

RESPONSES TO QUESTIONS - INTRODUCTION TO REC V3.0 WEBINAR (12 MAY 2022)

1 EVENT BACKGROUND

On 12 May 2022, the REC Code Manager hosted a well-attended virtual webinar to inform REC stakeholders about the approach being taken to introduce Central Switching Service (CSS) arrangements into the REC. REC V3.0 would be introduced in the release scheduled for 18 July 2022. The Code Manager welcomed questions from stakeholders on the high-level principles and plan for engagement.

Some of the questions asked by attendees could not be immediately addressed during the event. The following is a comprehensive list of responses to the questions put forward during the event.

Visit the [event page on the REC Wiki](#) for more details on the webinar, and to access a link to the recording of the event.

2 QUESTIONS AND RESPONSES

Q. Will the slides presented at the event on 12 May 2022 be shared?

A. Yes - the slides from the Introduction to REC V3 webinar are available on the REC Portal under the [Release Information page](#).

Q. For future events, could the Code Manager suggest which market roles each event is aimed at?

A. We will endeavour to provide clear information relating to the objectives on upon creating the events. Where possible, this will include which market roles are likely to be impacted by the subject matter. We can't guarantee that we can identify all impacts, so it remains important that you assess your own business needs against each event.

Q. How can we sign up to receive the weekly REC General Bulletin and REC Change Bulletin?

A. The weekly REC Bulletins aggregate important messages from the Code Manager into a handy single email, circulated each Friday. Simply email enquiries@recmanager.co.uk or raise a ticket on the REC Portal Service Desk to request to be added to the distribution list.

Q. Where can we access the REC V3.0 baselined schedules?

A. All REC V3.0 documents have now been baselined. You are able to access these baselined documents on the [REC V3.0 Baselined Documents page](#) the REC Portal. REC V3.0 Schedules have also been published on EMAR within the Pre-Release stream.

Q. Will the planned Introduction to EES/GES sessions include guidance on using the Retail Energy Location (REL)? We're aware of our obligations regarding the REL, but the practicalities are unclear.

A. The agenda for the EES/GES drop-in session will include an explanation on how to access the REL in EES and GES, the purpose of the changes, how to access supporting information, and an opportunity to ask questions.

Q. What is changing in REC V3.0 that isn't directly related to CSS/Faster Switching? We know that escalation processes are changing in V3.0 - is there anything else?

A. The primary impact of REC V3.0 is the introduction of the arrangements relating to CSS. The Code Manager is undertaking an exercise to more clearly set out the impacts on different market roles and will share that information in due course.

Q. What are the differences between the clean baselined REC v3.0 schedules on the REC Portal and those with tracked changes? Which versions we should refer to.

A. The red lined documents track the changes of a document with the clean version being available for ease of reading. There should be no further differences between the two documents. If you have identified any additional differences, please raise a ticket with the Service Desk and a member of the Code Manager will investigate this for you.

Q. Is there a list of Schedules that are not changing in REC V3.0?

The following REC Schedules will not change with the implementation of REC V3.0.

Schedule 2 - Transition
Schedule 3 – Accession Agreement
Schedule 4 – Company Governance
Schedule 6 – Performance Assurance
Schedule 7 – Energy Theft Reduction
Schedule 8 – Unbilled Energy Code of Practice
Schedule 11 – Prepayment Arrangements
Schedule 13 – Transfer of Consumer Data
Schedule 15 – Metering Accreditation
Schedule 16 – Smart Metering Installation
Schedule 17 – Secure Data Exchange
Schedule 18 – Green Deal Arrangements

Q. Where will each section of the SPAA/MRA transition arrangements be sitting under the new schedules?

We are creating a document that references where to find the information that is currently contained within the MRA and SPAA Transition Schedules. This will be published prior to the REC V3.0 implementation date of 18 July 2022, at which point the MRA and SPAA Transition Schedules will be decommissioned.

Q. We have some concerns with the detail of the changes being proposed in the R0045 solution. What is the best way to feed comments in?

A. [R0045 – “Changes to SDEP Messages and Schedule Numbering for REC V3.0”](#) has been raised by RECCo to ensure the SDEP messages and Data Items in EMAR are reflective of new processes introduced in REC V3.0. The Code Manager will be hosting a webinar on 09 June 2022 to address queries about this change (and changes to SDEP escalation routes). You can help shape the content of the agenda for that session by [completing this feedback survey](#). To attend the event and for more information, [access the registration link here](#). For clarity, multiple individuals from a single organisation are able to respond to the survey.

Q. Is there a published schedule for planned REC V3.0 engagement events?

A. The communication and engagement plan is available on the REC Portal on the [Release Information page](#) under the REC V3.0 release. Once dates for webinars are finalised, they will be publicised via the REC Weekly Bulletin and advertised on the [REC News and Events page](#).

Q. How will the DCC and RECCo communicate regarding switching changes that are raised post-REC V3.0 go-live?

A. There are two avenues for switching changes post-18 July 2022. Operational changes will be managed via the Switching Change Authority Board. Changes that will impact the REC will be managed through the REC Change Management process. To receive communications related to REC change, please contact enquiries@recmanager.co.uk or raise a ticket via the REC Portal Service Desk. All information relating to Change Proposals in progress or approved can be located on the [Change and Release page of the REC Portal](#).

Q. Will the red lined versions of amended REC V3.0 Schedules still be available in EMAR after the release?

A, You can view all past and present pre-release and live versions of EMAR by switching between configurations (see screenshot). Although EMAR doesn't hold red-lined versions of documents, you can carry out a 'compare' activity to highlight the differences between the two versions of the same document.

The REC Portal hosts red lined versions of documents that are currently available to view on the [REC V3.0 baselined documents page](#). At implementation they will be transferred to the [Archive area of the Release Information page](#).

Q. The 'how to guides' are what we use for staff training, we need them now to be ready on time. Is that possible?

A. User Guides that have either been updated or introduced under REC V3 are now available on the REC Portal under the [REC V3 Baselined documents](#) page. If you need further support, please raise a ticket with the REC Portal Service Desk Enquiry or email enquiries@recmanager.co.uk. A member of the Code Manager team will be pleased to assist you.

The screenshot shows the EMAR Dashboard interface. At the top right, it says "[EMAR Dashboard]" and "REC V3.0_Pre-release". Below this is a modal window titled "Select the Configuration Context" with two tabs: "Global Configuration" (selected) and "Requirements Management Configuration". The "Project Area" is set to "EMAR". There is a search bar with "Streams" and a search icon. Below the search bar, it says "Matching configurations:" and "Filters". A table lists the configurations:

Name	Component	Created On	Baselines
☆ REC V3.0_Pre-release	EMAR	May 10, 2021	▶ ▲
☆ REC V2.2.2 Pre-Release	EMAR	Mar 4, 2022	▶
☆ REC V2.0.0_SUPERSEDED	EMAR	Mar 15, 2021	▶
☆ REC_V2.2.2_Live_14 APRIL 2022	EMAR	Dec 8, 2021	▶
☆ REC_V2.2.0_SUPERSEDED	EMAR	Jan 6, 2022	▶
☆ REC_V2.1.0_SUPERSEDED	EMAR	Sep 27, 2021	▶
☆ EMAR V2.2.3_Pre-Release - June 2022	EMAR	Apr 6, 2022	▶
☆ EMAR REC Ongoing Development	EMAR	Jan 19, 2022	▶
☆ EMAR REC_V2.2.1_Superseeded	EMAR	Apr 13, 2022	▶
☆ EMAR REC_0.1_20921_CP_PreRelease	EMAR	Sep 2, 2021	▶ ▼

At the bottom of the table, it says "Previous | 1 - 12 of 12 | Next".

Q. Could more clarity be provided on whether information sessions on activities such as using the CSS Service Desk or using the REL will continue under the REC?

A. We welcome feedback with regards to what informative sessions and information you need from us. Please raise a ticket with the REC Portal Service Desk or email enquiries@recmanager.co.uk to let us know about your requirements. If appropriate, we will look to include in our communications and engagement plan, or alternatively will support you raising requests with more relevant Service Providers.

Q. Is there a list of the new Category 3 documents being introduced in REC V3.0?

A. The following Category 3 documents will be introduced with REC V3.0. Once baselined, they are uploaded to the [REC V3.0 Baselined Products page](#).

CSS Security and API Supporting Information
CSS Criteria for Reporting High Demand
CSS Error Processing Guide
Switching Operational Change Management Procedures
Switching Service Management Procedures
Switching - Incident Management
GES User Guide
EES User Guide - Third Party Intermediaries
CSS External Testing Test Scenarios
External CSS Testing Guidance
REL Address Guidance

Q. The ServiceNow tours are broken - where do we raise this?

A. Issues with ServiceNow need to be raised by creating a ticket on the [Switching Portal](#).