Technical Specification Document

Gas Retail Data Service (GRDS) Service Definition

Version: 0.2 Effective Date: TBC

Change History

Version Number	Implementation Date	Reason for Change
0.1	TBD	Initial Draft for November 2019 Technical Specification Approach Consultation
0.2	TBD	Draft for Spring 2021 Switching Consultation

Contents Table

1 Description of the Service

1.1 The Gas Retail Data Service (GRDS) ensures that the information that originates from the gas Central Data Service, provisioned by the Central Data Service Provider (CDSP) under the Uniform Network Code, which is necessary for the operation of the Central Switching Service (CSS) under this Code (and vice versa), is made available (as described in this Service Definition). This service is provided by the Gas Retail Data Agent (GRDA).

1.2 The GRDA is not a Party under this Code. Where the GRDA is referenced within this Code, the Gas Transporters are obliged to ensure that the services are provided in line with this Code.

1.3 The GRDA is referenced within a number of REC Schedules, specifically the Registration Services Schedule, Switching Data Management Schedule, RMP Lifecycle Schedule and Address Management Schedule. This document should be read in conjunction with those REC Schedules.

1.4 The GRDA is one of a number of Switching Data Service Providers, and is therefore captured within the scope of the overall switching service management arrangements, as defined in the Switching Service Management Schedule.

1.5 The GRDA may use a CSS Interface Provider to exchange Market Messages with the Central Switching Service. Where this is the case, the GRDA retains responsibility for its obligations set out within the Code, including this Service Definition.

2 Definition of Users

2.1 The GRDA interfaces with the following users:

(a) CSS Provider; and

(b) CDSP[1];

2.2 The GRDA does not have externally facing users; its key responsibilities are to provide an interface between the CSS and the gas Central Data Service. The interface between the:

(a) GRDS and the CSS will be defined within the Data Specification; and

(b) CDSP and the GRDS are provided by the same entity and are therefore logical interfaces within the estate of that entity, so are not defined by this Code.

2.3 The transformation rule required between a UNC Data Item held within the gas Central Data Service and the equivalent Data Item to be provided to the CSS Provider, via the GRDS, is defined within the Data Specification.

3 Service Functionality

3.1 The key function of the GRDS is to pass Market Messages between the gas Central Data Service and the CSS Provider in accordance with the Registration Services Schedule, Switching Data Management Schedule, RMP Lifecycle Schedule and Address Management Schedule. These Market Messages will conform to the message structure defined in the Data Specification which

[1] The GRDS will be the Data Master for the RMP Status at a Supply Meter Point, which will be provided to the Gas Enquiry Service. As there is a logical interface between the GRDS and CDSP the interface with the GES shall include provision of the most up-to-date RMP Status.

may require the GRDS to carry out transformation activities. The transformation rules are also defined within the Data Specification.

3.2 Since the GRDS is a logical service, then acknowledgement by the GRDA of a Market Message sent by the CSS Provider has the effect of that message being received by the CDSP, although further processing of this data will be required under the Uniform Network Code to propagate across the gas Central Data Service.

GRDS to CSS Market Messages

3.3 The GRDA shall send Market Messages to the CSS Provider in a consistent format as described in the Data Specification. These messages are summarised below:

(a) Market Participant Data (Market Roles; Market Participant Identifiers) - as created by the CDSP under the UNC. Where the GRDA becomes aware of an update to Market Participant Data, the GRDA shall send the CSS Provider the relevant message. This is specified in the Switching Data Management Schedule;

(b) Commercial Alliance data – identifies whether the necessary commercial association arrangements exist between Gas Suppliers and Shippers in accordance with the UNC, or the IGT UNC. Where the GRDA becomes aware of a new or updated Commercial Alliance, the GRDA shall send the CSS Provider the relevant message. This is specified in the Switching Data Management Schedule;

(c) Regulatory Alliance data - identifies whether the necessary regulatory arrangements exist between Shippers and Gas Transporters. Where the GRDA becomes aware of a new or updated Regulatory Alliance, the GRDA shall send the CSS Provider the relevant message providing the updated Regulatory Alliance. This is specified in the Data Management Schedule;

(d) Supply Meter Point data - where the GRDA becomes aware of an amendment to the data that forms the RMP Record, including a change in circumstances in respect of an RMP such that the RMP Status needs to be updated or an update to the DCC Service Flag, the GRDA shall carry out the required transformation activities and send the CSS Provider the relevant message in respect of that RMP. This is specified in the RMP Lifecycle Schedule;

(e) Meter Point Location Address – where the GRDA becomes aware of an amendment to the Meter Point Location Address, the GRDA shall send the CSS Provider the relevant message providing the update Meter Point Location Address. This is specified in the Address Management Schedule;

(f) Supplier Agent Appointment and Meter Asset Provider updates – the GRDA will, in accordance with the RMP Lifecycle Schedule, notify the CSS Provider using the relevant Market Message where the GRDA becomes aware of:

(i) an appointment of, or a change to, one or more Supplier Agents recorded for a Supply Meter Point in the gas Central Data Service; or

(ii) changes to the Meter Asset Provider(s) recorded at a Supply Meter Point in the gas Central Data Service; and

(g) Transporter Initiated Registrations – occurs where a Shipper is deemed (in accordance with the UNC) to have granted authority to the CDSP to register a Supply Meter Point on the Shipper's behalf. In this instance, the GRDA shall submit an Initial Registration

Request for the Gas Supplier identified as part of the process under the UNC. This is specified in the Registration Services Schedule.

CSS Provider to GRDA Messages

3.4 The CSS Provider sends Registration and Retail Energy Location Address data to the GRDA in 'real time'. Response times by the GRDA are specified in Paragraph 7.

3.5 Where the GRDA receives, in accordance with the Registration Services Schedule, a new Registration or an update to an existing Registration, that data must be made available to the CDSP within the timescales referenced in Paragraph 7.

4 System Access and User Management

4.1 The GRDS does not require any individual user management functionality, as access to the service is confined to the CSS Provider and the CDSP. No provisioning of access to users outside of these parties is envisaged. Interfaces with organisations other than the CSS Provider and the CDSP is not anticipated.

4.2 The GRDA is classed as a CSS User and must therefore comply with the requirements within the CSS Schedule. No specific access is granted to the CSS Provider by the GRDA.

5 Service Availability

5.1 The GRDS shall be made available 24 hours, 7 days as week for the receipt and acknowledgment of Market Messages from the CSS Provider, except during scheduled maintenance periods and unplanned outages.

5.2 Service availability for the receipt and acknowledgement of Market Messages from the CSS Provider shall be 99.75% for each calendar year (excluding scheduled maintenance).

5.3 A daily maintenance window for scheduled maintenance is permitted between 05:00hrs and 07:00hrs each day.

5.4 In the event of scheduled maintenance, the GRDA shall provide notice to the Switching Operator for inclusion within the forward schedule of change, in accordance with the Service Management Schedule.

5.5 In the event of an unplanned outage (e.g. to fix a priority incident), the notice and means will be specified in the Service Management Schedule.

6 User Support

6.1 The GRDS does not have an externally facing service desk. Any Switching Incidents and Switching Service Requests shall be raised via the Switching Service Desk. The GRDA shall provide second line support in accordance with this Paragraph 6 Service Management Schedule.

6.2 The GRDA shall support the response and resolution times for the following Switching Incident categories.

(a) Priority 1 – for Switching Incidents causing critical impact and significant financial loss / disruption - 10 mins response with a 1 - 4 hours resolution time;

(b) Priority 2 – for Switching Incidents causing non-critical impact with non-significant financial loss / disruption - 20 mins response with a 24 hours resolution time;

(c) Priority 3 – for Switching Incidents causing adverse impact but can be reduced to moderate adverse impact - 45 mins response with a 72 hours resolution time;

(d) Priority 4 – for Switching Incidents causing minimal impact - 1 day response with a 10 day resolution time.[2]

7 Service Levels

Response to CSS Market Messages

7.1 The GRDS shall respond to Market Messages from the CSS Provider relating to secured switches at Gate Closure, as follows:

(a) at average daily volume, mean response time of 20 minutes or less;

(b) at average daily volume, 90th percentile response time of 25 minutes or less;

(c) at peak daily volume, mean response time of 35 minutes; and

(d) at peak daily volume, 90th percentile response time of 40 minutes.

7.2 The GRDS shall respond to Market Messages from the CSS Provider other than at Gate Closure, as follows:

(a) at average hourly volume, mean response time of 6s or less;

(b) at average hourly volume, 90th percentile response time of 10s or less;

(c) at peak hourly volume, mean response time of 10s or less; and

(d) at peak hourly volume, 90th percentile response time of 15s or less.

Processing Data Received from the CSS Provider

7.3 The GRDS will provide all data received from the CSS Provider to the CDSP for processing within timescales to meet requirements set out in the UNC.

Provision of Data to the CSS Provider

7.4 [Timescales for providing RMP data to CSS in accordance with the RMP Lifecycle Schedule to be determined.]

8 Maximum Design Volumes

8.1 The GRDS shall meet the requirements set out below. Where the values are breached, the service provided may not be subject to the expected service levels. This will not constitute a breach by the GRDA.

8.2 Where Maximum Design Volumes are breached within a given month the GRDA shall report the breach incident to the Code Manager, and any impacts reported against the service. The

[2] [These SLAs reflect the overall switching service management priority levels – DCC is considering application of these SLAs across each Switching Data Service].

Code Manager may initiate a Change Proposal to increase the Maximum Design Volumes or take remedial steps to prevent recurrence of the breach.

Processing of data from the CSS Provider

8.3 The GRDS shall have the capability to process, as a minimum, Market Messages from the CSS Provider relating to the following volume of successful Switch Requests:

(a) average daily volume of 42,300;

(b) a peak daily volume of 281,600;

(c) an average hourly volume of 3,500;

(d) a peak hourly volume of 25,300; and

(e) an annual volume of 15,450,000.

8.4 In addition, the GRDS shall be capable of processing Market Messages from the CSS Provider relating to an annual volume of 375,800 Initial Registrations.

8.5 In exceptional circumstances, the GRDS shall be capable of processing Market Messages from the CSS Provider relating to 250,000 Switch Requests in addition to the average daily volume.

Processing of data from CDSP

8.6 The GRDS provisions data from the gas Central Data Service. Since this is a logical interface and there is no specific storage within the GRDS, no constraints are identified with receipt of this data from this source.

9 Business Continuity/Disaster Recovery

9.1 Following any outage the Recovery Point Objective will ensure that any unprocessed transactions will be processed by [Message Type] in the priority specified in the [Service Management Schedule]. Each [Message Type] priority will be processed in the order that they were received[3].

9.2 In the event of an unplanned outage, the system shall resume operation within 1 hour.

9.3 The GRDS shall maintain a business continuity process which allows the continued operation of the system in case of overall failure. This may be partially manual but must operable at the anticipated volumes.

10 Reporting

10.1 The GRDS shall provide a monthly performance report to the Switching Operator, providing details of overall service performance.[4]

[3] [Further work being progressed by DCC to define the BCDR requirements]

[4] [Further work being progressed by DCC to define the reporting requirements, specifically the contents of the monthly performance report]

11 System Audit

11.1 The GRDS need not retain specific Market Messages; however, they shall maintain an audit trail of messages received and responses sent (inbound and/or outbound messages).

12 Data Handling

12.1 Other than audit purposes, no retention of data is required by this service in normal operation.

12.2 The system shall be able to detect loss and duplication of messages transferred from/to it and shall have facilities for rectification.

12.3 The system shall be able to detect mis-alignment of data between itself and other systems with which it exchanges synchronisations and shall have facilities for rectification.

13 Security

13.1 The GRDS is classified as a CSS User and the CSS security requirements apply, as set out in the CSS Schedule.

13.2 In the event that the GRDA detects a potential or suspected security breach it shall inform the Switching Service Desk immediately.