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PAB REPORT– DATA ERROR RESOLUTION PROCESS

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FOR DISCUSSION	Section One outlines the actions initiated by the Performance Assurance Board (PAB) to design and implement a Data Error Resolution process. This process is intended to log, resolve, and monitor Industry Data Issues. Section Two details the requirements that informed the design of the process. Section Three describes the two-phase approach used to develop and operate the enduring process. PAB Members are invited to take the following actions: • **NOTE** the proposed Data Error Resolution process ahead of initiation of phase 1 (process design); and • **DISCUSS** the proposed process and offer guidance on any notable improvements.	
APPENDICES	**Appendix A -** Initial Data Error Resolution Process (For Further Refinement) (1)	

1 BACKGROUND

The Performance Assurance Board has previously identified that there is not a clear process to log, resolve and track industry data issues under the REC. It was therefore requested to design a process for the logging, resolution and tracking of identified industry data issues.

It is critical to have an effective process for data issue management as data managed through REC processes impacts many parties including RECCo, REC Parties, Non-Party Service Users and Consumers. Formalising a robust process for Data Error Resolution will benefit all these parties and aligns to RECCo's Objective C "*to drive continuous improvements and efficiencies in the operation of the REC and the central systems and communication infrastructures it governs".*

2 REQUIREMENTS

In September 2024 PAB members discussed a series of long running data errors that had endured without resolution. These included the process to identify a route to cleanse the incorrect Domestic Premises Indicator, which required derogations in 2023 and 2024 to allow Parties to be treated fairly, but the resolution of this issue had taken an extended period of time. Other issues relating to ERDS and CSS alignment and registration data errors were also discussed. This resulted in the following action:

RECPAB_24_0924_02	RECCo to propose a mechanism to the PAB make technical changes that do not impact multiple REC Service Users so that minor changes and data requests can be resolved rapidly, similar to the error rectification processes that exist under the BSC, UNC and other market codes such as in water.

Similar data errors have occurred since requiring PAB intervention, including the misalignment between SSEN and DCC due to a separate Party's non-payment of DCUSA invoices.

Following the action from PAB, the below requirements were developed to inform the design of the process.

1. The process should enable any Party to flag an arising issue with data quality. This could be raised through PAB reporting, or from a party pro-actively raising an issue to the Code Manager or RECCo.
2. The Code Manager will log the issue and start investigations to identify:
    a. The extent of the issue with any service provider, other parties or other areas of the REC.- This may require ad hoc data outputs from service providers.
    b. Identify the REC role that owns the data item(s) impacted.
    c. The implications of incorrect data based to parties and data processes based on the REC Schedules and process maps.
    d. The root cause of the issue.

3. The Code Manager will advise on how best to rectify the data issue which may include:

    a. Agreeing with the data owner, RECCo SME's and any impacted service providers an appropriate roadmap for cleansing and correcting the impacted data.

4. The Code Manager will inform RECCo of proposed options for the correction of data. This may, if appropriate, include pro-active cleansing of data and/or the provision of an appropriate mechanism to update the data in the impacted systems. Examples might include application of data science methods or the creation of DTN or CSS messages to update the incorrect data in the relevant system(s). Note that the Code Manager is unlikely to be able to send the messages as will not have the appropriate role or connection in place, but they can be provided as necessary to the appropriate parties.

3 DELIVERY PLAN

The REC Code Manager proposes to deliver against the above requirements using a two-phase approach, as detailed below.

3.1 PHASE 1 – PROCESS DESIGN

This phase will encompass the following activities:

- Creation of a document that sets out the Error Resolution Process (Appendix A sets out an initial viewpoint on the process steps for new issues raised and ongoing reporting). This document will clearly set out the differing progression route options and the steps that will be delivered by the Code Manager for each progression route, plus the dependencies on other parties, including RECCo Ltd and REC Service Providers.
- Definition of criteria for what constitutes a data error, as well as development of a priority framework for progression of different data error types.
- Designing of the templates for use in the process (template 1: issue submission form; and template 2: issue log).
- Consultation of the process and templates with relevant parties, asking for insight into which data items are most critical for these parties and the processes that they are involved in, as well as whether there is any existing reporting in place that can be leveraged. Consultation to include engagement with:
    - RECCo
    - RPA
    - RPS
    - C&C Group
    - Xoserve

- DCC
- PAB

- Refinement of the process and templates based on feedback and validation of amendments with parties.
- Management of existing use cases through the designed process to refine and optimise.
- Provide refined process to RECCo for approval.
- Following approval, creation of a REC Portal Wiki article explaining the process and REC Bulletin communications to make parties aware of the process and how they can raise industry data issues for inclusion in the Error Resolution Process.

Phase 1 delivery timescales are anticipated to be approximately six weeks.

3.2 PHASE 2 – ENDURING DELIVERY

Phase 2 is the enduring delivery and management of the Data Error Resolution process. It is noted that the types of activities carried out will vary depending on the needs for each specific data issue, with required activities identified as part of determining the progression route for each issue.

The proposed high-level process for all issues that are raised, triaged & resolved will be as followed, subject to refinement during Phase 1:

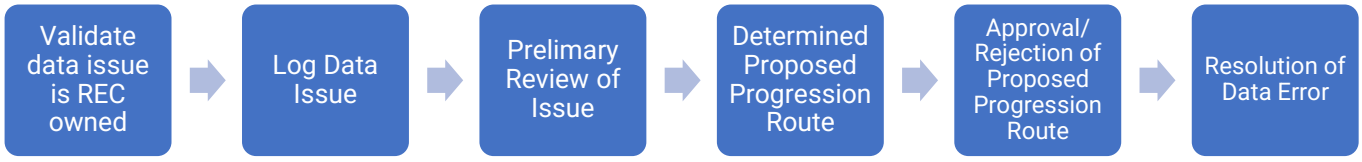


Figure 1: Data Error Validation, Triage and Resolution Process.

To support the overall effectiveness of this process, the other key activities that will be undertaken are as follows:

- **Ongoing Reporting:** This will include maintenance of the issues log, which will include the status of each error and next steps. This will be shared with RECCo and the PAB each month or as requested.
- **Issue Management:** Onwards management of the progression route to resolution, including following up with dependent parties on progress, and escalating issues where required.
- **Issue Progression Refinement:** As information is gathered via the progression route (e.g. reporting from Service Provider) review initial assessment and determine if an amendment to the progression route is required based on this new information.

- **Engagement with Service Providers & REC Parties:** Where inputs are required from service providers to aid in resolution, they will be engaged as required.
- **Updates to REC Legal Text:** Where a change to legal text is required to enhance data quality, updated legal text will be progressed via the REC Change Process.
- **Rectification of Central Data Issues:** Where there is the opportunity to improve data quality through data cleansing, system refinement etc. speciality resource will be provisioned to undertake this activity.
- **Refer to PAB for application of Performance Assurance Technique:** Where information or action is required from REC Parties a PAB paper will be prepared setting out the nature of the issue, the investigation undertaken, the party and consumer impacts, associated retail risks and the recommended Performance Assurance Technique.
    - **Future steps & continuous improvement:** For each data item that is closed, consideration will be given as to whether there are any recommended next steps (e.g. should any monitoring that was put in place to monitor rectification of a data issue be recommended to continue as a performance assurance input, so that if there is a future drop in data quality this can be quickly identified)

We are presenting the proposed delivery approach and process for the Data Error Resolution initiative to the PAB, both to inform them and to explore any opportunities for improvement.

RETAIL ENERGY CODE

Appendix A – Initial Data Error Resolution Process (For Further Refinement)

The following table sets out an initial process for further refinement during Phase 1:

Stage	Activity	Who	Method
New Issue Raised			
1	Raise an industry data issue	Anyone	Email
2	Confirm valid to be taken forward. Checks to include: • Is REC the data item Meta Data Owner? • Is the issue already on the log?	RTS	N/A
3	If valid, add to Issue Log and undertake preliminary review and document findings. Review to include: • Is there a data item owner? • Is there evidence of the extent of the issue? • Are there any existing performance assurance monitoring activities, or other improvement plans that touch on the issue? • What are the impacts (both party and consumer)? • Is it related to a retail risk? • Can the root cause of the issue be identified? • Determine proposed route to progress issue (could be via individual party, central correction, refinement of REC legal text, system upgrade, further investigation via data extract request to service provider, etc…).	RTS	As appropriate
4	Share the preliminary review with RECCo and seek approval for proposed route.	RTS/RECCo	Meeting/email
5	Inform Performance Assurance Board (PAB) of issue and progression route.	RTS	Meeting Paper
6	Inform industry of the issue and progression route (not applicable for a data issue impacting only one party, unless otherwise directed by PAB).	RTS	Bulletin
Ongoing Reporting			
7	A minimum of once a month, update the issue log with the latest status for each issue	RTS	N/A
8	Share the Issue Log with RECCo and the PAB and publish on the REC Portal	RTS	Email / Standing Committee Paper