Modification 0593 / 095

Provision of access to Domestic Consumer data for Price Comparison Websites and Third Party Intermediaries

CMA Update

CMA and Industry call - 10th May 2017

- The CMA were engaged about the current UNC / iGT UNC permission position, the following Industry data protection concerns were reiterated;
  - DES provides visibility of all Supply Meter Points (i.e. 'non-domestic' data being viewable).
  - DES does not support transactional reporting (i.e. consumer consent auditing cannot be undertaken).
- Possible solution options such as an API service for an enduring solution and potentially an interim telephone service were proposed to meet the Order in a way to mitigate the above industry issues
- The CMA were asked whether the options proposed would be sufficient in meeting the intent of the CMA order and whether the CMA would trigger a 'change of circumstance' or would support a revised interpretation of the CMA order
- The CMA understood the issues associated with a DES solution and have indicated that a non-DES solution would meet the intent of the CMA order.

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API Development

- Xoserve initial response to the CMA Report (in June 2016) was to commence work on an API based solution.

- Modification 0593 was initially raised on this basis

- Following confirmation from the CMA that an API solution would meet the intent of the Order, Xoserve will now proceed on this basis and not the DES solution - with an API service expected to be available by September / October 2017

- The scope of this API service (Retail API) will be defined by the CMA Report

Background

The CMA Energy Market Investigation reports:

Summary of the Final Report

- https://assets.publishing.service.gov.uk/media/576c23e4ed915d622c000087/Energy-final-report-summary.pdf

And Final Report

- https://assets.publishing.service.gov.uk/media/5773de34e5274a0da3000113/final-report-energy-market-investigation.pdf

Summary of CMA report

- The CMA report places an "order" on GTs to grant access to the SCOGES database to PCW and other Third Party Intermediaries (TPI) on reasonable terms and subject to satisfaction of reasonable access conditions (para 13.349)

- For the strictly limited purpose of checking / identifying MPRN and other information provided by the customer against that held on SCOGES (para 13.345)

- With PCW and TPI having a legitimate justification for accessing the information (para 13.357)

Drivers behind design requirements

Scope of the Retail API service:

- The Report scope is "in the case of retail markets, only the retail supply of households and microbusinesses are included within the reference."*

- Question for the workgroup – how should the Retail API dataset be defined:

  a) Market Sector Code of D only, or

  b) All Smaller Supply Points and any Larger Supply Points where the Market Sector Code is D

Data items within this Retail API service:

- For the strictly limited purpose of checking / identifying MPRN and other information provided by the customer against that held on SCOGES (para 13.345)

- Transactional monitoring for audit purposes to meet legitimate justification purpose.

Extract from paragraph 1 Summary

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Data items

Data item	Justification
MPRN	Required as per Report
Address	Required as per Report and to validate data submitted by consumer
Meter Serial Number	PCW state this is required by Supplier when PCW submit switch request to Supplier
AQ	Validate data submitted by consumer
Meter mechanism code (credit or pre-payment)	Validate data submitted by consumer PCW state this is required by Supplier when PCW submit switch request to Supplier
Meter capacity	Used to identify likely non-domestic consumers (market sector code not 100% robust)
Current supplier id	Validate data submitted by consumer
SMETs code	PCW state this is required by Supplier when PCW submit switch request to Supplier
LDZ Id and GT id	PCW state this is required by Supplier when PCW submit switch request to Supplier

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Customer base for Retail API service

- The development of this Retail API service does not need to be limited to PCW

- Suppliers operate in the same market and are understood to have the same requirements

- Xoserve considers the Retail API service should be made available to PCW and Suppliers. Note that AQ is not available to Suppliers in the DES community view.

- Workgroup views?

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Next steps

- Re-engage with PCW to confirm latest position
- Engage with Suppliers re service offering e.g. suppliers have suggested additional data items; DCC Service Flag, Meter Point Status, Market Sector Code (if dataset comprises all SSP and Domestic SSP)
- Bring anything new back to workgroup.

- Following workgroup discussion Modifications 0593 and 095 will be amended accordingly – note that they remain permissions modifications but may have to reference the Retail API service as the means by which the service is provided. So the permission exists, but only via the Retail API service not any other means e.g. DES.

- Complete workgroup report
- The Retail API development will proceed under the DSC Change Management Committee (Change Order already submitted to support the Retail API service development).

Modification evolvement – scope of service

If the CMA order is revised to be requirement based rather than, DES - solution specific, then the modifications will need to be amended to;

- Be explicit that the data provided is for the Market sector Code 'Domestic'
- Be explicit on the requirement to audit consumer consent
- Set out the permitted data items; MPRN, address including postcode, MSN, LDZ ID, meter mechanism code, meter capacity, current Supplier ID (shortcode), GT ID, SMETs code and **AQ**

The data proposed, supports facilitation of a domestic consumer switch. It is recognised that PCWs are not the only parties that provide a switching service to domestic consumers.

On this basis, it seems appropriate to extend an API service to **Suppliers**.

- It should be noted AQ cannot currently be accessed by an incoming Supplier.
- Restricting the above data set to be accessed by PCWs only, could be deemed as a discriminatory service.

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Summary

The call with the CMA has been encouraging, it is thought they will advise in favour of a non DES solution. With this in mind the following activities are key to achieve the relevant permissions being within UNC (July - Mod Panel) and a API service by the end of Q3.

- Workgroup activities - amend Modifications to;
    - Be prescriptive of the data – not solution
    - Extend service to Suppliers
- Workgroup activities - review / amend PIA
- Xoserve in parallel to amend the Service Agreement and the Confidentiality Agreements.

Questions