



Ofgem Faster Switching Programme Update

August 2022

Distribution Workgroup Update

Outstanding Issues

- Since the implementation of the Central Switching Service we have faced a number of issues, two issues need discussion in this forum.
- Due to our concerns related to the alignment of CSS and UKL we have been proactively running a reconciliation between Pending messages (received from CSS once the Registration is first processed (and if necessary issued to the incumbent for Invitation to Intervene (e.g. Object))
- This reconciliation has identified these issues – these have not been self identified by CSS
 - ‘Late’ Gate Closure messages
 - Missing Gate Closure Messages
- There has been an issue with ‘Out of Sync’ Messages (i.e. a Pending Registration being notified after the receipt of the Cancellation) – but we are less concerned about this now than Electricity (**a change has been deployed in UKL processing to minimise the impact of this**)

'Late' Gate Closure

- As discussed previously, we should get all gate closure messages within 17:00 and 17:20 at average volumes
- There is no deadline for receipt of 100% of messages in the REC – we think that there should be (we have proposed this within the Programme (CRD129)) that this was 18:00 on D-1
- There is no final 'we have concluded GC' message – so we have to infer this from the messages received (and determining this from our own reconciliation processes)
- This could be a problem if the UK Link batches have been initiated – as we may miss registrations in UK Link and Gemini
- We have had a number of instances of 'Late' Gate Closure messages – i.e. messages after 18:00 on D-1
- **We have not used the 'runbook'** that we had established in advance of CSS Implementation with the industry for us to hold batches and notify the industry
 - We have contemplated this but more in the context of Missing GC Messages (see subsequent slides)

'Late' Gate Closure

- Why have we not used the runbook?
 - We have seen instances of 'Late' Gate Closure messages up to 19:15
 - Having monitored the behaviour of the system so closely the Ops teams have made the correct judgement calls
- What has caused this:
 - DCC indicated that there was an issue within CSS that led messages to be placed in the retry queue
 - The Retry queue is used when a message fails – this could be because of the initiator or receiver system not being able to receive the message
 - This issue should have now been resolved as per the CSS Programme Transition Execution Group (TEG) Meeting slide – see over:
- What needs to be done:
 - Xoserve believes that this further establishes the need for a message to confirm the end of Gate Closure for a day – that CSS sends to confirm all messages successfully delivered
 - Xoserve also considers that a Reconciliation Report should be available to parties to ensure that all messages have been received (so that we can cross verify our Reconciliation against the CSS version)

'Late' Gate Closure

- Tactical fix deployed in CSS on 15th August
- No statistics available to determine whether this has been successful

DCC Controlled



Issue Title		ServiceNow Ref: INC0119353			
Description (Non-Technical) Messages are being interrupted at Gate Closure due to internal errors in the CSS system which is causing the messages to trigger into a retry queue. The retry is working and messages are being processed later on for about hour. This means that downstream systems are not seeing the messages at the Gate Closure Time they would expect.		Updates (retain historic notes) 11/08 - The analysis is continuing but this does indeed look like a fault with the CSS system. There are a number of tickets from different Parties involved and these shall be collated tomorrow. The analysis will continue tomorrow and work will push forward to recommend a fix as early as possible. 12/08 – A number of actions have been agreed to limit the impact of the issue: <ul style="list-style-type: none"> • Turn on the Debug capability to allow additional data collection • Realign the Retry timings which will limit the time to retry and deliver the messages Both of the above will require an OCR.			
Impact Messages are being interrupted at Gate Closure and are not being sent out immediately but are being placed on the retry queue and sent within the retry. This means downstream systems are not receiving Gate Closure messages in a timely fashion.		15/08 – Debug capability initially planned for today to support Root Cause and provide deeper data for analysis. OCR for aligning retry recorded today for implementation on 18 th Aug (Thursday). The Tactical fix is expected to resolve a number of these delays but the debug capability will support full Root Cause.			
	Root Cause	Tactical Fix	Permanent Fix	Back Log Burndown	OCR No.
Target Date	In Progress	15 th Aug	TBC	None	15 th - 30926

'Missing' Gate Closure

- First ticket was raised on 24th July, and each day that we had a missing GC message a further ticket has been raised
- At 16th August – last incidence of missing GC message was 14th August
 - Total missing messages 147 by this point (122 missing on 2nd August)
- DCC indicated on 3rd August that they had identified the issue and would seek to manually resolve the exceptions that were causing this issue
- We have reported 57% success against the REC Performance Assurance target of all messages being received within 20 minutes each day – 6 days of 14 days all messages received by deadline

'Missing' Gate Closure

DCC Controlled



- DCC indicated that a fix was due to be deployed 18th August
- No statistics available to determine whether this has been successful
- This slide suggests that these Registrations will be cancelled – TBC
- Elec are impacted by this issue – so questioned these numbers

Issue Title	<i>Server Shutdown (nee. Missing Messages)</i>					ServiceNow Ref: <i>INC0116482</i>
Description (Non-Technical)	<p>During Processing of messages at any time the Azure Service can reprovision its service resources. A notification is provided and the service automatically stops processing and adds the item back into another queue for processing.</p> <p>During the transferring of items that are being processed the pause is not recording the point at which it is when transferred. This means that when the services restart the messages try to process but then error (as the database has already had updates made). This is then causing messages or processes not to be generated correctly.</p>					
Impact	<p>This issue can affect any processing of messages which stops messages being received by downstream systems meaning there is data misalignment.</p> <p>As of 15/08/2022 - 276 instances affecting 148 Registrations</p> <p>Summary (subject to change daily)</p> <ul style="list-style-type: none"> • ~40 - Detail investigation required to review and resolve individually • 13 - Exceptions are being proactively managed with the customer to Withdraw and Resubmit (12th Aug) • 53 - Notification to Customers and SDSPs required to cancel registration messages • 39 - No action required following review 					
Updates (retain historic notes)	<p>12/08 - DCC and Landmark have reviewed the data and errors. Broadly they have been categorised into the following 3 buckets based on information Landmark can review against:</p> <ul style="list-style-type: none"> • Need forensic analysis • Customer need to be notified with resolution actions where applicable • No action required <p>There is an agreed mechanism to identify and tackle items that require resolution and this has been enacted and will be run every day to limit the impact on the Customers.</p> <p>15/08 - A few more issues but they are all in a natural state so no intermediate activities to do. We need to issue the Cancellation notifications out to the required parties.</p> <p>Further analysis is showing that there is a mismatch between the Xoserve list and the DSP list of unreceived messages. Large majority correlate but this is being investigated (delta of 4).</p> <p>Next Steps:</p> <p>Harinal to follow up with customers where the request for withdrawal cancellation and resubmission has not happened as per the Landmark request</p> <p>Landmark to provide update on the analysis completed on the missed gate closure messages</p>					
	Root Cause	Tactical Fix	Permanent Fix	Back Log Burndown	OCR No.	
Target Date	Identified	N/A	Targeted 18th Aug	In Progress	18 th - 30935	



DCC Controlled

CRD061

- We believe that the issue of Missing Gate Closure messages would have been mitigated by 'resend' functionality
 - DCC implemented this prior to CSS for Smart DSP
 - Could not be implemented for others prior to CSS Go Live without impacting Implementation Date
- We have been arguing that this is a Programme Deliverable and ELS should not be completed without this functionality being delivered
 - Potentially will be progressed as a REC Urgent Change

Next Steps

- Need confirmation which of the Missing Gate Closure messages were intended to result in Registration or Cancellation
- Need to understand options for resolution where this should have been a Registration – we have impressed upon DCC the need to engage the whole industry as to the correct resolution path – and not a CSS centric plan...
- XRN5535 was raised to determine what to do if we received a message after 03:00 on D
 - We are using this Change Proposal to assess what needs to be done for the 'missing' Registrations – we have no Retro Registration functionality so solution needs to be identified – e.g. increment Registration and adjustment

Next Steps for the UNC

- DCC have indicated that they do not believe that they can generate the Secured Active messages – we will need to consider what Regulatory change will be required as both the REC and UNC refer to the Secured Active message
- Where this should have resulted in a Registration we will need to determine what action should be taken with these Registrations in the UNC
 - Assumed that this will be Invoice Adjustments – proposed that we define a simplified methodology
 - This will increase exceptions in all parties processing
- The extent to which this needs to be defined in the UNC or ancillary documents is TBC, but will depend on the scale of the issue and the proposed resolution
- **Resolution will be protracted for Missing GC Messages**