RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**12 May 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 Other Business (AOB) to be raised at this time. The Chair highlighted that two AOB items had been raised prior to the meeting, with no further AOB items being raised at this time. Later in the session, RIG members noted the following two AOB items for discussion:

- Data Quality Issues Central Switching Service (CSS)/Gas Enquiry Service (GES)
- Transport Layer Security (TLS) Certificates for CSS

2 DATA CLEANSE UPDATE: DC09 – CUSTOMER WANTS RELATED MPANS TO BE UNRELATED TO ALLOW SWITCH TO NEW SUPPLIER

The Code Manager Lead Analyst provided an overview of Data Cleanse Issue DC09; this can be found on slide 5 of the pack here. The aim of this discussion was to ascertain how frequently this issue occurs, and RIG members were asked to provide feedback. The raiser of this issue will be able to provide more context at the next RIG meeting. It was agreed that this will be kept on the agenda for the next meeting, but RIG members can provide feedback before then.

2A. DATA CLEANSE UPDATE

The Code Manager Lead Analyst provided an update on two Data Cleanse reports, specifically relating to the Domestic Premises Indicator (DPI). The first report was AR3F, for which there appeared to be significantly more data on the report than anticipated. The second report was the Unmeasured with DPI report, for which no data was returned, which was not anticipated. It was noted this could be a data quality issue with what was sent by the EES Service Provider; work is currently being undertaken to fix this.

The Code Manager Lead Analyst provided a demonstration of the new Data Cleanse Reporting Dashboard, on the REC portal, which will be implemented on 23 May 2023. A RIG member asked how a user will gain access to the Dashboard. The Code Manager Lead Analyst advised that Master Administration Users (MAUs) can provide users with access, or they can raise a Service Desk ticket and the Portal team will be able to assign users.

A RIG member asked if there were any plans to separate any of the tabs within the Performance Assurance area of the Portal. RIG members agreed that they may want several of their users to gain access to the Dashboard, but they didn't want the same users to have access to the Remediation Tracker or RFI & Queries tab.

Action: The Code Manager to investigate the possibility of separating out access to the tabs within the Performance Assurance of the Portal.

The Code Manager Lead Analyst provided an update on the sprint-based approach to Data Cleanse assurance, which was discussed at the last RIG meeting. Three reports had been selected and targets will be set, subject to PAB approval. It was noted that a webinar will be held on 25 May 2023, which will provide more information. Users can sign up to attend this webinar by clicking here.

The Code Manager Lead Analyst provided an overview on the Data Cleanse update. It was noted there had been a significant increase in the 6A report since February. Furthermore, it was noted that not all Distribution Networks Operators (DNOs) had been initially included in the DNO Plot Address Energised report. As a result, there has been a large increase in the numbers since all these Market Participant ID (MPIDs) have been added.

With regard to the Incorrect MAP ID Cleanse Reports, the Code Manager Lead Analyst advised they had started speaking to Meter Asset Providers (MAPs) and this will be worked through in the next few months.

3. SDEP FINAL CHANGE REPORT (RIG ISSUE 13)

The Code Manager Lead Analyst provided an overview of the Secure Data Exchange Portal (SDEP) Final Change Report, which can be found on slides 8-11 of the pack, here. The recommendations had already been approved by the REC Change Panel, with the purpose of this being to inform RIG members of the approach.

A RIG member asked what the timescales were for the Change Proposals (CPs) to go live. It was noted that the CPs were currently being drafted, with the aim that they will be live in the next four-six weeks. Another RIG member asked if Parties would have the opportunity to test the new functionality. It was noted that through the process, Parties would have the opportunity to test and provide feedback accordingly. RIG members agreed this should be kept as an agenda item for future meetings, with updates being provided each month.

4. RIG ISSUE 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 slides 13-14 of the pack, here. The Chair asked for RIG members to provide any feedback before the next meeting. If no feedback is received, it was agreed that this issue can be closed.

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

The Code Manager Lead Analyst provided an overview of this issue. As this is being covered n the SDEP Final Change report and a solution is forthcoming, RIG members agreed this issue can be closed. The party who raised the issue also noted the number of instances had decreased since the RIG meeting last month.

4C ISSUES IDENTIFIED WITH 'WHITE LABEL' SUPPLIERS - ESCALATIONS ARE NOT ABLE TO BE FOLLOWED

The Code Manager Lead Analyst provided an overview of this issue. The Party who raised the issue noted they had not received a response from the Suppliers, meaning they are unable to resolve the queries for the customer. RIG members agreed to keep this on the Issues Log, and for it to be discussed further at the next RIG meeting.

4C EARLY ADDITION OF 'EXPECTED CONNECTION TYPE' TO SDEP NEW/ADDITIONAL MPAN REQUEST

The Code Manager Lead Analyst provided an overview of this issue, which can be found on slide 18 of the pack, here. The Chair agreed to leave the issue open, giving Parties the opportunity to provide feedback through their Operational Account Manager (OAM) or the RIG Team before the next meeting.

5. AOB

5.1 DATA QUALITY ISSUES CSS/GES

The Chair provided an overview of this AOB item, which can be found on slide 20 of the pack, here. The Chair noted that a non-REC Party had raised this issue. The Chair agreed to add this to the Issues Log and gave the opportunity for RIG members to provide feedback before the next meeting.

5.2 TLS CERTIFICATES FOR CSS

The Chair highlighted that TLS Certificates for CSS will be running out and Parties are required to renew them. The Chair noted that failure to renew the TLS Certificates before the deadline will mean that Parties won't be able to connect to CSS, which will result in no traffic of messages from CSS being received by their endpoint.

The Chair advised Parties to contact cssservicedesk@smartdcc.co.uk with any issues they experienced in updating their Technical Contacts.

No further business was raised.