This document is classified as **UNCLASSIFIED**
Information is not restricted

SOLUTION DEVELOPMENT REPORT

R0201 – CREATION OF TOOL TO MANUALLY CORRECT ERDS / CSS DISCREPANCIES

DATE ISSUED	08/11/2024

LEAD ANALYST	Ben Giblin
REPORT REVIEWED BY	Glenn Sheern

SOLUTION DEVELOPMENT APPROACH

This issue was initially discussed by the Market Wide Half Hourly Settlement Programme with CR-045 raised, and impact assessed as a result. Following CR-045 being rejected it was agreed that the issue should be passed to code bodies to deliver through the change processes at the earliest feasible implementation date.

The MHHS Programme have worked with St Clements to identify a solution to address the issue.

Whilst the REC change can place an obligation on the Electricity Retail Data Agent to correct data, a parallel BSC change is also required to introduce the new business process elements, with DIP Market Messages issued to participants once the registration data is corrected.

PROPOSED SOLUTION

TECHNICAL REQUIREMENTS

The Code Manager has discussed the change within the Technical Change Workshop (TCW) and held a separate session with St. Clements to map the current process and expected process post MHHS implementation.

Current Process:

Within the existing registration process, misalignment can occur between CSS and ERDS due to either a secured active/ cancellation not being received by ERDS or the secured active not being accepted by ERDS.

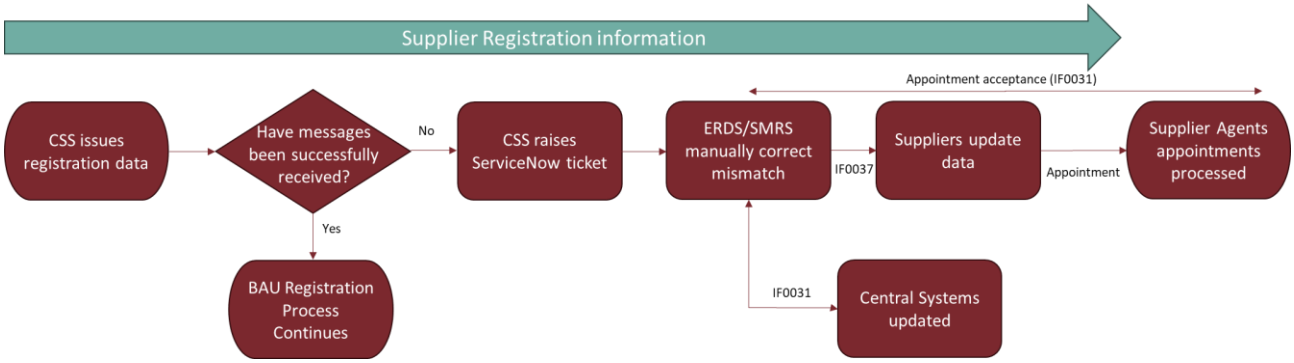
Currently, ERDS have a manual tool which they can use to align data to the CSS and avoid any downstream impacts of mismatches. Once this manual correction has been completed by ERDS, a D0204 is triggered to a supplier and suppliers will either use that to correct their

registration information or complete a manual correction and a D0209 is triggered to central systems.

Proposed Process:

Following the implementation of MHHS, the manual tool will no longer be available to ERDS to correct any data which is out of alignment with the CSS.

ERDS need to develop a new tool to be able to resolve the exceptions raised as a result of data mismatches. Potential exceptions are raised through ServiceNow for investigation and ERDS will then provide a manual correction, issue flows through to suppliers and central systems to allow the BAU registration process to continue as normal. The process has been mapped below:



It was also discussed and agreed in TCW that there should be provision within the legal text for ERDS to use the manual tool in extraordinary circumstances to resolve data mismatches if required, for example this may have supported the resolution of the Major Switching Incident in 2023. Any use of the tool in extraordinary circumstances will be discussed and agreed as part of the incident management process.

CODE DRAFTING

The current mechanism for manual correction of Supplier Registration data is not defined in the REC. Therefore, given the position set out within the MHHS design which prevents this data being updated retrospectively, the following changes are proposed:

ERDS Service Definition

11.5 – Upon receipt of a Market Message or other exception that indicates / infers a data inconsistency with the Central Switching Service, the ERDA will initiate the required steps to determine the necessary resolution and correct the inconsistency.

11.X – The ERDA shall operate and maintain a tool to enable Registration data to be manually corrected within ERDS where this is inconsistent with the CSS.

Schedule 14 – Metering Operations

Addition to paragraph 22.6.18, 22.9.23 and 22.11.23:

A Meter Operator Agent Appointment request may be lapsed where a valid Registration is not reflected within SMRS. Once this discrepancy is resolved, the Electricity Supplier shall issue a new MOA Appointment request.

These paragraphs are not affected by the change proposed in R0209 to the MHHS drafting baseline.

PERFORMANCE ASSURANCE

The transition to MHHS arrangements increases reliance on information held by the ERDS within the Registration Service systems. Misalignment of data between CSS and the Registration Service systems increases the risk that during a switch, an appropriate MEM is not appointed to the Metering Point on time, leading to issues impacting the Consumer. To monitor and manage this risk, some high-level reporting requirements for Performance Assurance is being developed. ERDAs will be required to report on the instances of data alignment identified during a period for risk monitoring. The specific requirements such as the format, template or frequency of the report will be specified as the Performance Assurance Report Catalogue changes are developed.

To support the Party Impact Assessment, the Code Manager has provided an indicative summary of the expected reporting requirements. These are:

1 ERDA will report at an aggregate level:

- *The total number of instances of data misalignment between CSS and MPRS that occurred during the current reporting period.*
- *The total number of instances of data misalignment between CSS and MPRS, occurring during the period, that were resolved during the current reporting period.*
- *The total number of instances of data misalignment between CSS and MPRS, occurring but not resolved in a previous period, that were resolved during the current reporting period.*
- *The total number of unresolved instances of data misalignment between CSS and MPRS at the end of the reporting period.*
- *The average time taken to resolve instances of data misalignment between CSS and MPRS that were resolved during the current reporting period.*
- *The maximum duration for which any unresolved instance of data misalignment between CSS and MPRS has remained open at the end of the reporting period.*

2 ERDA will report instances of data misalignment between CSS and MPRS occurring during the reporting period at an MPAN level:

- *Impacted MPAN.*
- *Does this have any Related MPANs? (Yes, No).*
- *If the instance had Related MPANs, please list the primary MPAN.*
- *The date on which the misalignment was identified.*
- *The date on which the misalignment occurred.*
- *The date on which the misalignment was resolved (where applicable).*
- *Impacted Gaining Supplier.*
- *Impacted Losing Supplier.*
- *Status on the date of reporting (Data alignment resolved, Data alignment resolution pending).*

PARC Updates

The indicative reporting requirements can be found here.

IMPACT ASSESSMENT

Energy Suppliers, DNOs and the ERDS Service Provider have been identified as being impacted by this proposal. A 15 Working Day (WD) Party Impact Assessment will be issued in November, to give impacted Market Participants and Service Providers sufficient time to assess the proposed solution and respond to the Impact Assessment.

Confirmation has been received that there are believed to be no CSS impacts following a conversation with DCC. They were supportive of the change but do not believe at this stage there is a technical impact. As the solution progresses, this may be further validated.

TESTING REQUIREMENTS

As the technical elements would be internal to ERDS, at this stage the Code Manager assumes that internal testing would be sufficient, however this assumption will be validated within a Technical Change Workshop when a greater understanding of the ERDS solution is obtained.

IMPLEMENTATION

Implementation timescales will be dependent on the Impact Assessment.