

## Wholesale Retail Code Change Proposal (CP) 012

Modification proposal:	Wholesale Retail Code Change Proposal 012: Password Policy and Account Management		
Decision:	Ofwat has decided to confirm these change proposals		
Date of publication:	23 February 2016	Implementation date:	Immediate

### Background

As part of the detailed works undertaken by MOSL and its IT system developer, anomalies across the code have come to light. It was discovered that the system currently has no procedure for user account passwords to expire, no mechanism for accounts to fall dormant, and other small issues such as the number of characters in usernames.

### The modification proposal<sup>1</sup>

MOSL proposed WRC012 to provide the code with specifications for the management of user accounts. This includes password expiry times, reports on dormant user accounts, username specifications and other minor technical issues. These rules will help the smooth running of the user interface.

### Interim Code Panel recommendation

At its meeting on 10 February 2016, the Interim Code Panel voted unanimously to recommend WRC012. Minutes of the meeting indicate Panel considered the change to positively impact on the efficiency of the code<sup>2</sup>.

---

<sup>1</sup> The proposal is available on the Open Water website

<sup>2</sup> Available at: <http://www.open-water.org.uk/>

## **Our decision**

After review of the supporting documentation we have concluded that the implementation of WRC012 is consistent with the Principals and Objectives<sup>3</sup> and will improve efficiency of the transaction system. We consider that confirming this change is consistent with our principal objectives and statutory duties.

## **Reasons for our decision**

We consider that the implementation of and WRC012 will contribute to effective codes and changes contained are correct and desirable.

**Adam Cooper**  
**Director, Retail Market Opening**

---

<sup>3</sup><http://www.open-water.org.uk/media/2194/wrc012-password-and-account-user-management.zip>