

Modification 0593 Workgroup- Privacy Impact Assessment

Appendix to Modification 0593 Work Group Report – Provision of access to domestic Consumer data for Price Comparison Websites and third Party Intermediaries

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PART ONE

1. Explain what the project aims to achieve, what the benefits will be to the organisation, to individuals and to other parties.

The Competition and Markets Authority (CMA) has ordered Xoserve and the Gas Transporters, to provide Data Enquiry System (DES) access to Price Comparison Websites (PCWs) and Third Party Intermediaries (TPIs), this is to assist PCWs / TPIs to validate customer data during domestic consumer switching processes.

The Energy Market investigation final report sets out reasoning for erroneous transfers and failed switches, and concludes that there is a requirement for PCWs/ TPIs to be granted access to data pertinent to the switching process. This will allow them to check or obtain MPRNs for domestic consumers seeking to switch supplier and to check other information provided by these consumers. This should help to reduce the number of erroneous transfers and failed switches, enabling consumers to switch gas supplier easier.

The CMA on 12th June 2017 published a letter to Xoserve providing clarification that the CMA order can be achieved via an API service and possible telephone service. The link to the letter can be found here; <https://www.gov.uk/cma-cases/energy-market-investigation>.

This project aims to achieve the CMA order, via an enduring API solution and a possible interim telephone service enabling; access to domestic consumer sites only and transactional auditing functionality.

2. You may find it helpful to link other relevant documents related to the project, for example a project proposal.

Please find the link for; The Energy Market Investigation (ECOES / DES) Order 2016
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/585019/energy-market-ECOES-DES-order-2016.pdf

Some of the relevant paragraphs of the CMA order are;

- 4.1. Xoserve must give PCWs access to DES upon written request, and subject to the satisfaction of reasonable access conditions.
- 4.2. Gas Transporters must not take any action that would prevent Xoserve from giving access to DES upon written request and subject to the satisfaction of reasonable access conditions.
- 4.3. Gas Transporters, who are party to the UNC on the commencement date of this Order, must use their best endeavours to ensure that a modification proposal concerning any necessary amendments to the UNC to reflect the obligation in Article 4.1 and its associated date for implementation in Article 1.2 is approved and implemented as soon as reasonably practicable after the date of this Order.

Please find the link for: CMA Energy Market Investigation – Final report below;
<https://assets.publishing.service.gov.uk/media/5773de34e5274a0da3000113/final-report-energymarketinvestigation.pdf>

Some of the relevant paragraphs as to why the CMA has ordered for this data to be provided to PCWs/ TPIs are as below:

13.343 The aim of this remedy is to reduce actual and perceived barriers to switching resulting from erroneous transfers and failed switches, and we consider, based on responses to our provisional decision on remedies 265, that access to the ECOES and SCOGES databases will also benefit other TPIs providing similar services to PCWs.

13.344 In light of the above, this remedy will require (through a CMA order) the code administrator or governing body with authority to grant access to the ECOES database to grant access to the database to PCWs (and other TPIs providing similar services). This remedy will also require (through a CMA

similar services) on reasonable terms. We understand that amendments to the relevant industry codes may be required. Therefore, this remedy will also require gas transporters to make any necessary amendments to the Uniform Network Code

3. Also summarise why the need for a PIA was identified (this can draw on your answers to the screening questions).

The CMA has advised that PCW access to data can be provided via an enduring API solution and a possible interim telephone service.

The need for a PIA has been identified as the provision of the service is to; individuals, organisations or people who have not previously had routine access to this information.

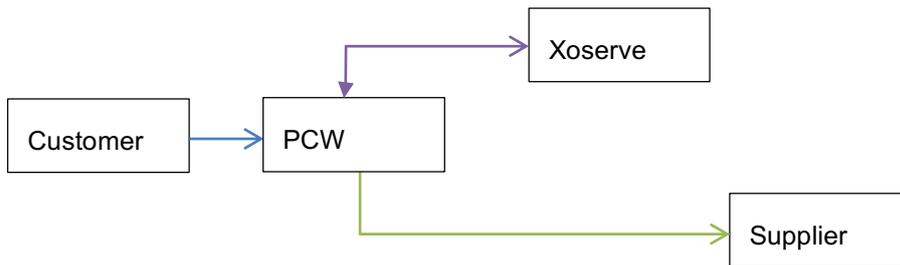
The PIA will highlight, the risks and the mitigating actions to minimise issues associated with the risk.

PART TWO

1. The collection, use and deletion of personal data should be described here and it may also be useful to refer to a flow diagram or another way of explaining data flows. You should also say how many individuals are likely to be affected by the project.

Information flow for an API and possible telephone service (Collection of data)

The below diagram demonstrates how data will flow between parties



Key

- > Via web
- > Via an API service and possible telephone service
- > Unknown

Considered rules

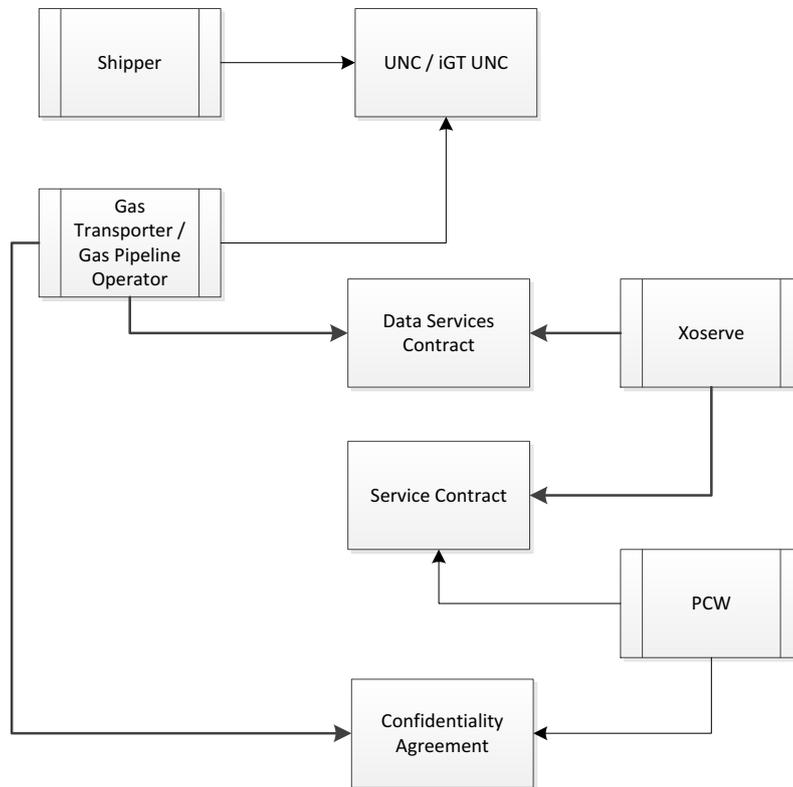
- Data available will be as listed below – Modification 0593 / iGT UNC Modification 095 creates the permission to release data to PCWs within Uniform Network Code (UNC) and iGT UNC, please note permission will be granted under a set of conditions being met by PCWs.
- For an API service, PCWs/ TPIs can only gain access to data through URLs for the API interface that will be provided specifically to the PCW/ TPI organisation.

Data Items available by API service and possible telephone service

DATA ITEM	DESCRIPTION	PURPOSE OF PROVISION / JUSTIFICATION
MPRN	Unique Identifier for a supply offtake point and used to identify the meter to be switched	Allows confirmation of match with customer data provided. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer
Metering Point Address	The address for the metering point, as provided by the relevant GT	Allows confirmation of match with customer data provided. Also allows for triangulation of data. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer
Metering Point Address	The Postcode for the metering point, as provided by the relevant GT	Allows confirmation of match with customer data provided, also allows for triangulation of data. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer
Current Supplier ID	Industry identifier for the current Supplier	Used in confirming customer data provided and to assess likely current tariff. This is useful for Supplier and shipper use in the transfer.
Meter Mechanism Code	Industry identifier of the type of equipment fitted e.g. credit or PPM	Used in confirming customer data provided and to assess likely current and future tariff – note that gas meters are not 'smart' in and of themselves. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer
GT_ID	The identifier of which geographical area a metering point is located in	Can be used to assist in determining customer's likely current and future tariff. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer.
Meter Capacity indicator e.g., 1= up to and including 11 cubic metres, 2= above 11 cubic metres	The maximum amount of gas that can be passed through the meter. This data item is provided for sites connected to a Transporter Network. The capacity of the metering point in m ³	Can indicate a high volume usage customer. This information is used to validate consumer data. This is useful for Supplier and shipper use in the transfer.
Meter Serial Number	Identifier for metering equipment at a property	Limited value since not unique, but may assist in triangulation of data. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer.
Annual Quantity	Annual quantity of gas assumed to be off taken over a period based on historical information	Provides accurate reflection of customer usage. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer.
Local Distribution Zone	This is a discrete gas system supplying gas to a region,	For Supplier and shipper use in the transfer. This is useful for Supplier and shipper use in the transfer.
Smart Meter Equipment Technical code	Specification id of the smart meter	For Supplier and shipper use in the transfer. This data item is mandatory in regulated flows for Suppliers, when switching a domestic consumer.

Contractual arrangements

The following contractual arrangements are in place for the provision of the service(s).



Use and deletion of personal data

Data accessed by a PCW via a possible telephone service and an API service should be in line with the intended purpose of the CMA order. This is considered to be, to facilitate a domestic consumer switch. Modification 0593 / iGT Modification 095 and contractual agreements between Xoserve and PCWs specify this to be the permitted purpose to access data..

The retention and deletion of data will not be visible to Industry participants therefore contractual arrangements between Xoserve and PCWs will specify the need for; maintenance of appropriate technical and organisational measures in line with the relevant DPA legislations that prevent any unauthorised or unlawful processing of data.

It is estimated that approximately 3 million domestic customers change gas supplier per year. (Please note - it cannot be determined how many of these customers utilise a PCW).

- 2. Explain what practical steps you will take to ensure that you identify and address privacy risks. Who should be consulted, internally and externally? How will you carry out the consultation? You should link this to the relevant stages of your project management process.**

The Joint Modification 0593 / iGT Modification 095 working group are working towards the necessary permissions needed in UNC and iGT to meet the intent of the CMA order. The Joint Modification 0593 / iGT Modification 095 Workgroup are responsible for the PIA.

Consultation of the PIA will be carried out via the UNC Modification process, as the PIA will form part of Joint Modification 0593 / iGT Modification 095 - Final Modification Report.

PART THREE

1. Identify the key privacy risks and the associated compliance and corporate risks. Larger scale PIAs might record this information on a more formal risk register.
2. Describe the actions you could take to reduce the risks, and any future steps which would be necessary (e.g. the production of new guidance or future security testing for systems).

DESCRIPTION OF RISKS TO PRIVACY	RISK IDENTIFIED BY	RISK ASSOCIATED TO; INDIVIDUAL, COMPLIANCE, ORGANISATION / CORPORATE RISK	PROPOSED SOLUTION	RISKS ELIMINATED / REDUCED OR ACCEPTED.	IS THE SOLUTION A JUSTIFIED, COMPLIANT AND PROPORTIONATE RESPONSE TO THE AIMS OF THE PROJECT
Reporting around access and use of the data for its intended purposes is required i.e. auditing measures to ensure customer data is not misused	SSE EDF EON British Gas CAB (to a degree) Npower ESPUG		An API solution will enable monitoring of transactions to enable assurance that data is being accessed for its intended purposes. Via a telephone service, information will be retained on individual queries to enable auditing.		
Data related to those customer types mentioned within the CMA report should only be accessed, the solution should not provide unfettered access to all industry data including non-domestic data	SSE EDF Gazprom EON BU-UK ESPUG		The API service and telephone service will only enable access to domestic customer data as specified by the CMA.		
Potentially significantly more detailed information than PCWs require to enable customer switching is available	EDF EON		Only the data specified within this PIA will be provided via an API and / or telephone service. There is legitimate justification for each of these data items being accessed by PCWs.		

PART FIVE

1. Who has approved the privacy risks involved in the project? What solutions need to be implemented?

Risk	Approved solution	Approved by

PART SIX

1. Who is responsible for integrating the PIA outcomes back into the project plan and updating any project management paperwork? Who is responsible for implementing the solutions that have been approved? Who is the contact for any privacy concerns which may arise in the future?

Action to be taken	Date for completion of actions	Responsibility for action

2. Contact point for future privacy concerns

Appendix

1. Confidentiality Agreement

**Emailed to DSC Contract Committee members*

2. Service Agreement

**Emailed to DSC Contract Committee members*