ofgem

SUMMARY POLICY ISSUE PAPER

Title of Paper	**CRS and MIS User Lifecycles**		
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Summary and recommendation

1. These diagrams show the process for approving a party to be a Market Intelligence Service (MIS) User or a Central Registration System (CRS) User.They cover the key stages for a user to gain access to and use the services. These stages include user application, accession, qualification and suspension processes.

2. A CRS User is one who has responsibilities for data within the CRS and transacts directly with CRS (i.e. 'write' access).

3. Other entities who may be permitted recipients of CRS data reports, e.g. shippers, DAs (i.e. 'read' access), are not classed as CRS Users.

4. The MIS does not encompass any Data Communications Company (DCC) - provided information systems (e.g. Inventory or SSI).

5. The MIS is likely to be available through the public internet rather than a DCC User Gateway or the Smart Energy Code (SEC) Key Infrastructure.

6. The MIS User community is wider than the CRS User base e.g. third party intermediaries.

7. A prospective SEC Party[1] applying for accession to the SEC is also permitted to be a CRS User and is therefore permitted to be a MIS User; or a prospective MIS User who is not a SEC Party applies to the SEC to be a MIS User.[2]

Analysis

8. Our analysis began with the current arrangements, and formed a useful starting point for the exercise.

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[1] Reference to SEC is taken from the TOM. The final governance structure will be decided by the Regulatory Design Workstream.
[2] This is based on the assumption that SEC will be in charge of governance.

9. In light of the purpose and expected design requirements of the information systems, we concluded that the currently existing arrangements are the most appropriate to manage access and use of the CRS and MIS.

10. The processes set out in the diagrams by and large reflect current processes.

Summary of key points from stakeholders

1. The CRS User Lifecycle Level 1 was presented to the User Group on 22 March 2016.

2. The work presented was non-contentious as it reflects the current situation. The User Group did not raise any issues on the proposed lifecycles.

Appendix – Design principles matrix

Design Principle	CRS and MIS User Lifecycles
Impact on consumers	
1 Reliability for customers	Data accuracy will be a key attribute of both the CRS and MIS.
2 Speed for customers	The CRS and MIS will provide an efficient mechanism for relevant parties to access and update data to underpin a faster switch for consumer.
3 Customer Coverage	N/A
4 Switching Experience	The CRS and MIS will promote a smooth, reliable and fast experience for customers wanting to switch energy retailers by allowing access to data to support triangulation and enabling key data to be validated.
Impact on market participants	
5 Competition	The CRS and MIS will facilitate competition by building customer confidence in the switching process.
6 Design – simplicity	The CRS and MIS should have ease of use as they follow the same lifecycles as existing systems.
7 Design – robustness	A mechanism has been built into the systems to deal with non-compliance.
8 Design – flexibility	The separate CRS and MIS systems allow for a different set of use rights for different users allowing for the data integrity to be maintained.
Impact on delivery, costs and risks	
9 Solution cost/benefit	These design principles will be assessed when responses to the RFI have been analysed.
10 Implementation	