**REC Podcast Transcript – 10th January 2024**

***ECOES Suggestion Box***

***Paul Rocke***

*Hello and welcome to the first Retail Energy Code podcast of 2024. My name’s Paul Rocke and I’m the Head of Communications here at the REC Code Manager.*

*On today’s podcast, I’m going to be speaking with C&C Group, the service provider of the Electricity Enquiries Service, which some of you may know as ECOES. I’m joined by Sarah Mower, one of the team at C&C Group who would like to tell us a bit about the ECOES Suggestion Box, and some of the suggestions that users of the EES have written in with.*

*Hi Sarah, welcome to the Podcast and a Happy New Year to you! To start with, I’m not sure everyone would be aware there is a suggestion box, so can you tell us a bit more about it?*

**Sarah Mower**

Hi Paul, thanks for inviting me. There’s been an ECOES suggestion box for a long time, and we’re very pleased to say that we get quite a few suggestions from the people who use the service, and it’s a great way for us to find out about what they need and would like from the service.

***PR***

*Sounds good, so what happens with the suggestions?*

**SM**

We share these with RECCo and the Code Manager on a monthly basis, and what we’re looking for are any themes that we could act on.

***PR***

*What sort of suggestions are users making?*

**SM**

Well, they tend to fall into 3, roughly equal, categories; The first one is about log-ins timing out. We get a lot of feedback on this! Secondly, we get a mixture of requests from people to understand more about where the data comes from or what additions they would like to see in the service, and finally we get a lot of comments about the background photos we use.

***PR***

*So, if we start with the login timeout as this is a popular subject, what are the problems there?*

**SM**

Well, this is interesting. The current timeout is set to 55 minutes, and that’s quite a standard timeout for this kind of service. So, what we really want to know is if people are experiencing a time out less than 55 minutes, what are they doing at the time. Do they have lots of ECOES windows open, for example? Do they get any error messages. We have started to reach out to individuals to see if they have some examples, they can share so we can look more closely at these, we’ve had some useful feedback so far, so we’ll keep looking into this.

***PR***

*Ok great, so what about the second category, Data and Requests?*

**SM**

Yes, it’s really important to understand where people are struggling. We are quite often asked where the data comes from. The EES takes its data from two different sources at the moment, the first is a snapshot of data from each of the Electricity Retail Data Services (which some people may know by its old name MPRS). We receive most of the supplier data and history and the metering data and history this way. We also receive data from the Central Switching Service who provide switching and some of the address data.

In the suggestion box, we will sometimes have requests to change data or users may ask why the data they see is not as they expected.

***PR***

*So what can users do?*

**SM**

Because the EES is receiving data, which is owned by other services, we are unable to change the data, but *we can* signpost people to a few things to check first:

If its data about a recent switch, it’s worth being aware that there can be a slight time difference, depending on when you look at a particular MPAN. We receive ERDA data overnight, and it appears in the EES the next day. If someone is look at switching data, that arrives in near-real time, it’s possible, in a few cases the CSS data is more up to date that that the rest of the data. However, the following day, it should all be aligned.

If someone thinks a data item is wrong, a meter serial number perhaps, it could indicate that a data flow either they, or another party has not processed correctly, and therefore has not come through to the ERDA and then on to the EES.

If those sorts of checks have been exhausted, users can drop an email to enquiries@recmanager.co.uk. Then it can be routed to the right technical team to look into.

***PR***

*Thanks Sarah, that should get the issue raised to the right people.*

**SM**

Yes Paul, it’s worth me mentioning that although we check the Suggestion Box frequently, it’s not linked to a support desk, so where people need a direct answer, in the quickest timeframe, Enquiries is the best route in.

***PR***

*You also mentioned that people request changes? Can you give us some examples of this?*

**SM**

Yes, we get some really interesting ideas and suggestions. Some recent examples are; one user told us they would like to be able to edit addresses directly on the EES. Another user said that it would be great to have the meter location on EES, as the Meter Technical Details dataflow, doesn’t always contain these. We also get requests from people who use the Secure Data Exchange part of the service that they would like to see new Process Types implemented.

***PR***

*So how can people get these kinds of suggestions implemented?*

**SM**

Well, we talk to RECCo and the Code Manager about suggestions, to see if changes can be made. In addition to this, some of the EES users might not be aware that they can raised a change to a REC service using the REC Change Process.

***PR***

*That’s right Sarah. In the first instance, we’d recommend people talk to the person within their own organisation who is the REC Contract Manager, the Contract Managers are the main point of contact for REC issues and changes, so they may find the issue has already been raised, or if not, they may be able to support in raising a change with the Code Manager.*

**SM**

Great, thanks Paul. Also, each company who users the EES will have a Master Admin User who might also be able to point them in a similar direction.

***PR***

*You mentioned the final category was the background photographs used in EES! That’s a surprise.*

**SM**

Yes, we were surprised too! The majority of comments are really positive, when people are in the service all day, its little things that can brighten your day – and that’s the main feedback we get. We’re glad people enjoy these. Occasionally a few messages comment on individual photos where individuals aren’t so keen or a particular location or subject, but we do try suit all tastes!

***PR***

*So, what are the key messages you’d like to leave the EES Users.*

**SM**

The suggestion box is so helpful, but please remember it’s not a permanently manned service, so if you have an issue with the service not being available, that sort of incident should be emailed to enquiries@recmananger.co.uk. It may be that the helpdesk is already aware of an issue and might be able to give some details immediately.

***PR***

*Is there anything else people could try?*

**SM**

Yes, we have a web page people can check which will tell you if any issues with the service have already been raised, its candcgroup.statushub.io That will show you a dashboard with the current status.

Another takeaway would be, get to know who your REC contract manager or the Master Admin User who is in your organisation. We know that sometimes not everyone knows everyone – especially in a big organisation, but I think if you really struggle, you could drop a note to enquiries mailbox, and they could tell you?

***PR***

*That’s right Sarah, we have a record of the Contract Managers and MAUs so we could point them in the right direction if they’re unsure.*

**SM**

Great, and if there are any Contract Managers or MAUs listening today who could pass on our messages or share the podcast with the people using the EES, that would be really useful.

And finally, my main message is to thank all the people who have taken the time to send us their suggestions. I’d like them to know that we are listening, and the suggestions are a valuable insight into the type of thing that impacts people on a day-to-day, we’re not able to answer everyone individually, but rest assured, they are looked into.

***PR***

*Sarah, it’s been a real pleasure to speak with you today about the EES and the ECOES Suggestion Box – I’ve learned a lot about the process and the benefits, and I’m sure that our listeners will have too. That’s all we have time for on today’s podcast – if you have any thoughts about this podcast, or suggestions for podcast topics in the future, do get in touch by emailing enquiries@recmanager.co.uk. And I’ll speak to you on the next one.*