



REC Update

19th July 2023

Introduction

The following 9 slides have been included in this months CoMC pack to give you an overview of the ongoing REC Changes, we have broken these down into the following sections:

- In progress – we are currently progressing through the Change journey
- Under Prioritisation Review by REC Code Managers – due to CM workload/prioritisation
- Expected incoming Impact Assessments


Note: We are currently undertaking a review of all REC Change and have began removing Changes which we have confirmed have no impact to Gas services. In the coming months, we will continue to monitor the Changes listed and add/remove from this pack as required.

Further information on the Changes can be found on the [REC Portal](#)

REC Change Pipeline – In progress

| Title | Description | XRN / UNC Mod | Proposer | Impact/ Funding | Status | Next Action date | Release Type | REC Priority | Attachments |
|-----------------------|--|---------------|-------------------------------------|-----------------|-------------------------|-----------------------------------|--------------|--------------|-------------|
| R0063 | Addition of key information to all Service Now tickets | N/A | St Clements Ltd (on behalf of DNOs) | - | Party Impact assessment | 10/07/2023 – Party IA period ends | TBC | Medium | N/A |

This Change was raised to improve the information that's included on DCC's Service Now Tickets which have been asynchronously rejected. We interact with DCC via SNow so we need to monitor and input into development.

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|-----------------------|---|---|-----------------|------|-------------------------|--|--|------|---|
| R0067 | Introduction of CSS refresh functionality | XRN 5567 / UNC Mod expected | Capgemini (RTS) | GRDS | Party Impact Assessment | Ongoing - Current position will be discussed during ChMC 12/07 | Legal text – TBC Technical Change - TBC | High |  Microsoft Word Document |
|-----------------------|---|---|-----------------|------|-------------------------|--|--|------|---|

This Change will introduce a resend and refresh functionality to help with the message interactions between the CSS and Switching Data Service Providers. Currently, there are cases where messages are being received after Gate Closure or not being received at all. We are one of the impacted Service Providers which means this Change is very important to us so that we are able to complete customer switches successfully.
The change of design by the DCC requires new IAs to be conducted by the GRDA - and in all probability will amend the approved funding which has already been provided by ChMC for XRN5567.

Key:

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|  | Currently working on |  | Upcoming |  | Monitoring |  | Early Engagement |
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Please note that we have provided our view of the Change summary and impacts however we recommend that DSC Customers monitor the REC Portal to form their own opinion regarding the impact to their organisation

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|-------|---------------------------|---------------|----------|-----------------|--------------------|------------------|--------------|--------------|-------------|
| R0071 | DCC access to EES and GES | N/A | DCC | GES | Initial Assessment | 05/07/2023 | TBC | Medium | N/A |

As the CSS Provider and Switching Operator, DCC have requested access to GES in order to help resolve Service Now tickets. This Change seeks to introduce a new Enquiry Service User Category to the Data Access Schedule and to reflect the required data item access in the Data Access Matrices. We are currently in early engagement with our Service Provider and the DCC to work through the scenarios that are impacting them to find the best resolution and required data items.

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| R0080 | Improvements to 'Failed to Deliver' CSS Messages | N/A | DCC | - | Party Impact Assessment | TBC – IA currently with DCC | TBC | Medium | N/A |
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This Change Proposal has been raised to explore how and why, since CSS Go-Live, a number of messages have not been successfully delivered due to failures of CSS User's gateway. This results in CSS exhausting the 12-hour retry period. We are keen that we monitor this Change to ensure that there are no impacts to any current message related Change Requests or the way in which we send and receive messages from CSS.

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| R0088 | Make Shipper NExA values available on the GES portal | XRN 5186 MOD 0701 | Xoserve | XRN 5186 | Party Impact Assessment | 21/07/2023 – Consultation closeout | November 23 | Medium | N/A |
|-----------------------|--|--------------------------------------|---------|----------|-------------------------|------------------------------------|-------------|--------|-----|

XRN 5186 - Modification 0701: Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs makes additional information available to GES Users which require reflection in the REC. Although all of the technical change has already been developed.

Key:

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|-----------------------|---|---------------|----------|-----------------|----------------------|--------------------------------------|--------------|--------------|-------------|
| R0092 | DCC Service Level Agreements for the Switching Incentive Regime | N/A | DCC | GES | Solution Development | 13/07/2023 – Bi Weekly Working Group | N/A | Medium | N/A |

This Change was raised to review the current Service Level Agreements (SLAs) that are outlined in the REC Service Definition. As the requirements for the Central Switching Service (CSS) were identified during the Design, Build and Test Phase of the Ofgem-led Switching Programme, DCC are proposing that an assessment takes place to ensure that the requirements are appropriate for the physical systems design and the actual behaviours of users, compared to the assumptions that were made in the early design phase.

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| R0096 | CSS Message Regeneration Functionality | N/A | RTS (Capgemini) | - | Party Impact Assessment | TBC – IA currently with DCC | TBC | Medium | N/A |
|-----------------------|--|-----|-----------------|---|-------------------------|-----------------------------|-----|--------|-----|

This Change was raised to identify and regenerate messages from CSS that failed initial generation, such that the message recipient is not impacted. We are keen that we monitor this Change to ensure that there are no impacts to any current message related Change Requests or the way in which we send and receive messages from CSS.

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| R0103 | Central provision of DCC Technical Contacts for requesting test certificates | N/A | RTS (Capgemini) | - | Impact Assessment | 03/07/2023 | TBC | High | N/A |

This Change proposes that the Switching Operator can nominate Technical Contacts (TC) for all CSS Users, in order that certificates can be requested for simulators in the test environments. We are assessing whether we are impacted by this Change as we currently use our own simulators, not the CSS testing simulators. If it is the case that this process can continue as is, we will remove this Change from our list following our response to the Initial Impact Assessment.

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| R0110 | A review of Supplier access to data on GES | N/A | Scottish Power | GES | Initial Assessment | 03/07/2023 – Next check in | TBC | Medium | N/A |
|-----------------------|--|-----|----------------|-----|--------------------|----------------------------|-----|--------|-----|

This Change was raised in order to review the data items that can currently be viewed by Supplier in the Gas Enquiry Service. Scottish Power have come across some issues internally as they don't currently have access to some items in the Shipper portfolio. We have been assessing the data items that have been requested in the DAM and are working towards the DIA stage of the process.

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REC IA Demand

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|---|---|-----|-----------|--------------------|----------------------|--|--------------|----------|-------------|
| R0048 | DCC Service Organisation Control 2 (SOC2) Assessments | N/A | DCC | - | Solution development | TBC – Awaiting additional information from DCC | TBC | Low | |
| <p>Currently, the CSS Provider is obligated to undertake system organisation control type 2 (SOC2) assessments on the CSS's cloud-based infrastructure. This Change was raised to assess if the SOC2 assessment provides a proportionate level of assurance or the best value for money and if it should be change to 'independently assessed'. We are monitoring to determine whether there are impacts to GRDS / GES.</p> | | | | | | | | | |
| R0070 | Provision of Enduring Test Environments | N/A | Capgemini | GRDS, GES | Solution Development | TBC- Awaiting Impact Assessment from Code Managers | Standalone | High | N/A |
| <p>This Change was raised to introduce an obligation under the Retail Energy Code for the CSS or the Switching Operator (SO) to provide enduring test environments for REC parties to make the necessary system changes for REC Change Proposals (CPs) or internal system updates. We need to monitor this to ensure that the obligations on GRDS are understood, and that we contribute to the development of this Change.</p> | | | | | | | | | |

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REC Related XRN Changes

| Description | XRN | Proposer | Impact/ Funding | Status | Next Action date | Release Type | Priority |
|---|--------------------------|----------|--------------------|-------------------|---|--------------|----------|
| Resolution of Address Interactions between DCC and CDSP | XRN 5546 | Xoserve | GRDS | Under development | 05/08/2023 – Updated reports arriving from DCC, analysis to be completed by Xoserve. Industry engagement to follow. | TBC | Medium |

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(Gas) REC Change Pipeline - Under Prioritisation Review

| Title | Description | Status |
|-----------------------|---|--------------------|
| R0049 | Intellectual Property Rights and Services Data Main Body changes | Initial Assessment |
| R0051 | Switch Request Objections (Change of Occupier) | Initial Assessment |
| R0056 | EES/GES additional service request for Housing Associations to be added to the Matrix | Initial Assessment |
| R0068 | REC Data Protection Changes | Initial Assessment |
| R0069 | Amendments to Sample Access Agreement | Initial Assessment |
| R0071 | DCC access to EES and GES | Initial Assessment |
| R0075 | Enabling Software Product Qualification | Initial Assessment |
| R0081 | CSS Market message retry strategy | Initial Assessment |
| R0082 | Formalising the Submission of PPMIP Unallocated Transaction Report (UTR) Files | Initial Assessment |
| R0085 | Switching Programme Designation of the Steady State Commencement Date | Withdrawn |
| R0087 | MAP GES data access | Initial Assessment |
| R0089 | Removal of Pre-COVID AQ Value from Data Access Matrix | Initial Assessment |
| R0094 | Clarify obligations on gas meter exchanges that occur close to CoS | Initial Assessment |
| R0095 | Changes to allow DNOs to reinstate disconnected MPANs | Initial Assessment |
| R0099 | CSS End User Obligations | Initial Assessment |

(Gas) REC Change Pipeline - Under Prioritisation Review

| Title | Description | Status |
|-----------------------|--|--------------------|
| R0100 | Update to Error Handling Documents | Initial Assessment |
| R0104 | Clarifying requirement for continuous billing following an Erroneous Switch | Initial Assessment |
| R0105 | Review of ONAGE SLAs | Initial Assessment |
| R0106 | Performance Assurance Report Catalogue V5.1 | Initial Assessment |
| R0107 | CSS Message Time Stamping | Initial Assessment |
| R0109 | Aligning electricity and gas timescale requirements for sharing Meter Technical Detail information | Initial Assessment |
| R0110 | A review of Supplier access to data on GES | Initial Assessment |
| R0111 | Provision of Grid Supply Point Group ID from a Postcode search | Initial Assessment |
| R0112 | Supplier compensation for Network Party driven MPXN or GSP Group changes | Initial Assessment |
| R0113 | Data Specification Housekeeping and Clarifications | Initial Assessment |
| R0114 | Housekeeping amendments | Initial Assessment |
| R0115 | Frequency and content of CSS reports on switching via the DCC portal | Initial Assessment |
| R0116 | TPI access to the Meter Asset Manager data via the GES | Initial Assessment |
| R0117 | Retrospective Implementation of Distribution Code Use of System Agreement (DCUSA) DCP 383 | Initial Assessment |
| R0118 | Review of Schedule 12 and processes to manage access to data | Initial Assessment |

(Gas) REC Change Pipeline - Under Prioritisation Review

| Title | Description | Status |
|-----------------------|--|--------------------|
| R0119 | Annulment Definition | Initial Assessment |
| R0120 | Search GES API using Meter Serial Number | Initial Assessment |
| R0121 | SDEP Review Improvements (1) - Process Types and escalations | Initial Assessment |
| R0122 | SDEP Review Improvements (2) - Usability | Initial Assessment |
| R0123 | SDEP Review Improvements (3) – Look and feel | Initial Assessment |
| R0124 | SDEP Review Improvements (4) - Reporting | Initial Assessment |
| R0125 | SDEP Review Improvements (5) – multilateral Erroneous Switches | Initial Assessment |
| R0126 | SDEP Review Improvements (6) – SDEP User Guide and Obligations | Initial Assessment |
| R0128 | Removal of CSS Business Rule 1177 to reflect OFAF optionality | Initial Assessment |
| R0129 | Clarifying Event of Default requirements | Initial Assessment |
| R0130 | Updates to the Data Access Matrix | Initial Assessment |
| R0131 | Creation of new Enquiry Service User Category | Initial Assessment |
| R0132 | Change the Logical Format of the J0001 (DI50001) 'Market Participant Role Code' data item to Char(2) | Initial Assessment |

Major Incident on 06/07/23

- Slide produced on 07/07/23 (*latest position will be provided at CoMC on 19th July*)
- Incident at GC on 06/07/23
 - 409 Registrations successfully processed
 - c27k Secured Active Messages that were expected were not received
- Xoserve Service Desk identified the issue and following health checks in the UKL estate raised a ticket at 18:30 on 06/07/23
- Concerns to follow up:
 - Major Incident Management process / comms need to be reviewed
 - Xoserve have raised a ticket regarding treatment of 409 'successful Registrations' to ensure that CSS still record as Active following inconsistent messaging
 - Unclear at 17:00 on 07/07/23 how the GC period would work for that day