RETAIL ENERGY CODE

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01	**Proposal Plan**
02	**Impact Assessment**
03	Consultation
04	Final Recommendation

CHANGE REPORT

R0096 – CSS MESSAGE REGENERATION FUNCTIONALITY

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Technical Expert Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Central Switching Service (CSS) Provider, CSS Users		

LEAD ANALYST	TECHNICAL LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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OVERVIEW

An inability by the Central Switching Service (CSS) to re-generate Market Messages that were not sent as intended can result in issues with the Switching process, both for REC Parties, and Consumers. This Change seeks to create a message regeneration functionality that would mitigate this Consumer detriment.

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BACKGROUND

1 SUMMARY

Since the CSS go-live, there have been incidents where the CSS has failed to generate Market Messages, and therefore they are not delivered to the intended recipient. This results in a failure of the Switching process and can cause significant complications for the intended recipient, who is required to manually intervene to re-synchronise messages. The CSS does not currently have the ability to generate messages that were not originally created, and as such, it is currently unable to perform message synchronisation by re-generating messages.

This is a highly visible issue that is causing significant strain to industry. Additionally, as these messages pertain to Switching, as well as impact on the Supplier, there is also an impact on the Consumer, resulting in a poor experience and outcome.

This Change Proposal has been raised to explore the introduction of new functionality which will allow CSS to identify and re-generate messages which have failed initial generation. For the avoidance of doubt, this Change Proposal does not include any fixes to known incidents that result in messages failing to generate but looks to introduce functionality that will address incidents as they occur for the enduring CSS operations.

2 PROBLEM STATEMENT

Failures by the CSS to generate Market Messages can result in a breakdown of the Switching process. As the CSS cannot re-generate Market Messages that should have been sent but were not, this results in message asynchronisation, and breakdown of CSS functions and processes, resulting in substantial impacts for those involved – Difficulties for the REC Parties using the CSS, and difficulties for Consumers, where the Switch process is impacted.

3 IMPACTS

CONSUMERS
All

REC SERVICE PROVIDERS
CSS Provider

REC PARTIES AND SERVICE USERS
CSS Users

REC DOCUMENTS / PRODUCTS
Central Switching Service Definition

MHHS DESIGN
N/A

MHHS DATA SPECIFICATION
N/A

MHHS CODE DRAFTING
N/A

The impact on Switching means that Consumers are directly affected by this Change. Additionally, there is an impact on both the CSS Provider, as this Change directly refers to CSS architecture and systems, with a resulting impact on CSS Users.

Changes are likely to be centred on the CSS Definition document, but this assumption may be subject to change, as the solution is refined following impact assessment.

4 CROSS-CODE IMPACTS

The Code Manager has not identified any cross-code impacts at this stage.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Change Proposal		**21 Jan 25**	**28 Oct 25**
	Impact Assessment	January	July
	Solution Refinement	July	August
	Business Case Assessment	August	August
	Consultation	August	September
	Final Determination	October	October
Voting		**29 Oct 25**	**29 Oct 25**
	Appeal Window	October	October

6 STAKEHOLDER ENGAGEMENT

This Change has been discussed extensively at the Technical Change Workshop operated by the Code Manager. This forum enabled an iterative solution development process, yielding a complete proposed solution that is currently under impact assessment with the CSS Provider.

Additionally, this Change will be discussed ad hoc at relevant forums as required, including, but not limited to, the REC Issues Group, and the Change Issues Group.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	1	27	27
	Retail Markets Impact	Retail Risk(s)	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		1	9	9
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		2	17	17
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Aligned to planned Code Roadmap activity	2	10	20
				Overall Priority Score (rounded)	133

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	MEDIUM
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

This Change has been given a priority status of Medium, based on a score of 133. This score has been calculated as follows:

- Retail Risk Impact has been given a score of two, indicating moderate impact. This is because of the impact the underlying issue that this Change seeks to address has on the Switching process, which is captured under multiple Retail Risks.
- REC Party & Service Provider Operational Effectiveness & Efficiency has been given a score of two, indicating moderate impact. This is because of the potential for improvements to a key REC Service (the CSS) that can be delivered as part of the development of this Change.
- Contribution to REC Objectives has been given a score of two, indicating moderate impact. This is because of the potential for improvements to REC central systems that can be delivered by the proposed solution.
- Urgency has been given a score of two, indicating moderate urgency.

All other metrics have been given a score of zero or one, as appropriate.

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SOLUTION

8 SUMMARY OF ANALYSIS UNDERTAKEN

The Code Manager solution for R0096 has been developed by the REC Technical Design Authority (TDA). The Technical Change Workshop (TCW) (as ran by the REC TDA) was integral to the solution analysis and design process. This group contains representatives from the CSS Provider, CSS Users, the REC TDA (and Code Manager as a whole), and other interested parties. An iterative approach was employed, where the solution was developed following rounds of discussion at the TCW, resulting in a finalised draft solution.

9 PROPOSED SOLUTION

Details of the proposed solution can be found in the solution document, found here.

10 DRAFT LEGAL TEXT

Whilst a solution has been developed in the form of the mechanism detailed in Section 9, changes to the legal text have, at this stage, not yet been drafted. Whilst the Code Manager anticipates changes to REC documents (most likely the Central Switching Service Definition), these have not yet been identified. Final legal drafting will emerge following the period of impact assessment with the CSS.

11 APPENDIX

CHANGE PROPOSAL	Link
PROPOSED SOLUTION	Link

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12 GLOSSARY

TERM	DEFINITION
Central Switching Service	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
CSS Provider	means the DCC when performing functions under or in relation to this Code (but always excluding its functions under the Smart Energy Code and its roles as CSS Systems Integrator, SI Provider and Switching Operator), including in respect of the Central Switching Service and including in effecting the design, build and testing of any System that will allow it to perform functions under this Code after the CSS Go-Live Date. This role is the CSS Procurer and Manager function as described in the E2E Data Migration Plan, E2E Integration Plan, E2E Post Implementation Plan, E2E Testing Plan, E2E Transition Plan: Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
CSS User	means each organisation which is Qualified to use the CSS, together with each Switching Data Service Provider (other than the CSS Provider) the categories of which are set out in the Central Switching Service Schedule.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Market Message	means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification.
Service Definition	means each document of that name forming part of the Technical Specification.
Switch	means a change to the Registered Supplier for an RMP.
Synchronisation Message	means a type of Market Message, as described in the Switching Data Management Schedule.