RETAIL ENERGY CODE

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PROPOSED CHANGES TO SMART DCC ACCESS CATEGORIES WITHIN THE DATA ACCESS MATRICES AND ADDITIONAL ELECTRICITY DAM DATA ITEMS

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FOR DECISION	This paper covers a proposal to update the category naming for roles currently held by Smart DCC and the addition of data items within the Electricity DAM. PAB Members are invited to take the following actions: • **APPROVE** the Code Manager's proposed alterations to the Electricity Data Access Matrix; • **APPROVE** the Code Manager's proposed alterations to the Gas Data Access Matrix; • **APPROVE** the Code Manager's proposed alterations to Appendix 1; • **APPROVE** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document; and • **APPROVE** the Code Manager's proposed implementation date for 11 September 2026.
APPENDICES	• RECPAB_26_0825_13A - Electricity Data Access Matrix v5.8_Draft • RECPAB_26_0825_13B - Gas Data Access Matrix v5.2_Draft • RECPAB_26_0825_13C – Data Access Matrix Appendix 1 v2.2_Draft • RECPAB_26_0825_13D - Service User Categorisation and Assessment Document 6.2_DRAFT

1 BACKGROUND AND JUSTIFICATION FOR USE CASE

Smart DCC, under its Smart Meter Communications Licence, in its roles as the Centralised Registration Service (CRS) Provider and Smart Meter Communications Licensee, currently accesses both the Electricity Enquiry Service (EES) and Gas Enquiry Service (GES) online portals to manage and triage customer enquiries through its internal helpdesk functions.

Increasingly these enquiries identify issues that require broader cross-industry investigation and resolution, extending beyond the remit of the service desk teams alone.

The Code Manager proposes to extend Smart DCC's existing purposes for access to encompass the full range of industry obligations and operational responsibilities associated with its CRS Provider and Smart Meter Communications Licensee roles. This would ensure that access arrangements remain aligned with Smart DCC's legitimate industry functions and remove unnecessary administrative barriers where access to Enquiry Services data is required to investigate, manage and resolve issues affecting Consumers and market participants.

Extending access in this way will support more effective cross-industry issue resolution, improve operational efficiency, and enable Smart DCC to deliver its industry responsibilities more effectively on behalf of the energy market.

2 CATEGORY NAME CHANGES

The Code Manager proposes to update all references within the Data Access Matrices and the Service User Categorisation and Assessment Document (SUCAD) from The Switching Service Desk to CRS Provider and SMETS Service Desk to the Smart Meter Communications Licensee.

3 ADDITIONAL DATA ITEMS FOR BOTH CATEGORIES

Both the CRS Provider and Smart Meter Communication Licensee categories have requested the addition of the following data items within the Electricity Data Access Matrix.

Access to the Meter Data Retriever data items enables Smart DCC to identify the Party responsible for meter data retrieval activities for a given metering point, supporting the efficient triage, investigation and resolution of customer and industry enquiries relating to smart metering services.

The Data Service data items identify the MHHS Data Service Agent appointed to perform data collection and processing activities for a metering point, enabling Smart DCC to identify the appropriate party responsible for data-related investigations and support the efficient triage and resolution of consumer and industry enquiries.

DATA ITEM	PURPOSE
Data Service Name	To identify the organisation responsible for MHHS data service activities for a supply point and support the routing and investigation of customer and industry enquiries.
Data Service MPID	To uniquely identify the appointed Data Service Agent and facilitate engagement

	with the correct market participant during issue investigation and resolution.
Data Service Effective From Date	To determine when the current Data Service appointment became effective and support investigations into issues occurring during a specific period.
Data Service Effective to Date	To identify when a Data Service appointment ended, enabling validation of historical responsibility and supporting issue resolution timelines.
Assigned MDR MPID	To identify the organisation responsible for meter data retrieval and support the timely investigation and resolution of smart metering enquiries.
Assigned MDR Effective From Date	To identify the date in which the Meter Data Retriever was effective from.

4 DATA PROTECTION, INFORMATION SECURITY AND ANY SPECIFIC CONSIDERATIONS

We do not consider the addition of these data fields or new category names to result in an increase to security and data protection risks and therefore propose to retain the assurance approach as outlined in the SUCAD.

5 NEXT STEPS

The Code Manager does not believe that this request warrants industry consultation and, subject to approval, the proposed changes will be implemented on 11 September 2026.

REC PAB DECISION

PAB Members are invited to take the following actions:

- **APPROVE** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVE** the Code Manager's proposed alterations to the Gas Data Access Matrix;
- **APPROVE** the Code Manager's proposed alterations to Appendix 1;
- **APPROVE** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document; and
- **APPROVE** the Code Manager's proposed implementation date for 11 September 2026.