Dear Colleague,

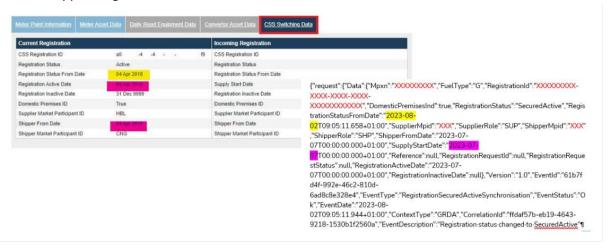
We would like to draw your attention to the changes that have been implemented to the Gas Enquiry Service following the CSS P1 Incident that occurred in July 2023.

We would also like to bring to your attention an issue that we are also investigating, which was present prior to the changes we have recently implemented, but only came to our attention following the implementation.

Background

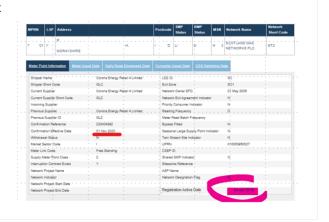
The following changes were discussed in the daily Drop In Calls for Questions for gas industry Participants chaired by Xoserve. Changes 1-5 have been delivered, and we are still looking to schedule delivery of Requirement 6.

Requirement 1 went live on 22nd September 2023. This was to amend the GES Online CSS Switching Data Screen to show GES users the Supply Start Date as recorded within CSS for the c82,000 messages impacted by the Incident that were subject to resolution by the issue of Retrospective Messages. The 'Registration Status From Date' showed the date from which the Secured Active Message (or in UNC terms the Definitive Registration Notification) was received – highlighted yellow. And the retrospective date that the Registration was recorded as Active in CSS is shown in the cells highlighted pink. This change also was reflected in the SP Switching API, so that the 'currentSupplierRegEffectiveDate' showed the date recorded in CSS.



Requirement 2-5 went live on the 4th November. This was to update the details in the screen shot below

- Requirement 2: Amend Supply Meter Point Information to show CSS Registration EFD (see pink highlight) AND retain Confirmation EFD as is.
- Requirement 3: Change label in this screen for "[UNC] Confirmation Effective Date"
- Requirement 4: Conditional formatting to highlight "[UNC] Confirmation EFD" if the two dates do not match
- Requirement 5: Conditional formatting to highlight discrepancy between pink / yellow highlighted fields in 'CSS Switching Data' fields



In addition, the GES user guide was updated to reflect the changes above and also included updates for REC change R0088 and R0110.

Updated GES Online Portal User Guide - REC Portal

Issue under investigation

Following the deployment on the 4th November 2023, we have been investigating a couple of tickets that parties have raised, which reported a number of Supply Meter Points **NOT** impacted by the P1 issue having mis-aligned dates incorrectly highlighted in the portal.

Initial investigations have found that a population of meter points are affected which are showing historic discrepancies. The examples that we have looked at have a discrepancy showing the UNC Confirmation Effective Date in 2010 and a CSS Effective Date in 2014, where the UNC Confirmation Effective Date is correct at 2010. This discrepancy existed prior to the fix, but this has been highlighted following the P1 fix to highlight the mismatch in dates by the conditional formatting defined in Requirement 4 and 5.

The team are currently investigating why the discrepancy in the data exists and will be bringing options to fix the issue in the next few days.

We will keep you abreast of any updates around the root cause and fix, as and when we get the updates.