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REC Committee: Data Error Resolution Process

Information Pack

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recco

Establishment of the Data Error Resolution Process

Reasoning behind Data Error Resolution (DER) Process establishment

After 4 years of operation the PAB, RECCo, and REC Code Manager saw the need for a coordinated and centralised place for Data issues to be logged, investigated, and resolved.

PAB Commissioned the DER Process in response to this need.

The DER Process is now in operation and data errors have been processed to resolution. The centralised log has provided the ability to identify and track error route causes and propose solutions to long term issues.

What is the DER Process?

The Data Error Resolution (DER) Process provides a structured mechanism for identifying, investigating and resolving REC data errors impacting Market Participants, REC Services, and associated stakeholders.

DER Process Objectives

- Improve data quality
- Provide a single route for issue resolution
- Ensure clear ownership and accountability
- Enable cross-party collaboration
- Identify recurring and systemic issues

Who's involved

Key Participants

REC Parties

RECCo Service Delivery Managers (SDMs)

REC Code Manager

Operational Account Managers (OAMs) / REC Technical Service (RTS), REC Professional Services (RPS)

REC Service Providers E.g.:

- Central Registration Service (CRS)
- Electricity Enquiry Service (EES)
- Gas Enquiry Service (GES)

Performance Assurance

DER RACI

Activity	REC Parties	RECCo Service Delivery Managers (SDMs)	Code Manager	OAMs	Service Providers (CRS, EES, GES)	RECCo Performance Assurance	Chair
Submit data error (via form)	R	R	A	R	R	R	I
Initial triage & logging	I	R	C	C	C	C	R
Maintain Data Error Log	I	C	I	I	I	C	R
Agenda preparation	I	C	I	I	I	C	R
Review existing issues	C	R	R	R	R	R	C
Prioritisation of issues	C	R	C	C	C	R	C
Investigation & resolution	C	R	C	R	R	C	I
Provide progress updates	I	R	R	R	R	R	C
Identify systemic trends	I	C	C	I	I	R	C
Escalation of blockers/issues	C	R	C	C	C	R	C
Escalation to PAB / governance	C	C	R	I	I	R	C
Meeting facilitation	I	C	I	I	I	C	C
Stakeholder communication	I	R	R	C	C	R	C

R = Responsible (delivers the work)
A = Accountable (owns the outcome / final decision)
C = Consulted (provides input)
I = Informed (kept updated)

Comparing to existing forums

The new DER Process has been established to centralise and coordinate activity to investigate and resolve issues with REC data.

It will sit alongside existing committees, like the Change Issues Group (CHIG), the REC Issues Group (RIG), the Technical Change Workshop, and the Performance Assurance Board.

It will not duplicate their work, but may at times engage and ensure alignment with these committees, take issues from them, and/or inputting into their processes, i.e., with new REC Issues and Change Proposals, or inform assurance data cleanse activities.

Issue Group	DER Process	CHIG	RIG
REC Changes	✗	✓	✗
Non-Data Operational Issues	✗	✗	✓
Data issues caused by REC changes	✗	✗	✓
Data Cleanse	✗	✗	✓
Data issues with unknown sources	✓	✗	✗
Data issues with known source (within REC)	✓	✗	✗
Data issues with known source (outside of REC)	✓ *	✗	✗

* To be tracked through DER Log and passed onto relevant Code Manager

When to Use the DER Process

The DER Process has been designed to reduce overlap with existing processes and forums to minimise double working.

The DER process is used to track issues, ensuring clear resolution accountability, understand the resolution pathway, and facilitating progress rather than being responsible to undertake the specific resolution actions

Use DER when:

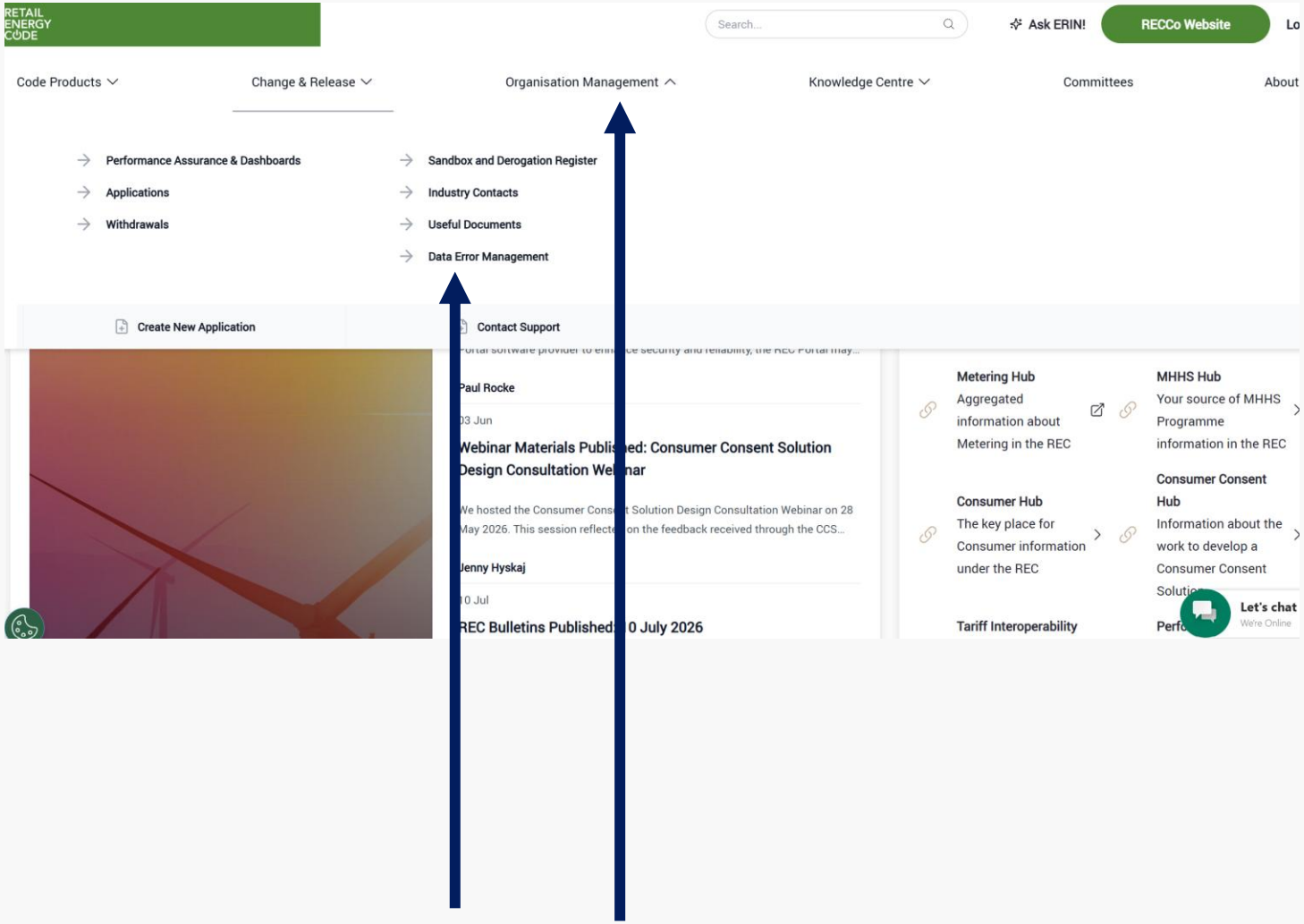
- ✅ A data error within REC governed systems has been identified
- ✅ Multiple parties may be impacted
- ✅ Investigation and coordination are required
- ✅ Ownership and resolution need to be tracked

Do Not Use DER when:

- ❌ Raising a change proposal
- ❌ Requesting system enhancements
- ❌ Seeking operational guidance
- ❌ Reporting trends or insights only

How to submit a DER Process form

The DER Process begins with a form submission found on the REC Portal.

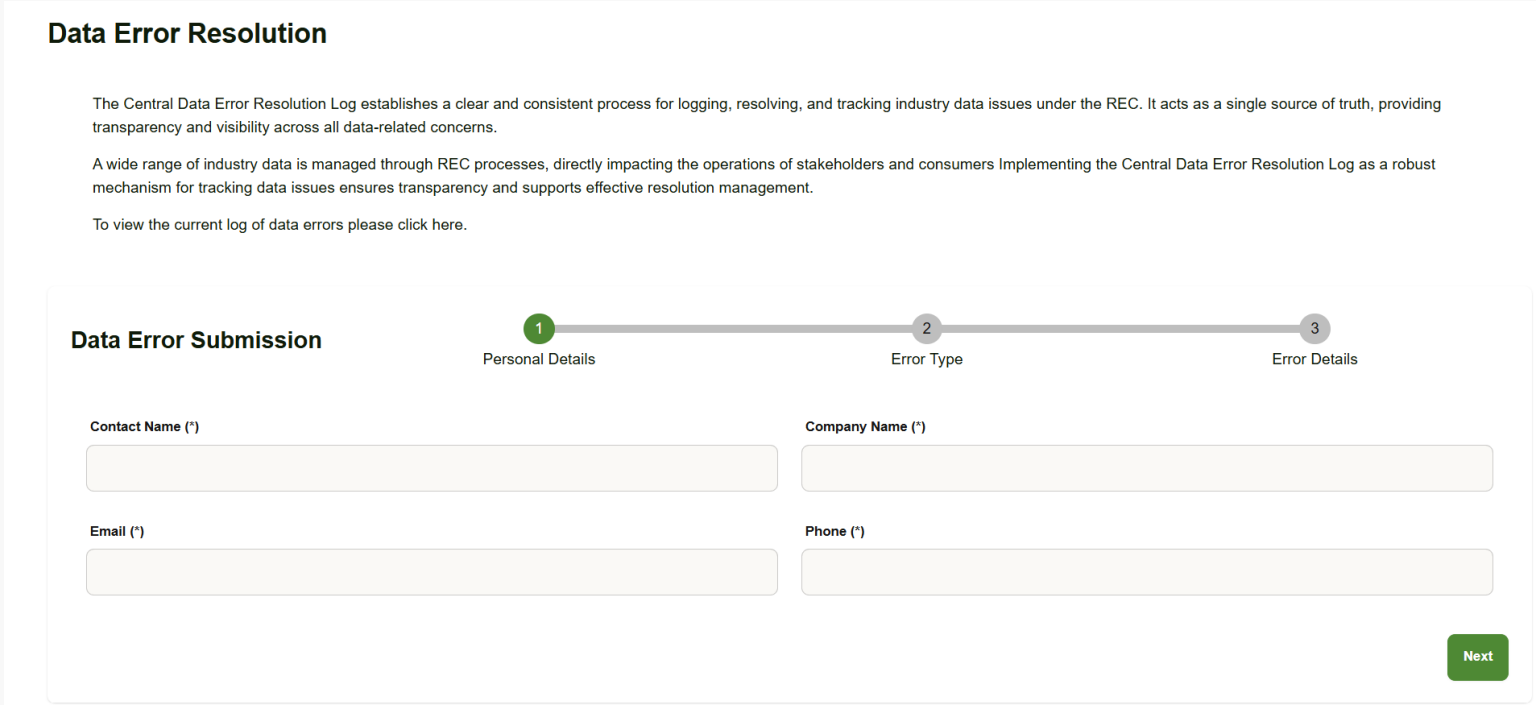


1. Navigate to the Data Error Management page under “Organisation Management” on the Portal

Please note that once DSP is active the process will change to fit the new platform. Information will be sent out updating when this happens

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2. Fill in contact details. It is key these details point to someone willing to be kept informed of the Data Error Progression and can answer clarifying questions as needed

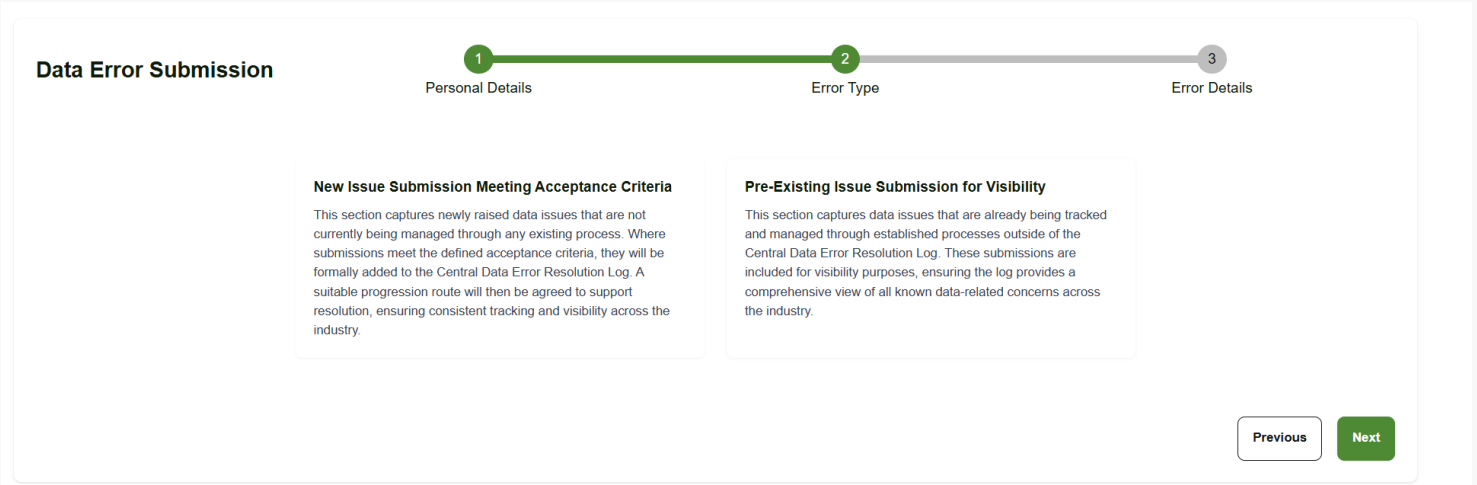
Note you can also find the link to the DER Log here

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New Issue Submission Meeting Acceptance Criteria

This section captures newly raised data issues that are not currently being managed through any existing process. Where submissions meet the defined acceptance criteria, they will be formally added to the Central Data Error Resolution Log. A suitable progression route will then be agreed to support resolution, ensuring consistent tracking and visibility across the industry.

Pre-Existing Issue Submission for Visibility

This section captures data issues that are already being tracked and managed through established processes outside of the Central Data Error Resolution Log. These submissions are included for visibility purposes, ensuring the log provides a comprehensive view of all known data-related concerns across the industry.

3. Select whether the issue is New or Pre-Existing.

New Issue

- Newly identified Issues
- Not tracked outside of DER
- No pre-agreed resolution pathway

Example

- A new error is discovered in the CSS Database

Pre-Existing

- Known issue
- Tracked in processes outside of DER
- Agree resolution pathway already underway

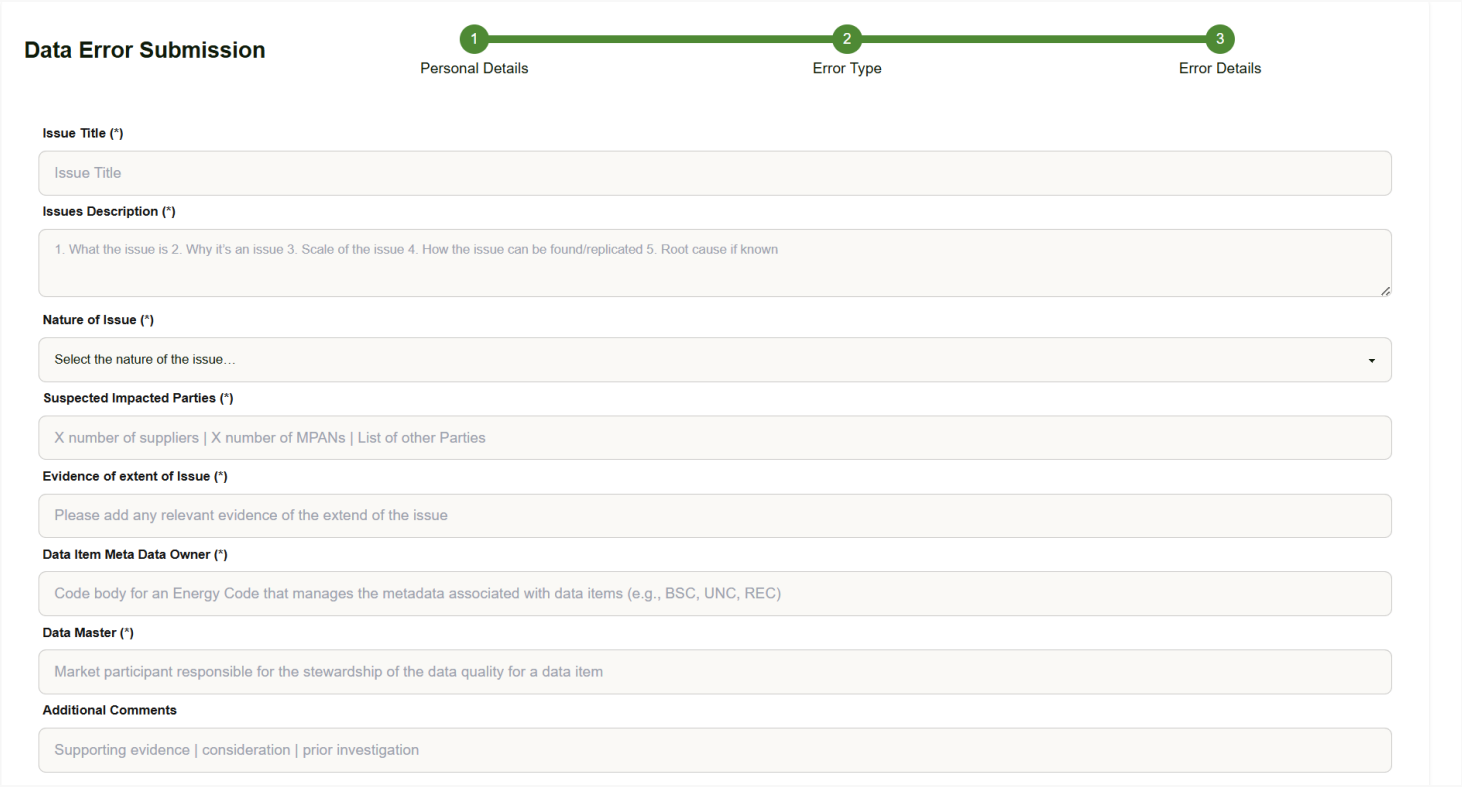
Example

- An old error where a series of meters are mislabeled with a known pathway to resolution

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4. Fill in Data Error details. This should be as detailed as possible to reduce the likelihood we will need to revert to you for more details.

A good DER Submission contains all the detail needed to properly assess the scale and severity of the error. Precise figures and breadth of issue aid considerably. Factors such as affected data item, parties impacted, scale/extent evidence, suspected consumer impact, known root cause, current management route, urgency rationale

Issues with better submissions are more likely to be assessed accurately and improve resolution speed.

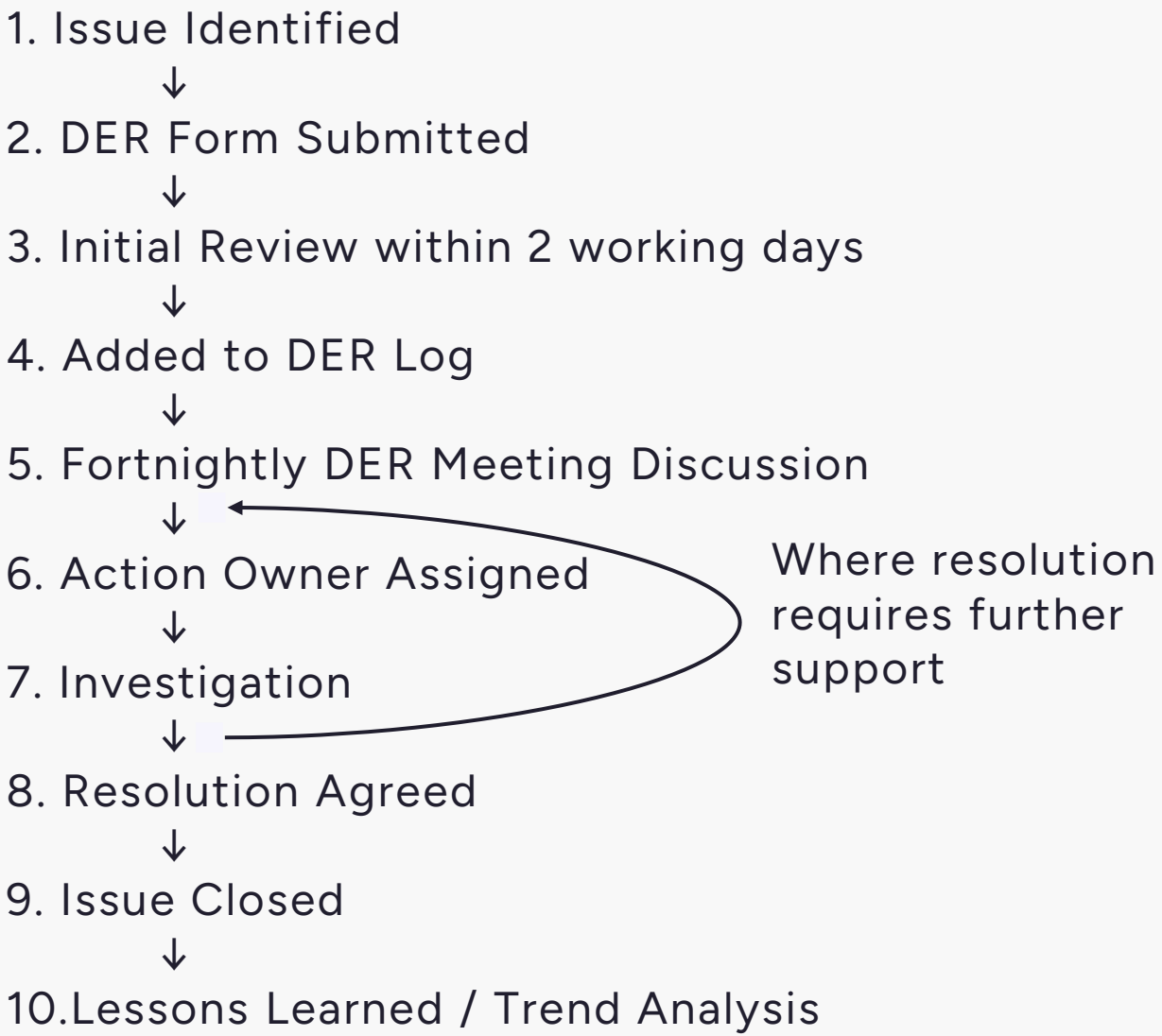
The DER Process in action

The DER Process proceeds through several steps to resolve a data issue issue.

Error submitters will be informed at specific stages of progression and will be able to track your item through the log (updated on the Portal fortnightly).

You will be informed of the outcome of the initial review and that it has or has not been placed. If the submission is rejected you will informed why.

DER communication will be conducted through email and logs will be maintained of communication to aid in error resolution.



Resolution Process

The Process of resolution is based on 3 steps

Review

Data errors are reviewed upon submission by the secretary. If accepted they are then taken to the moderation group for a wider analysis of resolution pathways.

Initial review is completed within 2 days of submission. If the matter is urgent the relevant members of the moderation group meet to discuss within a further worker day. If the matter is non urgent it is added to the fortnightly moderation call agenda.

Pathway

After the initial review is completed the moderation team will determine an initial resolution pathway. This is documented in the log and actions are assigned to resolve the issue based on the agreed path.

What this pathway will look like will vary from submission to submission due to the wide forms the errors could take.

Actions aim to be resolved within the 2 week period between Core team meetings.

Confirming Resolution

Once all actions in the resolution pathway are completed the outcome is communicated to the submitting party. If further actions are required, the new pathway is recorded and actions continue.

When the error is deemed resolved, the final outcome is taken to the relevant parties to confirm it is satisfactorily resolved. It is then added to the closed item log.

Questions

Question Form

Please submit any DER Process Questions to this link:

DER Process Questions – Fill out form

Any questions regarding the DER Process, including trouble shooting, should be submitted via the form.

FAQ

As questions get submitted we will develop an FAQ. This will be published alongside the form on the REC Portal when it is completed.

Appendix

DER Process Terms of Reference

For full details of the DER ToR please reach out and this can be sent to you.