



MRA and SPAA Secure Communications

The Secure Data Exchange Portal (SDEP)
Training Webinar

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MRA SPAA

Background



- The majority of communications in the Electricity and Gas Market are managed by sending Data Flows through the Data Transfer Network, however the MRA (Electricity) and SPAA (Gas) also require operational queries and escalations to be resolved by email or telephone, and these communications usually contain personal data.
- The Secure Data Exchange Portal (SDEP) was developed as a result of a review carried out by the Secure Communications Working Group. This review identified a common solution to standardise communications between parties when handling personal data.
- All Suppliers and Electricity Distributions Businesses will be required to use the SDEP and associated process documents from the intended date of release, 21st August 2020.

What is the Secure Data Exchange Portal?



- The Secure Data Exchange Portal (SDEP) is an **online platform** which allows a **standardised way of communicating** between parties when resolving customers queries and other issues and **ensures compliance** with the requirements of the **Data Protection Legislation**, while satisfying Parties obligations to the **MRA and SPAA**.
- **The MRA mandates** that MRA parties use this when sending operational queries and escalations that contain personal data relating to a consumer.
- **The SPAA requires** SPAA Supplier parties to use the SDEP when sending operational queries and escalations for named SPAA Schedules.

Who should use the SDEP?



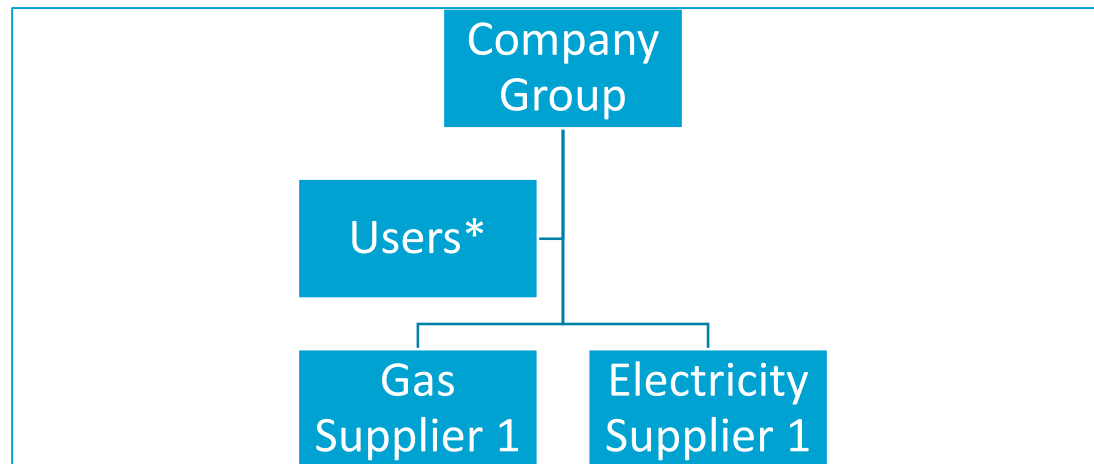
As detailed in MAP 32, provision of access to the SDEP shall only be provided to Qualifying SDEP Users, which include:

- ❑ MRA Parties;
- ❑ SPAA Parties;
- ❑ CAS (as part of their administration duties); and
- ❑ Any other person(s) who MEC determine require access.

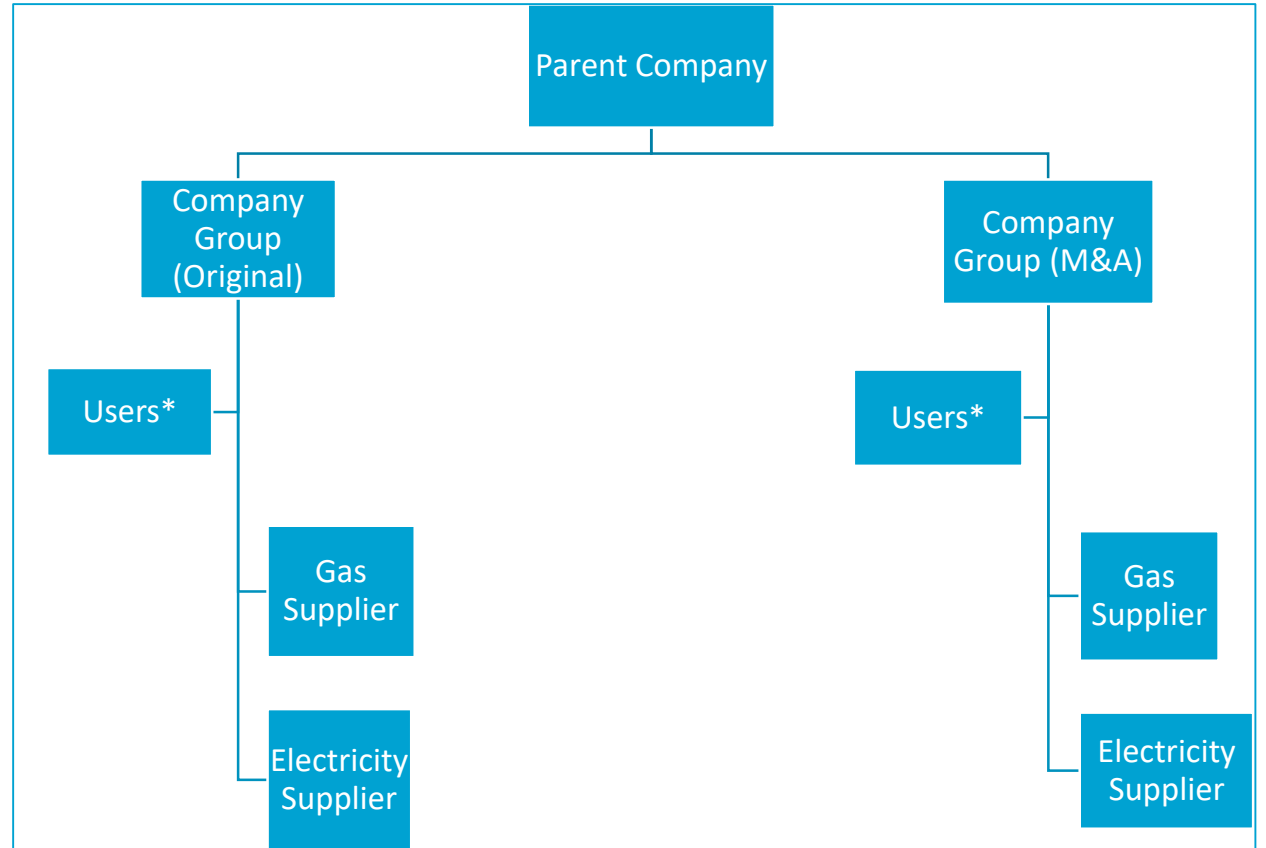
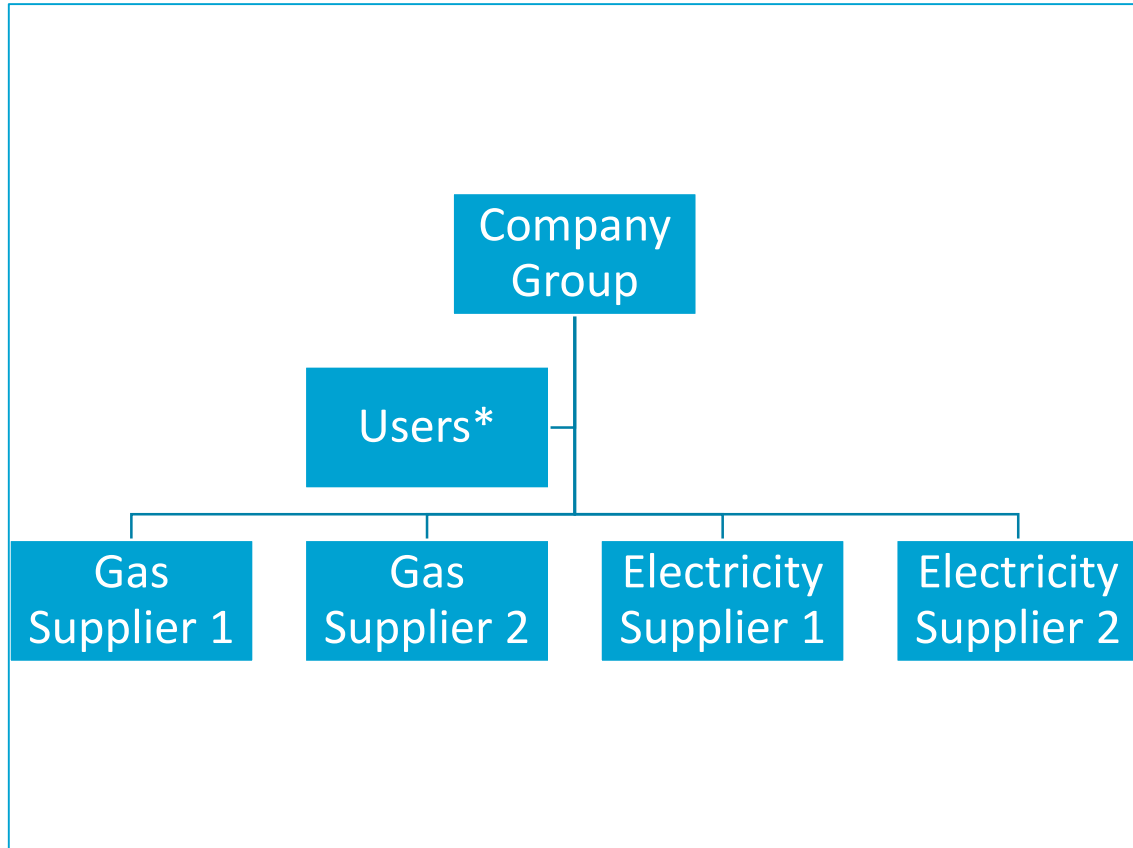
Some Useful Definitions



- **Company Group** - Supplier or Distribution business Company Name, under which all Legal Entities sit
- **Legal Entity** - User Market Participant Identifier/Identity (Gas or Electricity Supplier)
- **User** - Individual User who has been given access to SDEP by the MAU and is assigned to at least one business process/use case.



Company Group and Market Participant Roles



*Users can only have email address associated with one Company Group

What Business Processes are supported by the SDEP?



- The processes that have in the past involved an exchange of personal customer information via email/call logs will now be managed within the SDEP.

Business Process	MRA Procedure	SPAA Procedure
Disputed meter readings	MAP 08	Schedule 11
Erroneous Transfers	MAP 10	Schedule 10
Customer requested objections	MAP 12	Schedule 8
Debt Assignment protocol	MAP 13	Schedule 9
Misdirected payments	MAP 14	Schedule 43 (Clause 3)
Smart pre-payment COS exceptions process	MAP 24	Schedule 43 (Clause 6)
Logical disconnections	MAP 21	N/A
Physical disconnections	MAP 21	N/A
Crossed meters *	N/A	Schedule 31
Duplicate meter points	N/A	Schedule 30
Retrospective MPAD Amendments	MAP 04	N/A
Address Management	MAP 09	N/A
Contract Manager Query	N/A	N/A
Gas Replacement Readings	N/A	Schedule 11

* Electricity Crossed Meters are managed through a separate module within ECOES and therefore this is not required as a use case in the SDEP

SDEP Supported Business Processes by Fuel Type



Dual Fuel

Erroneous Transfers

Disputed Change of
Supplier Meter
Readings

Smart Prepayment
Change of Supply
Exceptions

Debt Assignment
Protocol

Prepayment
Misdirected Payments

Customer Requested
Objections

Contract Manager
Queries

Electricity Only

Retrospective MPAD
Amendments (MAP04)

Electricity
Disconnections

Metering Point
Address Management

Gas Only

Duplicate Meter Points

Crossed Meters

Gas Replacement
Readings

Functionalities



User Management

- Each company's Master Administration User (MAU) can assign access to system users within their Company Group.
- Users can be assigned to individual business processes and contact types (e.g. Erroneous Transfers)

Sending Messages

- Messages can include attachments (photos, spreadsheets, etc.)
- Escalation messages can be escalated to the next level within the message once required response timescales have elapsed.
- Can add a search tag (MPAN, internal reference, etc.)

Receiving Messages

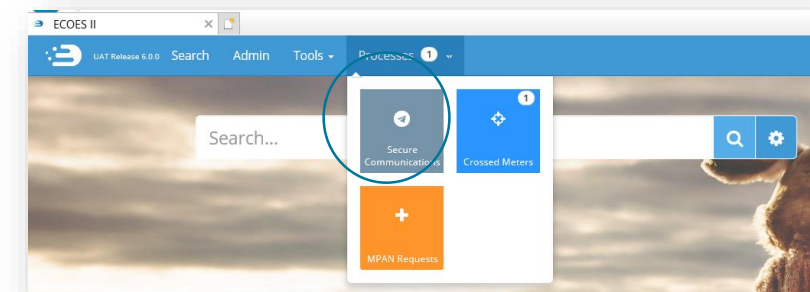
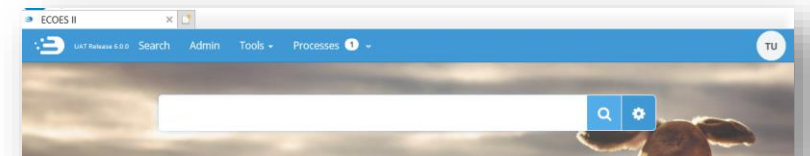
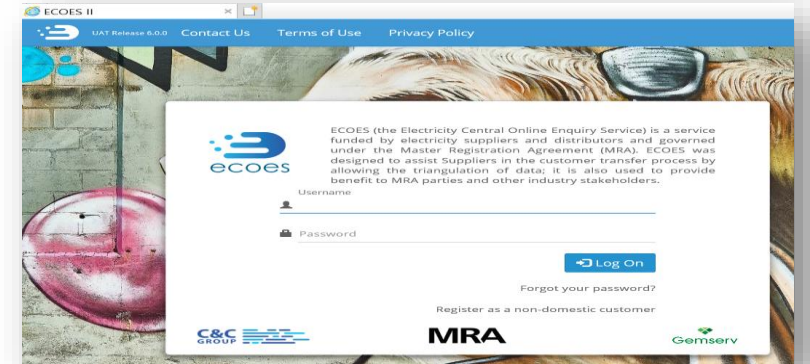
- Users can view all communications for each business process where they have been assigned permission.
- Messages can be assigned to an owner and email alerts can be configured by individual users.
- Messages can be downloaded to preserve locally.

Reporting

- Reporting available for companies to monitor number of messages sent, received, and assigned by each user and business process to monitor internal performance.
- Reporting available to MRA Code Administrator to monitor availability and use of the system.

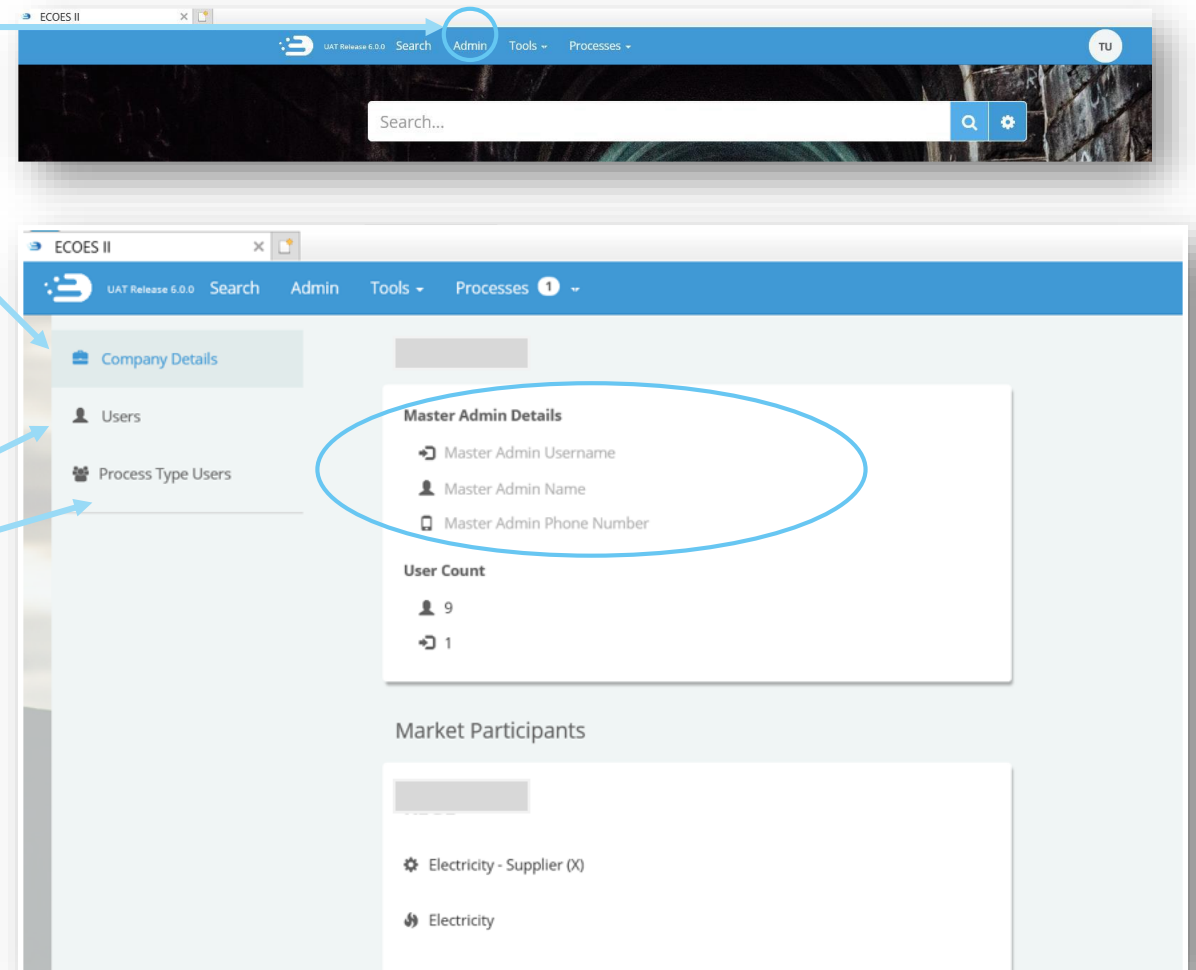
Accessing the SDEP within ECOES

- To view the SDEP, you must be an ECOES user.
- [ECOES URL from August will be: https://www.ecoes.co.uk/](https://www.ecoes.co.uk/)
- Each Master Administration User (MAU) is responsible for managing individual Users within their Company Group.
- An individual User can only be granted access to the SDEP for one Company Group.



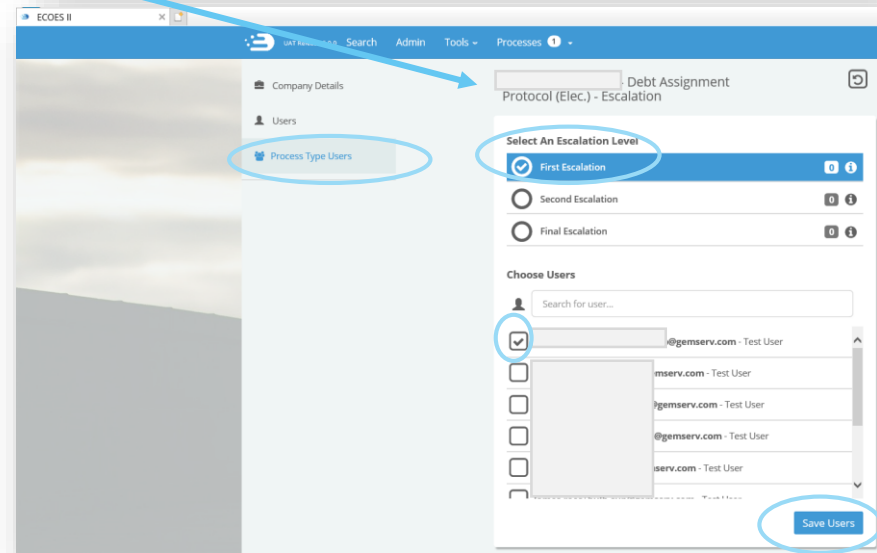
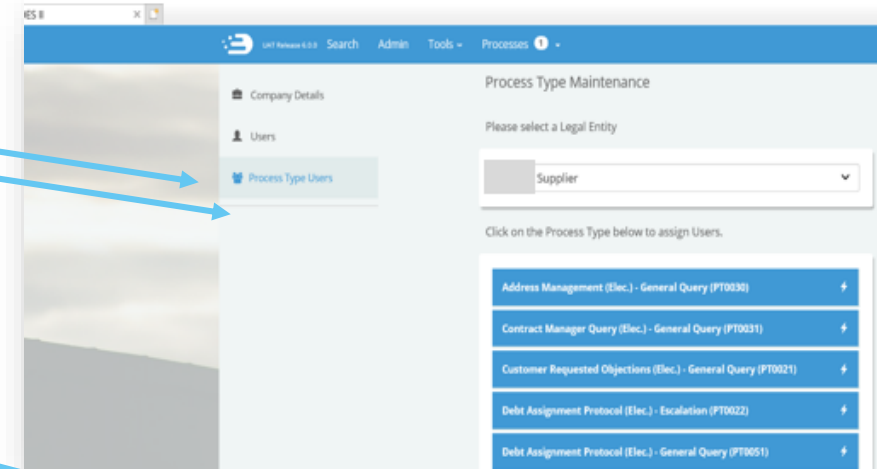
Admin and Managing Users

- Users with relevant privileges can click on 'Admin' to view all Users within their organisation. This is also where 'User Reports' can be found, and relevant access permissions can be granted.
- Clicking 'Company Details' within Admin, will show users who the Master Admin User (MAU) is for their Company Group. Clicking 'Users' will show you all of the Users who are set up with access.
- Clicking on 'Users' will alphabetically list all Users within the Company Group, as well as their last logged in date and MPAN views remaining.
- Clicking on the 'Process Type Users' button will open up all Process Types per MPID (e.g. Address Management) further details to follow on the next page...



Process Type Users

- Clicking on the 'Process Type Users' button will open up all Process Types for that Company Group, per Legal Entity (MPID).
- Clicking on each Process Type will allow the MAU to assign that Process Type to certain user profiles. Once assigned, that User will be able to raise and review Communications Messages regarding those processes.
- **Important note for Escalation Process Types**
 - Each escalation level will need to be selected individually. In this example;
 - "First Escalation" selected
 - Relevant User ticked within "Choose Users"
 - 'Save Users' clicked.
 - This process will need to be repeated for "Second Escalation" and "Final Escalation"



Live Demonstration Agenda



- Create User
- Assign User to Process Types and Escalation Levels
- SDEP 'Communication list' interface overview
- Send a 'General Query' Communication
- Send an 'Escalation' Communication
- SDEP 'Communication details' interface overview
- Use of search tags
- Archive a Communication

Further Reading



- Secure Data Exchange Portal Information and useful documents - <https://www.mrasco.com/sdep-3/>
- Useful documentation, such as:
 - Secure Data Exchange Portal URS (User Requirements Specification)
 - Secure Data Exchange Portal (SDEP) User Guide
 - MAP 32 – The MRA Agreed Procedure for the SDEP



Any questions?

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MRA SPAA