RETAIL ENERGY CODE

TOPICS FOR DISCUSSION

TOPICS FOR DISCUSSION -1

RETAIL ENERGY CODE

Topic Reference	Topic Area	Potential Quick win?	Date discussed / to be discussed at WG
1	2-year limit – should it be reduced / increased / remain the same? Do we need to consider MHHS impacts as Settlements window reduces?	N	09/10/25
2	8WD SLA for new Supplier – should it be reduced / increased / remain the same?	N	09/10/25
3	Rejection reasons review – do the reasons for rejection need to be set out? Should it be split by Gaining / Losing Supplier and Domestic / Non-Domestic Consumer?	Y	09/10/25
4	Use of ES resolution flag – REC assurance has evidence it is being misused. Is the legal text clear on when it can / cannot be used?	Y	09/10/25
5	Multilateral ESs – ES involving a chain of Suppliers. Do these still happen? Do they need to be included in the scope of I0237?	N	09/10/25
6	Non-Domestic gas only suppliers not using DTN – should there be a list of Suppliers that do or do not use the DTN?	Y	06/11/25
7	Alternative solutions to the DTN flows – for example a solution of using CSS rather than DTN	N	Dec 25

TOPICS FOR DISCUSSION -2

Topic reference	Topic	Potential Quick win?	Date discussed / to be discussed at WG
8	Contacting consumer timescales - Is 20WDs now too long?	N	tbc
9	Re-registration SLA – should it be reduced / increased / remain the same?	N	09/10/25
10	How is the cancellation of ESs working?	N	tbc
11	Customer service returners – is this still a valid reason? Does it need better definition or particularly steps? For example, should the ES Flag be used on re-registration?	N	06/11/25
12	MHHS issues – for example – are there any questions or clarifications on the steps to follow if the gaining supplier migrates the MPAN but the losing supplier has not started migration yet?	N	tbc
13	Clause 5.3 - deleting metering reading history - cannot impact obligations to retain settlements data. Does this need to be clarified?	N	tbc
14	Consumer billing – should there be anything defined in the REC? For example, SLA on refunds by the Erroneous Supplier?	N	tbc

TOPICS FOR DISCUSSION -3

RETAIL ENERGY CODE

Topic reference	Topic	Potential Quick win?	Date discussed / to be discussed at WG
15	Feedback on the SDEP process types – are they being used correctly? Does anything need to be added or removed? Note R0122 is progressing.	N	tbc
16	Awareness of options available after SDEP, if it doesn't work – has anyone tried the disputes process?	N	tbc
17	Fraud proven figures are increasing – are the steps clear? What happens if consumer contacts another industry participant?	N	06/11/25
18	Should the ES reason descriptions match for both fuels? Are the still easy to understand (for raising and reviewing the ES)	N	06/11/25
19	Should the ES reason codes match for both fuels?	N	06/11/25
20	Prepayment consumers – consideration of specific steps or clarifications for traditional and smart PPM consumers?	N	06/11/25
21	Change of Occupier flag – any feedback on knock on impacts for ES? For example, if CoO flag used on a switch does it make the ES more difficult to resolve?	N	tbc

TOPICS FOR DISCUSSION -4

RETAIL ENERGY CODE

Topic reference	Topic	Potential Quick win?	Date discussed / to be discussed at WG
22	SoLR – what happens if ES was before SoLR and the Supplier no longer exists? Does this need to be set out in Schedule 30?	N	06/11/25
23	Change of Supplier reads – how is the process working? Does anything need to be clarified? Note I0205 / MHHS. Can be flagged cross code.	N	tbc
24	Withdrawal process – any issues or problems that directly result in ES?	N	tbc
25	Annulment process – any issues or problems that directly result in ES?	N	tbc
26	Performance Assurance reporting – suggestions on improvements / tweaks / clarifications. Note topics above on alternative processes	N	tbc
27	Review of timings throughout the process – for example ES rejected but switches to original supplier immediately, also look at interactions with annulments or withdrawal	N	tbc
28	Housekeeping Changes – for example move footnotes into relevant section of Schedule 30.	N	tbc

TOPICS FOR DISCUSSION -5

RETAIL ENERGY CODE

Topic reference	Topic	Potential Quick win?	Date discussed / to be discussed at WG
29	Flag on GES and EES to show period of ES	N	tbc
30	Updating escalation list – frequency – see Digital Service Provider – bring to next meeting	N	09/10/25
31	Phone line – mandatory or not? Just SDEP	N	tbc
32	Conversations with Ombudsman – need to include both suppliers	tbc	tbc
33	Added 09/10/25 – objections following an agreed ES	tbc	tbc
34			
35			