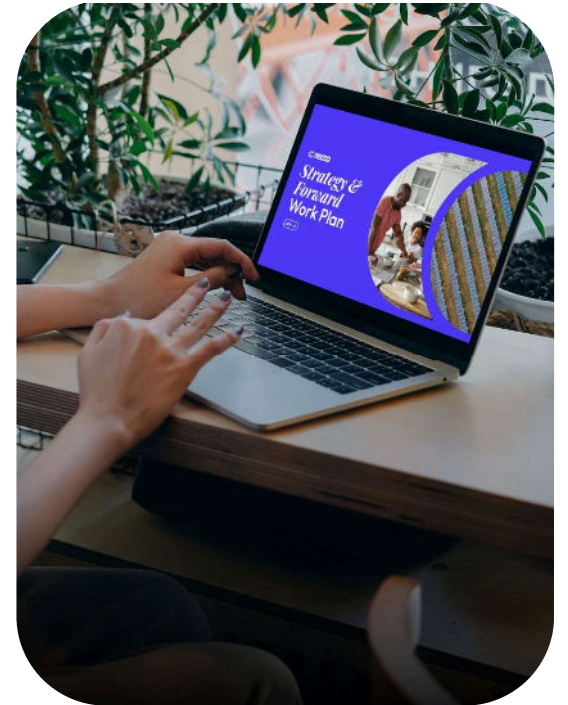




# Major Switch (P1) Incident *Review*

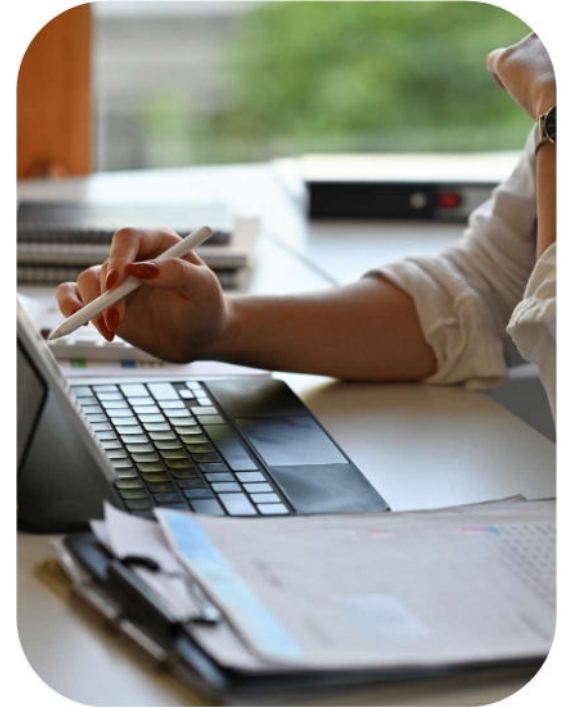
# Welcome & *housekeeping*

- This webinar is being recorded, and the recording will be made public and shared across our digital channels.
- Please use the Q&A function to ask questions during the webinar.
- We will address any questions or comments at designated points during the webinar.
- Remember that questions are not anonymous. They should be relevant to the topic and avoid mentioning other organisations.
- We will launch several polls during the webinar – please provide your honest feedback.



# Agenda

1. Welcome & Intros
2. Incident background
3. Impacts
4. Our technical review & recommendations
5. Our communication review & recommendations
6. Outcome & next steps
7. Q & A



# Your *speakers*



***Mollie De-Camp***

Operation Consultant –  
Switching & Central  
Registration Service

**RECCo**



***Claire Hemmens***

Operation Consultant –  
Switching & Central  
Registration Service

**RECCo**



***Anton Moden***

Performance Assurance Lead  
**REC Code Manager**



# 2. Incident background

Mollie

# Incident *timeline*

## *6<sup>th</sup> July 2023*

- Major Switching Incident declared.
- Impacts 200,756 supply switches and new registration messages.

## *8<sup>th</sup> September 2023*

- 64 days after the original incident.
- Data Verification and reconciliation activity concludes.
- DCC shares their initial post-incident report summary.

## *6<sup>th</sup> October 2023*

- DCC shares their full Post-Incident Report.

## *8<sup>th</sup> August 2023*

- 33 days after the original incident, switches and registrations were processed.

## *12<sup>th</sup> September 2023*

- Major Switch Incident formally closed.

## *21<sup>st</sup> November 2023*

- RECCo shares its Major Switch Incident Review conclusions and recommendations with the REC Performance Assurance Board (PAB).

# Our objectives & methodology

- Consider the effectiveness and efficiency of the response to the incident.
  - Consider the areas of impact during and following the incident.
  - Assess CSS Users and SDSP's feedback insights.
- Shaping them into the common issues and themes raised;
- Impacts to the consumer, energy businesses, and on the code.
  - Incident and technical solution management.
  - Understanding the efficacy of communication and engagement.



# Our key review *priorities*

Our review sought to ensure that the right action is taken in future to prevent, detect and mitigate the impacts of incidents.

**1**

Preventative action

**2**

Enhanced Detection

**3**

Improved Management



# 3. Impacts

Claire

# Impacts & *recommendations*

## 1. Consumers

### **Impacts:**

- Uncertainty and confusion;
- Effectively blocked from switching;
- Unable to top-up, needing help to resolve;
- Reduced availability of competitively priced products;
- Delay to the planned connection of supply;

### **We recommend:**

- Inclusion of more consumer-friendly communications within code requirements;
- An approach to enable accurate information on those impacted and potential implications, or risks, to enable informed proactive support.

# Impacts & *recommendations*

## 2. Energy businesses

### Impacts:

- Lacked certainty;
- Constrained ability to take proactive, effective action;
- Downstream impacts;
- Assisted customer top-up;
- Experienced additional
  - consumer complaints;
  - goodwill costs;
  - costs to serve
  - resource, time, and costs, to support assessment & fix.

### We recommend:

- Clarification on the broader need to assess wider switching arrangement impacts;
- An incident action plan;
- Proactive code changes, to fix consequential issues.

## 3. Licences and codes

### Impacts:

- Limited understanding of the wider implications;
- Uncertainty around timings and action;
- Confusion around the right route for appropriate decision-making.

### We recommend:

- Improved assessment and articulation of the REC and wider switching landscape impacts and implications;
- Working with other key industry bodies;
- Confirm responsibilities.

# Volume & *timing*

The impacts were serious. However, the overall impact was limited by:

- Switching levels
- The time of year



“

Fortunately, the incident did not coincide with a major renewal round (1st April or 1st October)...had the disaster recovery taken place on the originally proposed date, it would have had *far more severe repercussions*.

It is also the case that the switching rates have to date been relatively low, but with the market retreating from historic high prices, we could be seeing an upswing in switching, and the robustness of the system to manage these volumes needs to be assured.



# 4. Technical review

Anton

# Our technical review & *recommendations*

## 1. Preventing missing messages

### Issues identified:

- Geo-replication following a BCDR test causing failure of the underlying infrastructure.
- This resulted in excessive demand on a load balancer – which was identified after the missing messages.

### We recommend:

- Improved monitoring of key events.

## 2. Detecting missing messages

### Issues identified:

- Gate closure was completed in 53 seconds.
- DCC were unable to identify which messages were identified, providing these to Suppliers after 13 days.

### We recommend:

- A full review of data logging;
- Staff upskilling;
- A mechanism to confirm gate closure has been completed.

# Our technical review & *recommendations*

## 3. The technical response

### Issues identified:

- Delay in sharing root cause.
- Challenges with SO understanding the implications of the two options and unwillingness to consider a third.
- DCC did not have information to prioritise.

### We recommend:

- Providing better information to prioritise resolution;
- Share root cause information earlier.

## 4. Confidence

### Issues identified:

- Perceptions of issues with grading tickets;
- Tickets sent to the wrong organisation;
- The volume of incidents;
- Changes to incident grading.

### We recommend:

- Trend analysis sharing with industry;
- A review of incident grading;
- Improved transparency from DCC about its incident process.



# 5. Communication review

Claire

# Our communication review & *recommendations*

## 1. Right People

### Issues identified:

- Lack of immediate engagement;
- Inconsistent approach to who was engaged;
- Key people omitted from communications;
- People reached out to trusted sources for any information.

### We recommend:

- A mechanism to ensure prompt engagement with the right services;
- consideration of a “tell us once” contact principle.
- A review of the contact list and processes.

## 2. Right Message

### Issues identified:

- Perceived lack of control early on;
- Inadequate messaging, lacking detailed insight;
- Confusion of who and what was impacted; or what action to take;
- No FAQs made available.

### We recommend:

- A full review of the incident management policies and processes;
- A full review of the communications strategy;
- Inclusion of end-consumer friendly communications.

# Our communication review & *recommendations*

## 3. Right Time

### **Issues identified:**

- Challenges in the DCC mobilising communications using the right forums;
- Delayed messaging shook market confidence and trust that the DCC was in control of the situation;

### **We recommend:**

- The DCC should be responsible for communication management, but can seek REC Code Manager support to amplify;
- Ensuring the right forums are established, for the right audiences, to enable prompt assessment and decisions.



# 6. Outcome & next steps

Mollie

# Outcome and next *Steps*

1. Our findings, conclusions, and recommendations have been shared with the Data Communications Company, the REC Board, and the REC Performance Assurance Board.
2. We move forward with our recommendations forming the basis for the action plan.
3. RECCo and DCC will implement these in the coming months.
4. These include focused improvements to new (or existing) policies, processes, or system functionality, and where needed, complementary new or clarified code requirements.
5. The Code Manager will track progress, providing independent oversight and assurance.



# Q&A Panel

- ✓ Please use the Microsoft Teams Q&A function to ask your questions.
- ✓ Questions are not anonymous – your name will be visible once you click ‘post.’
- ✓ Keep questions relevant.
- ✓ Avoid mentioning other organisations.
- ✓ Questions may be public after the event.
- ✓ This meeting is recorded and will be shared on our digital channels.



# Thank you for *attending*

## **Read the report**

The MSI report is available on our website and will also be sent in our post-event communications.

## **Contact us**

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