
Technical Specification Document

Gas Retail Data Service (GRDS) Service Definition

Version: XX

Effective Date:

TBC

Domestic Suppliers	N/A
Non-Domestic Suppliers	N/A
Gas Transporters	Mandatory
Distribution Network Operators	N/A
DCC	N/A

Change History

Version Number	Implementation Date	Reason for Change
1.0	Date TBD	[To be completed with reference to any relevant CPs]

Contents Table

[To be included]

1 Description of 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 the Retail Energy Code, and vice versa, is made available as defined within this Service Definition. This service is provided by the Gas Retail Data Agent (GRDA).
- 1.2 The GRDA is not currently a party under the REC. Where the GRDA is referenced within the REC, the Gas Transporters and Independent Gas Transporters have an obligation to ensure that the services are provided in line with this Service Definition.
- 1.3 The purpose of this document is to define the services provided by the GRDA.
- 1.4 The GRDA is referenced within a number of REC Schedules, specifically the Registration Services Schedule, Data Management Schedule and Address Management Schedule; this document should be read in conjunction with these.
- 1.5 The GRDA is one of a number of Switching Data Service Providers, as defined in the Interpretations Schedule and is therefore captured within the scope of the overall switching service management arrangements, as defined in the Service Management Schedule.

2 Definition of users

- 2.1 The GRDA interfaces with the following users:
 - (a) CSS Provider; and
 - (b) CDSP¹;
- 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 in the Technical Specification; and
 - (b) CDSP and the GRDS are [logical interfaces] within the [Xoserve] estate, therefore are not defined; however

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 this is a logical interface between the GRDS and GES this is not defined but shall include provision of the most up-to-date RMP Status.

- (c) The transformation rule required between a UNC data item held within the Gas Central Data Service and a REC Data Item provided to the CSS, 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 CSS in accordance with the Registration Service Schedule, Data Management Schedule and Address Management Schedules. These Market Messages will conform to the message structure defined in the Data Specification which 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 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 Messages

- 3.3 The GRDA ensures that messages are provided to the CSS Provider in a consistent format as described within the Data Specification. These messages are summarised below:
 - (a) Provision of Market Participant Data [– [Market Roles; Market Participant Identifiers;] as created by the CDSP under the Uniform Network Code. 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 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 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) Updating an RMP Record - 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 Data Management Schedule

- (e) Update 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 Update of Meter Asset Provider – The GRDA will, in compliance with the Registration Services Schedule, notify the CSS Provider using the relevant message where it becomes aware of:
 - (i) an appointment of, or a change to, one or more Supplier Agents for an RMP; or
 - (ii) of changes to the recorded Meter Asset Provider(s) for an RMP;
- (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 to GRDS Messages

- 3.4 CSS will generate messages to the GRDA in 'real time'. Response times by the GRDA are specified in Section 7.
- 3.5 The GRDA must be able to receive messages that are provided in line with the Data Specification from the CSS Provider and convey these to the CDSP. These messages are defined in the following Schedules:
 - (a) Switch Requests – Registration Services Schedule
 - (b) Initial Registration Requests – Registration Services Schedule
 - (c) Registration Deactivation Requests – Registration Services Schedule
 - (d) Change of Domestic Premises Indicator Requests – Registration Services Schedule
 - (e) Change of Shipper Requests – Registration Services Schedule; and
 - (f) Creation or Update to Retail Energy Location – Address Schedule

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 and CDSP. No provisioning of access to users outside of these parties is envisaged. Interfaces with organisations other than the CSS and CDSP is not anticipated.
- 4.2 The GRDA is classed as a CSS User and must therefore comply with the requirements within the CSS User Onboarding and Maintenance Schedule. No specific access is granted to the CSS by the GRDA.
- 4.3 Interfaces between the GRDS and the CDSP are [logical interfaces] within the [Xoserve] estate, therefore are not defined within this document.

5 Service availability

- 5.1 The GRDS is available between [07:00hrs] and [05:00hrs] each day for the receipt and acknowledgement of Market Messages. Service availability shall be [99.75%] except during scheduled maintenance periods and planned outages.
- 5.2 [A daily maintenance window is expected between [05:00hrs] and [07:00hrs], with a weekly extended outage period between [XX:00hrs] and [XX:00hrs] on [calendar day].]
- 5.3 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.
- 5.4 In the event of an unplanned maintenance outage e.g. to fix a priority incident, the notice and means will be specified in the Service Management Schedule.
- 5.5 Following any outage the Recovery Point Objective will be [X] hours.
- 5.6 The Return to Operation shall be [X hour] in the event of a single site failure. In the event of a multiple site failure it will be in excess of this.

6 User support

- 6.1 The GRDA does not have an externally facing service desk. Any service management incidents and contacts will be raised via the Switching Service Desk]. The GRDA shall provide second line support in accordance with the Service Management Schedule.

7 Service Levels

[This section will include details of service levels against which the service has been designed. For example, this will include timescales for sending an initial response following receipt of a Market Message; and the timescales associated with any resultant processing steps, such as the update to internal systems or the onward sharing of data.

Non-functional requirements have been agreed as part of DB4 baseline, which we would expect to form the basis of the enduring service levels. Additional service levels to those set out in the NFRs may be added where this adds required certainty on the required standards of performance. We will finalise the service levels with stakeholders for inclusion in the Spring 2020 consultation. Note that any change to the NFRs included in the DB4 baseline would need to be agreed through Switching Programme governance].

8 Maximum Design Volumes

- 8.1 The GRDS has been designed based on the requirements set out below. Where the values are breached, the service received by the user 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. Where this becomes a frequent breach, the Code Manager may initiate a Change Proposal to increase the Maximum Design Volumes or take remedial steps to prevent recurrence of the breach.

Receipt of data from CSS

- 8.3 The GRDS shall have the capability to process, as a minimum, CSS messages relating to the following volume of successful Switch Requests:
 - Average daily volume of 42,300
 - A peak daily volume of 281,600
 - An average hourly volume of 3,500
 - A peak hourly volume of 25,300
 - An annual volume of 15,450,000
- 8.4 In addition, the GRDS shall be capable of processing CSS messages relating to an annual volume of 375,800 Initial Registrations.

8.5 The GRDS shall have the capability to process, as a minimum, CSS messages relating to the following volume of Switch Requests which fail to complete successfully:

- Average daily volume of 6,700
- A peak daily volume of 44,800
- An average hourly volume of 600
- A peak hourly volume of 4,000
- An annual volume of 2,455,000

8.6 In addition, the GRDS shall be capable of processing CSS messages relating to an annual volume of 25,900 failed Initial Registrations with capability to process an additional 250,000 switch requests in exceptional conditions in [X instances per annum], provided [X days notice has been provided].

Receipt of data from CDSP

8.7 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 Reporting

9.1 [None identified at this point in time.]

10 System Audit

10.1 The GRDA need not retain the message itself for any period; however, they shall maintain an audit trail of messages received and responses sent inbound and/or outbound messages.

11 Data Handling

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

12 Security

- 12.1 The GRDA interacts with the CSS by the [Information 'Xchange Private Network]. The security protocols of this shall be followed as defined in in the REC Onboarding and Maintenance Schedule.
- 12.2 Other GRDA interactions with CDSP are [logical interfaces] within the [Xoserve] estate, therefore are not defined.
- 12.3 In the event that the GRDA detects a potential or suspected security breach it should inform the [Switching Service Provider] service desk immediately.