

Introduction



Editor's Welcome

A lot has happened since the previous Newsletter and this July edition will summarise the key events over the period, including the MRA's 21st Birthday celebrations and Information Day on Ofgem's latest Switching Programme consultation. We provide updates and useful information in relation to changes to the MRA helpdesks, the ECOES Application Programming Interface (API), Consequential Changes to the MRA resultant from the Switching Programme, and many more exciting topics.

We always like to hear from you, and we welcome feedback on this edition as well as any topics you like covered in future editions. Feel free to contact us via support.mra@gemserv.com. We hope you enjoy this newsletter and the sunshine!!

Michelle Awosoga – MRA Governance and Communication Manager

Industry Update

MRA Information Event

On 11th July 2019, MRASCo hosted an MRA Information Event on Ofgem's latest consultation on the Switching Programme.

The objective of the event was to provide an overview of the implications of the Switching Programme and the Retail Energy Code (REC) on the MRA and MRA parties.

A representative from Ofgem provided attendees with an update on the current developments in the Switching Programme and Licence Changes.

Attendees were further provided information on the Switching Significant Code Review (SCR) and the Retail Code Consolidation SCR.

Gemserv's consumer advocate spoke about the consumer impacts of the Retail Energy Code (REC) and gave examples where companies had put the customer at the centre of solutions.

Other topics that were discussed included the Performance Assurance, MRA Consequential Changes and REC governance. At the end of the session, attendees had the opportunity to ask any questions they had during a panel Q&A session.

If you were unable to attend the live event, it has been recorded and the video and slides [can be found here](#).

If you have any questions, please do not hesitate to get in touch via support.mra@gemserv.com.

Industry Update

MRASCo 21st Birthday Party

We want to say a big thank you to everyone who joined us to celebrate the MRA's 21st Birthday on 11th July!

It was wonderful to see so many people, both old and new, gathering together to mark this incredible milestone.

We would like to say a special thank you to our amazing guest speakers, Rob Salter-Church (Director, Ofgem) and Laura Sandys (Chair, Energy Data Taskforce), who took us on a journey through the past and into the future of the energy industry.

For those of you that could not make it, check out our short documentary - SWITCH - which was debuted on the night. SWITCH looks at what the MRA has achieved and what legacy it will leave for the future of energy code governance. We hope you enjoy it as much as we do: <http://bit.ly/MRA-SWITCH-FILM>



MRASCo News

Changes to the MRA Helpdesks

From 1st August, Gemserv is introducing a new helpdesk structure, designed to enable parties to receive a better, more tailored experience when engaging with the MRA via email.

For technical support on the MRA Products and Systems, your first point of call will be one of the following email addresses:

- Support.ecoes@gemserv.com for queries relating to ECOES.
- Support.dtc@gemserv.com for queries relating to the Data Transfer Catalogue.
- Support.gdcc@gemserv.com for queries relating to the Green Deal Central Charge database.
- Support.mra@gemserv.com for queries relating to the MRA, MRA Agreed Procedures, Working Practices etc.

If you want to contact us with respect to a meeting held under the MRA, you can now contact the meeting secretary directly through new dedicated email addresses. For full information, visit the MRA website here: <https://www.mrasco.com/contact-us/>



MRASCo News

Consequential changes to the MRA v12.1

Ofgem's Switching Programme is in the process of delivering a number of reforms to the switching arrangements, to make switching faster and more reliable for consumers. The reforms include the introduction of a new Central Switching Service (CSS) and a dual fuel Retail Energy Code (REC) to govern the new arrangements.

The new arrangements require consequential changes to be made to the MRA and its Products. The Faster Switching Expert Group (FSEG) has been busy preparing and compiling those changes, and the latest information can now be found on the MRA website. Information uploaded to the website includes:

- Consequential Changes Overview – giving a high-level overview of the changes to each Clause and Schedule of the MRA, each MRA Agreed Procedure and the Data Transfer Catalogue.

- Consequential Changes RAID Log – Details the Risks, Assumptions, Issues and Dependencies noted during the review of the required changes.
- MRA Consequential Changes Red-lined – an updated version of the MRA with tracked changes
- MRA Agreed Procedures – updated versions of affected MRA Agreed Procedures with tracked changes
- DTC Changes – updated versions of affected Data Flows, Data Items and DTC Annexes with tracked changes

These changes [can be found here](#).

MRASCo News

Did you know...?

You can use the new ECOES Application Programming Interface (API) to retrieve bulk metering data from ECOES. Users will be able to carry out large postcode searches by entering the post code into ECOES API to retrieve all metering details for that postcode. Say goodbye to manual searches for several addresses in a particular postcode. The API was released to MRA parties on 31st Oct 2018.

Please get in touch if you want to know more via support.ecoes@gemserv.com.

Did you know...?

The new Erroneous Transfers Performance Assurance Board (ETPAB) was launched in June 2019. The Board was established following a series of cross-code working group meetings held between

the MRA and SPAA in late 2018. The ETPAB will oversee the UK's first joined-up, dual fuel Erroneous Transfer (ET) performance assurance framework, a mechanism designed to help reduce the number of ETs and to minimise the time taken for suppliers to resolve escalations and queries.

MAP30 - The MRA Agreed Procedure for Erroneous Transfer Performance Assurance and the SPAA equivalent (Schedule 44) have been implemented to reflect the new arrangements.

The application process to become an ETPAB member closed on 15th July; the applications are currently being reviewed and the outcome will be advised shortly. If you have any interest in knowing more about the ETPAB then do not hesitate to contact meetings.etpab@gemserv.com or spaa@electralink.co.uk.

MRASCo News

Did you know...?

A change to the MRASCo Industry Contacts Database has been progressed through the Issue Resolution Expert Group (IREG). The outcome will see a redevelopment of the database, which will make it much simpler and faster to update. This seeks to ensure a high quality of industry contact data in the future. MRA Parties are invited to engage in User Acceptance Testing (UAT) which will begin on 13th August 2019, with a view to going live with the new processes and system in September.

If you wish to partake in UAT please email meetings.ireg@gemserv.com by Friday 9th August 2019.



Key Dates

Date	Event
01/08/2019	MSC
06/08/2019	FSEG
07/08/2019	JMDG
14/08/2019	IREG
20/08/2019	MEC & BOARD
27/08/2019	FSEG
29/08/2019	MDB
04/09/2019	JMDG
05/09/2019	MSC

Date	Event
11/09/2019	IREG
12/09/2019	GDEG
17/09/2019	FSEG
24/09/2019	MEC & BOARD
26/09/2019	MDB



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Contact Details

For feedback on our newsletter please feel free to contact us at support.mra@gemserv.com

Key contact emails:

- Support.mra@gemserv.com
- Support.gdcc@gemserv.com
- Support.dtc@gemserv.com
- Support.ecoes@gemserv.com



Next MRA newsletter is due on 25th September 2019.