RETAIL ENERGY CODE

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

01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

R0202 - PERFORMANCE ASSURANCE REPORT CATALOGUE UPDATES (MHHS)

DOCUMENT VERSION	2.0
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	TBC

RESPONSIBLE COMMITTEE	PERFORMANCE ASSURANCE BOARD	CHANGE PATH	SELF-DETERMINATION
PRIORITY STATUS	CRITICAL	URGENCY	STANDARD
IMPACTED STAKEHOLDERS	ELECTRICITY REC PARTIES (SUPPLIERS, METERING EQUIPMENT MANAGERS, DISTRIBUTION NETWORK OPERATORS), DIP MANAGER		

LEAD ANALYST	ASSURANCE LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
HARRIET TRUSS	NIRAV VYAS	HELEN FOSBERRY
Click to send an email	Click to send an email	Click to send an email

OVERVIEW

This change seeks to update the Performance Assurance Reporting Catalogue (PARC) to capture data items required to continue to appropriately monitor Retail Risks under Market-wide Half Hourly Settlement (MHHS) industry arrangements. Some housekeeping changes, for the PARC, have also been included in this change.

RETAIL ENERGY CODE

CONTENTS

1 Summary 3
2 Problem Statement 3
3 Impacts 3
4 Cross Code Impacts 4
5 Proposal Plan 4
6 Stakeholder Engagement 5
7 Priority Status and Urgency 5
8 Proposed Solution 5
9 Draft Legal Text 8
10 Key Risks Issues Assumptions and Dependencies 8
11 Appendix 9
12 Glossary 9

RETAIL ENERGY CODE

BACKGROUND

1 SUMMARY

The Code Manager has identified a number of changes required to the Performance Assurance Reporting Catalogue (PARC) following an impact assessment of the changes being made by the MHHS Programme to implement the new MHHS Target Operating Model (MHHS TOM).

Following engagement with a selection of electricity Meter Operator Agents (MOA), updates to the PARC have been drafted and were reviewed at the 27 August 2024 REC Performance Assurance Board (REC PAB) for an endorsement for their progression to impact assessment under this Change Proposal.

Some housekeeping changes to the PARC have also been included in this change.

2 PROBLEM STATEMENT

The PARC currently does not capture all the data items required to support the monitoring of Retail Risks following Market-wide Half Hourly Settlement go-live. An update to the PARC is required to include the data items that will ensure the Code Manager can provide the assurance the industry requires during transition and under the new MHHS arrangements.

3 IMPACTS

RECCO / REC CODE MANAGER
REC Performance Assurance

CENTRAL BODIES
Data Integration Platform (DIP) Manager

REC DOCUMENTS / PRODUCTS
Performance Assurance Reporting Catalogue

REC PARTIES AND SERVICE USERS
Meter Operator Agent
Suppliers
Distribution Network Operators (DNO)

REC SERVICE PROVIDERS
Electricity Enquiry Service (EES) Provider

MHHS DESIGN
No impact

MHHS DATA SPECIFICATION
No impact

MHHS CODE DRAFTING
No impact – the PARC was out of scope of MHHS code drafting

MOAs will be the main REC Parties to be impacted by this change, with a new set of data items to report on Meter Asset Data required from them.

Suppliers and DNOs are minimally impacted by the clarifications provided by the housekeeping amendments.

The information that the Electricity Enquiry Service (EES) holds will be changing with MHHS, therefore the impact on the extracts provided to the Code Manager will need be understood as part of this Change Proposal.

The REC Code Manager Service Provider for Performance Assurance will be impacted as they will be receiving, ingesting and processing the additional information and data prescribed in the updated PARC.

The DIP Manager will be impacted by this Change Proposal due to the data items required to be provided by them. Arrangements for this provision are being managed directly between the Code Manager and the DIP Manager as part of the MHHS programme implementation activity.

There will be an indirect impact to Consumers due to the continued assurance this change will enable in relation to Retail Risk 7 ‘Inaccurate meter point master data results in billing errors that impact consumers’, therefore supporting billing accuracy.

4 CROSS CODE IMPACTS

No cross-code impacts have been identified in relation to this change over and above this change proposal being a key component of the REC delivery for MHHS.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Change Proposal		**08-Aug-24**	**19-Nov-24**
	Initial Assessment	August	August
	Impact Assessment	September	September
	Solution Refinement	September	September
	Business Case Assessment	October	October
	Consultation	October	November
	Final Determination	November	November
Voting		**26-Nov-24**	**26-Nov-24**
	Appeal window	27-Nov-24	11-Dec-24

6 STAKEHOLDER ENGAGEMENT

This Change Proposal has been developed following industry engagement with electricity MEMs to help determine the possibilities of reporting to support the required monitoring. The draft proposed changes to the PARC were published as part of the REC Performance Assurance Board papers for the meeting on 27 August 2024. The REC PAB approved the proposed solution to be taken forward at that meeting.

Following the REC PAB and the approval of this Change Proposal Plan, the proposed solution will be issued for a Service Provider impact assessment by the EES Provider and a 15 Working Day (WD) Party Impact Assessment (Party IA) targeting Metering Equipment Managers, Distribution Network Operators and Suppliers.

The Code Manager will consider Impact Assessment responses and develop the case for change. The Change Report will be published alongside a standard industry consultation of 15WD.

7 PRIORITY STATUS AND URGENCY

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	25	25
	Retail Markets Impact	Innovation and Market Arrangements	2	15	30
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	0	5	0
		Legal and Regulatory Compliance	2	13	25
Resource	Complexity / Effort / Duration		2	8	15
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	15	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		2		15
Urgency *(The need to progress a change to meet a targeted date)*		Significant Code Reviews	3	20	60
				Overall Priority Score (rounded)	178

Priority Status	CRITICAL
Change Proposal Type	STANDARD

The priority status for this Change Proposal is 'Critical' based on a weighted prioritisation score of 178.

SOLUTION

8 PROPOSED SOLUTION

This change has been raised directly as a Change Proposal as it has a fully formed solution.

The draft proposed solution is comprised of the following updates to the PARC:

Changes to Party data items:

- Addition of #860 data items for a new report from Electricity MEM.

Updates to centrally provided items:

- Addition of #1900 and #1910 data items to be provided by DIP Manager.

Housekeeping changes:

- Updated field names for Assessed End for Theft and Supplier investigation ID in #1341 - Commercial and #1341 Residential tabs to correct typographic errors.
- Removal of #1340 - Commercial and #1340 - Residential as they are replaced by #1341 - Commercial and #1341 - Residential respectively.
- Updated document links for Other Data Collection (#30-#39) to correct link.
- Updated Notes re Submission for #30-#39 to clarify submission SLA of 5WD following reporting month end.

8.1 USE OF THIS INFORMATION

This information will be used to assess whether market processes are working as intended. Where they are not, the Code Manager will then investigate the cause and take appropriate action to resolve the issue. This could include improving processes, addressing Service Provider performance or tackling specific REC Party performance.

The Code Manager undertook an options assessment with RECCo and with the PAB which focused on the best way to achieve this, focusing on the following risks (which will be reflected in the Risk Register as part of regular updates prior to MHHS Migration commencing). In performing this options assessment we considered and prioritised the use of centrally available data (through existing and new sources) however in some cases, notably relating to meter technical details, no feasible approach that did not require collection of data from parties was identified.

Area	Risk Consideration	Monitoring/Assurance approach
Meter Technical Details (MTDs)	As Meter Points are migrated to new arrangements or returned to legacy arrangements through Change of Supplier or Change of Agent process, there is a risk that Meter Technical Details (MTDs) will not to be transferred completely and accurately impacting data quality of MTDs across the market.	Monitoring of Meter Asset Installation/ Removal/ Exchange process. Use reconciliation of **MEM data** with **EES** Raise differences with Suppliers/MEM to resolve.

Area	Risk Consideration	Monitoring/Assurance approach
	During enduring operations, there is a risk that following meter works, MTDs are not updated completely and/or accurately.	
MEM appointments	During migration there is a risk that MEM appointments are not in place. This could be due (but not limited) to appointing the wrong MEM or the MEM de-appointed on change of market segment. Similarly, during enduring operations, there is a risk that MEM appointments are not in place meaning required meter fault resolution and other meter related activity cannot be performed.	Monitoring of MEM appointment process via exception **DIP IF-045 flow.** Raise exceptions with Supplier/MEM to resolve.
Switch Meter Reads	With the introduction of new settlement arrangements, there is a risk that switch meter read dispute processes are not transferred across correctly leading to issues impacting consumer switching.	Continue with DTN data request to monitor disputes process following switch. Internal monitoring process to be amended to capture additional data items (market segment) introduced by MHHS.
Supplier Meter Operations	There is a risk that REC Parties do not apply the correct process (Energisation status and Address updates) and timelines for each Meter Point they serve, depending on the arrangements that the Meter Point is being settled in. During enduring operations, there is a risk that REC Parties do not follow the correct process (Energisation status, Address	Query **EES** to determine the timely changes using below triggers: Energisation (**D0134, D0139**) Address (**D0381**)

Area	Risk Consideration	Monitoring/Assurance approach
	updates) for each Meter Point they serve.	
EES Performance	There is a risk that EES does not meet its expected standard of service, causing downstream impacts on REC Parties and/or other REC Services.	To manage this, REC PAB monitor EES Performance monthly against the code requirements defined within the Service Specification document. We are expanding the scope of this monitoring with reporting from DIP on EES interface availability and response times.

The Code Manager will provide visibility on the level of performance as well as actions being taken to REC Parties to tackle any performance issues directly, so that they can understand the use of this information.

The Code Manager will seek opportunities wherever possible to reduce the reporting burden on REC Parties. Should performance allow, The Code Manager will reduce the frequency of reporting for the larger reports (particularly #860) and will constantly be looking for ways to obtain the information from central sources, if at all possible.

9 DRAFT LEGAL TEXT

The draft legal text changes to deliver the proposed solution to R0202 can be found here.

10 KEY RISKS ISSUES ASSUMPTIONS AND DEPENDENCIES

10.1 RISKS AND ISSUES

No risks or issues have been identified.

10.2 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
R0202.A001	Any updates to the draft proposed solution as a result of REC PAB on 27 August 2024 will be confirmed prior to the REC Change Panel decision on		Closed – PAB approval was received on 27 August 2024 with no updates to the PARC required

	the R0202 Change Proposal Plan.		
R0202. A002	Impacted parties will have the reporting in place by MHHS go live		Following impact assessment

NO.	DEPENDENCY	NOTES	STATUS
R0202.D001	The proposed solution to be taken forward will be confirmed by PAB prior to the impact assessment being issued		Closed – PAB approval was received on 27 August 2024 with no updates to the PARC required
R0202.D002	Any impacted REC Parties, the DIP Manager or REC Services will deliver of reporting on time		Open

11 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	03 RECPAB_24_0827_04E_Draft changes to the PARC for MHHS (27.08.2024)

12 GLOSSARY

TERM	DEFINITION
Data Integration Platform (DIP)	Event driven architecture data exchange solution being procured and implemented by the MHHS programme.
DIP Manager	The role of the DIP Manager is being defined under BSC Modification P474 'Ongoing governance, funding and operation of the Data Integration Platform (DIP)' and can be found in the BSC Section X (Glossary).
Market-wide Half Hourly Settlement (MHHS)	Market Wide Half-Hourly Settlement will utilise the ability of smart meters to record a customer's usage during each half hour period to move domestic and small non-domestic customers to half-hourly settlement. Medium and larger non-domestic consumers have been settled half-hourly since BSC modification P272.
Retail Risk	Means a risk that retail energy consumer outcomes and the effectiveness of the retail market are measurably and significantly degraded by a failure by a REC Service User or REC Service Provider to meet the objectives, standards and core processes under this code.