

Introduction

Editor's Welcome

A lot has happened since the previous Newsletter and this March edition will summarise the key events over the period, including Gemserv's first ever Spotlight event, Gemserv's response to the COVID-19 pandemic and MRA alternative processes that may be required as a result of the pandemic.

We provide a useful update on future industry changes such as updates on accession to the Secure Data Exchange Portal (SDEP), as well as the next planned MRA Release, which is due on Thursday 25th June 2020, and many more important topics.

We always like to hear from you, and welcome feedback on this edition as well as any topics you like covered in future editions. Feel free to contact us at Support.MRA@gemserv.com.

Hope you enjoy the read, and as we face the challenges, fear and uncertainties of COVID-19 remember "Just like hope springing high. But still, like air, I will rise". Stay safe.

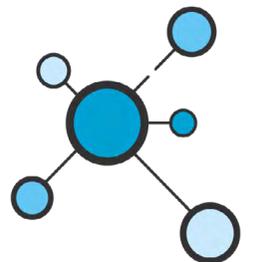
Michelle Awosoga – MRA Governance and Communication Manager

Industry Update

Gemserv and Coronavirus (COVID-19)

Following the most recent government guidance, MRASCo office is closed and all but essential staff are working remotely. Consequently, for the time being, no meetings will be hosted at our London office, though we will continue to provide our services as normal so please contact us via email or telephone.

Clearly the specific advice we are referencing here may change so we ask all clients and stakeholders to ensure they keep up to date on advice from the Government and we will also update our procedures, and notify you, as appropriate.



Industry Update

MRA Alternative Processes - COVID-19

MRASCo Executive Committee (MEC) at its March 2020 meeting discussed some of the operational changes that MRA Parties were needing to make. MEC discussed if this is a force majeure as covered under Part XI: Force Majeure, Clause 39 of the MRA. They were aware Parties are making adjustments to the ways they usually work to comply with government advice during the current COVID-19 pandemic. Some of these practices will mean Parties are not necessarily fully compliant with all their obligations under the MRA, they may for example have restricted access to telephone resolution resource. As a result of a possible force majeure affecting code obligations for multiple parties, MRASCo have asked Gemserv to centralise the process by compiling a list of alternative working processes at this time.

MRA Parties are therefore required to inform Gemserv of these alternative processes so they can be collated and logged securely on Huddle. This resource will then be made available to MRA Contract Managers in one central source. This should help all Parties and will give MRASCo visibility of what MRA Parties are doing, to enable them to make appropriate allowances/actions in potential breach situations.

List of alternative processes should be sent to meetings.MEC@gemserv.com and stating the following; Party name, MRA process, alternative process, alternate process with which Party and date.

If you have any concerns about processes under the MRA please get in touch via meetings.MEC@gemserv.com

Industry Update

Gemserv presents Spotlight

Gemserv held its first ever Spotlight event on 26th February 2020 where a variety of talented performers showcased their talents to raise money for one of Gemserv's chosen charities, Alzheimer society.

We want to thank everyone, whether as a helper, supporter, attendee or performer, who joined us to make the Spotlight event a huge success. Everyone we've spoken to said they thoroughly enjoyed the evening and cannot wait till the next one!

We managed to raise £3,000 from the event for Alzheimer's Society, which will be match funded by Gemserv.



Industry Update

Accession to the Secure Data Exchange Portal (SDEP) – Action Required

From 25th June 2020, all Parties will be required to use the Secure Data Exchange Portal (SDEP) to manage operational queries and escalations in relation to MRA and SPAA processes. In order to access the system, Parties must complete an application form and sign the SDEP Access Agreement.

Parties were requested to complete and return the application form by 13th March 2020. Unfortunately, many Parties have not returned their application form or responded to the communication.

We now request that Parties that have not returned the completed application form return this by 17:00 on Friday 3rd April 2020 or provide details of why this has not been returned and what steps are required to resolve this so that this can be reviewed by MEC.

We would like to highlight that Parties that do not complete the accession process within required timescales will introduce risks to the successful testing and implementation of the new arrangements, and will also not be eligible to participate in User Acceptance Testing themselves and have shorter internal timescales to onboard and train their staff.

This is a significant change to industry systems and processes, and your engagement and co-operation is required to ensure a smooth transition and minimal disruption to industry Parties and consumers.

A copy of the application form can be found on the MRASCo website (<https://www.mrasco.com/sdep-3/>) and if you have any questions please contact Support.SDEP@gemserv.com).

Industry Update

SDEP Webinar – 5th March 2020

On 5th March 2020, Gemserv and Electralink hosted a joint MRA and SPAA webinar to provide an overview of the SDEP and the requirements for completing the accession process. A recording of this webinar, a copy of the slides and the Q&A from the session is available on the MRASCo website (<https://www.mrasco.com/sdep-webinar/>).

If you have any questions regarding this webinar or the SDEP, please contact Support.SDEP@gemserv.com.



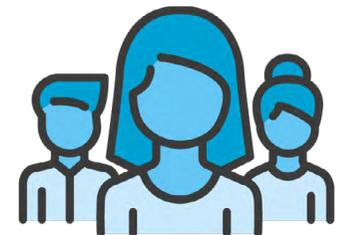
MRASCo News

MRA Contract Managers Roles and Responsibilities

To ensure that there is adequate support for operations provided under the MRA agreement and that correct procedures are in place in respect of a Party, it is important that Contract Managers are fully aware of their roles and responsibilities. The MRA states that each Party shall appoint an appropriate person as MRA Contract Manager, and act as the main point of contact between MRASCo and the Party.

The key roles and responsibilities of the Contract Manager can be found on Clause 42 of the [MRA](#). It is vital that MRASCo and Industry have up to date contact information (phone and email) which are listed on the Industry Contacts Database on the MRA Website.

If you would like to change your MRA Contract Manager listing or any of the contact information, please email support.MRA@Gemserv.com.



MRASCo News

Did you know...?

The next planned MRA Release is due on Thursday 25th June 2020. The second release of 2020 will include updates and system releases to the MRA Products which are detailed below:

The following changes will be included within the DTC v12.8 release:

- DTC CP 3569 - Review of the valid set of codes under J1253 data item
- DTC CP 3571 - Incorporation of Additional Flow Notes for the D0311 Data Flow
- DTC CP 3573 - Amendment to new value description in J1253 data item due for implementation under DTC CP 3569

The planned release documents will be available to preview once published on the [View Annex](#) page of the [MRASCo DTC website](#). If you have any queries, please get in touch via support.MRA@gemserv.com.

The other MRA Products also due to be implemented on 25th June 2020 are:

- MAP 04 - Procedure for Error Resolution and Retrospective Manual Amendments
- MAP 08 - The Procedure for Agreement of Change of Supplier Readings and Resolution of Disputed Change of Supplier Readings
- MAP 09 - Standard Address Format and Guidance Notes for Address Maintenance
- MAP 10 - The Procedure for Resolution of Erroneous Transfers
- MAP 12 - The MRA Agreed Procedure for Customer Requested and Co-operative Objections
- MAP 13 - Procedure for the Assignment of Debt in Relation to Prepayment Meters
- MAP 14 - Procedure for the Allocation of PPM Payments Transacted Against an Incorrect Device
- MAP 15 - ECOES

MRASCo News cont.

- MAP 21 - The MRA Agreed Procedure for Disconnections
- MAP 24 - Smart Prepayment Change of Supplier Exceptions Process
- MAP 27 - The Procedure for Requesting Additional Import Export MPANs Using ECOES2
- MAP 28 - The MRA Agreed Procedure for Raising Export MPANs
- MAP 29 - The MRA Agreed Procedure for Managing NHH Related Metering Points
- MAP 31 - MRA Agreed Procedure for the Resolution of Crossed Meters
- MAP 32 - The MRA Agreed Procedure for The Secure Data Exchange Portal
- Master Registration Agreement
- Working Practice Product Set (WPPS)

The above documents include the following approved Change Proposals:

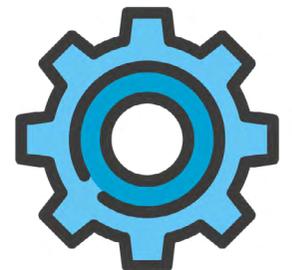
[MAP CP 0316](#)
[MAP CP 0318](#)
[MAP CP 0321](#)
[MAP CP 0322](#)
[MAP CP 0323](#)
[MAP CP 0324](#)
[MAP CP 0325](#)
[MAP CP 0326](#)
[MRA CP 0262](#)
[WPPS CP 0194](#)

The updated documents will be live on the [MRASCo Website](#) under MRA Products from the 25th June 2020.

MRASCo News

Did you know...?

As a result of an incident identified on the day of the release which in turn led to a delay of DTC 12.7 go live, Gemserv are working with the Technical Service Provider (TSP) to implement a multi-tiered quality assurance process to ensure future DTC releases run smoothly by identifying any issues with the release and ensuring it is resolved by TSP in a timely fashion.



Key Dates

Date	Event
08/04/2020	IREG
28/04/2020	MEC & Board
30/04/2020	MDB

Date	Event
13/05/2020	IREG
14/05/2020	GDEG
19/05/2020	MEC & Board
28/05/2020	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
Support.SDEP@gemserv.com



Next MRA newsletter is due on 29th May 2020.