RETAIL ENERGY CODE

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

NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0121 - SDEP REVIEW IMPROVEMENTS (1) - PROCESS TYPES

On 01 March 2024 the Code Manager issued a consultation to industry to seek feedback on the Preliminary Change Report for R0121 SDEP Review Improvements (1) - Process Types.

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	12/04/2024
RESPONSIBLE COMMITTEE	Technical Expert Panel
LEAD ANALYST	Elise Handy

DATE CONSULTATION ISSUED	01/03/2024
RESPONSE DEADLINE	22/03/2024

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 are supportive of this change, although appreciate that the majority of this change relates more to Supplier SDEP queries.	Noted, thank you.
ENGIE (Energy Supplier)	We are supportive of the proposed solution.	Noted, thank you.
Centrica (Energy Supplier)	The following existing process within SDEP would need to be changed so as not to cause confusion with the new process types being added. • Missing and Disputed Meter Readings (Elec.) - Escalation (PT0012) need to change to Missing and Disputed Meter Readings (Elec.) - Escalation (PT0012) • Missing and Disputed Meter Readings (Elec.) - General Query (PT0045) need to change to Missing and Disputed Meter Readings (Elec.) - General Query (PT0045)	Thanks for your comments. Following the implementation of R0121, the relevant Process Types would be titled as follows: PT0012 - Disputed Meter Readings (Elec.) - Escalation PT0045 - Disputed Meter Readings (Elec.) - General Query PT00xx – Missing Meter Readings (Elec.) - Escalation PT00xx – Missing Meter Readings (Elec.) - General Query.
Scottish Power (Energy Supplier)	We agree with the recommendations outlined in the proposed changes as we recognize that they will contribute to the expeditious resolution of queries raised on the portal. However, regarding the Multiple Supplier Report process type, it is imperative for us to ascertain whether an escalation procedure will be included. We believe that such a mechanism is crucial for facilitating the efficient resolution of the process.	Thanks for your comments. An Escalation for the Multiple Supplier Report Process Type was raised within the Special RIG workshop however, attendees did not express support for it and therefore, the Code Manager did not include it in the final scope.

		However, Schedule 11 9.6.7 indicates that Parties can escalate to the Code Manager where no agreement can be reached; and Contract Manager General Queries can be raised for any issue where there is no further escalation route.

Question 2:	Do you agree the proposed solution addresses the problem statement?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We believe that proposed solution addresses the problem statement in the areas relating to DNO. We cannot comment on areas relating to other parties related to DNO.	Noted, thank you.
ENGIE (Energy Supplier)	Yes.	Noted, thank you.
Centrica (Energy Supplier)	Yes, we believe the new additional process pots will help in resolving queries quicker and as such delivering better customer outcomes.	Noted, thank you.
Scottish Power (Energy Supplier)	We agree that the implementation of new process types on the portal will be instrumental in effectively managing queries. Consequently, we are in alignment with the proposed solutions.	Noted, thank you.

Question 3:	Do you have any comments on the red-lined legal text, and do you believe it provides the appropriate level of clarity for SDEP users?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We have no comments on the legal text.	Noted, thank you.
ENGIE (Energy Supplier)	We have not reviewed the legal text.	Noted, thank you.
Centrica (Energy Supplier)	We just need to ensure that the SDEP user guide is also updated to align with the new process types being added to the SDEP portal.	The SDEP User Guide will follow the Category 3 Change Process and be available prior to or at the implementation of R0121.
Scottish Power (Energy Supplier)	We are comfortable with the red-lined legal text and deem it fit to offer the requisite level of clarity for users.	Noted, thank you.

Question 4:	Regarding the Data Specification changes, do the Market Messages contain the correct Data Items and are the mandatory and optional flags correct? Please provide details.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We have not identified any issues with the market messages.	Noted, thank you.
ENGIE (Energy Supplier)	We have not reviewed the data specification changes in detail.	Noted, thank you.
Centrica (Energy Supplier)	N/A	Noted, thank you.
Scottish Power (Energy Supplier)	We agree with the data specification changes and concur that that the market messages encompass the appropriate data items. Our assessment indicates that these adjustments align well with the objectives of this change proposal.	Noted, thank you.

Question 5:	Do you agree with the proposed implementation date and implementation techniques?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	We have no issue with the implementation date or technique, with a dependency on the provision of appropriates training data to Industry participants.	Noted, thank you. Further information on training materials and timings of circulation will be available alongside the release materials. The Code Manager will endeavour to make these available in time to allow Parties to prepare their teams for using the new Process Types.
ENGIE (Energy Supplier)	Yes.	Noted, thank you.
Centrica (Energy Supplier)	Yes.	Noted, thank you.
Scottish Power (Energy Supplier)	We are comfortable with the August implementation date. We do not foresee any challenges as we anticipate that users will already prosses familiarity with the portal and be adept at navigating same.	Noted, thank you.

Question 6:	Do you agree with the Code Manager's assessment of the Change Path, that this Change Proposal should be subject to Self-Governance approval by the Technical Expert Panel?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	Yes, we agree that this should be self-governance.	Noted, thank you.
ENGIE (Energy Supplier)	Yes.	Noted, thank you.
Centrica (Energy Supplier)	Yes.	Noted, thank you.
Scottish Power (Energy Supplier)	We concur that the change should undergo self-governance approval.	Noted, thank you.

Question 7:	The Code Manager will provide additional guidance through User Guide Updates and a webinar. Are there any other ways that the Code Manager can support your organisation in implementing this Change Proposal? For example, an internal slide pack to be used for training.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Scottish Power Energy Networks (Distribution Network Operator)	Yes, we would appreciate an internal slide pack for internal use, it would be beneficial if this could be party type specific (i.e. IDNO/Supplier). With visibility of packs being available to all parties. We would also request that clear direction is provided to Suppliers on the mandatory fields in the D0381. The majority of SDWP queries that we receive are as a result of key address requirements being populated in the incorrect fields (street, town). These are noted on the rejection, however the Supplier will nr remedy until we spell out the explicit data required in each of the mandatory fields. It is also not appropriate to escalate while the D0381 Sla is still open	Noted, thank you. Further information on training materials and timings of circulation will be available alongside the release materials. The Code Manager will endeavour to make these available in time to allow Parties to prepare their teams for using the new Process Types.
ENGIE (Energy Supplier)	We would suggest that the Webinar slides are designed in a way that makes them suitable for training as well.	Noted, thank you. Further information on training materials and timings of circulation will be available alongside the release materials. The Code Manager will endeavour to make these available in time to allow Parties to prepare their teams for using the new Process Types.
Centrica (Energy Supplier)	A presentation slide pack to deliver internally would be very much welcomed as not everyone will have the time/chance to attend the webinar or read through the user guides and will be handy for new starters.	Noted, thank you. Further information on training materials and timings of circulation will be available alongside the release materials. The Code Manager will endeavour to make these available in time to allow

		Parties to prepare their teams for using the new Process Types.
Scottish Power (Energy Supplier)	We welcome the proposition to publish updates to the user guide and to organize a webinar. We perceive these initiatives as highly beneficial, serving as valuable resources for both experienced users in need of a refresher and beginners seeking guidance. Also, the provision of updated user guides and internal slide packs will assist in continuous learning and proficiency for users	Noted, thank you. Further information on training materials and timings of circulation will be available alongside the release materials. The Code Manager will endeavour to make these available in time to allow Parties to prepare their teams for using the new Process Types.

Question 8:	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.	-
ENGIE (Energy Supplier)	No.	-
Centrica (Energy Supplier)	There is no mention within the Preliminary assessment document of how the transition with the cases from the existing process pots - PT0045 & PT0012 to the new process type will be managed. We are unsure if this was discussed within any of the workshops, but to note it may be a good suggestion to include process pot for Microgen /export MPAN queries or direction included in the user guide as to which process pot these types of queries should be raised under.	We anticipate that requiring Parties to close existing SDEP communications and raise them under new under the new Process Types could result in a disproportionate amount of additional work. Therefore, our preference would be for each Party to determine for the cases they have raised whether to close and re-open or progress with the existing case.

	We have seen an increase in these cases, with very little documented guidance around the escalation process for these cases	We would also not propose that Parties hold off raising queries until the new PTs were available, to avoid unnecessary delay to problem resolution.
Scottish Power (Energy Supplier)	We have no further comments relating to this change proposal.	-