



REC Update:

**Late Gate Closure Messages and
Missing Messages**

'Late' Gate Closure

- Pre Go Live we were concerned about 'Late' Gate Closure messages – issue is within Missing Messages
 - Up until 31st August we had 150 missing messages related to Registrations
 - As at 15th October, we have had 155 missed messages related to Registrations
 - As at 7th November, we have 159 missed messages related to Registrations
- We had set out a 'runbook' to use in the circumstances that we received Late Gate Closure messages so that we could complete processing and maintain alignment between CSS and UK Link
- Due to our concerns related to the alignment of CSS and UKL we have been proactively running a reconciliation between Pending messages (received from CSS once the Registration is first processed (and if necessary issued to the incumbent for Invitation to Intervene (e.g. Object))
- This reconciliation highlighted 'Missing' Gate Closure messages – i.e. either missing Secured Active messages, or missing Pending Cancellations
- First instance on 24th July – was raised by DCC as a P3 (3 working day response) so we could not hold our jobs – so had to notify the Shippers and continue with UKL processing – i.e. not invoke the 'runbook' that we had established

'Missing' Gate Closure

- First ticket was raised on 24th July, and each day that we had a missing GC message a further ticket has been raised
- At 7th November – last incidence of missing GC message was 3rd November
 - Total missing messages 159 by this point (122 missing on 2nd August)
- DCC indicated a fix has been deployed 25th August that would resolve the exceptions that were causing this issue, but noted that this would take some time to work through CSS (so to expect some additional missing messages post fix date (NB: we have recorded Missing Messages post 25th August)
- We have reported 93.75% (Sub average volumes) and 80% (Average to Peak volumes) success against the REC Performance Assurance target for October of all messages being received within target each day – 4 days with missed messages
 - We believe that these have all related to Supplier-less Supply Meter Points, so expect this to be a different functional issue

CRD061

- We believe that the issue of Missing Gate Closure messages would have been mitigated by 'resend' functionality
 - DCC implemented this prior to CSS for Smart DSP
 - Could not be implemented for others prior to CSS Go Live without impacting Implementation Date
- We have been arguing that this is a Programme Deliverable and ELS should not be completed without this functionality being delivered
 - Potentially will be progressed as a REC Urgent Change
 - This is still being progressed Xoserve are reviewing the proposed solution with REC / DCC

2nd August – ‘Missing Messages’

- On 2nd August we identified 122 ‘Missing Messages’:
 - On 15th September DCC indicated that they had identified that some of this population had different characteristics to others being investigated under this issue
 - Identified that the GRDA System had rejected messages with a time related error
 - Our investigations indicate that this was because the GRDA System considered the messages for a future date or time
 - We expect that this is because server clock time drift between CSS and GRDA – and GRDA lagging behind CSS by as little as 0.5 second
 - CSS and GRDA systems are exchanging messages in millisecond timings – therefore this drift would cause this rejection
 - MS Azure clock times are guaranteed within 2 seconds – but drift is considered very unlikely
 - Our investigation attributed this error incorrectly to the CSS Missing Message issue
 - Fixes planned:
 - To allow for drift between servers – e.g. set a +/- buffer time in the validation - **Deployed**
 - Recording rejected messages for a short period to investigate the original message payload – we relied on the messages to be provided by Switching Operator to investigate – **In progress**

Next Steps

- This position has **largely** not changed from last month – we had asked DCC to focus on stopping further instances of Missing Messages:
 - Need confirmation which of the Missing Gate Closure messages were intended to result in Registration or Cancellation
 - We have asked for a reconciliation position – we have been informed that 9 pending Switches that were cancelled, which leaves circa 150 Registrations that potentially need to be applied to UKL
 - Reconciliation position is expected w/c 07/11
 - Need to understand options from DCC ...
 - DCC have indicated that these should be set Live, but cannot generate the Secured Active Messages to us
 - Resolution plan consultation with industry participants by DCC?
 - XRN5535 was raised to determine what to do if we received a message after 03:00 on D
 - We are using this Change Proposal to assess what needs to be done for the 'missing' Registrations – we have no Retro Registration functionality so solution needs to be identified – e.g. increment Registration and adjustment

Proposed Solution

- We plan to progress these changes as Prospective fixes – i.e. once we have developed and tested the functionality
 - For 119 continuing analysis for Prospectively applying the Registration
 - Awaiting confirmation on the remaining messages from DCC, if these are missed Registrations we expect to Prospectively apply the Registration
- We will need to look at adjustments on these registrations
- We propose a single solution for these Registrations (even for the 119 Registrations where the rejection was issued by the GRDA)
- Now that we have the proposed resolution path from the Switching Operator the impact needs to be done regarding the impacts to UNC
 - Since CSS cannot generate Secured Active messages for some of these Registrations this may have required a UNC Modification as the UNC requires a Definitive Registration Notification to be issued – see subsequent slide on proposed approach

Impact – Copy of Slide from Oct DWG

- For Missing Messages, the Switching Operator has indicated that they cannot generate the Secured Active Message
- UNC envisages that we will get formal Secured Active Synch messages, and references 'Notifications' as a term from the REC

(d) **Definitive Registration Notification** means:

- (i) in relation to a Registration Request, a Notification sent to the CDSP that the Registration Request is Secured Active as described in paragraphs 5.2.3(f)(i) and 5.2.3(f)(ii);

Notification

means a type of Market Message, as described in the Switching Data Management Schedule.

- The Code does state that we are **not required** to accept messages other than those specified in the REC

(c) the CDSP shall not be required to act on any communication from the CSS Provider which is not in accordance with the REC or in compliance with any CSS Process;

- Suggestion to allow CDSP the discretion to do so?
- Suggest that this is '[validated/approved]' by [UNCC] so that this is not precedent



REC Change Update

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REC Change Pipeline – In progress (Require CDSP Assessment/Action)

| Title | Description | Service Impacted | XRN | Status | Next Action date |
|-----------------------|---|------------------|-----|------------------------------------|---|
| R0016 | Resolution of Bilateral Erroneous Transfers | | N/A | Solution development | 21/12/2022 – Review at Change panel |
| R0025 | Service Provider Performance Charges (DCC) | | N/A | Initial Assessment | 01/11/2022 - Deadline to provide comments |
| R0030 | Erroneous Transfer Cancellations | | N/A | Final Assessment | 14/11/2022 – Review |
| R0033 | Micro-business Smart Meter Installation Reports | | N/A | Approved - awaiting implementation | 04/11/2022 – Proposed Implementation date |
| R0036 | Extensive Housekeeping Amendments | | N/A | Approved - awaiting implementation | 01/11/2022 – Appeal window closes |
| R0037 | Prepayment Credit Balance & Debt Transfer Processes | | N/A | Solution development | 08/11/2022 – Change proposal plan to be updated |
| R0047 | Metering Code of Practice Consolidation Review | | N/A | Consultation | 04/11/2022 – Awaiting results from consultation |
| R0052 | GES Service Definition Document | GES | N/A | Consultation | 05/11/2022 – Consultation response due date |
| R0055 | Switching Operator Outage Notification Lead Time | GRDS, GES | N/A | Consultation | 28/10/2022 - Consultation response due date |

REC Change Pipeline – In progress (Require CDSP Assessment/Action)

| Title | Description | Service Impacted | XRN | Status | Next Action date |
|-----------------------|---|------------------|--------------------------|-------------------------------|------------------------------------|
| R0067 | Introduction of CSS refresh functionality | GRDS | XRN 5567 | Scoping Test requirements | 02/11/2022 – Weekly Review Meeting |
| R0070 | Provision of Enduring Test Environments | GES | N/A | Detailed IA awaiting approval | 01/11/2022 – REC Change Panel |
| R0074 | Release of Community View Data Items to MEMs in GES | GES | N/A | Awaiting detailed IA | 19/11/2022 – Detailed IA triggered |

Please note: This is a working document and therefore some of the dates and actions may have progressed since the slides were created