RETAIL ENERGY CODE

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RECCO UPDATE ON GES

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FOR INFORMATION 	During the PAB meeting of July 2025, the request was made for an update and commentary relating to the medium- and long-term plans to tackle the persistent performance issues relating to the Gas Enquiry Services (GES), plus to include information of any potential impact of Project Trident to the GES service. Section 1 of this paper explains the current status of the work in progress for the Gas Enquiry Services (GES), in reference to improvement of performance to Data Latency SLAs relating to acceptance and availability of the CDSP data. As per section 8.5 of the Gas Enquiry Service Definition document Page 12. Section 2 of this paper covers Project Trident and the relationship to Gas Enquiry Services performance.

1 PERFORMANCE OF THE GES

1.1 BACKGROUND:

Service performance challenges within the Gas Enquiry Services (GES) continue to relate to two SLA measures defined in Appendix A: (1) timely acceptance and processing of data from the Central Data Service Provider (CDSP), and (2) availability of that data within the GES platform,

The current performance level for the processing of Data from CDSP is no longer fit for purpose and does not reflect the operational capability of the service. The performance level was originally conceived as part of the CSS programme in 2022 and operational reality has shown it is not required by industry. In addition, the current performance level wording is ambiguous in determining when the performance level applies from ('when the clock starts ticking') and when it stops ('when the clock stops ticking'). There is also ambiguity on what determines when the data is available.

When introduced in 2022 as part of CSS go-live, these SLA metrics were developed based on the best available understanding of system performance and user needs at that time, following engagement and consultation with stakeholders. Following the GES re-platform in October 2024, and due to the terminology currently used, the SLA timers now begin while data is still moving through the UK Link estate rather than when it starts to arrive within the GES environment. This has made compliance more challenging and measurement less consistent, highlighting an opportunity to review and refine these metrics to ensure continued alignment with system behaviour and user expectations.

In support of this, we have been in the position of the Service Provider not meeting these SLAs, (including being unable to measure until Oct 24) since this change in 2022. When considering this, we maintain that there have been no complaints raised, and minimal tickets by users over this 3 year period to date, regarding latency and availability of the data affected by this SLA failure, further confirming the current metrics are not fit for purpose.

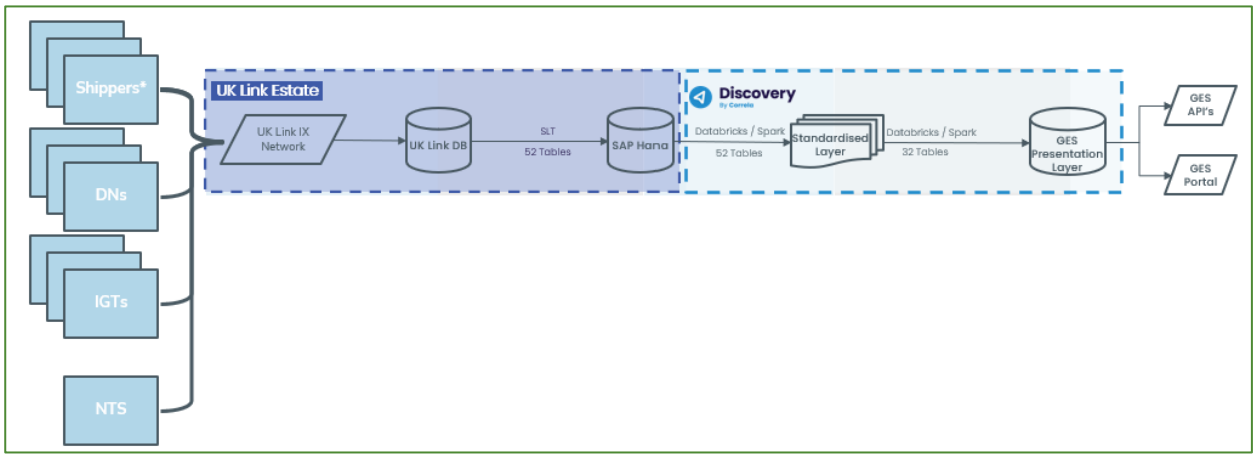
Improvement to these, and as such an ability to meet the SLAs, has been put forward in the form of the Change Proposal now raised (I0277) in conjunction with extended discussion and agreement with Xoserve as the service provider, looking at two key areas of the current SLA. The terminology used to describe the point in which the timing starts for the processing of data, and the time allowed to process the data there after.

1.2 CHANGE PROPOSAL – AREA 1: SERVICE DEFINITION TERMINOLOGY:

Current wording, as described in the Service Definition 8.5 a) (SLA. 36, 8.6.1) and underlined below states.

(a) *data required within the Supply Point Switching API (as defined in the GES API Technical Specification) shall be available to Authorised Persons within 2 hours* ***of an update being accepted from the relevant Shipper****;*

The point in which the acceptance of data from the "shipper" occurs is into the UK Link estate, not the GES platform, so data must be processed within UK Link, which is governed by UNC and not the REC, before it can subsequently be processed into GES and made available to users. We want to separate the UK Link and GES Platform processing timings and measurements as each should have its own SLA, UK Link via the UNC and the GES Service via the REC, as this is unnecessarily extending the time taken to make the data available, and ability for RECCo and Xoserve as the GES Service Provider meet the SLA.



8.5 b) of the Service Definition (Appendix A) (SLA. 37, 8.6.2) does not contain the same wording and instead needs the same inclusion of new wording, to pinpoint a specific starting point relating to acceptance into the GES to remove ambiguity of where the "clock starts ticking".

1.3 CHANGE PROPOSAL – AREA 2: SERVICE DEFINITION PROCESS TIME:

The second part of the Change Proposal now raised (I0277) requests the amendment of the time allowed for the processing of data (as underlined below), after the start point has been clarified as per section 1.2 above. This change only applies to SLA. 36, 8.6.1.

(a) data required within the Supply Point Switching API (as defined in the GES API Technical Specification) shall be available to Authorised Persons within ***2 hours of an update*** being accepted from the relevant Shipper; and

RECCo maintain that there have been no complaints raised, and minimal tickets by users over this 3 year period to date, regarding latency and availability of the data affected by this SLA failure, further confirming the current metrics are not fit for purpose. The change will increase this process time to allow for the SLA to be met, at the same time providing a suitable target for the Service Provider to maintain.

1.4 CHANGE PROPOSAL – PROPOSED SLA WORDING AND METRICS

As outlined in REC Issue I0277, we are proposing the introduction of a clearer and redefined SLA. The details below set out the proposed changes and highlight what will be different from the current approach (in **bold** and with **).

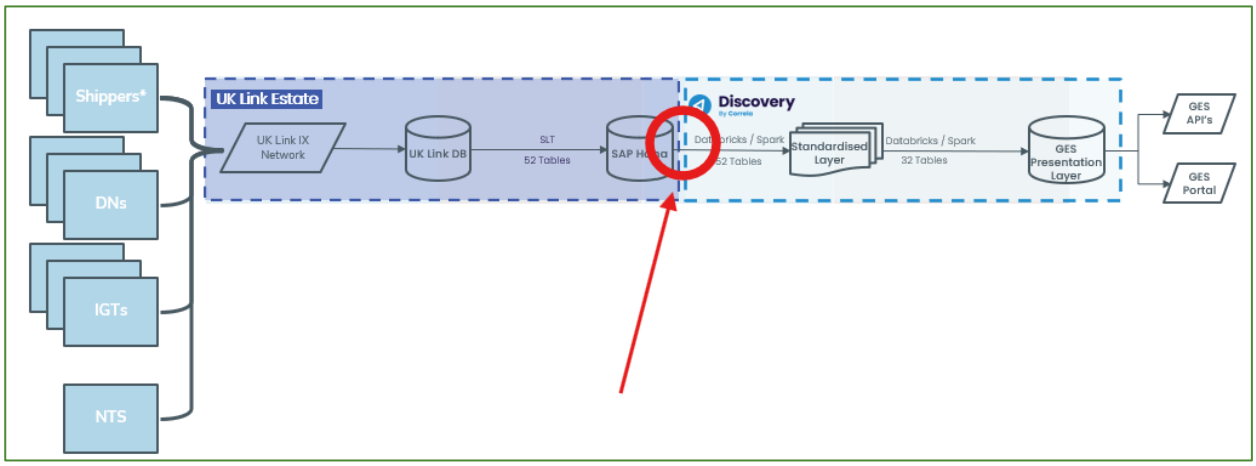
8.5

The GES shall process 98% of data received from the CDSP that is

(a) data required to be consumed within the Supply Point Switching API (as defined in the GES Supply Point Switching API Technical Specification) and make available to Authorised Persons within ***4 HOURS*** of the ***DATA HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK***.

The below diagram reflects the new start point for the above SLA from:

- ***OF AN UPDATE BEING ACCEPTED FROM THE RELEVANT SHIPPER***
    - **TO:**
- ***DATA HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK***.



The GES shall process 99% of

(b) data received from the CDSP that is not required to be consumed within the Supply Point Switching API (as defined in the GES Supply Point Switching API Technical Specification) ***HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK*** () before 04:00 hours and make available to Authorised Persons by 09:00 hours on the same day.

To avoid confusion, the reporting currently provided to the Code Manager is based on the existing As-Is measure prior to the REC Change (i.e. the 100% standard).

The table below shows the data reported before the contract renewal with Xoserve in July 2025. It also includes reporting from the last two months, aligned with the new SLA descriptions (i.e. 99% and 98% within 4 hours instead of 2 hours). This helps demonstrate how the new proposed measure can be achieved.

GES Service Definition SLA			**Aug-25**	**Sep-25**
8.6.1	Percentage of instances where data required within the supply point switching API was made available to authorised persons within 4 hours of update being accepted from the relevant Shipper	100.00%	99.18%	87.58%
8.6.2	Percentage of instances where data not required within the supply point switching API and accepted by the CDSP before 0400 hours was made available to authorised by 0900 hours on the same day	100.00%	99.62%	99.90%

Proposed SLA in REC Issue			**Aug-25**	**Sep-25**
8.6.1	Percentage of instances where data required to be consumed within the Supply Point Switching API (as defined in the GES Supply Point Switching API Technical Specification) and make available to Authorised Persons within ***4 HOURS*** of the ***DATA HAVING BEEN ACCEPTED AND PROCESSED IN UK LINK***	98.00%	99.18%	99.61%
			Aug-25	**Sep-25**

8.6.2	Percentage of instances where data not required within the supply point switching API and accepted by the CDSP before 0400 hours was made available to authorised by 0900 hours on the same day	99.00%	99.62%	99.90%

1.5 PROJECT TRIDENT UPDATE

Project Trident is a Xoserve-led initiative under the Uniform Network Code (UNC) framework, focused on the modernisation of the UK Link system. Its primary objective is to renew and future-proof UK Link, ensuring continued support and capability as SAP discontinues support for its current IS-U ECC6 platform. The project is currently in the solution definition phase and is assessing options to deliver a modern, reliable, and adaptable UK Link system for the gas industry.

It is important to note that this is not a REC project, but rather a UNC-governed initiative led by Xoserve. The scope of Project Trident impacts UK Link directly, rather than the Gas Enquiry Services (GES) system. However, because GES depends on data provided by UK Link, any changes introduced through Project Trident may have indirect implications for the operation or data integrity of GES.

RECCo will therefore monitor developments to ensure that data dependencies and downstream impacts on GES are understood and managed appropriately, but responsibility for the project and its implementation remains with Xoserve under the UNC governance structure.

That said, we have held several discussions with the Xoserve Project Trident team to understand the current status of the project and to engage with Xoserve, where necessary, on measures to protect the continuity and integrity of our Gas Enquiry Service. Given the dependencies between UK Link and REC systems, it is essential that RECCo maintains oversight of this project from a dependency management perspective.

Xoserve Project Trident team is happy to provide a dedicated session to PAB on all things Project Trident if useful.