








| UNC Modification | At what stage is this document in the process? | | | | | | | | |
|--|--|----|--------------|----|------------------|----|---------------------------|----|---------------------------|
| <h1>UNC 0836:</h1> <h2>Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067</h2> | <table border="1"><tr><td>01</td><td>Modification</td></tr><tr><td>02</td><td>Workgroup Report</td></tr><tr><td>03</td><td>Draft Modification Report</td></tr><tr><td>04</td><td>Final Modification Report</td></tr></table> | 01 | Modification | 02 | Workgroup Report | 03 | Draft Modification Report | 04 | Final Modification Report |
| 01 | Modification | | | | | | | | |
| 02 | Workgroup Report | | | | | | | | |
| 03 | Draft Modification Report | | | | | | | | |
| 04 | Final Modification Report | | | | | | | | |
| <p>Purpose of Modification:</p> <p>Since the introduction of Faster Switching Arrangements in July 2022, there have been incidents whereby systems that interface with the Central Switching Service (CSS) have not received expected messages because they have not been generated, or because of issues in transmission or receipt of the messages. This Modification clarifies treatment and activities necessary when the CSS Registration Effective From Date does not align to that recorded in the UK Link system due to this issue.</p> | | | | | | | | | |
| <p>Next Steps:</p> <p>The Proposer recommends that this Modification should be:</p> <ul style="list-style-type: none">• subject to Self-Governance• assessed by a Workgroup <p>This Modification will be presented by the Proposer to the Panel on 16 February 2023. The Panel will consider the Proposer's recommendation and determine the appropriate route.</p> | | | | | | | | | |
| <p>Impacted Parties:</p> <p>Low: Suppliers; Shippers; Consumers</p> <p>None: National Grid NTS, Distribution Network Operators and Independent Gas Transporters</p> | | | | | | | | | |
| <p>Impacted Codes:</p> <p>Other impacted Codes are Retail Energy Code (REC) (REC Change Proposal R0067 has been raised to consider some of the issues defined in this Modification) and some components of this Modification may need to be reflected in IGT UNC (depending on the solution).</p> | | | | | | | | | |

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| Timetable | | | Transporter: Guv Dosanjh Cadent |
| Modification timetable: | | | Systems Provider: Xoserve |
| Pre-Modification Discussed | 26 January 2023 | |  UKLink@xoserve.com |
| Date Modification Raised | 06 February 2023 | | Other: David Addison |
| New Modification to be considered by Panel | 16 February 2023 | |  david.addison@xoserve.com |
| First Workgroup Meeting | 23 February 2023 | |  0121 229 2138 |
| Workgroup Report to be presented to Panel | 18 May 2023 | | |
| Draft Modification Report issued for consultation | 19 May 2023 | | |
| Consultation Close-out for representations | 09 June 2023 | | |
| Final Modification Report available for Panel (at short notice to be requested) | 12 June 2023 | | |
| Modification Panel decision | 15 June 2023 | | |

1 Summary

What

This Modification proposes that in the event that the Central Data Service Provider (CDSP) becomes aware that Registration details in the UK Link system are not aligned to Central Switching Service (CSS), then the CDSP is able to update the details prospectively in the UK Link system as soon as is practicable. It further proposes that the Uniform Network Code (UNC) acknowledges that - in the event of this misalignment - the Shipper recorded in CSS is responsible for the Supply Meter Point for the purposes of invoicing, despite not being recorded as such within the Supply Point Register. To assist in Settlement processes this Modification also proposes that the CDSP adds a valid Meter Reading on the CSS Registration Effective Date, and the treatment of such a Meter Reading by Users.

[This modification further proposes that any Settlement is subject to a materiality test, and where any adjustments are below this threshold the adjustments will not be issued to the relevant Shipper Users.](#)

Why

This Modification is intended to minimise the risk of exceptions occurring in the Registration process, but to clarify responsibility for invoicing should they occur.

Significant changes were made to the UNC as part of the Faster Switching Significant Code Review to support implementation of the CSS. As a result of a number of issues identified since implementation, there are instances where CSS and the UK Link system is misaligned. These issues are where the relevant messages have not been generated or because of issues in transmission or receipt of the messages have occurred. Misalignment between CSS and the UK Link system was never envisaged in the drafting of the UNC as part of the SCR. These changes are necessary to ensure that:

- The CDSP has the authority to act upon an instruction to update the Supply Point Registration details that is received in a form that is not currently envisaged within the UNC; and
- There is clarity in the UNC as to which party is responsible for Settlement in the event that CSS and the UK Link system are misaligned; and
- ~~The CDSP may load a Meter Reading on the CSS Registration Date, who may replace such Meter Reading and the purpose for which this Meter Reading is loaded; and~~
- [There is clarity about the circumstances that the CDSP shall generate and issue invoice adjustments.](#)

How

This Modification proposes changes to the UNC to acknowledge that in the event of misalignment between the CSS and UK Link systems that the CDSP can act to remedy this inconsistency and confirm the responsibility for the Supply Point, so that it is clear to whom the CDSP should issue invoices. It also proposes that the CDSP generate a Meter Reading on the CSS Registration Effective Date.

2 Governance

Justification for Self-Governance

This Modification is proposed as Self-Governance because the Modification:

- (i) is unlikely to have a material **negative** effect on:
- (aa) existing or future gas consumers; and
 - (bb) competition in the shipping, transportation or supply of gas conveyed through pipes or any commercial activities connected with the shipping, transportation or supply of gas conveyed through pipes; and
 - (cc) the operation of one or more pipe-line system(s); and
 - (dd) matters relating to sustainable development, safety or security of supply, or the management of market or network emergencies; and
 - (ee) the uniform network code governance procedures or the network code modification procedures; and
- (ii) is unlikely to discriminate between different classes of parties to the uniform network code/relevant gas transporters, gas shippers or DN operators.

This Modification is not expected to have a material negative effect on existing or future gas consumers in that it doesn't increase timing or costs of switching – rather it seeks to clarify the relevant treatment when integration issues between the CSS and the UK Link system because the necessary messages have not been generated or because of issues in transmission or receipt of the messages have occurred. In this regard it is expected to have a positive effect for consumers ensuring that the CDSP may act in the event that it becomes aware of a discrepancy.

Requested Next Steps

This Modification should:

- be considered a non-material change and subject to Self-Governance.
- be assessed by a Workgroup.

The technical solution for REC Change R0067 is expected to be implemented [no earlier than December in August 2023](#). This change will implement an exception process in the REC for Registration messages from CSS that is different the Supply Point Registration process that is envisaged by the UNC. It is therefore proposed that this be considered by Workgroup [for a period of 3 months](#) to ensure that the Modification is fully developed prior to Consultation.

3 Why Change?

Significant changes were made to the UNC as part of the Faster Switching Significant Code Review to support implementation of the CSS. As a result of a number of issues identified since implementation, there are instances where CSS and the UK Link system is misaligned. These issues are where the relevant messages have not been generated or because of issues in transmission or receipt of the messages have occurred. Misalignment between CSS and the UK Link system was never envisaged in the drafting of the UNC as part of the SCR. These changes are necessary to ensure that:

- The CDSP has the authority to act upon an instruction to update Supply Point Registration details that is received in a form that is not currently envisaged within the UNC; and
- There is clarity in the UNC as to which party is responsible for Settlement in the event that CSS and the UK Link system are misaligned; and
- ~~The CDSP may load a Meter Reading on the CSS Registration Date, who may replace such Meter Reading and the purpose for which this Meter Reading is loaded; and-~~
- [There is clarity about the circumstances that the CDSP shall generate and issue invoice adjustments.](#)

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Ability for the CDSP to update Registration details

If the changes proposed within the Modification are not made then the CSS and UK Link systems will not be aligned on an on-going basis, as the CDSP will not be able to act to remedy such inconsistency once it becomes aware of it.

This Modification seeks to clarify the party responsible for Settlement in the event that this situation occurs.

REC Change Proposal R0067 - Introduction of CSS Refresh Functionality – will introduce the capability for the Gas Retail Data Agent (GRDA – a role that the CDSP performs in REC) to request a **Resend** of a missing message or request a **Refresh** of an individual Supply Meter Point's Registration data from CSS in instances where we suspect that UK Link and CSS data are misaligned.

UNC only envisages the CDSP being in receipt of a 'Secured Active Notification' from CSS in order to affect a Supply Point Registration. The Resend functionality will enable the CDSP to request the Secured Active Notification (or the cancellation notice) to be sent, this component of R0067 does not require a Code Modification.

The Refresh functionality does not result in the generation of a Secured Active Notification – therefore at present the CDSP cannot act upon the Registration Event Synchronisation (which is the message that the CDSP will receive from the CSS following a Refresh request being issued).

Responsibility for a Supply Point

The changes for the Faster Switching SCR, amongst other things, defined the basis on which a User became the Registered User of a CSS Supply Point in the Supply Point Register. The UNC changes did not consider the circumstances where the CSS and UK Link systems were misaligned. This is not a failure of the SCR as this was a scenario that was not envisaged by the Ofgem Switching Programme, and indeed any changes to remedy such instances were deferred from the Programme.

This Modification seeks to clarify the responsibility for the Supply Point in the exceptional event that CSS and UK Link systems are misaligned.

Insertion of a Meter Reading for the CSS [Registration Effective Date](#)

Where a Supply Meter Point is created an Opening Meter Reading should be obtained for the Supply Point Registration Date in accordance with TPD Section M 5.13. Where this is not provided the CDSP will estimate a Meter Reading. This Meter Reading is used in Settlement to define the gas used between the previous and the new Registered User, the Suppliers and potentially end consumer billing.

The CDSP has proposed to insert a Meter Reading on the date that the Supply Point Registration of the CSS Supply Point would have become effective in the Supply Point Register had all messages been generated and received successfully. [This Meter Reading will only be inserted where a Meter Reading does not otherwise exist in UK Link systems on the CSS Registration EffectiveDate.](#) This will enable Users to continue to use this Meter Reading as if the CSS and UK Link systems were aligned. Treatment of this Meter Reading will be different from a standard Opening Meter Reading in that only the User who is recorded on UK Link systems (i.e. the party that will become the Outgoing User with UK Link systems are updated with the Supply Point Registration) will be able to replace this, as opposed to the incoming User. It is required that both Shippers will co-operate with one another and ensure that any alternative Meter Reading that is agreed must be replaced by the User able to do so.

[Materiality Test, and Assessment by the CDSP](#)

[This Modification proposes that the CDSP will assess the materiality of the adjustment required once the Registration has taken effect in UK Link systems and the Opening Meter Reading and the CSS Registration Effective Date Meter Reading has been recorded.](#)

[Following the implementation of Resend and Refresh functionality it is expected that both the volumes of missed messages and the period of any adjustments will be reduced. The proposed materiality test is intended to avoid small adjustments being generated which will impose costs upon all impacted parties to manage and which may exceed the value of the adjustment itself.](#)

[This Modification proposes that the materiality test utilises the value defined in REC Schedule 30 Resolution of Consumer Facing Switching and Billing Issues, paragraph 9.4 which determines whether a Supplier Agreed Reading process must be undertaken. The REC process is triggered where “the difference between the Energy Supplier’s view of consumption and that derived from the Switch Meter Reading is more than 1,200 kWh for a gas RMP” \(Retail Energy Code; Schedule 30 para 9.4\(b\)\).](#)

[Modification 0836S proposes that the CDSP shall perform the \[one-off\] assessment against the ‘materiality test defined in REC Schedule 30, paragraph 9.4\(b\)’. This will mean that where the energy value derived is 1,200kWh or less then the adjustment shall not be undertaken.](#)

Commented [DA1]: To discuss and confirm

4 Code Specific Matters

Reference Documents

[REC Change R0067](#) (NB: this will require a REC Portal access)

Knowledge/Skills

No specific knowledge or skills are expected to be required.

5 Solution

Ability for the CDSP to update Supply Point Registration details

This Modification proposes that in the event that the CDSP becomes aware that Supply Point Registration details in the UK Link system are not aligned to CSS, then the CDSP is able to update the details prospectively in the UK Link system as soon as is practicable.

Responsibility for a Supply Point

This Modification seeks to clarify the responsibility for the Supply Point in the exceptional event that CSS and UK Link systems are misaligned. In these exceptional circumstances the CSS Recorded Shipper (i.e. a Shipper who is recorded on the Central Switching Service as the registered Shipper, but as a result of the ‘missing message’ issue is not recorded as the Registered User (i.e. Portfolio Shipper) in the UK Link system)) will be responsible for the Transportation invoicing – which the CDSP will invoice as an adjustment. This is intended to be an exception statement in the event that CSS and UK Link are misaligned only.

Insertion of a Meter Reading for the CSS [Registration Effective Date](#)

This Modification proposes that the CDSP inserts a Meter Reading on the date that the Supply Point Registration of the CSS Supply Point would have become effective. [Such Meter Reading will be notified to both Registered User \(i.e. the Portfolio Shipper\) and the CSS Recorded Shipper.](#) This will enable Users to continue to use this

Commented [DA2]: NB: for discussion – this will be an offline process due to expected volumes of impacted sites (i.e. minimal). Discussion with Workgroup.

Meter Reading as if the CSS and UK Link systems were aligned. Only the User who is recorded on UK Link systems (i.e. the party that will become the Outgoing User when UK Link systems are updated with the Supply Point Registration) will be able to replace this, as opposed to the incoming User. It is expected that both Shippers will co-operate with one another and ensure that any alternative Meter Reading that is agreed must be replaced by the User able to do so.

The methodology for Meter Reading estimation will be determined by the prevailing Class at the time of the CSS Registration Effective Date and in accordance with UNC TPD 5.4.1 and 5.4.2 for Classes 1 and 2, and for 3 and 4, respectively. It is not expected that Meter Readings will be required for Class 1 and 2 Supply Meter Points it would be expected that other daily read processes would have already inserted a Meter Reading, but the ability to insert such Readings should not be prevented if required. For Class 3 and 4 Supply Meter Points (i.e. use the NDM Supply Meter Point Demand in accordance with TPD M5.4.2, and for the avoidance of doubt if there is a later Meter Reading than the CSS Registration Effective Date Meter Reading, then the consumption will be profiled using this methodology between the Meter Readings preceding and following the CSS Effective Date).

Materiality Test, and Assessment by the CDSP

This Modification proposes that the CDSP will assess the materiality of the adjustment required once the Registration has taken effect and the Opening Meter Reading and the CSS Registration Effective Date Meter Reading has been recorded in UK Link systems.

Modification 0836S proposes that the CDSP shall perform the [one-off] assessment against the 'materiality test defined in REC Schedule 30, paragraph 9.4(b)'. For the avoidance of doubt, this is not intended to include a consumer test whether they are willing to accept 'an accommodation' – which is also included in the above paragraph in the REC. This will mean that where the energy value derived is 1,200kWh or less then the adjustment shall not be undertaken, nor shall any future adjustment for this reason for the period for this Supply Meter Point]. This test is proposed to take place at [M+2], in accordance with standard adjustment principles (where M is the month in which the adjustment assessment was identified (following a Registration in UK Link and the loading of the relevant Meter Readings in UK Link)).

Where this assessment establishes an adjustment is required (i.e. the difference between the energy determined between the Readings on the CSS Registration Effective Date and UK Link Registration Effective Date is 1,200kWh or greater), such adjustments will be issued to the relevant Shipper Users within this same period of M+2.

Since this adjustment is intended to be a one off adjustment, it is proposed that the timescales defined (i.e. adjustment within [M+2] of the Meter Readings being loaded) will enable replacement of the Meter Readings by the relevant Shippers. No further adjustments will be considered, for example, should a Meter Reading be replaced after the adjustment assessment then any revised values shall not be considered for any adjustment.

Commented [DA3]: To discuss and confirm with WG

Commented [DA4]: Should we specify a deadline by which Replacement Readings should be received? – e.g. D+30 WDs; NB: this needs to be assessed in conjunction with Adjustment timescales – it may require extension beyond M+2.

Commented [DA5]: Note in light of above timings.

6 Impacts & Other Considerations

Does this Modification impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?

This Modification does not affect a current live SCR.

Consumer Impacts

This Modification should offer positive benefits to consumers that have been impacted by these Registration exceptions. The Faster Switching SCR moved the responsibility for mastering Registration from the UK Link system to CSS. There have been a small number of exceptions where the consumer switch has not completed successfully and therefore the Registration and Settlement systems are misaligned. For these impacted consumers this misalignment may mean that they are prevented from Switching or may lead to confusion by Suppliers regarding responsibility for the Supply Point which may lead to issues with consumer billing. This Modification should enable industry processes to minimise the period of misalignment thus reducing the impact to the consumer.

What is the current consumer experience and what would the new consumer experience be?

This issue has impacted circa 200 end consumers. This Modification should enable the CDSP to manage an exception process to either: reduce the risk of missing messages; or minimise the period that this discrepancy exists.

This Modification should mean that the consumer will receive any benefits stated in the Ofgem business case for Faster Switching regarding reliable switching at reduced timescales.

| Impact of the change on Consumer Benefit Areas: | |
|---|-------------------|
| Area | Identified impact |
| <p>Improved safety and reliability</p> <p>Misalignment between Registration and Settlement could lead to a number of industry processes being adversely impacted. To date the impacted sites have primarily been Smaller Supply Points – but were it to impact a Class 1 Supply Meter Point, there could be material impacts to balancing activities – potentially requiring intervention by National Grid on the OCM.</p> <p>Further impacts could be identified should an emergency situation arise if the Shipper has been prevented from updating consumer contact details as they were not recorded as the Registered User.</p> | Positive |
| <p>Lower bills than would otherwise be the case</p> <p>Ofgem have previously argued that the consumer’s ability to switch with reduced timescales offers a cost saving but as the number of instances impacted by this exception is small this is not considered to offer a 'lower bills' case.</p> | None |
| <p>Reduced environmental damage</p> <p>None identified.</p> | None |
| <p>Improved quality of service</p> <p>This process should reduce the risk of exceptions in the switching process, and should they be encountered should reduce the period for which the exception instance exists.</p> | Positive |

| | |
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| Benefits for society as a whole None identified. | None |
|---|------|

Cross-Code Impacts

Other impacted Codes are REC; REC Change Proposal R0067 has been raised to consider some of the issues defined in this Modification and some components of this Modification may need to be reflected in IGT UNC (depending on the solution).

EU Code Impacts

None identified.

Central Systems Impacts

Changes are required to the interfaces between the GRDA (a role that the CDSP fulfils in the REC) and CSS. This has been accounted for in [XRN5567 - Implementation of Resend Functionality for Messages from CSS to GRDA \(REC CP R0067\)](#) and the costs approved by the DSC Change Management Committee for delivery of that change.

Another Change Proposal, [XRN5535A - Processing of CSS Switch Requests Received in 'Time Period 5'](#) has been raised to consider the circumstances where the GRDA receives messages after 02:59:59. XRN5535A will include a new DSC Service Line where the CDSP is made aware that the Registration details in UK Link are not aligned to the Central Switching Service, that it shall initiate prospective Registration in UK Link. This will rely on the UNCC acceptance of the CDSP using 'proxy Secured Active Notifications' until this Modification establishes this in the UNC. *Please note, acceptance of the 'proxy Secured Active Notifications' was obtained at the November 2022 UNCC meeting.*

Change Proposal 5535B has been raised to assess the necessary operational and system costs for this Modification and any changes to the DSC Service Lines.

7 Relevant Objectives

Impact of the Modification on the Transporters' Relevant Objectives:

| Relevant Objective | Identified impact |
|--|-------------------|
| a) Efficient and economic operation of the pipe-line system. | None |
| b) Coordinated, efficient and economic operation of (i) the combined pipe-line system, and/ or (ii) the pipe-line system of one or more other relevant gas transporters. | None |
| c) Efficient discharge of the licensee's obligations. | None |
| d) Securing of effective competition: (i) between relevant shippers; (ii) between relevant suppliers; and/or | Positive |

| | |
|--|----------|
| (iii) between DN operators (who have entered into transportation arrangements with other relevant gas transporters) and relevant shippers. | |
| e) Provision of reasonable economic incentives for relevant suppliers to secure that the domestic customer supply security standards... are satisfied as respects the availability of gas to their domestic customers. | None |
| f) Promotion of efficiency in the implementation and administration of the Code. | Positive |
| g) Compliance with the Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators. | None |

It is considered that the Modification furthers relevant objective d). This Modification will reduce exceptions to the Registration process. An effective Registration process is essential for securing effective competition.

This Modification furthers relevant objective f) as it allows the CDSP to undertake actions to ensure UK Link systems are aligned with CSS systems and therefore furthers promotion of efficiency in the implementation and administration of the Code.

8 Implementation

As Self-Governance procedures are proposed, implementation could be sixteen business days after a Modification Panel decision to implement, subject to no Appeal being raised. It is proposed that the implementation date be aligned with the implementation of the technical solution of REC Change R0067.

9 Legal Text

No legal text is offered at this time.

10 Recommendations

Proposer's Recommendation to Panel

Panel is asked to:

- Agree that Self-Governance procedures should apply.
- Refer this proposal to a Workgroup for assessment.