

## Introduction



### **It's been another busy couple of months for the MRA.**

Support to the Ofgem Faster Switching Programme is at the forefront of current activity, particularly in response to the statutory consultation on licence modifications that was released on 15th October 2018. Many readers will have attended the engagement day hosted by the MRA on 2nd November 2018, targeted at providing guidance to parties on Ofgem proposals.

We're also in full swing mode for the audits of ECOES and GDCC users, as we work to ensure the ongoing integrity of our vital industry systems.

And MRA parties are beginning to explore the benefits of newly implemented API access to ECOES. We are excited about the potential process improvements that can be realised by embracing technologies, and we continue to explore further possibilities through the Market Intelligence Service.

Christmas is starting to creep up on us, but as always there will be no slow down for the festive season.

I hope you enjoy the latest newsletter.  
Paul Rocke - Senior Client Manager, MRASCo

## MRASCo News

### ECOES API Launched for MRA Parties

We are delighted to report the launch of machine-to-machine ECOES access for all MRA parties. You can now access ECOES data that you are entitled to view via an Application Programming Interface (API). This means you now can carry out bulk queries to support your business processes.

Launched on 29th October 2018, the API sits alongside existing manual ECOES access. Unlike manual access, the API does not currently impose usage limits. The MRASCo Board will be monitoring usage to inform decisions on whether limits might be imposed in future, or whether system capacity might be expanded if demand is high enough to warrant it.

Access to the ECOES API is free at the point of use for MRA parties. If you wish to know more about the ECOES API, or connect to it, please contact the CAS helpdesk.

The API has come about in tandem with a similar initiative from Xoserve, granting gas suppliers equivalent access to DES data. Xoserve's service is due to launch on 30th November 2018, and you can find out more about that by contacting them at [commercial.enquiries@xoserve.com](mailto:commercial.enquiries@xoserve.com).

This 'twin' approach to making similar data sets available to industry using the same technologies has come about under the Market Intelligence Service (MIS) initiative, guided by industry through the Joint MIS Development Group (JMDG).

If you would like to know more about the work of JMDG or are interested in participating, please contact [MIS@gemserv.com](mailto:MIS@gemserv.com).

## MRASCo News

### MEC Responds to Switching Consultation

On 15th October 2018, Ofgem published its consultation: 'Switching Programme: Regulation and Governance – way forward and statutory consultation on licence modifications'. Ofgem is introducing a new dual fuel Retail Energy Code (REC) to support fast and reliable switching for consumers. As part of the development Ofgem welcomed industry views on the document.

The document contains statutory consultation on licence changes that will be introduced in early 2019, enduring content that will be designated as part of Retail Energy Code (REC) V2 (planned for mid-2021), and proposals for developing further REC V2 and V3 content.

The consultation concluded on 16th November 2018. The consultation response on behalf of MRASCo can be found on the [MRASCo Website](#).

### Invitation to Tender - Secure Comms

The Secure Communications Work Group (SCWG) has issued an [Invitation to Tender](#) (ITT) for potential solution providers.

SCWG is a cross-code group of MRA and SPAA parties tasked with ensuring that appropriately secure methods of communication are used for the transfer of personal data between industry parties. Following legal advice, SCWG has published the ITT to identify a solution that will replace email as the standard method of communication for transfer of personal data.

Responses to the ITT are to be sent to [MRAHelpdesk@gemserv.com](mailto:MRAHelpdesk@gemserv.com) by midday on 14th December 2018.

## MRASCo News

### REC Engagement Day Video and Infoclips

To support MRA parties with understanding the Ofgem Switching Consultation, MRASCo hosted a well-attended engagement day on 2nd November 2018. The agenda for the day included an overview of the progress made in the Switching Programme to date, a look at the changes required to the MRA to facilitate proposed arrangements, and consideration on how functions of the MRA may integrate into the new Retail Energy Code. The engagement day was filmed, and parties can request a copy of the recording by contacting the [MRA Helpdesk](#).

In support of the engagement day, MRASCo also produced a number of information videos on the plans for the Retail Energy Code. These infoclips can be found on the [MRASCo Website](#).

## MRASCo Audit

### Audit Process Underway

Communications have now been sent to all parties to be assessed in this year's ECOES and GDCC user audits. The scale of the audit will depend on the organisation's performance in last year's exercise. Audits can take place 'on site' where additional risk has been identified, over the telephone, or through return of an online questionnaire.

Parties who fail to return required audit documentation risk having access to key systems limited or revoked entirely. The audits are vital in assuring the ongoing integrity and security of ECOES and the GDCC.

## Change

### Changes in Support of Erroneous Transfers Framework

Changes to the processes for management of Erroneous Transfers have been implemented effective 1st November 2018. The amendments to MAP10 introduce obligations on Suppliers to re-register customers within 21 days of an Erroneous Transfer being agreed ([MAP CP 0304](#)), and to provide telephone contact details for management and escalation of Erroneous Transfers ([MAP CP 0303](#)).

A third change has been agreed for implementation in June 2019, and will place obligations on suppliers to stop collecting data from meters and delete any data taken once an Erroneous Transfer has been agreed ([MAP CP 0302](#)).

These solutions had been developed within the cross-code Erroneous Transfers Working Group (ETWG) managed under the MRA and SPAA.

Further activity in this space includes the ongoing design of an Erroneous Transfers Performance Assurance Board. Parties who wish to find out more information should email the [MRA Helpdesk](#).

### First Faster Switching Changes Agreed

At a special meeting of MDB held on 7th November 2018, industry agreed to implement the first suite of MRA Change Proposals designed to facilitate the initial stage of Ofgem's Faster Switching Programme. The three Change Proposals - developed by the Faster Switching Expert Group - impact the MRA and the Data Transfer Catalogue, and will be implemented on 27th June 2019.

[DTC CP 3550](#)  
[DTC CP 3554](#)  
[MRA CP 0256](#)

## Industry News

### Government Launches Utility Switching Service

A new online switching site has been launched by the Crown Commercial Service to enable public sector organisations to easily compare suppliers and select energy contracts based on commercial requirements. Approved suppliers are expected to benefit from significant promotional efforts across government departments to encourage customers to use the portal. Companies wishing to become an approved supplier listed within the Dynamic Purchasing System should visit the [website](#).

### New Tests for Licensing Suppliers

On 21st November 2018, Ofgem announced proposals to introduce new tests on prospective energy suppliers looking to enter the market. Under the proposals, companies would have to demonstrate they have “adequate financial resources” and can meet customer service obligations before being awarded a licence to operate. These tests are aimed at driving up industry standards and enhancing consumer protections, after several smaller suppliers ceased trading over the past year.

Ofgem intends for the new tests to be in place before the end of spring 2019. Responses to the [Ofgem consultation](#) are due by 23rd January 2019.

## Systems

### Old ECOES Interface Switch Off - Reminder

Parties are reminded that the old interface of ECOES - known colloquially as ECOES1 - will be turned off on 3rd December 2018. All users should have migrated to the new interface by this date. Any party attempting to use the old ECOES interface after this date will be unable to access the system. All migration activity should be completed before the deadline. Any party with questions about the new ECOES interface or the migration should contact the [CAS Helpdesk](#).

## Contact Details

For feedback on our newsletter please feel free to contact us at [MRAHelpdesk@gemserv.com](mailto:MRAHelpdesk@gemserv.com)

### Key contact emails:

[MRAHelpdesk@gemserv.com](mailto:MRAHelpdesk@gemserv.com)  
[CAS@gemserv.com](mailto:CAS@gemserv.com)  
[Assurance@gemserv.com](mailto:Assurance@gemserv.com)



Next MRA newsletter is due on 30th January 2019.

## Key Dates

Date	Event
27th November	MRA Executive Committee
29th November	MRA Development Board
30th November	Faster Switching Expert Group Workshop
5th December	Joint MIS Development Group
6th December	Faster Switching Expert Group
6th December	MRASCo Security Committee
12th December	Issue Resolution Expert Group
13th December	Finance and Audit Committee
18th December	MRA Executive Committee
20th December	MRA Development Board

Date	Event
20th December	MEC and MDB Christmas Meal
3rd January	MRASCo Security Committee
8th January	Faster Switching Expert Group
9th January	Issue Resolution Expert Group
10th January	Green Deal Expert Group
10th January	Secure Communications Work Group
10th January	Joint MIS Development Group
29th January	Faster Switching Expert Group
29th January	MRA Executive Committee
31st January	MRA Development Board