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# 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*

| <b>Version Number</b> | <b>Implementation Date</b> | <b>Reason for Change</b>  |
|-----------------------|----------------------------|---|
| 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<br>R0041   |
| 1.1                   | 4 November 2022            | R0036   |

## 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](#).

## 2 Definition of [GRDS Users](#)

2.1. The [GRDA](#) interfaces with the following users:

(a) [CSS Provider](#); and

(b) [CDSP](#)<sup>1</sup>.

<sup>1</sup> 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](#).

### 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 Message](#)s 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](#);

- (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.

## 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 Message](#)s 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.



## 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:

| <b>Performance Parameter</b>  | <b><u>Performance Level</u></b>                     |
|---|---|
| <b>Processing of data received from the <u>CSS</u> relating to <u>Secured Active Switches</u> during <u>Gate Closure</u> period</b> |   |
| 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:

| <b>Performance Parameter</b>   | <b><u>Performance Level</u></b>                     |
|--|---|
| <b>Processing of data received from the <u>CSS</u> outside of the <u>Gate Closure</u> period</b> |   |
| 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](#)

- 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](#).
- 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).

## 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](#) ).