input parameters and be available to all existing Users.

- MSN - Mandatory (where no other mandatory input parameter provided)
- Postcode Outcode - Optional (only valid when provided with MSN).

Data Validations

The following data validations will be applied against the MSN input to ensure that a valid value is provided:

- The MSN provided must not contain any non-alphanumeric characters.
- The MSN provided must not contain more than 18 characters.

| | |
|---|---|
| **R0120 - FR01** | **As** the Supply Point Switching API provider<br>**I want** to validate a Supply Point Switching Address Search API request to ensure an invalid MSN isn't provided<br>**So that** system is protected from being interrogated where no result can possibly be found in order to limit performance impacts. |
| **Acceptance Criteria:**<br>**AC1**<br>MSN provided contains any non alphanumeric characters = Return Error - *"Data item MeterSerialNumber does not conform to defined data format"*<br>**AC2**<br>MSN provided contains more than 18 characters = Return Error - *"Data item MeterSerialNumber does not conform to defined data format"* | |

The following data validations will be applied against the Postcode Outcode input to ensure that a valid value is provided:

- The Postcode Outcode provided must not contain any non-alphanumeric characters.
- The Postcode Outcode provided must not contain more than 4 characters.

| | |
|---|---|
| **R0120 - FR02** | **As** the Supply Point Switching API provider<br>**I want** to validate a Supply Point Switching Address Search API request to ensure an invalid PostcodeOutcode isn't provided<br>**So that** system is protected from being interrogated where no result can possibly be found in order to limit performance impacts. |
| **Acceptance Criteria:**<br>**AC1**<br>The Postcode Outcode provided contains any non alphanumeric characters = Return Error - *"Data item PostcodeOutcode does not conform to defined data format"*<br>**AC2**<br>Postcode Outcode provided contains more than 4 characters = Return Error - *"Data item PostcodeOutcode does not conform to defined data format"* | |

System Validations

The following system validations will be applied where MSN is provided as an input parameter in the Address Search API:

| R0120 - FR03 Alternative Proposal | **As a** Supply Point Switching API User<br>**I want** the Supply Point Switching Address Search API to return all matching MPL and REL address records where MeterSerialNumber is the only input parameter provided<br>**So that** the existing searching via MSN aligns with existing search functionality | | | | |
|---|---|---|---|---|---|
| **Acceptance Criteria:** | | | | | |
| **Input** | PostcodeOutcode | **Postcode** | HouseNumber | HouseName | **Output** |
| **MeterSerialNumber** | | | | | **Single Supply Meter Point (MPRN) found** = Provide MPL and REL address record/s found<br>**Multiple Supply Meter Points (MPRNs) found** = Provide MPL and REL address record/s found<br>**No Supply Meter Points (MPRNs) found** = Return Error - "Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect" |
| **MeterSerialNumber** | | | | | **Single Supply Meter Point (MPRN) found** = Provide MPL and REL address record/s found<br>**Multiple Supply Meter Points found (MPRNs)** = Provide MPL and REL address record/s found<br>**No Supply Meter Points (MPRNs) found** = Return Error - *"Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |

**Note** - all requirements from Solution Option 1 also apply to this solution option other than the requirement stated above where the API will return all address records found rather than providing an error if multiple records are found (as highlighted in green text)

This table shows that MSN can only be provided as an input parameter on its own or paired with a Postcode Outcode. Where a MSN is provided with any parameter other than Postcode Outcode, an error message will be returned. This is in line with existing Supply Point Switching API functionality.

Where MSN is found for either a single Supply Meter Point (MPRN) or multiple MPRNs, address records will be provided.

The following system validations will be applied where Postcode Outcode is provided as an input parameter in the Address Search API.

| R0120 - FR04 | **As a** Supply Point Switching API User<br>**I want** PostcodeOutcode to be a optional input parameter in the Supply Point Switching Address Search API<br>**So that** I can use it, paired with at least one other mandatory data item, to perform a Supply Point Switching API Address Search search | | | | |
|---|---|---|---|---|---|
| **Acceptance Criteria:** | | | | | |
| **Input** | **MeterSerialNumber** | **Postcode** | HouseNumber | HouseName | **Output** |
| PoscodeOutcode | | | | | Return Error - "Request cannot be processed because supplied parameters are invalid" |
| PoscodeOutcode | | | | | **Single Supply Meter Point (MSN) found** = Provide MPL and REL address record/s found<br>**Multiple Supply Meter Points (MSNs) found** = Provide MPL and REL address record/s found<br>**No Supply Meter Points (MSNs) found** = Return Error - *"Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
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| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PoscodeOutcode | | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |

| Key | | |
|---|---|---|
| | | Provided with Postcode Outcode as an input parameter |
| | | Not provided with Postcode Outcode as an input parameter |

This table shows that Postcode Outcode can only be provided as an input parameter when paired with a MSN. Where a Postcode Outcode is provided on its own or paired with any parameter other than MSN, an error message will be returned. This is in line with existing Supply Point Switching API functionality.

Where the provided Postcode Outcode and MSN are found at a single or multiple Supply Meter Points, all relevant address records will be returned in the output. Where the provided Postcode Outcode and MSN are not found at any Supply Meter Point, an error message will be returned.

## Supply Point Switching Switch Gas Data API (Step 2)

MSN and Postcode Outcode will be introduced into the Supply Point Switching Switch Gas Data API as additional input parameters and be available to all existing Users.

- MSN - Mandatory (where no other mandatory input parameter provided)
- Postcode Outcode - Optional (only valid when provided with MSN).

## Data Validations

The following data validations will be applied against the MSN input:

- The MSN provided must not contain any non-alphanumeric characters.
- The MSN provided must not contain more than 18 characters.

| | |
|---|---|
| **R0120 - FR05** | **As** the Supply Point Switching API provider<br>**I want** to validate a Supply Point Switching Switch Gas Data API request to ensure an invalid MSN isn't provided<br>**So that** system is protected from being interrogated where no result can possibly be found in order to limit performance impacts |
| **Acceptance Criteria:**<br>**AC1**<br>MSN provided contains any non alphanumeric characters = Return Error - *"Data item MeterSerialNumber does not conform to defined data format"*<br>**AC2**<br>MSN provided contains more than 18 characters = Return Error - *"Data item MeterSerialNumber does not conform to defined data format"* | |

The following data validations will be applied against the Postcode Outcode input:

- The Postcode Outcode provided must not contain any non-alphanumeric characters.
- The Postcode Outcode provided must not contain more than 4 characters.

| | |
|---|---|
| **R0120 - FR06** | **As** the Supply Point Switching API provider<br>**I want** to validate a Supply Point Switching Switch Gas Data API request to ensure an invalid PostcodeOutcode isn't provided<br>**So that** system is protected from being interrogated where no result can possibly be found in order to limit performance impacts |
| **Acceptance Criteria:**<br>**AC1**<br>Postcode Outcode provided contains any non alphanumeric charactersReturn Error Message - *"Data item PostcodeOutcode does not conform to defined data format"*<br>**AC**<br>Postcode Outcode provided contains more than 4 characters = Return Error Message - *"Data item PostcodeOutcode does not conform to defined data format"* | |

## System Validations

The following system validations will be applied where MSN is provided as an input parameter in the Switch Gas Data API:

| **R0120 - FR07** | **As** a Supply Point Switching API User<br>**I want** MSN to be a Mandatory input parameter in the Supply Point Switching Switch Gas Data API where no other mandatory data item (MPRN, UPRN, Address ID, Postcode) is provided<br>**So that** I can use it, where known, to perform a Supply Point Switching API Switch Gas Data search | | | |
|---|---|---|---|---|
| **Acceptance Criteria:** | | | | |
| **Input** | PostcodeOutcode | One or more of:<br>**MPRN**<br>**UPRN**<br>**Address ID**<br>**Postcode** | One or more of:<br>HouseNumber<br>HouseName<br>FlatNumber<br>Street<br>City | **Output** |
| **MeterSerialNumber** | | | | **Single Supply Meter Point (MPRN) found** = Provide existing Switch Gas Data API output<br>**Multiple Supply Meter Points (MPRNs) found** = Return Error - *"Submitted address details has multiple records; data is only provided for unique number"*<br>**No Supply Meter Points found** = Return Error - *"Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect"* |
| **MeterSerialNumber** | | | | **Single Supply Meter Point (MPRN) found** = Provide existing Switch Gas Data API output<br>**Multiple Supply Meer Points (MPRNs) found** = Return Error - "Submitted address details has multiple records; data is only provided for unique number"<br>**No Supply Meter Points (MPRNs)** = Return Error - *"Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| **MeterSerialNumber** | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |

| | | |
|---|---|---|
| **Key** | | Provided with Meter Serial Number as an input parameter |
| | | Not provided with Meter Serial Number as an input parameter |

This table shows that MSN can only be provided as an input parameter on its own or paired with a Postcode Outcode. Where a MSN is provided with any parameter other than Postcode Outcode, an error message will be returned. This is in line with existing Supply Point Switching API functionality.

Where MSN is provided as the only input parameter, a Switch Gas Data output will only be returned if it is found at a single Supply Meter Point. Where the provided MSN is not found at any Supply Meter Point or at Multiple Supply Meter Points, an error message will be returned.

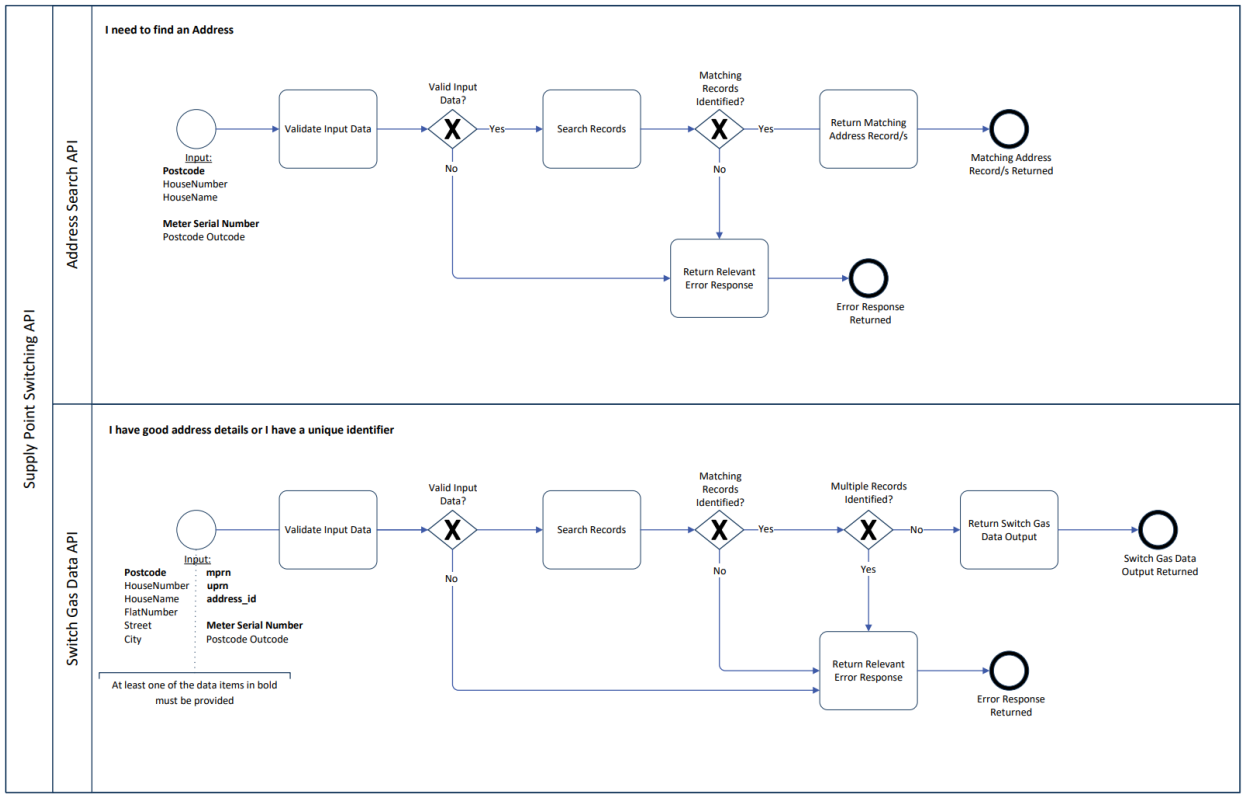
The following system validations will be applied where Postcode Outcode is provided as an input parameter in the Switch Gas Data API:

| **R0120 - FR08** | **As** a Supply Point Switching API User<br>**I want** Postcode Outcode to be an Optional input parameter in the Supply Point Switching Switch Gas Data API<br>**So that** I can use it, paired with at least one other mandatory data item, to perform a Supply Point Switching API Switch Gas Data search | | | |
|---|---|---|---|---|
| **Acceptance Criteria:** | | | | |
| **Input** | **MeterSerialNumber** | One or more of:<br>**MPRN**<br>**UPRN**<br>**Address ID**<br>**Postcode** | One or more of:<br>HouseNumber<br>HouseName<br>FlatNumber<br>Street<br>City | **Output** |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | **Single Supply Meter Point (MPRN) found** = Provide existing Switch Gas Data API output<br>**Multiple Supply Meter Points (MPRNs) found** = Return Error - *"Submitted address details has multiple records; data is only provided for unique number"*<br>**No Supply Meter Points (MPRNs) found** = Return Error - *"Requested address has no matching record. This may be because, there is no gas meter at this property (or) full postcode with a space is not entered (or) the entered details are incorrect"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |
| PostcodeOutcode | | | | Return Error - *"Request cannot be processed because supplied parameters are invalid"* |

| **Key** | | |
|---|---|---|
| | | Provided with Postcode Outcode as an input parameter |
| | | Not provided with Postcode Outcode as an input parameter |

Where Postcode Outcode and MSN are provided as the only input parameters, a Switch Gas Data output will only be returned if it is found at a single Supply Meter Point. Where the provided MSN is not found at any Supply Meter Point or at Multiple Supply Meter Points, an error message will be returned.

**To Be Process Model**




## 10 DRAFT LEGAL TEXT

The design of the solution has been included within the build and implementation costs from the Service Provider. This means that the updates to the GES API Technical Specification based on the design of the new functionality will not be available until the date of Release. This has been normal practice to date; however, the Code Manager is aware that this may be inconvenient for Parties and is looking to address this for future changes.

As this change incorporates optional functionality, the Code Manager has decided to progress with the technical elements of the change prior to the drafting being available. The detail in section 9 of this document should allow Parties to understand how the functionality can be used prior to the Release of the change.

# PRELIMINARY ASSESSMENT

## 11 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

### 11.1 SERVICE PROVIDER IMPACT ASSESSMENTS

| | |
|---|---|
| **GES PROVIDER** | • The total cost for design, build, test and implementation is between £32,716 and £43,749 with no ongoing costs.<br>• The solution will take approximately 13 weeks to implement. |

| | |
|---|---|
| | • Testing would consist of System testing, User Acceptance Testing and activities to support REC Technical Services assurance sign off.<br>• The Assumptions and Dependencies highlighted within the Impact Assessment are detailed within section 12. |

### 11.2 REC PARTY IMPACT ASSESSMENTS

Suppliers and Third-Party Intermediaries were targeted for this Impact Assessment. The Code Manager received two Supplier responses and two confidential responses. The confidential responses were supportive of the solution and will be shared with the Responsible Committee to assist in its decision making. There was one non-formal submission which raised concerns over placing reliance on the MSN as a robust data item. However, the Code Manager believes that the solution adds protections which will help negate these concerns.

| | |
|---|---|
| **ENERGY SUPPLIERS** | • One Energy Supplier noted that it only searched by MPRN within this API so the solution would not be beneficial to its organisation, however noted that it was not opposed to it being progressed. The other Energy Supplier agreed that both solutions were reasonable but any solution that limits the number of API calls was preferable.<br>• Both Suppliers agreed that the solution addressed the problem statement.<br>• One Supplier noted minimal benefit, but the other Supplier noted benefits as it cross references data to come to the same result and this would reduce the number of calls it needed to the API. This Supplier also noted that this would be beneficial to gas only sales.<br>• The Suppliers noted a minimal amount of development work and costs required for the implementation of the solution.<br>• One Supplier raised concerns that allowing Parties to search by MSN where address data is ambiguous may deter Parties from updating and correcting the address. The other Supplier highlighted that it was supportive of the Change Proposal but that it saw an opportunity to make the other gas APIs more intelligent and usable. |

## 12 KEY RISKS ISSUES ASSUMPTIONS AND DEPENDENCIES

### 12.1 RISKS AND ISSUES

| NO. | ISSUE | NOTES | HOW TO PROGRESS |
|---|---|---|---|
| **I01** | The legal text changes to the GES Supply Point | As this is optional functionality, the Code Manager has | Closed. |

| | | | |
|---|---|---|---|
| | Switching API Technical Specification will not be finalised until Release. | decided to progress this change so that benefits can be realised by Parties as soon as possible. | |

## 12.2 ASSUMPTIONS AND DEPENDENCIES

| NO. | ASSUMPTION | NOTES | HOW/WHEN TO VALIDATE |
|---|---|---|---|
| **A01** | Data validations and associated response messages are defined based on the values permitted within the source database. | | Validated at DIA. |
| **A02** | System validations when pairing new input parameters with existing input parameters and associated response messages are based on existing functionality. | | Validated at DIA. |
| **A03** | Other system validations relating to the new input parameters and associated response messages are defined based on existing functionality. | | Validated at DIA. |
| **A04** | Input parameters and how they would need to be submitted in an API request will be fully defined during the Analysis and Design phase but are expected to align with existing functionality. | | Open. |
| **A05** | 'Multiple Matches' has been defined as results matching the input parameters that are found at more than one MPRN. | | Validated at DIA. |

| NO. | DEPENDENCY | NOTES | STATUS |
|---|---|---|---|
| **D01** | The definition of how input parameters need to be submitted in an API request and reflected in the GES Supply Point Switching API Technical Specification is dependent on the Analysis and Design phase. | | Open. |

## 13 BUSINESS CASE ASSESSMENT

### 13.1 COST BENEFIT ANALYSIS

| COSTS | DESIGN COSTS | BUILD COSTS | TEST AND IMPLEMENTION COSTS | ONGOING COSTS |
|---|---|---|---|---|
| **GES PROVIDER** | £5,109 - £6,094 | £6,879 - £8,047 | £20,728 – £29,608 | £0 PER ANNUM |

| INTANGIBLE BENEFITS | BENEFITS DESCRIPTION |
|---|---|
| **IMPROVEMENTS IN THE SWITCHING EXPERIENCE** | This Change Proposal will support Consumers who wish to Switch gas supply when moving into a new property where the address held in GES is ambiguous or differs to that understood by the occupier. Enabling an industry identifier to be used to instigate the Switching process will provide benefits where Consumers would normally encounter difficulties. |

### 13.2 COST BENEFIT ANALYSIS SUMMARY

Whilst there is a one-off cost for the development of the new functionality, there were no implementation costs noted by any Party through the Impact Assessment responses. The Code Manager believes there are benefits in giving Consumers the opportunity to use a new variable to search and enable a Switch through a TPI or PCW.

## 14 CASE FOR CHANGE

### SELF-GOVERNANCE

The Code Manager considers there is a positive case for change for implementing this Change Proposal on the basis that the proposed solution:

- Is both viable and implementable and effectively resolves the problem statement;

- The cost and effort of implementing and operating the proposed solution is proportionate and cost effective;
- The proposed solution delivers positive outcomes for Consumers using PCWs; and
- The proposed solution provides useful functionality available for Suppliers and TPI users and no Market Participant detriment has been identified.

## 17 APPENDIX

| | |
|---|---|
| **CHANGE PROPOSAL** | Link |
| **CONSOLIDATED IMPACT ASSESSMENT RESPONSES** | Link |

## 18 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 (GES) | means:<br>(a) until CSS Go-Live Date, the enquiry service provided pursuant to the UNC which allows authorised users to access Gas Retail Data; and<br>(b) from CSS Go-Live Date, the service of that name procured by RECCo pursuant to the Data Access Schedule. |
| Gas Enquiry Service Provider (GES Provider) | means the provider of the Gas Enquiry Service. |
| Gas Suppliers | means a person holding a Gas Supply Licence. |
| Meter Point Reference Number (MPRN) | means the unique reference number used to identify gas Supply Meter Points. |
| Meter Serial Number (MSN) | means the serial number that identifies the meter at an RMP. |
| Price Comparison Website (PCW) | means operators of price comparison websites. |
| Supply Meter Point | means the point at which a gas service enters a Location, as further described in the UNC. |
| 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. |