

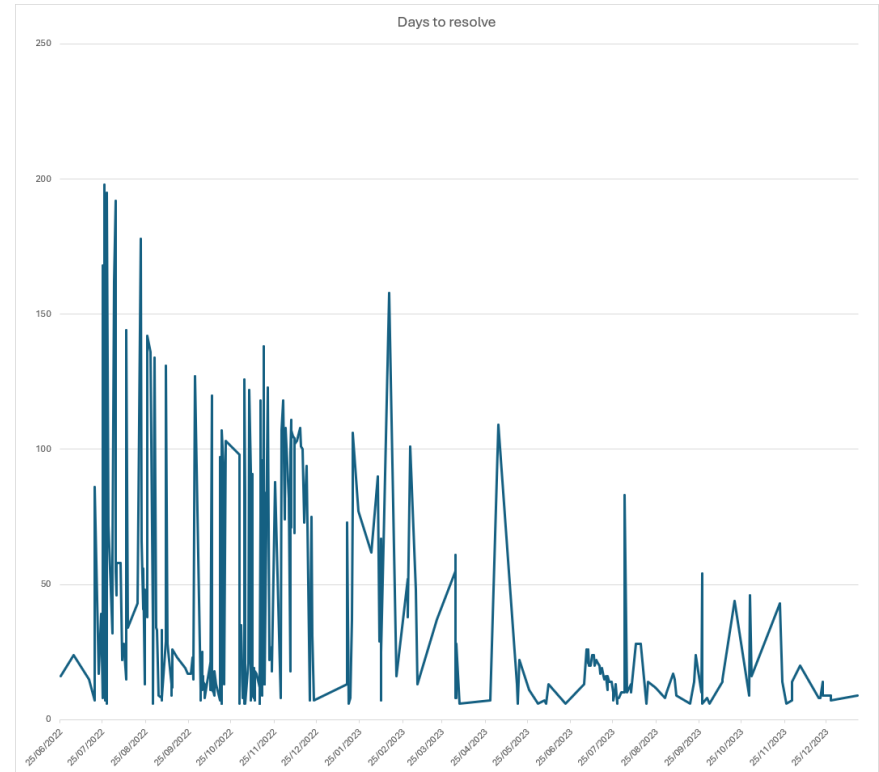


10.2 Retail Energy Code (REC) Update

CoMC 19th June 2024

PAB Response to DCC Service Management Issue

- Following the P1 Incident, and subsequent follow on actions, the CoMC wrote to REC Performance Assurance Board seeking views on the actions they were undertaking to improve the DCC Service Management Performance
- PAB sought additional information from us in January, which we provided in April
- We have received the response, attached as part of the papers of this meeting
- We made two suggestions:
 - Determine whether Missing Messages were being correctly classified as P4
 - DCC to respond in advance of SLA when a technical solution was not required (i.e. we were waiting for 10 days to be told that a Registration had not progressed)



PAB Response to DCC Service Management Issue

- PAB Response
 - DCC Present quarterly deep dive on performance to PAB
 - Financial Incentives were introduced in April 23 PAB response highlighted “whilst further work to do we have observed a significant improvement in the performance of DCC”
 - REC PAB Directly assures this performance
- Acknowledged our suggestions:
 - Agreed any missing message should be no less than a P3, and could be higher – volume of missing messages, repeated incidents
 - Agreed to look at DCC Processes as part of P1 Incident review with RECCo
- Some further observations (which we have some sympathy for):
 - DCC stating that REC Parties have no SLA is impacting responses
 - DCC need clarity on treatment of ticket responses while technical resolutions are scheduled – extent to which these can be closed
 - Request for Xoserve to meet with DCC to define better communication / resolution routes
 - NB: the extent to which technical solution will meet these is TBC (and assessed by Xoserve):
 - NB: Resend (R0067); Refresh (R0067); Long Retry (R0080); End of Gate Closure Messages (R0169)

REC Update

- 0118 – Review of Processes to Manage Data - Implemented
 - Use Case presented to PAB
 - Next steps
- 0148 – Open Data – In Development
 - Our understanding of the timeline planned by RPS
 - Consultation response to Metadata Catalogue
 - Issue of Legal Text
 - Next steps?
- 0167 – REC Change Issue – Scheduled for Implementation in June 24
 - Consultation Response
 - Representation from CDSP at REC Change Issue Group – change to ToR
 - Next steps?

REC Change

REC Change Key Messages:

R0080 - Improvements to 'Failed to Deliver' CSS Messages

- DCC Design and DIA completed 01/24.
- Party IA completed 02/24. Identified different options to meet the requirements, these including manual and automated solutions
- Consultation response due 04/06. Planned response and additional discussions with REC Code Manager **to assist in decision regarding investment**

R0092 - DCC Service Level Agreements for the Switching Incentive Regime and R0092a – DCC Service Level Agreements for the Switching Incentive Regime (Alternative)

- Determined to be GRDA impacting as we need to be sure that any changes to the SLAs do not impact our service.
- Consultation responded to on 09/04/24. Clarification call attended 11/04/24.
- DCC appealed recommended rejection of 92 but were unsuccessful. Awaiting confirmation that R0092 will be rejected and R0092a will be implemented in Nov 24 as per RECCo's recommendation

May Impact Assessments:

Returned: N/A

Ongoing: DIA for R0120 - Search GES API using Meter Serial Number

Expected in June : Potential IA for change to replace R0153 - Catering for Registration Events where the Incumbent Supplier deactivates prior to a Switch becoming effective and potential Party IA for R0169 - Introduction of End of Gate Closure notifications

REC Related XRN:

XRN 5546 - Resolution of Address Interactions between DCC and CDSP

Sessions to be attended with the DNS to work through some examples and agree next steps.

Proof of concept ongoing to determine the impacts and processes for updating the addresses

REC Change

REC Change Key Messages:

R0094 - Clarify obligations on gas meter exchanges that occur close to CoS

- PIA responded to in 12/23, discussion around DIA early this year
- Comments on legal text sent to Code Manager post review of Party IA (closed out 20/04/24). Legal text been re drafted, awaiting further confirmation on scope and concerns
- Consultation response due 01/06. Ongoing discussions with the Code Manager around the details of proposed solution

R0142 Amendment to Multiplication Factor Enumerations to Support Hydrogen Trials

- CDSP impact, Final Change Report approved on 28/02/24. Monitoring until June implementation

R0148 Introduction of classification-based access model into the REC in support of Open Data

- Consultation returned in February
- Technical solution discussions ongoing with Code Manager and RECCo
- RECCo deciding what route to take Change. Xoserve are keen to keep engaging with RECCo and their Code Manager to ensure the correct solution is implemented

GES Key Updates:

- R0056 - EES/GES Additional Service Request for Housing Associations to be added to the Data Access Matrix &
- R0087 - MAP GES data access – Internal and Code Manager discussions ongoing regarding solutions and progression. Contacted customers to confirm requirements.
- R0116 – TPI access to the Meter Asset Manager data via the GES - Withdrawn on 16/05

Key Terms:

- GRDA – Gas Retail Data Agent.
- IA – Impact Assessment.
- DIA – Detailed Impact Assessment.
- SPIA – Service Provider Impact Assessment
- PIA – Preliminary Impact Assessment
- Party IA – Party Impact Assessment
- RPS – REC Professional Services
- DCC – Data Communications Company

DCC BCDR testing (for information)

- During a recent Switching Operator Forum (SOF) call DCC shared their BDCR Exercise plan - The aim of this plan is to perform pre-production testing to mitigate any future instances of the P1 switching incident that occurred July 2023.
- For reference the next two slides (taken from the DCC SOF pack) detail the reasons why and the plan they are following for the test activity.
- Given the impact the P1 had on parties, we thought it would be good to provide you all with an update on the progress and outcomes, however at the point of pulling the slides together we were waiting for the update to be circulated. (this will be voiced over at the meeting)
- Next SOF date is 12th June

Central Switching Service BCDR Exercise Update

- Annual BCDR testing is a REC obligation and a contractual requirement for the CSS provider
- DCC have made a risk-based recommendation for testing within the Pre-Production environment, starting late April
 - REC Technical Services have been consulted and support the recommendation
 - REC Performance Assurance Board were briefed in March
 - Planning is on track to commence failover activities w/c 29th April 2024
- **DCC accepts that testing in Pre-Production is not the same as Production**
 - DCC will ensure that Pre-Production aligns as closely with Production as possible, e.g. data volumes, processing
- **Benefits of testing Pre-Production are:**
 - Azure Storage Account geo-replication synchronisation timings and lags can be analysed to better quantify the risk to data on failover
 - Recovery procedures for all critical data can be rehearsed and validated ensuring preparedness for future disruptive events
 - Testing and exercising can be completed without impacting service
- **Production BCDR testing will be planned based on Pre-Production testing outcomes**

Central Switching Service BCDR Pre-Production Testing Timeline

- Pre-Production BCDR Exercise planning timeline, **outcomes** and **communication** activities

