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REVIEW OF PERFORMANCE MEASURES FOR REC SERVICES: GAS RETAIL DATA SERVICE (GRDS)

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FOR INFORMATION	The Code Manager reviewed the Performance Measures for GRDS, in line with the Performance Assurance Operating. PAB members are invited to: • **NOTE** the updates and recommendations presented within this paper.

1 BACKGROUND

The Performance Assurance Operating Plan (PAOP) for year 2024/25 includes a review of Key Performance Indicators (KPIs) for REC Services. This review will assess the relevance and alignment of current KPIs with the REC's strategic goals and the evolving market. The review aims to ensure clarity, objectivity, and measurability of existing KPIs, while identifying potential gaps where new metrics are needed.

For this review, applied the methodology approved by PAB in October as part of RECPAB_24_1029_04, which has already been applied for the review of the Electricity Retail Data Service (ERDS) and REC Professional Services Code Manager.

The Gas Retail Data Service (GRDS) is provided by the Gas Retail Data Agent (GRDA), which is a role performed by Xoserve. The purpose of this service is to synchronise data between CSS and critical gas industry systems governed under the UNC. This has multiple purposes including knowing which Supplier is responsible for which meter point for settlement, updating the Gas Enquiry Service with key information and aligning CSS address data when updates are made in gas systems.

2 OUR RECOMMENDATIONS

We have identified two opportunities to where changes to performance measures may be considered alongside other REC initiatives.

2.1 PERFORMANCE IN ADDRESS MANAGEMENT

GRDA is required to update Central Switching Service (CSS) where it becomes aware of Meter Point Location Address updates. We currently do not have any metrics to measure performance in this area. However, REC Change Issue I0200 is looking at Improving Address Management Targets, and Address Management improvement is considered within the CSS Improvement Plan. These initiatives are best placed to identify if changes to GRDA standards are required.

2.2 PERFORMANCE IN USER SUPPORT AND SERVICE LEVELS LINKED WITH RESPONSE TO CSS MARKET MESSAGES

We monitor monthly whether the service meets key REC requirements for user support and response to CSS Market Messages. These measures are linked with requirements on other parts of the service including the Switching Operator (SO) and the CSS Provider. Some of the measures were revised by REC Change Proposal R0092A but corresponding performance levels for other services were not reviewed. Therefore, Code Manager will raise a REC Change Issue to review and consider whether the REC requirements for GRDS and ERDS need to be amended to align with the solution implemented by R0092A. These include:

- Response and Resolution times for Priority 1 to 4 Switching Incidents
- Response to CSS Messages at Gate Closure, as well as other than within Gate Closure period.