

Can you provide information on personal data implications of this exchange portal? What categories of personal data are processed, what is the lawful basis, and other GDPR/DPIA 2018 safeguards and requirements?

In terms of the data that is processed, the sender is the Data Controller and you will decide which data you send. Often it is data related to the identification of a customer, for example an MPXN, meter serial number, name or address. This data is sent today via email and sending this via the SDEP is a more secure mechanism with security controls on who can access that information. Data protection provisions are included in the SDEP Access Agreement, which each party will have signed in order to gain access to the SDEP.

When will the SDEP bulk upload of users be complete and when will we be notified if there are any issues?

This will be completed next week just before the go-live on 7th August 2020. Users will receive an email when this is complete, and timings will be shared with participating parties shortly.

Can access be granted to companies outside of the company group?

The Master Administration User (MAU) is able to assign access to any user based on your company's security policy and decides which email domains are valid for their company. If they choose to assign access to another company (such as a service provider) then they will be authorised to act on your behalf based on the user permissions assigned to them.

When in August 2020 will the ECOES website be changing?

The release will be made available in the live environment on 7th August 2020. However, the system should not be used until the new process goes live on 21st August 2020. It is being made available two weeks early to allow parties to ensure their users are set up correctly before the obligation to use this goes live on 21st August 2020.

When will the Master Administration User (MAU) have access to the live system?

The release will be made available in the live environment on 7th August 2020. However, the system should not be used until the new process goes live on 21st August 2020. It is being made available two weeks early to allow parties to ensure their users are set up correctly before the obligation to use this goes live on 21st August 2020.

All Suppliers are in the contact list but are the MOPs in the list as well?

Meter Operators are not currently users of the Secure Data Exchange Portal, so are not set up as a sender or recipient for any of the current use cases. They are users of the new Crossed Meters Portal, which is being demonstrated in a separate webinar on Friday 31st July 2020 and Tuesday 4th August 2020.

Are you able to send a single spreadsheet containing multiple meter read validation issues to a single Supplier? This process seems very manual! My point here is that everything is at singular MPAN level, regardless of process, we may just want to send a single spreadsheet output from our system to another Supplier to action, the SDEP process appears to be manually entering MPAN queries which is going to require more resources to manually enter.

Yes, you will have to do it manually at an MPAN or MPRN level, particularly for processes in one of the MRA Agreed Procedures or SPAA Schedules.

If using a partner CRM, can they have access to the system?

If you are using a third-party consultancy, you can give them access to your systems but this means it will be your responsibility to ensure all the relevant controls and security considerations are in place regarding permissions as they are acting on your behalf.

Will the queries be placed in order of oldest SSD to newest? Or will it be oldest query to newest?

The way that the communications are ordered is by most the recently accessed, however you can use the filter function or search tags to find a specific communication.

How do we get the MAU set up for the 7th August 2020?

If your company already uses ECOES then the existing MAU will still be the MAU and will automatically be given access for each of the MPIDs included in your access agreement. If your company does not currently use ECOES, the MAU nominated in your application form will be used and will receive an email confirmation when this has been set up.

Do you need to set the date in a defined format?

Yes. When you select a date in the system, there will be a calendar pop-up from which you can select the correct date, and this will automatically display in the correct format.

Could we have the ability to raise Disputed Read general queries (backup requests etc) - These would not require an escalation to begin with?

Yes, this is possible. When sending a communication for a particular Process Type, it is possible to select whether the communication will be a General Query, or an Escalation. Additionally, the Process Type name will explicitly say whether it is a General Query or an Escalation (i.e. Disputed Meter Readings (Elec.) – General Query (PT0045), or Disputed Meter Readings (Elec.) – Escalation (PT0012))

For escalating a list of MPANs for Disputed Meter Reads to a Supplier. Will this need to be done through a general query Comm? (As using the Disputed Read Comm option, the individual MPAN information is mandatory) Is there a work around for this?

No, you will not be able to send escalations by sending a General Query. The individual MPxN is mandatory in escalations as these are tied to a specific MPxN and this data item is mandatory within the MAP and SPAA Schedule.

When sending the 2nd, 3rd & 4th escalations do you have to input the Supplier's details every time or, will it copy the details from the 1st escalations raised?

There is an escalate button within the communication details page. Once the time period has elapsed, if you haven't received the relevant data flow then you can click to escalate and it will automatically escalate to the second or final escalation level, without needing to input the Supplier's details every time.

It is also worth noting that the only available escalation levels are: first escalation, second escalation, and final escalation.

Is there going to be an API available for these processes?

There is an impact assessment being conducted with the developers to see if we could introduce an API for some of the processes. Updates on this will be made available through the Issue Resolution Expert Group (IREG).

We are expecting the API Impact Assessment to conclude before the next meeting of IREG, at which time we will be able to advise more once we know more details regarding resources and costs.

In the example mentioned, the escalation was level 1, and the user was able to escalate to level 2. can any user (i.e. escalation contact level 1) escalate to another level (escalation level 2 or 3)?

Yes, any User who has permissions to send an escalation is able to escalate this to the second and final escalation level. Where this has been escalated to the next level, the appropriate contact(s) of the associated Supplier will be notified.

What is the expected SLA to respond to a message?

It depends on the message as each process has its own SLA. For more information, please refer to the 'Secure Data Exchange Portal URS V1.0' document, which can be downloaded by following this link: <https://www.mrasco.com/sdep-3/>

In the User Requirements Specification (URS) there is a table which dictates the timescales for escalations in the system. This is based on the timescales in the relevant MAP or SPAA Schedule.

How do we get MAU access?

If you already have access to ECOES, you will already have a MAU. If this is your first time accessing ECOES, then the MAU that you gave us in your SDEP Application Form will receive an email to set up their account.

What is the exact purpose of archiving communication?

It is assumed that you will want to archive the communications that are not relevant and have been resolved. Once archived, you can unarchive, but if there is no further action, the communication will be deleted after 30 days.

The portal does not know if we have had a response from the other Supplier so what happens to the message or escalation in the portal?

The SDEP will not know if a data flow has been received where an escalation has been sent in relation to this. If the required data flow has been received, you can archive the communication. If a communication is left with no action for 30 days, it will automatically be archived.

Can anyone from a particular company delete attachments or is it just the person who uploaded it?

Only the person who uploaded the attachment can delete it.

Can you not set time periods for reports to download to set location? - My point here is are you able to set frequency of automated extract of report i.e. 1st of month at 00:00:01 to set location to add data into internal database?

No, you cannot set a time period and the system will only allow a manual download of reports.

How do we know who is the Admin user in our company group?

Go to 'Admin' in the navigation section, then select 'Company Details'. This will show the 'Master Admin Details'.

Some processes have escalation as an initial option to select when creating a message. When would you use this instead of escalating on an existing message?

When you send an escalation, you are sending for a specific purpose, alerting the other party that action is required. A general query would not be used for an escalation, and in addition to this, the system does not allow the escalation of a general query.

How will the user know which legal entity to enter for the Supplier they are contacting?

You will be able to see this on ECOES. You should already contact companies through their MPID and send from your MPID when sending data flows.

Where a company has more than one MPID, does it matter which MPID you list a case under?

Yes, because the Supplier you are contacting is based on the MPID not the company group.

Please can you explain how this system will work for MOPs?

MOPs will not be using the SDEP initially, as it has been set up only for Suppliers and Distributors. MOPs do have the option of using the Crossed Meter Portal.

There have been a lot of good questions / recommendations that the system is not able to do. What is the change functionality / timescales going to be to raise potential changes to fit different business models?

Issues will be discussed at IREG first. As the SDEP is a dual fuel requirement, there is a section at the start of the IREG agenda dedicated to SDEP matters. If you would like to raise an issue, there is a form that we can help you to fill in called an MRA Issue Form (MIF) and all MRA and SPAA parties are welcome to attend the IREG meetings where a discussion of the next steps will be held.

What if you needed to raise a query (potentially crossed metering / address) where three separate Suppliers are involved - can a message be sent to two different Suppliers?

No, you would have to send two different messages/communications. All SDEP messages are sent to one sender, from one recipient.

Will it be possible to grant users "read only" access to SDEP e.g. so that they can see the current escalation level, without being able to respond/escalate

No, if there was a case for this it would need to be raised through the change control process.

Does it treat bi-lateral ET's where 3 parties are involved?

You can use the general query function to communicate with the three parties individually, but not at the same time.

Can we have a definition or list of information that is considered as personal customer information?

This is something that each individual organisation should investigate as part of their GDPR compliance as the Data Controller. There is guidance on the ICO website relating to what constitutes personal data.

Is it possible to have access to the demo system before go-live date?

Parties will have access to the system for a two-week period from Friday 7th August 2020 to set users up before the go-live date on 21st August 2020. Parties should not use the system to communicate with other parties during this time.

Is the new site (<https://www.ecoes.co.uk>) for all ECOES users, including those that will not be using the SDEP?

Access to ECOES for all users is moving back to this URL from Friday 7th August 2020. If you access the ECOES II site after this time, there will be a landing page directing you to access the correct page.

Gemserv have asked Suppliers to provide a list of users, processes and escalation levels for SDEP. Are Gemserv going to perform an initial bulk setup of users for Suppliers or are MAUs going to need to do this for each individual user?

We did offer to a bulk upload for those who provided data within the timescales. For those who did not provide this, you will need the MAU to create the accounts and allocate permissions.

Will the escalations show domestic and non-domestic contacts?

The escalation will not show you this, you will need to determine this through your own systems. The escalations will only allow parties to select the recipient Company Group and its Legal Entity, not a specific contact.

Are reports only available to Admin users?

Yes, there is a separate permission to access reports that will be given. The MAU will need to assign this permission to the correct person.

How will we be notified of any down time or upgrades to the portal?

When each party acceded to the system, they submitted a primary contact detail. We have a distribution list with all of these details, and we will circulate a communication for any planned, or unplanned, down-time to these primary contacts, as well as notifying the MRA and SPAA Contract Managers.

For Contract Management, where would we find the requirements for using SDEP as opposed to email communication etc?

There is an obligation on Suppliers and Distributors to use the SDEP, which is in Clause 58 in the MRA. This can be viewed in MRA CP 0262 on the SDEP page of the MRASCo website. For SPAA, the requirement to use it is in each of the named SPAA schedules where the SDEP will be used for each particular process. In terms of Contract Management, contracts with Supplier agents and software and service providers have no requirement to use it.

I believe Reporting to be at a user level, will there be functionality for Process Type based queries or all open queries to be reported on? This would assist the management team(s) to have visibility of open queries, escalated queries and those that are in need of action due to the timeframe they have been open/under escalation. A concern raised by management has been the limited tracking available of queries inflight at a company level to proactively manage these.

There is an intention for reporting to be made available at a company level, we will be able to provide more information with the release on Friday 21st August 2020.

Does an email come through to the registered email when a new communication is received?

Yes, based on your notification preferences, as long as it has not been actioned already, any user with access to that process type / escalation level will be notified.

In the crossed meter webinar, we were told the crossed meter function was for electricity only as ECOES only holds the electricity details, is gas crossed meter contact to go through the SDEP?

There is a gas crossed meters use case which is available to use in the SDEP and the relevant SPAA schedule will be released on 21st August 2020 to direct Suppliers to use that function.

Are these communications visible for other agents within the specific team other than the one initiated?

Yes, any user with permission to access a process type on behalf of a legal entity will be able to see any communication within those parameters.

Do you have to send a separate message for each MPAN or MPRN and not a list?

These have been designed at a message level, some relate to a specific meter point level event and these would need to be sent individually. For others, they are general communication types and can be sent in the same way in which you would normally send an email.

Does the envelope icon indicate whether the sending user has opened it, or the recipient has, on outbound communications?

It demonstrates the communications that you have opened. Users will not be able to see/know if a recipient user has opened a particular communication.

Is there an audit trail of when the communication has been opened by the other Supplier?

You are not able to see when the Supplier has opened the communication. This can be managed through the escalations, as if a Supplier does not respond within a timeframe, you are able to escalate the communication.

If we are required to send a template as part of the escalation, do we add this (Can this be added) to the body of the message or do we send as attachment?

Templates are being removed from the escalations and instead the relevant MAP will state what data items are mandatory to be sent. You will not be able to send a message without completing any mandatory data items.

Can we send the communication for multiple accounts in bulk?

No, not at the moment. Only single communications by individual users can be sent.

Does SDEP do anything to validate that an attachment uploaded by another party is free from viruses?

Yes, there is a virus scan that takes place when an attachment is uploaded, and a message will appear stating that the attachment could not be uploaded if it fails the virus scan.

Are there only certain file types that can be uploaded/opened?

There is a button in the left-hand navigation panel which you can click on to show a list of the different files types that are accepted. They are also listed in the User Requirement Specification (URS).

Does the process need to be completed to add users for each licence a party has?

Not at a license level, but it will at an MPID level. If you are a company with several MPIDs, you will need to assign users to each of those MPID process types because they will be considered as different companies in the system.

Can the agents who raise the communication assign themselves as owners. Do they have access for it?

Any user with access to a particular process type can assign themselves as owners of a communication of that particular process type. Therefore, if an agent raised a communication, they could choose to assign themselves as owners of that communication.

Can we reassign the owner for communications if needed?

Yes. Go to the 'Owned by me' tab and click on the communication to open it. Next to where it says 'Assigned Owner' there is a drop-down menu where you can select a different Owner.

If you assign an owner, will that user receive an email notifying them?

No, they will not, however in the portal you can filter by communications to show ones that are assigned to you by navigating to the 'Owned by Me' tab in the communications list view.

You have kindly agreed to bulk upload access for our agents. Will they receive an email comms advising that the access has been completed and ready to use?

Yes, they will.

Will users still be deleted if not used for a while?

Yes, if a user has been inactive for 90 days then they will receive an email prompting them to login. If the account is not accessed following this, the account will be deleted.

Does the system contain names of individual users - e.g. if I escalate to NATP disputed reads will it show it is Fred Bloggs?

No, you will not be able to see who you escalate it to, you would just send it to the relevant MPID and it will be their responsibility to respond to you.

What about parties who are not signed up to all SPAA Schedules - will we still need to send communications to them via email?

For Industrial and Commercial only Suppliers who do not have a requirement to follow SPAA schedules, they can elect to follow them if they chose. If you are elected, you will need to use the SDEP to complete the process.

At the moment we use a group mailbox and 3 people have access and work, going forward will emails have to be sent by individual users and if so can all 3 users view each other's emails?

Yes, you will all be able to see the communications. There are limitations with using a group mailbox, such as only one set of notifications and password reset emails would be sent to the group mailbox. Also, if one user is already logged in and another user tries to login with the same details, the system will automatically log-out the first user.

As MAU I create/manage the helpdesk team as admins so they can create new users. Will this still work here?

Yes, you can still set up people with user admin permissions and they can create accounts. They can then set those accounts up with secure communications admin so they can allocate the created accounts to process types.

Regarding ETs and escalations how do we pass emails that need escalating by a higher level than ourselves?

You can escalate through the system by clicking the escalation button once the timeframe has passed and then the second/final escalation contact will receive notification that this has been escalated to the next level.

What happens to ongoing disputes during the transition onto SDEP?

You can either complete them through your existing process or restart them within the SDEP.

What happens if we receive an email from another Supplier, but it should have been sent to RES team not business are we able to pass to correct team?

The SDEP will not differentiate between business and residential. You can use the 'Assign Owner' function to allocate the communication to the correct person within your organisation.

If an admin person in the ET Team sends a query and wishes to escalate internally to their Contract Manager can the Contract Manager then simply forward that escalation to the other Supplier and cc in the internal ET Team member who escalated the query?

No, however there will be a reference number associated with the communication which the Contract Manager could use to identify the communication.

Would it be possible to make photo attachments and MRH uploaded for a meter point by a Supplier available to view to all Suppliers who ever supplied that meter point (or supplied it within the last 24 months)?

No, this is a one-to-one communication so you could not make it available to anyone. There are Data Protection considerations needed in making this type of content more widely available that would need to be considered if there was any proposal to change this.

Some of the people on the list we provided for bulk upload do not currently have access to ECOES. Will you be adding them to ECOES, or will we have to make sure they have an ECOES username before they can access SDEP?

No, we will add them to ECOES.

When will we know if the bulk upload of users has been successful?

You should have received an email by Friday 7th August 2020.

How long will the communication last as archived even after the issues are resolved?

Once it has been archived, it will be there for 30 days. If nothing happens in those 30 days, it will be deleted.

Does the sender always by the way they are set up, include their MPID for electricity or gas (e.g. NATP)?

Yes, you will only ever communicate from MPID to MPID.

Is there an "Out of office" if I send to Fred Bloggs, Contract Manager of a particular Supplier?

No, there is no 'Out of Office' function. If a company has not allocated a user to that process, you will get a notification saying that you cannot send the communication as they have not allocated a user. If this is the case, you can raise it with Gemserv and we can contact the Contract Manager to investigate.

Can you attach emails?

At the moment, an email is not a valid file type for attachments in the system, however if this is a requirement then we can look at raising for discussion at IREG.

If I know I want to email Fred Bloggs of a particular Supplier can I select them rather than a role - e.g. Contract Manager level?

No, you cannot, however if it is a communication that does not contain personal data then you can still use your normal email provider for this.

If you cannot forward emails from an admin user to Contract Manager does the Contract Manager have to retype the data? Would not the admin user, assign to the Contract Manager so that all the MPAN/MPRN data is there so that the Contract Manager does not need to repeat the message before they escalate to the other Supplier's Contract Manager?

For an escalation process, you do not need to send this to a Contract Manager to do it for you, you can escalate the communication yourself via the escalation function. If you need your Contract Manager to get in touch with another Supplier about something general, then they do not need to be able to forward the message as they can just provide the details of the communication. You do not need to forward something from the SDEP as multiple people can access it if they know where it is.

Will the standard ECOES password be the same as ECOES 2?

You will need to set up a new password.

Have you got access to the conversation trail if you are taking over i.e. covering holiday? Or can you only see what you have sent and received?

Anyone with access to that specific process type for that MPID will be able to see the communication history.

Are we also able to raise gas communication (e.g., gas disputes, metering queries) via SDEP?

Yes, there are gas processes that will be used.

Will reporting only be available for the last 30 days if archived communications are permanently deleted after this time?

No, reporting will be available beyond the 30 days. When the communications are deleted, audit information is retained in the system, but the contents and attachments are erased.

Will MAP10 and MAP08 be amended to reflect SDEP process and when will we be able to view the updated regulations?

They have been updated and will go live on 21st August 2020. The relevant Change Proposal is MAP CP 0322 and a link to this is available on the SDEP section of the MRASCo website. The relevant SPAA Change Proposals are SCP 472 and SCP 485.

Will reporting be available on user level or just on company level?

Both, where there is an assigned user it will detail who the assigned user is.

Are we able to raise MOP/MAM queries in SDEP?

MOPs and MAMs are not currently users of the SDEP, so Suppliers should communicate with Supplier Agents through their existing agreed contact methods.