Switching Programme Change Request Form

Ofgem use only:

Change request No.	CR-E12	**Date CR submitted**	26 September 2018
Change request status:	Approved	**Current CR version:**	0.2
Change Window:	7	**Version date:**	5 October 2018

Please submit this completed form to the Ofgem Switching Programme PMO Team (SwitchingPMO@ofgem.gov.uk)

Change Requestor's details – Change Requestor to complete

Name: Jenny Boothe

Organisation: Ofgem

Email address: jenny.boothe@ofgem.gov.uk

Telephone number: 0203 263 9818

Please note that by default, we will include the name and organisation of the Change Requestor in Switching Programme has published Change Log. If you do not wish to be identified please tick this box ☐

Change Title – Change Requestor to complete

Notification of REL Addresses Updates to Network Operators and Energy Suppliers

Change summary – Change Requestor to complete

<Please provide an explanation of the change to be made. Please include details of any dependencies and impacts of the change if known e.g. likely timescales and costs, should the change go ahead>

Background

One of the key objectives of the switching programme is to deliver a reliable switching process for the customer. The reliability aspect of the programme includes the provision of an approach to map the meter points to the premises being served. The Programme has developed the concept of a Retail Energy Location (REL) being supported by a DCC procured address service.

The CSS will manage the creation and maintenance of RELs, and their updates, which will be displayed on ECOES and DES.

The CSS User Requirements Specification currently states that

"the *CSS allows authorised CSS operations users to develop, save and submit reports and to browse or print report output*". This statement restricts the availability of ad hoc reports to those parties that are involved with CSS operations i.e. individuals and functions internal to the DCC.

This change request seeks to add new functional requirement(s) to enable the transfer of updated REL details to Gas Transporters and Distribution Network Operators and energy suppliers.

addition, the CSS, as part of its obligation to improve the quality of RELs and for transparency purposes, shall enable the presentation of the quality indication in the industry MISs.

Data Needed in the Report

The data provided would be as described in CSS URS section 4.8.2 "Updated Addresses" and additionally, the following would be provided:

- Address type used to derive the REL Address (ME or MPL)
- Reason for change (e.g. updated MPL, addition or update of an ME address, or updated GB standardised address).

Options for Report Delivery

1. **Provision of REL Address updates direct from CSS**

   The CSS masters the REL and synchronises the updates to ECOES and DES. Creating an interface between the CSS and particular market participants would enable the fast and accurate transfer of update REL data to these participants.

   To underpin this option, CSS would have to change:

   - The Updated REL Address data would be segregated according to the party the data is being provided to.

   There are two sub-options for the method of delivery:

   i. A direct interface to the participant. A new interface would be required to deliver this report to the participant. (Currently no direct interface is available between CSS and the GTs/DNOs.) The data would be provided as a single report rather than on a message-based basis for each individual address update.

   ii. Report provided to the participant via the SSI. The participant would need to either retrieve this manually or develop a small application to pull it automatically from CSS. The general mechanism for delivering reports via the SSI is already available in CSS.

2. **Provision of REL Address updates via ECOES and DES**

   An alternative approach for market participants to receive REL updates could be through access to ECOES and DES. GTs currently have access to DES and access controls would restrict access to RELs that fall within their remit. This approach could be applied to gas suppliers through the new API function being applied to DES. This approach can equally apply to ECOES in the electricity market.

   In order to make this work, changes would be needed in CSS to deliver additional details to DES and ECOES (as described in the "Data Needed in the Report" section above). Changes would be needed in ECOES and DES to track the date of each change and to provide the information in the form required. The API would have to be designed such that it was able to deliver the correct information.

Change Requirement

Additional feedback was sought and received from industry market participants to help confirm the final requirements of this change request. Based on responses, consideration of industry benefit and consideration of future flexibility the decision is to progress Option 1. Therefore the change requirements are:

The CSS will create an automated interface to allow for REL updates to be sent to Gas Transporters (or xoserve) and Distribution Network Operators which captures updates for each region.

The REL update message will also include a data item that reflects source of the update i.e. An MPL update, a GB address update or an ME (manually entered update).

The CSS will have the capability to generate supplier portfolio REL update reports on request by a qualified supplier. The cost recovery approach for this service will be determined in due course.

The quality standard of the REL update will be contained within the synch message to ECOES and DES and will be displayed to market participants eligible to access the MISs.

Text requirements:

ctional requirements to be added to the URS:

1.1. "The Service provider shall create and maintain an automated interface with the network providers (or their agents) for the provision of REL updates that are specific to RMPs on their respective networks and which includes the source of the update".

1.2. "The Service Provider develop and maintain the capability to generate REL update reports for an energy supplier portfolio on request."

1.3. New functional requirement to be applied to the capabilities of ECOES and DES so that these are capable of displaying the quality indicator of newly created and updated RELs.:

"The Service Provider will display the quality indicator received in the synchronisation message from the CSS for RELs and REL updates."

1.4. The D-10.2 CSS Service Management requirements to be updated with new requirements:

- The Registration Service Provider shall facilitate the generation of reports that set out all the REL updates for an Energy supplier's portfolio of RMPs the date and time when requested.
- The Registration Service Provider shall provide an automated facility that transmits generated REL update reports from the Registration Service to Energy suppliers

Justification for change – Change Requestor to complete

<Please provide your business case for why the change is necessary and any consequences of not making the change>

Network Operators and some suppliers have indicated that it would be beneficial to receive a notification setting out all the updates the RELs that fall within their remit. The benefits of receiving REL updates will enable the network to manage their networks more efficiently by matching their Meter Point Locations (MPL) with the address of the premises being service, which is the address known to the customer. Further, suppliers have suggested that getting REL updates would augment the addresses they use to serve the customer.

Not making the change would require market participants to scan ECOES and DES to understand whether any REL updates had been made. This would be an inefficient approach given the volume of meter points that will need to be reviewed.

Requested Decision Timing – Change Requestor to complete

<Please provide your business case for why the change is necessary and any consequences of not making the change>

The decision is needed now to enable the change to be included at BAFO in November.

Programme Products affected by proposed change – Change Requestor to complete

*<Please outline which product(s) are expected to be impacted by the proposed change. You **must** include the relevant product version number(s) and publication date(s) here. If possible, can you please also identify which section(s) of the document(s) would need to be changed>*

1. D-4.2.1 CSS User Requirements Specification - The URS will need to be updated with a new requirement to provide a REL update interface.
2. D-4.1.2 E2E Detailed Design Model - The data model underpinning The ABACUS detailed design model

3. D-4.1.2 E2E Detailed Design Model - Process diagrams, decision services, and Interaction Sequence Diagrams in the ABACUS detailed design model
4. D-4.2.2 CSS Non-Functional Requirements – Volumetrics will require updates depending on the final approach
5. D-4.1.5 Solution Architecture – Update to include a new interface for the REL transfer.
6. D-10.2 CSS Service Management requirements – New requirements to produce the generation of reports for Energy Suppliers

Change Advisory Team (CAT) Lead:	Jenny Boothe
Contact details:	jenny.boothe@ofgem.gov.uk
PMO Lead:	Sharina Begum
Contact details:	sharina.begum@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)

Please provide a summary of the initial assessment made by the Change Advisory Team (CAT) which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.

Design Impact and resource input required for IA?

This is a moderate change to the design as a new interface will need to be provided and new data is being transfer and displayed on the MISs.

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?

A new interface has to be created and tested

Alignment Impact and resource input required for IA?

None

Commercial/Procurement Impact and resource input required for IA?

If the Cr is incorporated in the design specifications at BAFO, the impact should be limited in terms of management and cost.

Regulatory Impact and resource input required for IA?

This CR has created a new area that should be subject to regulation.

Security Impact and resource input required for IA?

None

Confirm Programme Products impacted by the change request?

D-4.2.1 CSS User Requirements Specification - The URS will need to be updated with a new requirement to provide a REL update interface.

D-4.1.2 E2E Detailed Design Model - The data model underpinning The ABACUS detailed design model

D-4.1.2 E2E Detailed Design Model - Process diagrams, decision services, and Interaction Sequence Diagrams in the ABACUS detailed design model

D-4.2.2 CSS Non-Functional Requirements – Volumetrics will require updates depending on the final approach

D-4.1.5 Solution Architecture – Update to include a new interface for the REL transfer

D-10.2 CSS Service Management requirements – New requirements to produce the generation of reports for Energy Suppliers	
Major or Minor Change?	Major
Change Process Route	Full
Change Window	7
To be submitted to the Design Forum on:	05/10/18 12/10/18
Approval Authority:	DA
Target Change Decision Date:	26/10/18

Checked for completeness by: (Name & Role)	**Date:**
Jenny Boothe **Design Lead**	29/09/18

Impact Assessment – Overall

<Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.

Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the business case, is there a clear cost benefit equation?>

This CR will ensure key actors, especially the network operators and GTs have accurate and timely access to updated RELs. This approach will enable networks to offer a more effective service to consumers, e.g. when managing the Priority Services Register, they will have the most up to date formal address of the customer. Similarly, on request, an energy supplier can augment their CRM and customer account processes by utilising the REL update in their systems should they require it.

Therefore, this CR further underpins the programme's objective of providing and enabling a reliable switch for consumer an.

The cost of this change will be imposed on the CSSs and should be recovered through the appropriate charging regime. Further costs may be incurred to update ECOES and DES to display the quality indicator

Industry costs should be minimal, as these arrangements will be incorporated in the design prior to go-live.

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe **Design Lead**	29/09/18

Impact Assessment – Resource Effort

<Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme or within industry away from established plans.>

DCC resources will be required to update the key products. This is estimated at 2 FTE over 5 working days.

Assessment completed By: (Name & Role)	Date:
Jenny Boothe **Design Lead**	29/09/18

Impact Assessment – Programme OBC

<Insert/embed the assessment of impacts against the Programme's Outline Business Case (OBC), especially taking account of any costs and/or benefits to external parties.>

None

Assessment completed By: (Name & Role)	Date:
Jenny Boothe **Design Lead**	29/09/18

Impact Assessment –Programme Design & Architectural Principles

Design Principle	Description	RAG Status & Summary
Impact on Consumers		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	N/A
2 Speed for customers	Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.	N/A
3 Customer Coverage	Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.	N/A

4 Switching Experience	Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.	Sharing this data will improve the customer experience as the industry will have access to accurate and consistent RELs
Impact on Market Participants		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	N/A
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	N/A
7 Design – robustness	The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers' and industry requirements. These arrangements should be secure and protect the privacy of personal data.	The approach set out in the CR meets this principle. RELs and their updates will be available to all industry participants.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	N/A
Impact on Delivery, Costs and Risks		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	Should the customer need to engage with industry participants other than the supplier this CR should ensure there is consistency of REL data

10 Implementation	The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.	N/A

Architectural Principle	Description	RAG Status & Summary
1 Secure by default & design	All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner	N/A
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	N/A
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	N/A
4 One Architecture	One single definitive architecture prevails	N/A
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	N/A
6 Data is shared & accessible	Users have access to the data necessary to perform their duties; therefore, data is shared across enterprise functions and departments.	N/A
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	N/A
8 Requirements-based change	Only in response to business needs are changes to applications and technology made. E.g. only industry arrangements affecting switching will be impacted.	N/A
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	N/A

Summary: -

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	*29/09/18*

Impact Assessment –Programme Plan
<Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties' implementation activities or diversion of programme resources?>

No impact on the plan as these changes are being made before the design is implemented.

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	*29/09/18*

Impact Assessment – Security

<Insert/embed the assessment of impacts against the Programme's Security Strategy and baselined security products.>

No impact

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	*29/09/18*

Programme Recommendation

<Insert the Programme's recommendation for decision, note this could be a minded to decision in advance of Design Forum>

Approve

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	*29/09/18*

Next Steps

<If the change is approved, insert a summary of next steps including which products are to be updated as a result of this CR and details of any stakeholder engagement required>

Approve at DA

Change Request Decision

Approved

Change Approved:	**Yes**
Decision maker: (Name & Role)	**Date:**
DA	*09/11/18*