RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0285 ORGANISATIONS WITH MULTIPLE ROLE TYPES EES AND SDEP ACCESS

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

RESPONSIBLE COMMITTEE	Technical Expert Panel	CHANGE PATH	Self-Governance
PRIORITY STATUS	High	URGENCY	Standard
IMPACTED STAKEHOLDERS	All REC Parties, SDEP Users, SDES Service Provider		

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

It is currently not possible for organisations with multiple role types to have the same person be able to access all assigned role types within the Secure Data Exchange Portal (SDEP) without having a unique email address for each role type.

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BACKGROUND

1 SUMMARY

REC Change R0162 Access to SDES for Gas Networks revealed that the way the Secure Data Exchange Portal (SDEP) is currently set up, that if organisations with multiple role types wish to have the same operational staff work on both role types then they require a unique email address to log in to each role type. Email address is the only valid login option at present.

This means that if one organisation is both a Distribution Network Operator (DNO) and a Gas Transporter (GT), or an Energy Supplier and a Metering Equipment Manager (MEM), their operational staff need two unique email addresses to log in to both role types. This can lead to inefficiencies, unnecessary administrative burdens and a poor user experience.

GTs and MEMs do not currently have access to SDEP, but it is expected they both will in the future. This REC Issue has been raised as an enabling change for R0162, which in turn would be useful for I0253 Theft - DNO/Networks not providing photos as GTs having access to SDEP would provide a secure method of providing photos to Energy Suppliers.

There are currently no open REC Issues or Change Proposals regarding the provision of access to SDEP to MEMs. However, there has been discussion that one potential solution option for Issue I0273 Sharing of SSC and TPR Information for MHHS Smart and Advanced Meters may be that MOAs could use SDEP to share this information. It has also been discussed under I0197 Introducing a Process to Provide Updates During Fault Resolutions that SDEP could be used for escalations between Energy Suppliers and MEMs.

The Code Manager is also aware of discussions within the MHHS Elexon Helix Service Management forum regarding the requirement for Parties (including MOAs) to raise queries with the Supplier Meter Registration Service (SMRS), and that SDEP is planned to be the main communication method for Energy Suppliers and DNOs. While no direct action has been captured on MOAs requiring access to SDEP for this reason, it is a reasonable assumption this may be relooked at in the future.

2 PROBLEM STATEMENT

Organisations with more than one role type are required to have unique email addresses for staff who require access to multiple role types, leading to inefficiencies, unnecessary administrative burdens and a poor user experience.

3 IMPACTS

CONSUMERS
Indirect – but will impact the efficiency in which Consumer related queries and escalations can be managed.

REC SERVICE PROVIDERS
SDES Provider

REC PARTIES AND SERVICE USERS
All REC Parties
SDEP Users

MHHS
There is no direct impact to the MHHS design from this Change Proposal. However, it may be an enabling change if it is decided MEMs required SDEP access to carry out all their obligations within MHHS.

4 CROSS-CODE IMPACTS

There are no cross-code impacts identified with this Change Proposal.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**25 Sept 25**	**28 Feb 26**
	Solution Development	September	October
	Service Provider Impact Assessment	October	February

The Code Manager is submitting a proposal that currently only covers solution development and Service Provider impact assessment, as further stages cannot be defined until the full impact on the SDES Service Provider is understood.

This is planned until the end of February 2026 to allow for requirements gathering workshops with the SDES Service Provider, a 15 Working Day preliminary impact assessment, a 25 Working Day detailed impact assessment and any solution refinement required between these stages. The Code Manager is also allowing for extra time to account for the December holiday period.

6 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	2	27	53
	Retail Markets Impact	Innovation and Market Arrangements	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	3	7	20
		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		0	17	0
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	3	10	30
				Overall Priority Score (rounded)	160

Priority Status	HIGH
Change Proposal Type	STANDARD

The Code Manager has given this Issue a high urgency score, as it is an enabling change for many other REC Issues and Changes.

7 APPENDIX

CHANGE PROPOSAL	Link
RELATED CHANGE(S)	R0162 Access to SDES for Gas Networks I0253 Theft - DNO/Networks not providing photos

8 GLOSSARY

TERM	DEFINITION
REC Parties	means each 'Party' under and as defined in the Retail Energy Code. 'REC Parties', 'Parties' and similar expressions shall be interpreted accordingly.
SDEP User	means an entity that is entitled to use the Secure Data Exchange Portal in accordance with the Secure Data Exchange Schedule.
SDES Provider	means the provider of the SDES contracted by RECCo.
Secure Data Exchange Portal (SDEP)	means the portal of that name which forms part of the Secure Data Exchange Service.
Secure Data Exchange Service (SDES)	means the service described in the SDES Service Definition.
Working Day	means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday in either or both England and Wales within the meaning of the Banking and Financial Dealings Act 1971.