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### Overview

The Supply Point Administration Agreement (SPAA) sets out the inter-operational arrangements between gas suppliers and transporters in the UK retail market. It is a multi-party agreement to which all domestic gas suppliers and all gas transporters are required by their Licences to accede.

## ISSG Workshop on Customer Guidance relating to Emergency Interventions

The Gas Interventions Solutions Sub-Group (ISSG) will be holding a one-off workshop on **Tuesday 8 June 2021 at 13:00pm** to discuss and develop a scenario based best practice guidance document to assist Suppliers in providing accurate and quality information to consumers relating to issues that may lead to a 'call-out' from the network in their capacity as the emergency service provider.

This collaborative workshop will bring together Suppliers and Networks to discuss what best practice looks like with the aim of improving the customer experience and improving customer outcomes in relation to potential 'interventions' – i.e. instances where the network is required to intervene because of a safety or other network-related issue, particularly following work on a meter installation.

It is hoped the guidance produced by this workshop will be disseminated to call handlers and customer service advisers to provide a quick and easy reference tool that will support the assessment of whether an emergency job is required.

If you would like to attend this workshop, please notify SPAA@electralink.co.uk.

## SPAA and SPAA Ltd Closure Project

SPAA Ltd have been supporting the Switching Programme with expert resource for several years. This resulted in the creation of the Retail Energy Code (REC), the Central Switching Service and Retail Energy Code Company Ltd (RECCo). The creation of these entities will have a profound impact on the SPAA, which will ultimately migrate to REC and therefore SPAA Ltd will no longer be required.

At the SPAA Executive Committee (EC) meeting in June 2020, members approved the Closure Project which covers the activities required until SPAA Ltd is struck from Companies House, expected approximately six months after REC implementation. The REC implementation is expected on 01 September 2021.

Below is an update from all close down activities that took place in May 2021:

- Interim working group reports were completed and sent to RECCo;
- Handover and service review for ETOS and TRAS;
- Theft strategy recommendations report was sent to RECCo; and
- Supporting the REC Code Managers with understanding SPAA processes and responsibilities.

Every month we will publish an update on the overall status of the Closure Project.

Milestones	2020			2021		2022	
	Q4	Q1	Q2	Q3	Q4	Q1	Q2
SPAA Transitional Governance Arrangements	█						
SPAA Working Group Handover and Closure			█				
SPAA Contracts Approach	█	█					
Theft Transition and Handover				█			
SPAA Website Closure					█		
SPAA Helpline Closure						█	
SPAA Code Closure							█
Financial Wind Down				█	█	█	
SPAA Ltd Closure							█

## SPAA Transition and Closure Webinar 2

As the current Supply Point Administration Agreement (SPAA) arrangements for Gas Suppliers and Transporters in the UK retail market transition to the new Retail Energy Code (REC), we are working to ensure that code parties are kept fully informed on the latest developments.

The SPAA team would like to invite you to watch our latest webinar on the SPAA Transition and Closure. This webinar seeks to provide you with:

- An overview of the switching programme status;
- An update on the REC;
- An update on the SPAA transition and closure project; and
- Key dates across the switching landscape.

The webinar can be found on the ElectraLink Vimeo channel, via [this link](#).

We will be hosting additional webinars this year and you will be able to pose your questions to an expert panel.

As always, please do contact us if you have any questions.

## Contacting Customers During Emergencies

Following the implementation of SCP 443 - Provision of customer contact data to Transporters - all Suppliers are required to provide a 'backfill' of customer contact data to a secure repository operated by Xoserve to enable Transporters to contact customers during gas emergencies and other strictly prescribed use cases.

This mirrors existing processes in electricity whereby customer contact information is provided to the networks for use during supply outages and other emergencies.

If you have not done so already, please contact [max.pemberton@xoserve.com](mailto:max.pemberton@xoserve.com) to arrange the transfer of your data. This will support Transporters in providing an optimal service to all customers who are experiencing an outage or other emergency and, in particular, will support the safety of vulnerable customers who may be especially impacted by an interruption to their gas supply.

The SPAA Executive Committee is monitoring engagement by Suppliers in this endeavor and all Suppliers will be contacted for an update on the progress of their backfill of data. Further information can be found on the SPAA website (<https://www.spaa.co.uk/change/provision-of-customer-contact-data-to-transporters/>) and please contact [SPAA@electralink.co.uk](mailto:SPAA@electralink.co.uk) if you have any questions or require any support.

## COMMITTEE AND MEETING UPDATES

### SPAA EXPERT GROUP (SEG)

The SPAA Expert Group provides an opportunity for industry participants to discuss SPAA issues, debate Draft Change Proposals and develop formal Change Proposals. The scope of the group will include matters relating to SPAA products and the RGMA Baseline. Issues for discussion by the Expert Group will be either raised by SPAA parties or referred from the SPAA Executive Committee (EC).

The group is now also attended by the Retail Energy Code (REC) Regulatory Design Manager who will look to work with SPAA to ensure that issues which require change in REC is picked up and progressed.

The group met on 05 May 2021. Agenda items and discussions included:

- Updates from SPAA Working Groups;
- SCP 496 - Delay to Implementation Date; and
- SDEP Issues/Discussion (Standing Item)

#### SCP 496 – MAM to CDSP Update of MAP ID and MTD Update

A new SPAA Change Proposal (SCP) 514 – Amendment to SCP 496 Implementation Approach has been raised to delay the implementation of SCP 496.

SCP 514 seeks to amend the implementation of SCP 496 'Maintaining Meter Asset Provider Identities by Meter Asset Managers' to a phased implementation with the governance as of June 2021 but the system changes aligned to the Central Data Protection Provider (CDSP) delivery in November 2021.

The SCP will split the implementation into a two-part delivery:  
 1) Governance - approving the legal text into SPAA in June 2021 release as originally scheduled, allowing the legal text to also transition to the Retail Energy Code (REC).  
 2) Technical delivery - aligned with XRN 4780C release, currently November 2021.

For more detailed information on the discussions held, the post-meeting pack can be found on the SPAA Website.

The next SEG meeting will be held on 02 June 2021.

### SPAA Change Board (CB)

The objective of the SPAA Change Board (CB) is to manage the administration of voting by SPAA Parties on both technical and commercial changes to the SPAA and its associated documents.

The SPAA CB convened on 11 May 2021, where two new SPAA Change Proposals (SCPs) were issued for a 10 Working Day (WD) Impact Assessment (IA).

Ofgem have published a industry code freeze letter to panels and code bodies for the codes in scope of the Retail Code Consolidation Significant Code Review. The letter outlines Ofgem's expectations on code changes over the months ahead.

A copy of the code freeze letter can be found [here](#).

The next SPAA CB meeting will be held on 08 June 2021.

## Erroneous Transfer Performance Assurance Board (ETPAB)

The Erroneous Transfer Performance Assurance Board (ETPAB) convened 08 April 2021 and continues to meet on a monthly basis. The ETPAB is a cross-code, dual fuel sub-group of the SPAA EC and MRA Executive Committee (MEC).

The Board meets monthly to assess Supplier performance over a rolling 12-month period based on industry data that is also provided to Ofgem under a commercial agreement with ElectraLink. Whilst improvement in cross-market performance is the primary objective, the ETPAB also provides an opportunity to identify potential changes in policy to address any underlying market challenges which will contribute to improving the Change of Supplier process for consumers.

The current focus of the ETPAB is on two areas:

- Continuing to issue Report 1 (percentage of ETs) and Report 8 (performance against SLAs) letters monthly for Parties not meeting the performance criteria. Collated responses reviewed by the ETPAB each meeting.
- Follow up emails have been issued to Parties who had received Report 8 letters outlining their percentage performance.
- ETPAB continue to review Parties via the Performance Monitoring Log, determining next steps depending on performance following the letter being received.
- Ongoing work/discussions regarding the transition to the REC.

The next ETPAB will take place on 10 June 2021.

## SPAA CHANGES - ISSUED FOR IMPACT ASSESSMENT

Reference	Summary	IA Window
SCP 513	Authority-led modification to deliver Retail Code Consolidation v1.0	10 WD
SCP 514	Amendment to SCP 496 Implementation Approach	10 WD

## UPCOMING EVENTS

Theft Steering Group - 55 (TSG)	01 June 2021
SPAA Expert Group (SEG)	02 June 2021
SPAA Change Board (CB)	08 June 2021
Gas Interventions Solutions Sub-Group (ISSG)	08 June 2021
ISSG Workshop on Customer Guidance relating to Emergency Interventions	08 June 2021
Erroneous Transfer Performance Board Committee (ETPAB)	10 June 2021
Theft Issues Group (TIG)	15 June 2021
SPAA Executive Committee (EC)	23 June 2021

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## CONTACTS



If you require further information on the Working Groups under SPAA, or would like to sign up to the Newsletter, please contact our helpdesk at [SPAA@electralink.co.uk](mailto:SPAA@electralink.co.uk), or call the number below: 020 7432 2862