RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED IMPACT ASSESSMENT RESPONSES

R0122 SDEP REVIEW IMPROVEMENTS (2) - USABILITY

On 19 December 2025 the Code Manager issued an impact assessment to industry to seek feedback on the proposed solution for R0122.

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

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Question 1:	Based on the illustrative screenshots provided in the R0122 Requirements document, do you have any comments or feedback on the proposed features or layout? Please note that these screens are for illustrative purposes only and may not be represent the final design.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Further optionality is always appreciated. That said, it is reassuring to see that the layout remains similar, so we are not anticipating having to learn how to navigate something completely new and relay to wider teams.	Thank you for your response. The proposed updates to SDEP focus on adding additional functionality while maintaining the familiar layout and navigation, so users should not experience having to navigate something completely new.
SSE Energy Supply Limited (Energy Supplier)	Based on the screenshots provided, SSE believes users will be able to navigate the screens and use the new functions effectively.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	We have no feedback on the screen shots provided.	Thank you for your response.
OVO Energy (Energy Supplier)	The new proposed SDEP features are very positive and we welcome the general development of SDEP to assist the industry to improve communications between parties and ultimately reduce lead times to resolution of queries which will improve customer service. We particularly welcome the improvements to the “Incorrectly Raised” section of SDEP which will allow the creation of a new status which will alert the Raising Supplier to the ability to track all incorrectly raised	Thank you for your response. The information relating to who is awaiting a response – whether this is the Initiating Supplier or the Targeted Supplier can be viewed by utilising the raw data extract, as well as the audit trail. The data here will show who sent each communication, along with

	communications. Under section R1.8, we also propose an additional status option of “Awaiting Response - Targeted Supplier” and “Awaiting Response - Initiating Supplier” to allow parties to understand how many SDEP queries are awaiting our response versus the number of responses other parties are awaiting our response. A suggestion is to allow a party to reallocate their SDEP queries to other baskets within their remit, which could reduce the number of incorrectly raised queries. Finally, we recommend the ability for a user to mark SDEP queries as unread once they have been opened.	corresponding date and time stamps. In relation to the ability to mark a query as unread, this functionality remains in place.
ScottishPower Energy Retail Limited (Energy Supplier)	No response	N/A

Question 2:	Dashboard (Downloadable filters) R5.7 – In early workshops, users noted that a dashboard feature would be useful. The filters proposed in R5.7 deliver the same functionality that the dashboard aimed to provide. Users will be able to apply filters and instantly see the live number of communications within that filter, with the option to download the filtered results for further analysis. Users will also have access to configurable raw data extracts. Does this approach give you the level of insight and information you require from a reporting or dashboard perspective?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We are of the opinion that a dashboard would allow us to monitor our work more thoroughly (planning workflow) so we would still support the implementation of a dashboard that provides the opportunity for this at a glance, without the need for filtering.	Thank you for your response. We recognise that a dashboard is a requirement and through this change have sought to incorporate the key functionality of a dashboard in a way that offers strong usability and can be easily configured by users. The downloadable filters and configurable raw data extracts are intended to provide similar insight and flexibility without the need for a separate dashboard view. The introduction of a fully comprehensive dashboard would require architectural changes to SDEP. As a result, this could be considered as part of future enhancements to SDEP.

SSE Energy Supply Limited (Energy Supplier)	SSE would support any feature that enhances visibility of the number of live workflows, and from the example illustrated, we agree that the filter option does show the total number of work items in the individual tabs.	Thank you for your response. The introduction of the new filters is intended to provide the same visibility a dashboard would provide. Users will be able to view the number of workflows and work items within individual table, ensuring the information you need remains easily accessible.
Scottish Power Energy Network (Distribution Network Operator)	We believe that the filters and the download feature provides an increased level of insight that would allow management of these queries	Thank you for your response.
OVO Energy (Energy Supplier)	The ability to download any information that can be filtered from a dashboard can only bring positive outcomes for industry parties as it will allow them to easily understand a company's position on any SDEP activity. This can also promote efficiency within organisations as it can easily highlight particular SDEP activities that may require improvement where resources can be adjusted. We would like to understand if the dashboard can be easily configured or whether an official change request would be needed for amendments.	Thank you for your response. The dashboard filters and download functionality are designed to provide greater insight and can be configured to suit your needs. Filtering options will be available to users, and we can provide further guidance on configuration where required, without the need of a formal change request.
ScottishPower Energy Retail Limited (Energy Supplier)	No response	N/A

Question 3:	Readability of fields (R9) – To ensure the new screens remain readable (with no truncation, no loss of line breaks or spacing and consistent formatting across devices), From your perspective, which fields or data items are the 'must haves' that should remain clearly visible on the screens?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	This is not an issue that we are frustrated by, so do not have a view on this as such. Any issue can be easily rectified by opening the SDEP message, which will be aided by the 'unread' functionality.	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	SSE requires the full query text to remain visible so multiple users can easily identify and allocate queries. This is essential because queries cannot be closed once opened, making visibility critical. If limited to certain process types, priority should be PT0031/43 Contract Manager queries, as they cover a wide range.	Thank you for your response. We will ensure that the full query text remains clearly visible to support efficient identification and allocation, particularly for high-priority process types such as PT0031/43 Contract Manager queries. Maintaining clear visibility across devices will remain a key requirement in the updated screens.
Scottish Power Energy Network (Distribution Network Operator)	We are of the view that the new screens look neater and more concise and are supportive of this change	Thank you for your response.
OVO Energy (Energy Supplier)	We recommend the MPxN and Description fields are fully visible with no truncation to allow as much relevant information as is viewable. We are unsure why the Status field should not be truncated as this information is not essential for an instant view of an SDEP query. Some suggestions for improvement include reducing the size of the icons to match the size of the font, the colour of the bell could change based on the escalation level and "raised in error" queries could be alerted by an alternative icon, potentially an apostrophe. As a general piece of	Thank you for your response. We will ensure that the MPxN and Description fields remain fully visible without truncation to support effective query management. We also note your comments regarding icon sizing, visual spacing, and status visibility, and will take these into

	feedback, whilst its great to have a visually pleasing UI, it makes more sense to be able to have improved functionality over large icons and spacing. I.e. reduce non-essential visual spacing in favour of increased volume of information. For example, Google Chat vs Slack - the latter provides the bare essentials to enable users to pass large volumes of complex info between users.	consideration to ensure the interface prioritises clarity and functionality while maintaining a clean design.
ScottishPower Energy Retail Limited (Energy Supplier)	No response	N/A

Question 4:	Archiving (R14) – We are proposing to automatically archive communications that have been open for more than 12 months (365 days). Do you agree that 12 months is an appropriate timeframe, or do you foresee a need for this period to be any longer? (4A – Data retention – SDEP currently has no data retention requirements, and this has an impact on system performance. To address this, we are looking to implement a 2-year data retention period within SDEP which would delete any archive communications after that time.)	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We agree that 12 months is an appropriate timeframe. If we have any issues, we would be able to capture this in any of our report exporting. We also capture related information on our own systems so will have historic audit trails.	Thank you for your response. We will proceed on the basis of a 12-month archiving period.
SSE Energy Supply Limited (Energy Supplier)	SSE would like to see a warning message attached to these work items so that the sender can chase or escalate any queries to ensure they are resolved.	Thank you for your response. While we appreciate that a warning message attached to work items could be helpful,

		users are able to obtain this information through the raw data extract. The raw data report provides visibility of the date the communication was raised, the latest status, and therefore how close the query is to reaching the 12-month archiving threshold.
Scottish Power Energy Network (Distribution Network Operator)	We have no issue with this archiving policy	Thank you for your response.
OVO Energy (Energy Supplier)	Given that SDEP cases should be completed within the escalated timescales set out within REC and also the impact on customer service, we agree that archiving communications is sensible to alleviate stress on the system. There are however some potential reasons why some SDEP queries may require being open including complex crossed meter queries that relate to multi occupation sites. We recommend an option to “do not close” or a functionality that could prevent auto closure or archiving of queries.	Thank you for your response. We appreciate that some communications may require a longer timeframe. In such instances, if the 12-month period has passed and the communication has moved to the archive folder and marked as “Solved”, users are able to go into the folder, mark the relevant communication to “Unsolved”. Once marked as unsolved, the status will move to “Action Required”, the item will come out of archive, and it will continue through the standard communication lifecycle. Please note, that data retention is impacted once a communication enters the archive folder. There is a two-year data retention period applied while the communication remains in archive. If the communication is moved out of archive (by being marked as

		Unsolved), the two year retention period will only apply again once the communication returns to the archive folder.
ScottishPower Energy Retail Limited (Energy Supplier)	No response	N/A

Question 5:	Trigger based statuses (R2-R3) - We are introducing trigger-based statuses to streamline how communications progress through their lifecycle. When a communication is created, the raising parties status will be automatically set to "Awaiting Response", and the recipient's status to "Action Required", with further updates applied automatically based on users action. Will this automated approach support your day-to-day communication management, and do you foresee any concerns? With the introduction of automated trigger-based statuses this removes the need for manual selection of statuses, do you foresee any issues?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We do not foresee any issues, as long as any new communications show as 'unread' (regardless of status). Providing this is the case, we would always know when action is required.	Thank you for your response. Any new communications will clearly be marked as "unread", regardless of status, so users can easily identify when action is required.
SSE Energy Supply Limited (Energy Supplier)	SSE supports the automated trigger based statuses and the removal of manual selection. At this stage, we do not foresee any concerns.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	Yes, this will allow easy recognition of the work to be actioned by agents.	Thank you for your response.

OVO Energy (Energy Supplier)	It makes sense to utilise trigger based logic within SDEP and we look forward to seeing how this develops beyond the proposals in the solution requirements document.	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	No response.	N/A

Question 6:	Standard reports R16 – In the original set of requirements, we proposed 3 reports (a high-level, detailed level and a message level report). The data requirements covered by the detailed and message-level reports can now be fulfilled through the configurable raw data extract, as well as through the standard high-level report, which includes party details, communication information, and progress updates. Will this report meet provide the information you need, and do you foresee any issues?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	At this stage, we do not foresee any issues with this.	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	SSE supports any option that enables the extract of raw data in a usable format, if it provides relevant detailed data items that give full visibility.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	We do not foresee any issues with this	Thank you for your response.
OVO Energy (Energy Supplier)	We welcome any reports that can be configured to show the following information and the raw data being exported from SDEP which includes: Outstanding, Backlog, Worked, Resolved, New Daily received	Thank you for your response. These data items are available to users via the raw data extract. Users will need to

		configure the relevant data items themselves within the data extract to produce the reports they require. For example, users can select and configure fields such as outstanding, and then build a report based on the selected data items.
ScottishPower Energy Retail Limited (Energy Supplier)	No response.	N/A

Question 7:	Assignment of Owner /& User R10/11 – Two new functionalities have been introduced within SDEP to make the process more user-friendly and more automated: Assignment of Owner: this feature allows automatic assignment of the raiser as the communication owner, which can be switched on or off depending on preference. Users also have full flexibility to amend or remove the assigned owner at any point throughout the communication lifecycle. Assignment of Users: MAUs will be able to easily assign, manage and update users access to MPIDs and Process types within a company group. Do these functionalities support your needs, and do you foresee any issues?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We welcome these functionalities and do not foresee any issues.	Thank you for your response.

SSE Energy Supply Limited (Energy Supplier)	SSE supports the two new functionalities, including automatic assignment of the owner, and the option to switch this function on or off, if desired.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	Yes, these developments meet our needs	Thank you for your response.
OVO Energy (Energy Supplier)	The functionalities of the reporting will be defined and refined by each Team Manager as they see fit to organise their teams on how they manage SDEP queries but these proposals appear to be positive.	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	We support this.	Thank you for your response.

Question 8:	Do you have any other comments on the proposed solution?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	No further comments.	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	To further improve the proposed solution, SSE recommends including either:	Thank you for your response. We have incorporated the latter functionality. Users can link one communication to another

	• The MPAN/MPRN as a mandatory field within the message view, or • A unique reference that can be monitored and aligned with existing messages to prevent duplication.	where they are related. For example, a Contract Manager General Query can be linked to the relevant query to ensure alignment and duplication.
Scottish Power Energy Network (Distribution Network Operator)	No further comments	N/A
OVO Energy (Energy Supplier)	There are a lot of proposals contained within this proposal so it would be helpful if REC and/or C&C could facilitate a webinar following implementation to roll out the prescribed changes.	Thank you for your response. C&C will be happy to facilitate a webinar and/or provide a demonstration video following implementation of R0122 to support users with understanding and adopting these prescribed changes.
ScottishPower Energy Retail Limited (Energy Supplier)	It would be beneficial to know whether MAUs will have the ability to assign other users to access an download raw data in xls format. This functionality is particularly important for large organisations that receive a high volume of messages on SDEP, as it would allow the MAU to designate other users to download and manage communications on the portal rather than having just one resource managing that.	Thank you for your response. Downloading reports from the User reports section requires the appropriate permission level and is not restricted solely to the MAU. The MAU can assign the necessary permissions to other users within their organisation, enabling them to access and download the raw data extract.

Question 9:	What lead time would be required for your business to implement the proposed solution? Please provide justification.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	What would be required of us in terms of implementation? Would these functionality enhancements be available as part of a SDEP update? Once this has been clarified, we will be better placed to answer this question.	Thank you for your response. In terms of implementation, we will share communications outlining the migration plan over the next couple of months. The SDEP user guide will also be updated to reflect the relevant enhancements and changes, ensuring you have clear guidance on the new functionality and any required actions.
SSE Energy Supply Limited (Energy Supplier)	SSE would require minimal lead time to implement the proposed solution.	Thank you for your response. Lead time would be minimal with limited disruption.
Scottish Power Energy Network (Distribution Network Operator)	We anticipate a 2-month lead time to ensure the training of existing staff on the changes	Thank you for your response.
OVO Energy (Energy Supplier)	ASAP	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	Three to six months would be sufficient.	Thank you for your response.

Question 10:	Would implementing the proposed solution incur any costs to your business? If so, please provide details breaking down design/build/test costs and on-going costs. If preferable, please indicate which of the below ranges your costs may fall:	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We do not expect to incur any costs	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	SSE does not foresee any additional costs to the business.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	We do not anticipate any significant costs with the introduction of these changes	Thank you for your response.
OVO Energy (Energy Supplier)	Minimal	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	We cannot accurately determine costs as this stage.	Thank you for your response.

Question 11:	Do you identify any benefits to your business through the implementation of the proposed solution?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We hope that the proposed enhancements would allow a more efficient way of working and communicating.	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	Any enhancements to SDEP usability would benefit our end users.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	We have not been able to identify any concrete costs at this time, however, anticipate a reduction in the time to manage queries	Thank you for your response.
OVO Energy (Energy Supplier)	This modification will bring a wealth of benefits to our business and the entire industry.	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	No response	N/A

Question 12:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	No further comments.	Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	SSE fully supports any enhancements to the SDEP Portal that improve user experience and would like to see continued improvements.	Thank you for your response.
Scottish Power Energy Network (Distribution Network Operator)	No further comments	Thank you for your response.
OVO Energy (Energy Supplier)	No	Thank you for your response.
ScottishPower Energy Retail Limited (Energy Supplier)	N/A	N/A