This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

REC ISSUES GROUP
MEETING NOTES

DATE	**14 April 2023, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Issues Group (RIG).

The Chair confirmed the agenda, asking for any 'AOB' to be raised at this time. The Chair highlighted that no AOB items were raised prior to the meeting. Later in the session, RIG members noted two AOB items for discussion.

AOB items were as follows:

- Issue with Non-Suppliers who offer 'White-Label' services.
- Issue with the Switching Address Quality Plan Consultation – Supplementary document on the portal.

2 DATA CLEANSE UPDATE

2.1 DATA CLEANSE ISSUE LOG

The Code Manager Lead Analyst provided an overview of the Data Cleanse Issue Log; this can be found on slide 5 of the pack here. It was noted that all outstanding issues have now been closed.

A RIG member raised a question around the Incorrect MAP ID cleansing reports, specifically as to whether had been discussion on this at last month's RIG meeting. The Chair advised this had not been discussed and invited members to discuss at this meeting. It was noted that there was no process for historic Incorrect MAP ID issues and there still is not a process in place.

Action: The Code Manager to reach out to Meter Asset Providers and seek support from them on the Incorrect MAP ID process.

2.2 DATA CLEANSE UPDATE

Slides 7-10 in the meeting pack, which can be found here, were covered under this section

The Code Manager highlighted that after discussions with the Performance Assurance Board (PAB), they are considering a sprint-based approach to Data Cleanse assurance with a focus on specific reports at a set time. The Code Manager will specify the reports that are being focused on, so that all Parties are working on the same issues at the same time. The Code Manager asked attendees for a steer as which reports should be addressed first. It was agreed

by RIG members that consumer impacted reports would need to be prioritised, as this will enable them customers to switch their Supplier more easily.

3. CODE ROAD MAP UPDATE

The Code Manager Lead Analyst provided an overview of the Code Road Map, which can be found on slides 12-14 in the meeting slides here.

A RIG member raised a question around finding the balance between ongoing issues included in the Road Map and any short-term issues which occur. It was noted that there will be a quarterly refresh of the Road Map. The Code Manager Lead Analyst advised that, when a Change Proposal is raised, the Road Map will be reviewed to assess whether the Change would fit in with an existing Epic. Ongoing adjustments will continue to be made to the list of priorities within the Code Road Map.

4. RIG ISSUES UPDATE

4A ERRONEOUS SWITCHING PROCESS – INCORRECT USE OF ANNULMENT PROCESS

The Code Manager Lead Analyst provided an overview of this issue, which can be found on slide 16 of the meeting slides here.

It was noted that CP R0030 – Erroneous Transfer Cancellations was being included in the June 2023 REC Release, which could help with a solution for this issue. No other RIG members highlighted they had been experiencing this issue, however members agreed to speak to their internal Erroneous Transfer (ET) teams to discuss how this could be managed.

Action: The Code Manager to liaise with the REC Change Team regarding R0030 to understand if this issue is included within it.

Action: RIG members to discuss issue with own ET teams to understand how this process could be managed.

4B SDEP QUERIES – INCREASED INSTANCES OF QUERIES RAISED AGAINST INCORRECT MPIDS

The Code Manager Lead Analyst provided an overview of this issue, which can be found on slide 18 of the meeting slides here.

It was noted that multiple Suppliers have been experiencing this issue. The Chair highlighted that the REC Operational Contacts list, which is held on the Portal, shows acceded REC Suppliers, the MPIDs they have registered to them and their organisation's operational contacts. It was highlighted that, in some cases, the historic Master Registration Agreement (MRA)/ Supply Point Administration Agreement (SPAA) contact lists are still being used by Parties, despite these being out of date. The Chair agreed to include an Operational Contacts reminder in the REC Weekly Bulletin to remind Parties to maintain and use the REC Operational Contacts list. A RIG member asked if there was any association between the Market Domain Data (MDD) and the Secure Data Exchange Portal (SDEP) being updated. It

was noted that SDEP is updated through the Electricity Enquiry Service (EES), whose updates are not initiated from changes to the MDD, and it is not updated automatically.

The Code Manager Lead Analyst noted that as part of the SDEP review, a change had been recommended to amend the information that is required when raising a query/escalation within SDEP. It has been suggested that the field to select the MPID for which the query relates comes before the field to select the Supplier. RIG members agreed that this would be useful in addressing the issues they were experiencing and were happy with the suggested approach.

Action: The Code Manager to confirm the status of the SDEP change at the next RIG meeting in May.

5. AOB

5.1 ISSUE WITH NON-SUPPLIERS WHO OFFER WHITE-LABEL

A RIG member highlighted that they had been experiencing an issue with companies who operate as a 'White-Label' to a Supplier. It was noted that Suppliers are unable to escalate issues to these companies, as they don't have appropriate contacts in place.

Action: The Code Manager to liaise with the raiser of this issue to agree next steps.

5.2 ISSUE WITH THE SWITCHING ADDRESS QUALITY PLAN CONSULTATION – SUPPLEMENTARY DOCUMENT ON THE PORTAL.

A RIG member noted that there are two files held on the front page of the REC Portal regarding the DCC Switching Address Quality Plan; however, when opened, both files appear to be the same document.

Action: The Code Manager to investigate and update the Portal with the correct DCC Switching Address Quality Plan files.

No further business was raised.