RETAIL ENERGY CODE

SOLUTION DEVELOPMENT REPORT

R0122 – SDEP REVIEW IMPROVEMENTS (2) USABILITY

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1 SUMMARY

Following a comprehensive review, the Code Manager has identified a series of improvements to the Secure Data Exchange Platform (SDEP) to enhance usability and communication between Parties. This change introduces trigger-based statuses that make it easier for Parties to manage and track the progress of their communications from initial response through to resolution. Additional improvements also include wider filtering options, with the additional ability to access real time data for filtered communication options, more informative notification emails, enhanced reporting functions and access to configurable raw-data extracts to support clearer oversight of communication activity.

These enhancements directly address user feedback that communication processes within SDEP are manual, current filters are too limited, and notifications lack sufficient detail required for effective decision making. By implementing these changes, Parties will be able to manage communications via SDEP more efficiently through workflow automation, gain clearer visibility of communication status and progress to support effective reporting, and reduce the need for manual follow-up, resulting in smoother, more streamlined, and more secure communication across the system.

2 PROBLEM STATEMENT

Following user feedback and internal assessments, it has become evident from users that the current functionality within the SDEP presents several limitations which hinders user efficiency and communication clarity. These issues create unnecessary delays and additional manual effort for Parties when managing raised communications. At present, filtering options are restricted to a narrow set of attributes, making it difficult for users to locate relevant data. This limits visibility and prevents Parties from quickly identifying and reporting the information needed to progress cases. In addition, the reporting functionality is insufficient and offers little flexibility to generate insights or monitor issue resolution effectively. Another key challenge is the quality of notification emails. These often contain minimal contextual information about the parent communication, which leads to confusion, missed actions, and a reliance on follow-up queries to clarify next steps and slows the communication resolution.

3 BACKGROUND

This change was first explored during the SDEP review in 2022, where several workshops were held with users to define and create requirements to best match users' needs and wants. This change was brought into the REC Issues Group (RIG) in 2023 with a view to finalise the requirements. At the time, progression of the solution was paused due to the change freeze for Market-wide Half Hourly Settlement (MHHS). With the change freeze now lifted, the Code Manager has revisited R0122 to confirm and finalise the requirements.

A user feedback form was sent to industry Parties on 6 June 2025 to confirm that the proposed requirements remained appropriate and continued to meet user needs.

Between April and September 2025, the change was reviewed in a series of Technical Change Workshops. These sessions focused on refining the requirements, ensuring they remained relevant, practical, and aligned with users' priorities for secure and efficient communication whilst ensuring the requirements also enhanced usability and overall efficiency and optimisation of user's interaction with SDEP communication and reporting operations.

A Preliminary Impact Assessment (PIA) was initiated on 9 June 2025, combined with two other SDEP-related changes: R0162 (Access to SDES for Gas Networks) and R0232 (Non-Domestic Change of Occupier SDEP Screens). Following the PIA, it was agreed that the three changes should progress independently.

Following the Preliminary Impact Assessment, the solution requirements for R0122 were further refined and enhanced through a series of Technical Change Workshops by the Code Manager and SDEP Service Provider. These refinements focussed on reducing the need for users to manually manage communication workflows within SDEP and aim to deliver a smoother, more intuitive user experience across the system, whilst still retaining the original aim of the requirements set out through previous Industry workshops.

A Detailed Impact Assessment was subsequently triggered on 23 September 2025, with the solution requirements updated to incorporate the enhanced changes.

As a result of the changes made to the requirements between the PIA and DIA, the proposed solution in Section 4 outlines how the solution requirements have evolved and been transformed.

4 PROPOSED SOLUTION

The proposed solution will enhance SDEP's functionality by delivering a more streamlined and intuitive method for users to manage and progress communications. An illustrative 'early design' per the requirements has also been generated to support user's understanding of how the requirements would look to be introduced within SDEP.

1. Data & Reporting

- **Raw data:** MAU's will be able to utilise configurable parameters within SDEP to download raw data in .xls format.

- Users initially requested a dashboard, however the new filters that have been proposed under 1.4 provide equivalent functionality by allowing users to select configurable parameters and download the resulting data in a report format.
- **Standard reports**: As part of the original set of requirements, three level of reports were included:
    - High-level report
    - Detailed level report with expanded communication information
    - Message-level report containing the most granular data.
- The two additional reports (Detailed level and Message level) have been de-scoped because the same underlying data is already surfaced in the standard high-level report which will include Party IDs, basic detail of communications and key information about progress to resolution. In addition to the reports, users will also have access to a configurable raw extract. This will allow the data requirements previously covered by the de-scoped reports to be met through a flexible extract that users can filter, customise, and download to their specific needs.

1.1 New Status Options

During the Preliminary Impact Assessment, the solution requirements initially were based on a set of manually selected statuses such as Action Required, Raised Incorrectly, Solved, Unsolved, In progress. This required users to manually choose and update the status of a communication at each stage of its lifecycle.

Following the requirement refinement exercise, and the introduction of automated workflows, new communication statuses still look to be introduced to track progress of the communication across the lifecycle. These include Awaiting Response, Action Required, Raised Incorrectly, and Solved. All new status options are integrated into an automated workflow which are enacted through chosen functions and user selections within a communication, requiring no manual status selection by users.

Only Awaiting Response and Action Required will be applied as default statuses for each Party as communications progresses, while the other statuses are used when specific conditions are met (e.g. resolution or incorrectly raised).

1.2 Trigger-Based Statuses

The introduction of automated workflows referred to as trigger-based statuses, reduces the need for users to manage statuses manually and ensures a more consistent and efficient workflow between Parties on a communication.

Status changes are now driven through the existing Send Message Functionality. When sending or responding to communications, users must specify whether they believe they communication is resolved; based on their response, the system automatically applies the appropriate status (e.g Awaiting Response, Action Required, or Solved). Similar workflow automation applies when a communication is identified as Raised Incorrectly.

This enhanced approach removes the need for manual status selection and provides users with a smoother workflow.

1.3 Escalation

A new escalation flag will be introduced to allow users to indicate when a communication has reached escalation level 1 or 2. This will enhance visibility of SLA timelines and supports internal tracking without adding additional escalation layers.

There will also be an option for the assigned user to escalate the communication to the Code Manager for escalation PTs, but only once the 5WD of the final escalation level has elapsed. This will only be visible to the Party that has raised it and will not be visible to the other Party.

1.4 Filters

Users will have more filter options to be able to sort and manage communications more effectively. Filters will include: Initiating MPID, Recipient MPID, Assigned/Unassigned, Archived, Creation from-to date, By process type, By company group, By search tag, Unread, Unsolved, Escalatable status, Escalation level, and date ranges to help users prioritise and respond to cases based on workflow needs.
There was a previously a request from users for a dashboard. This requirement has now been addressed through the filters functionality which provides users the same level of visibility and access to key data that a dashboard would offer.

1.5 Assignment of Owner

A new configurable functionality will allow communication creators to be automatically assigned as the communication owner. Each company group will have the option to enable to disable this automatic assignment based on their operational needs. Users will also have the full flexibility to amend or remove the assigned communication owner at any point during the communication lifecycle, ensuring ownership remains accurate and aligned with workflow changes.

Additional functionality will notify MAUs when an assigned communication owner leaves the organisation and access is removed, enabling timely reassignment and SLAs remain unaffected. There will also be an option to appoint a temporary assign ownership of communications to another user for a defined period, ensuring continuity and preventing delays.

1.6 Assignment of User

MAUs will have the ability to create configurable group of Process Types that can be applied to multiple users. This encourages consistent configurations, reduces repetitive set up, and allows a single user's process model to be applied efficiently across broader teams.

In addition, MAUs will have full control to assign, manage, and update user's access to MPIDs and Process Types within their company group. This ensures that assignments can be configured and maintained quickly and accurately.

Other proposed functionality:

- **Enhanced email notifications:** Automated emails can be generated, based on users' notification preferences, when a communication status changes, including key information such as the SDEP case number and Process Type (PT).
- **Audit log**: The log will record additional information, including changes to the status of the communication.
- **Selecting MPID**: Users will have the option to choose how they search when raising a new query. Users may continue with the existing process of searching by Company Group the option to choose whether they want to proceed with existing process of searching the company group first which will allow users to identify the appropriate MPID from within the relevant Company Group. Alternatively, users will have the option to search directly by MPID. These provides a faster route for cases where MPID is known, removing the need for users to navigate through the Company Group and improving overall efficiency in raising queries.
- **MPXNs / Original Query reference for CMGQs**: New fields will be added in all Process Types to record the number of MPXNs associated with a Communication. A new field will also be introduced that can be populated with the Communication reference number when raising a Contract Manager General Query (CMGQ) PT.
- **Other Archiving:** Live requests over 12 months old will be automatically archived and the ability for users to manually archive will be removed for all users.
- **Readability of fields**: Data fields and list-view layouts will be refined to prevent truncation to improve clarity for users.