RETAIL ENERGY CODE

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DEEP DIVE ON THE DELAY TO SUPPLIER ARRANGED APPOINTMENT UPDATE NOTIFICATIONS ISSUE

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FOR INFORMATION 	We have previously shared with the PAB information on an incident that required DNOs to replay specific messages, and the intention of applying PATs to organisations that are slow to replay messages. In this paper, the Code Manager describes a second issue that has a similar effect, requiring DNOs to replay messages. The Code Manager has confirmed that these incidents have different causes, understanding the root cause and confirming that action has been taken to prevent recurrence. We have also assessed the impact on the market, and outlined the actions taken by the CRS Provider. We provide an update on our approach to applying PATs to the relevant DNO, in the light of the second incident requiring them to replay messages.
APPENDICES 	Appendix A – Summary of messages requiring submission by DNO

1 BACKGROUND

On 3 June 2026, the CRS Provider informed the Code Manager of a P3 incident which resulted in the failure of Supplier Arranged Appointment Notifications (CSS07000) to DNOs. The issue was resolved on 4 June 2026, however, further action is required to ensure that all failed notifications resulting from the incident are successfully resubmitted.

A similar incident was previously raised by the CRS Provider on 7 April 2026 and subsequently reported to PAB in May 2026. While the root cause of that incident differs from this one, the outcome remains comparable, with failed notifications requiring resubmission.

This deep dive includes discussion with the CRS Provider on the confirmed cause of the failure, the resulting impact, lessons learned, and the actions taken to mitigate the risk of recurrence.

2 UNDERSTANDING THE CAUSE OF FAILURE

The Smart Meter Data Services Provider (DSP) is a critical technology component governed under the SEC. It facilitates communication between Parties and smart meters in consumers' premises. In June a connectivity issue between DSP and the Central Switching Service (CSS) provided by DCC in their role as CRS Provider resulted in the failure of Supplier Arranged Appointment Notifications (CSS07000) to DNOs.

Investigation by Landmark identified that DSP outbound connectivity to CSS failed following planned work on 3 June 2026 to renew expiring certificates within the DSP infrastructure. As part of this change, Parties connecting to DSP were required to update their Trust Anchors to include a new Certificate Authority.

The root cause of the issue was a missed implementation step within the CSS technical solution, which resulted in the required configuration not being completed.

It was initially agreed that this configuration step was not required; however, subsequent review confirmed that it was necessary. This step will now be applied in all future changes to prevent recurrence.

2.1 IMPACT ON THE ENERGY MARKET

The incident impacted the delivery of Supplier Arranged Appointment Update Notifications (CSS07000) to DNOs. These notifications are used by CSS to confirm the outcome of Supplier Arranged Appointment (SAA) updates for the Meter Data Retriever role where the registration is in an active state.

Approximately 94,000 messages sent from DSP to CSS failed as a result of the incident and require resubmission. The previous incident resulted in approximately 66,000 messages being impacted.

The impact is primarily limited to the absence of confirmation responses from DSP to CSS, rather than the underlying updates themselves. As a result, the MDR has been updated within the DSP system, but confirmation back to DNOs systems is missing.

While this may result in temporary data misalignment until resubmissions are completed, it does not prevent half-hourly or business-as-usual reads from being obtained for billing or settlement purposes.

At the time of reporting, there is no indication of significant downstream market impact. Following discussions with the MHHS Transitional Operations Group (TOG) and Elexon, this position is consistent with that observed during the previous incident.

2.2 RESOLUTION AND MITIGATING ACTION TAKEN

DCC have implemented the relevant technical fixes, however this incident did require DNOs to manually replay messages. DNOs had only just completed replaying messages based on the previous event, with one organisation still in the process of replaying messages. We had previously communicated to PAB that we would apply PATs to this organisation, and we had planned to apply the Action Plan PAT given lack of engagement in resolution. The fact that a second incident arose, and some progress was being made, meant that we paused this activity, aware that there would be subsequent requests to replay more messages.

At the time of this paper approximately 60% of the messages have been replayed, with DCC tracking the progress of individual organisations.

DCC had identified learnings, including improvements to monitoring and alerting to enable them to better respond to similar incidents. These were in the process of being built during the subsequent incident. Alerting for message delivery failures has now been put in place by both DCC and DSP to ensure incidents are raised and investigations commence immediately.

3 RECOMMENDATION

PAB should **NOTE** this incident, and the second request for replay to DNOs.

PAB should **NOTE** that we have paused PATs in relation to delays, and will consider the context of repeated requests for replay should any DNOs not promptly replay messages.

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APPENDIX A – SUMMARY OF MESSAGES REQUIRING RESUBMISSION BY DNO

DNO	MPID	Total	Incident Ref
National Grid Electricity Distribution (NGED)	SWAE	5575	INC0364700
	SWEB	4865	INC0364701
	MIDE	12566	INC0364693
Scottish Power Energy Networks (SPEN)	MANW	7014	INC0364692
	SPOW	8734	INC0364699
	NORW	12290	INC0364695
SSEN	SOUT	16973	INC0364698
	HYDE	3822	INC0364688
UK PN	LOND	6656	INC0364689
	SEEB	4487	INC0364697
BU-UK	IPNL	833	INC0364690
	ETCL	7036	INC0364683
Last Mile	GUCL	2389	INC0364682
Energy Assets	UDNL	399	INC0364702
Harlaxton	HARL	3	INC0364696
MUA	MPDL	8	INC0364694
UKPD	UKPD	105	INC0364703
Leep Utilities	PENL	35	INC0364704
Fulcrum	FEAL	106	INC0364691
Advanced Elec Network	AENL	47	INC0364705
Total		**93943**	