RETAIL ENERGY CODE

Gas Retail Data Service (GRDS) Service Definition

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Technical Specification Document

Gas Retail Data Service (GRDS) Service Definition

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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
1.0	18 July 2022	Switching SCR Modification R0041
1.1	4 November 2022	R0036

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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. The scope of the Switching Service Management arrangements is limited to the primary interface between the GRDA (or its contracted CSS Interface Provider) and the CSS Provider.

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.

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2 Definition of GRDS Users

2.1. The GRDA interfaces with the following users:

(a) CSS Provider; and

(b) CDSP[1].

[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.

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 Uniform Network Code (UNC) or IGT 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.

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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 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 the 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 UNC / IGT UNC 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) 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;

(b) 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 Switching Data Management Schedule;

(c) 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;

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(d) 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;

(e) 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

(f) Transporter Initiated Registrations – occurs where a Shipper is deemed (in accordance with the UNC / IGT 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 data, 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.

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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 provided 24 hours, seven days a 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 month (excluding Scheduled Maintenance).

5.3. Scheduled Maintenance shall not occur between 16:00 and 01:00 hours. In the event of Scheduled Maintenance that impacts the service that the GRDA is providing under the REC Schedule, the GRDA shall provide notice to the Switching Operator for inclusion within the forward schedule of change, in accordance with the Switching Service Management Schedule .

5.4. In the event of an unplanned outage:

(a) the GRDA shall notify the Switching Operator in accordance with the Switching Service Management Schedule; and

(b) the System shall resume operation within one hour.

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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 Portal. The GRDA shall provide second line support in accordance with this Paragraph 6 and the Switching 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 - 30 minute response with a four hour resolution time;

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

(c) Priority 3 – for Switching Incidents causing adverse impact but can be reduced to moderate adverse impact - three Working Hour response with a three Working Day resolution time;

(d) Priority 4 – for Switching Incidents causing minimal impact - one Working Day response with a 10 Working Day resolution time.

7 Service Levels

Response to CSS Market Messages

7.1. The GRDS shall respond to Market Messages relating to secured Switches from the CSS Provider at Gate Closure (from the point at which the System receives the first message to the point at which it sends the acknowledgement of receipt for the last message) as follows:

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Performance Parameter	Performance Level
Processing of data received from the CSS relating to Secured Active Switches during Gate Closure period	
Up to and including average daily volume	mean response time of 20 minutes or less
Up to and including average daily volume	90th percentile response time of 25 minutes or less
Above average daily volume and up to and including until peak daily volume	mean response time of 35 minutes
Above average daily volume and up to and including until 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 within the Gate Closure period, as follows:

Performance Parameter	Performance Level
Processing of data received from the CSS outside of the Gate Closure period	
Up to and including average hourly volume	mean response time of six seconds or less
Up to and including average hourly volume	90th percentile response time of 10 seconds or less
Above average hourly volume and up to and including until peak hourly volume	mean response time of 10 seconds or less
Above average hourly volume and up to and including until peak hourly volume	90th percentile response time of 15 seconds 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 / IGT UNC.

Provision of Data to the CSS Provider

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7.4. The GRDS will provide RMP updates to the CSS Provider, in accordance with the RMP Lifecycle Schedule, in multiple batches carried out during each day, following completion of UNC processing.

Management of BCDR events

7.5. Where a BCDR event is invoked, the Recovery Time Objective for the GRDS will be:

(a) four hours target time; and

(b) eight hours maximum time.

8 Maximum Demand 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. Any such failure to meet the expected service levels will not constitute a breach by the GRDA.

8.2. Where maximum demand 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 Code Manager may initiate a Change Proposal to increase the maximum demand 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 17,766;

(b) a peak daily volume of 118,272;

(c) an average hourly volume of 1,470;

(d) a peak hourly volume of 10,626; and

(e) an annual volume of 6,489,000.

8.4. In addition, the GRDS shall be capable of processing Market Messages from the CSS Provider relating to an annual volume of 157,836 Initial Registration Requests.

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8.5. In exceptional circumstances, the GRDS shall be capable of processing Market Messages from the CSS Provider relating to 105,000 Switch Requests in addition to the average daily volume.

8.6. The GRDS shall be capable of storing 23,226,000 Supply Meter Points.

8.7. In addition, the GRDS shall be capable of expansion to support a 157,836 increase in the number of Supply Meter Points in the first year of the CSS's operation.

Processing of data from CDSP

8.8. 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. The GRDS shall provide a monthly performance report to the Code Manager for consideration by the REC Performance Assurance Board, providing details of overall service performance against requirements set out within this Service Definition.

10 System Audit

10.1. 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).

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11 Data Handling

11.1. The GRDA shall receive data from the CSS Provider and provide an initial response within the timescales set out in Paragraph 7.

11.2. Market Messages received from the CSS Provider may be buffered for later application. Switch Requests for a given day become effective at 00:00 hrs and the settlement day for gas starts at 05:00 hrs. Prior to 05:00, the GRDA applies the updates it has received up to 23:00 hrs on the previous day. These are both updates from CSS and updates containing settlement and agent changes from Shippers.

11.3. When incoming updates to the GRDA are processed on a chronological basis, Market Messages from the CSS Provider shall be processed before updates originating from the gas Central Data Service.

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

11.5. The GRDS shall be able to detect loss of Market Messages sent from it and duplication of messages transferred to it.

11.6. Upon receipt of a Market Message that indicates / infers a data inconsistency with the CSS, the GRDA will initiate the required steps to determine the necessary resolution.

12 Security

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

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

12.3. In the event that the GRDA detects a potential or suspected security breach impacting switching related Systems, it shall raise a Switching Incident (in accordance with the Switching Service Management Schedule).

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