RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

Change Issues Group

TERMS OF REFERENCE

The following table sets out the history of changes made to this document.

Version	Status	PublicationDate	ReasonforChange
0.1	Draft		Initial draft of document
1.0	Final	22 May 2024	Published

1 ESTABLISHMENT AND ROLE

1.1 The REC Code Manager shall establish the Change Issues Group in accordance with these Terms of Reference.

1.2 The Change Issues Group shall discharge the functions and responsibilities assigned to it. These functions and responsibilities will include:

- Provide parties with an opportunity to discuss and recommend a resolution path in line with the delivery and operation of the REC for change issues raised via:
  - the REC Portal;
  - the Code Manager; or
  - any REC standing group (listed in Appendix A)
- Share best practice and advice relating to the delivery and operation of the REC.
- Defer to any standing group listed in Appendix A, or other impacted industry stakeholders as may be appropriate.
- Maintain a log of the issues raised to the Group to that will be published on the REC Portal and maintain a link to any Change that is raised as the resolution of an Issue.

2 COMPOSITION OF THE CHANGE ISSUES GROUP

MEMBERS

2.1 Any Party may send a representative to the Change Issues Group with the relevant expertise required to discuss the matter(s) at that meeting. Such representatives shall have the required authorisation to represent the views and interests of their organisation.

2.2 The Code Manager may invite any subject matter experts they require to discuss the matter(s) at that meeting.

2.3 Any other interested market stakeholder may send a representative with the relevant expertise required to discuss the matter(s) at that meeting, subject to the approval of the Chair.

2.4 Each representative must have relevant experience and expertise either of the energy industry or a comparable sector.

CHAIR

2.5 The Code Manager shall function as the Chair of the Change Issues Group.

2.6 The Chair will agree the meeting agenda, facilitate the meeting, encourage discussion, keep the discussion focused and balanced, ensuring the meeting runs smoothly and efficiently.

SECRETARY

2.7 The Code Manager shall function as Secretary; the same person shall not perform the role of Secretary and Chair.

2.8 The Secretary will manage communications in advance of the meeting, assist the Chair in planning the agenda and record the notes of the meeting for review and agreement between attendees.

2.9 The Secretary will manage the recording of the meeting including the deletion of the recording once the meeting notes have been approved in line with operational practice.

INDEMNITY AND LIABILITY

2.10 RECCo shall indemnify all members in accordance with Clause 8 of the REC.

3 CONFLICT OF INTEREST

3.1 The Change Issues Group is an open forum and as a result it is not anticipated to require a declaration of interest from representatives.

3.2 If during discussions, a conflict of interest arises, the Secretary will record any declaration of interest in the meeting notes, but the representative will otherwise be free to continue participation in the business.

4 POWERS OF THE CHANGE ISSUES GROUP

4.1 The Change Issues Group is an open forum and as such does not have decision-making powers.

4.2 The Change Issues Group shall make recommendations to the Code Manager or Issue proposer.

4.3 Although there is no requirement for Issues to be discussed at the Change Issues Group before a Change Proposal is raised or progressed as part of the development process, it is highly encouraged to do so where a fully developed Change has not already been developed. The Code Manager at their discretion may refer any change raised to the Change Issues Group.

The Change Issues Group can recommend the formation of a separate group to review a specific area or topic. These Groups will work independently of the Change Issues Group and will agree its own Terms of Reference (based on these Terms of Reference) and will close once it has fulfilled its duty.

5 PROCEEDINGS OF THE CHANGE ISSUES GROUP

MEETINGS

5.1 Meetings shall convene at least once a month remotely by Microsoft Teams unless there is no business to be discussed.

5.2 Attendees should remain muted when not speaking. The chat and hands-up function should be utilised by all attendees to help everyone participate and ease the flow of discussions. The Code Manager will use the mute function, if it is necessary, to prevent interruptions.

5.3 All Issues will be added to the Issues Log on the REC Portal which will be updated with relevant details in advance of and after the meetings.

5.4 If a matter arises requiring immediate attention which cannot await the next scheduled meeting, the Chair may convene a meeting. Such meeting would be held by Teams at not less than five (5) working days' notice.

5.5 Once the Chair has determined that other meetings will be convened, the Secretary will notify representatives.

5.6 In the event of limited attendees at a meeting, the Chair may exercise discretion to defer one or more agenda items to a later meeting at which more representatives are expected to attend.

RECOMENDATIONS

5.7 In making any recommendations on a matter each representative may offer an opinion.

5.8 Before putting any matter to a recommendation, the Chair will confirm representatives have

enough information on which to base a recommendation. If a representative indicates that further information would allow them to make a recommendation, the Chair may at their sole discretion delay the decision to a later time or date if they consider that the requested information would be available within that time.

5.9 The Secretary will record any dissent where not all representatives agree on the recommendation.

5.10 The Code Manager/Issue proposer shall determine the actions to be taken following the conclusion of recommendations.

MEETING MINUTES

5.11 The Secretary shall ensure that within five (5) working days of each meeting that all discussions are noted (including any recommendations) and that such meeting notes are to be distributed to representatives and any other persons present at the meeting (or part thereof). Any comments on the accuracy of the meeting minutes shall be returned to the Secretary no less than ten (10) working days before the next scheduled meeting at which they will be formally approved. In the absence of any further meeting taking place within five (5) calendar weeks of the meeting, the meeting minutes may be accepted as final by the Chair, having considered any comments received by the Secretary. Meeting minutes will be published on the REC Portal.

5.12 Any actions that are assigned to representatives, the Chair, the Secretary, or any other stakeholder will be captured both in the meeting notes and in the Actions Log on the REC Portal. The Secretary will ensure that the Actions Log is updated within three (3) working days of the meeting.

6 CONDUCT

6.1 Change Issues Group representatives and other attendees will be expected to conduct themselves in a professional manner, refraining from any comments or behaviour that could be considered unreasonable or hinder the proper functioning of the Change Issues Group. All representatives and attendees must behave in line with competition law.

6.2 If any unreasonable or disruptive behaviour persists, the Chair may at their sole discretion ask that individual to leave the meeting and/or take steps to restrict their future attendance.

7 APPENDIX A

Other Standing issue groups

- Technical Expert Panel
- Metering Expert Panel
- Switching Operator Issue Group
- Performance Assurance Board
- REC Issues Group
- Any other group established by the REC Board, its sub-committees, or the Code Manager