
SPAA Request for Information

Erroneous Transfer Cancellation Process



BACKGROUND:

Erroneous Transfers (ET) are currently cancelled without a full audit trail. This can happen if a change of tenancy occurs after the ET date or because of a Supplier of Last Resort (SoLR). Without cancelling an ET, the gaining supplier is left with a customer they cannot bill or service. ETs are and should be cancelled and this change allows that to be done in a safe and secure way, without the need for emails to be sent between suppliers. Scottish Power Energy Retail has received emails since the implementation of the Secure Data Exchange Portal (SDEP) containing details of cancelled ETs including customer information and raised SIF 043 to stop the need for customer data to be sent via email. Further, if a customer queries the process just now there is little to no audit trail.

Amending the RET flow allows suppliers to update each other via the flow, removing the risk of sending data in a less secure way. The flow will also allow the Retail Energy Code (REC) Performance Assurance Board (PAB) to see additional steps of the ET process.

Proposed Solution:

The proposed solution is to create additional ET cancellation values to the valid set statuses for the 'Status of Erroneous Transfer' Data Item (B0030) as amending the RET Flow allows suppliers to update each other via the flow, removing the risk of sending data in a less secure way. The Data Flow will also allow the REC PAB to see additional steps of the ET process.

The change also proposes creating a 'Cancellation of an Erroneous Transfer Request' section in Schedule 10 mandating the use of the comments field to provide details on why an ET is being cancelled.

This Request for Information (RFI) seeks to gather industry views and gauge perceptions on the above proposed solution.

Parties are invited to submit responses using the attached proforma to SPAA@electralink.co.uk no later than **13 July 2021**.

Respondent Requirements

Parties are invited to review and respond to the questions listed below using the attached response form.

Responses should be returned to SPAA@electralink.co.uk and must be provided no later than close of business on **13 July 2021**.

The responses received will be discussed by the SPAA Expert Group (SEG) who will make a recommendation on whether further action is required.

Should you wish for your response to be kept confidential or anonymous, please indicate this clearly in your response form and accompanying email. Please note, confidential responses will not be published, and anonymous responses will be published without any identifying information removed.

Should you have any questions, please contact the SPAA Governance Services Team at SPAA@electralink.co.uk.

ATTACHMENTS

- Attachment 1 - SPAA Response Form – Request for Information (ET Cancellation Process)

RFI Questions:

Q 1

Do you agree with the proposal?

Q 2

Does a cancellation need to be a defined term?

Q 3

What do you think is a suitable timescale cancelling an Erroneous Transfer (ET) with no resolution?

Q 4

Do you think the billing requirements should be added to the Schedule to explain what would happen after an ET cancellation or is it self-explanatory and if yes, do you have any proposed wording?