RETAIL ENERGY CODE

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STATUS	FOR DISCUSSION

INTRODUCTION TO THE REC CODE ROADMAP

BY BETH BROWN

1 PURPOSE

This paper provides an overview of the REC Code Roadmap and the proposed epics (work items) to be focused on over the next three years, for comment and discussion with REC Issues Group attendees.

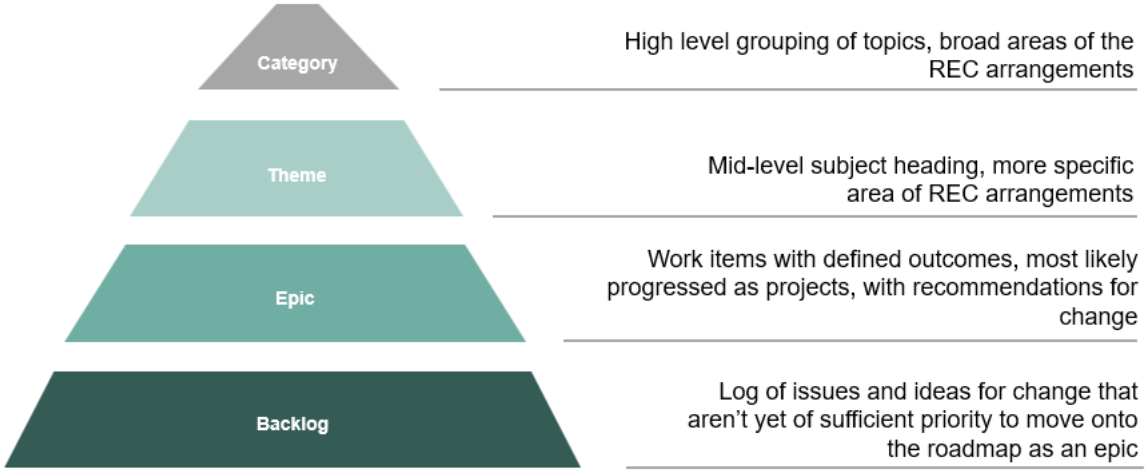
2 BACKGROUND

The REC Code Roadmap presents the priority work items that RECCo and the Code Manager are planning to progress over the next three years, in order to facilitate change to the REC arrangements in an efficient way, with areas of strategic focus clearly articulated.

The roadmap sets out how the REC arrangements are planned to be reviewed, and what the reviews should achieve, so that changes can be prioritised, batched and delivered in logical, cost-effective order.

The roadmap will be formally launched at the end of March 2023; this paper presents the proposed Code Manager items for discussion and feedback.

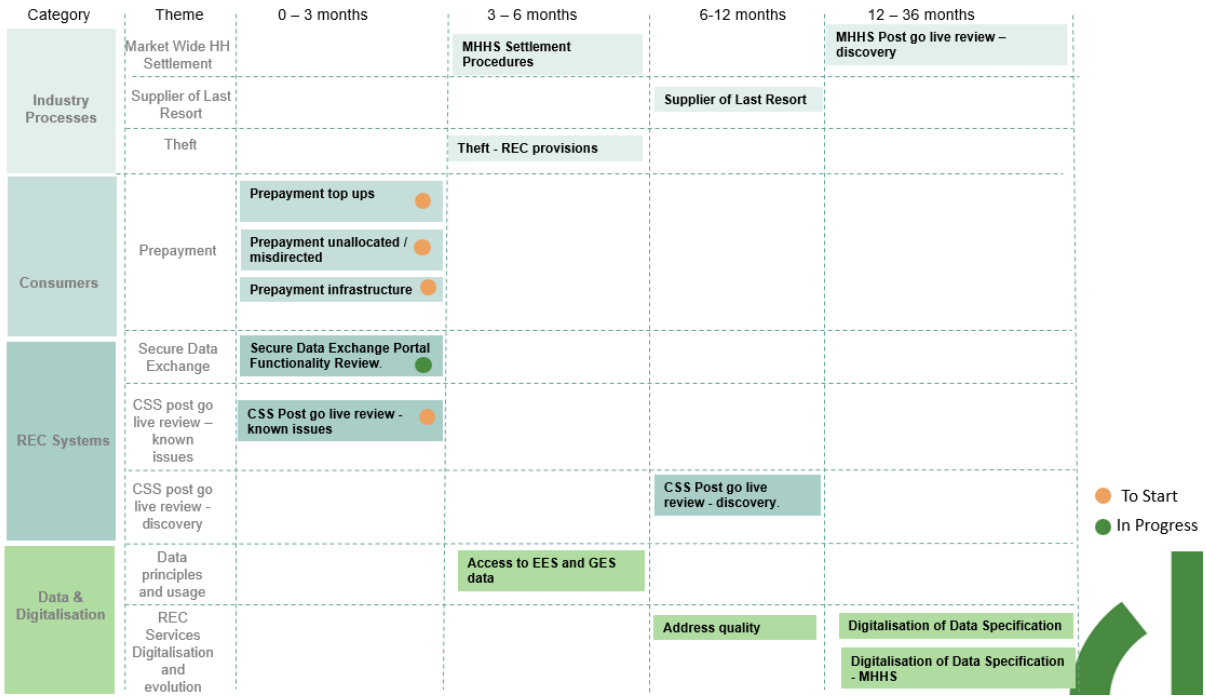
2.1 WHAT DOES THE ROADMAP LOOK LIKE



We are using elements of agile delivery, including some of the terminology such as epic, to provide the structure of the roadmap.

The roadmap is split into four time periods, showing when we will commence working on each epic.

As we review the roadmap each quarter, and at other opportune times such as new issues being raised, we will assess the backlog items to see if they should become part of an epic, or be an epic in their own right. Later this year, we plan to publish the backlog so stakeholders can see the contents and comment on it as part of the roadmap engagement.



Example of Categories, Themes and Epics – RECCo Forward Work Plan items not included

2.2 THE EPICS

An epic is a part of the REC – a process, system, activity – where a need or an opportunity has been identified to improve it in a way that would result in significant, strategic benefit to REC stakeholders.

Some may be significant industry workstreams that need focus due to the effort involved e.g. MHHS. Others may receive less attention in the normal course of REC operations, but are considered highly impactful to one or more REC stakeholder type, e.g. prepayment metering.

The epics are how we will identify and publicise which areas of the REC arrangements we view as particularly important to review and improve in the near to medium term (up to three years).

This provides a 'priority baseline' to compare other issues and changes against, to support cost/benefit judgements about where RECCo, Code Manager and REC stakeholder time is best spent.

Some epics come from RECCo's Forward Work Plan[1]; others are primarily led by the Code Manager – this paper focuses on the latter.

2.3 HOW DOES IT WORK

- Publishing the roadmap
    - The roadmap will be refreshed quarterly, to ensure new information and events and shifting circumstances are taken into consideration. RECCo and the Code Manager will engage with stakeholders for each quarterly refresh.
- Working on the Epics
    - Each Epic will be unique, but it is likely they will run as projects, with a discovery phase to clarify and describe the problem statement, an analysis phase to gather and review all relevant information, a solution development phase to identify how the problem could be reduced or resolved, and a recommendation for change.
    - Appropriate stakeholder engagement will be key to each phase.
- Delivering on the recommendations
    - It is expected that most recommendations will be taken forward as Change Proposals, probably no or shorter solution development periods; but with time for formal impact assessments and consultations before the decision – as now.

2.4 THE ROADMAP AND THE CHANGE PROCESS

The roadmap and the REC change process as set out in Schedule 5 are related, but the roadmap does not replace the change process. The epic work will come before the Change Proposal, and allow the issue or opportunity for improvement to be assessed in a wider context

[1] https://www.retailenergycode.co.uk/introducing-our-strategy-forward-work-plan-2023-26/

and using varied exploratory methods. The conclusions of an epic will require a Change Proposal if they entail amendments to the REC.

For the change process it is likely to mean:

- Proposers will be encouraged to consider the roadmap priorities before submitting CPs, and the Code Manager will explore whether the item is better suited to being added to the backlog or included in an existing epic.
- CPs accepted into the process may be paused before initial assessment (i.e. before a Change Proposal Plan is drawn up) due to alignment with the roadmap – they could overlap with a future epic, or they may not be evaluated as a higher priority than current CPs / epics.
- CPs within the change process may be paused or expedited (i.e. the Change Proposal Plan adjusted or future dates not set) if they overlap with an Epic planned in the future, or if higher priority CPs / Epics are initiated or conclude.
- The problem captured in a CP may be taken into an epic in part or in full, if perhaps several similar issues have been raised and a more fundamental review is proposed.

We would note that these discussions happen now. The Code Manager may encourage a proposer to raise a REC Issue instead of a CP; and CPs may be paused or expedited due to factors such as the priority of other CPs, system/technology opportunities or constraints, or events under other Codes. The roadmap would just be another element.

2.5 THE REC ISSUES GROUP

As a RIG attendee, you can expect to hear about the roadmap when we seek input on the quarterly roadmap refreshes and where relevant to progression of issues.

2.6 FEEDBACK ON THE REC CODE ROADMAP

We plan to formally launch and start using the roadmap at the end of March. RECCo has been running an engagement programme for stakeholders on the Forward Work Plan items that are due to go onto the roadmap as epics.

The purpose of this paper is to look at the other epics that are not on the Forward Work Plan. The details are contained in the remainder of this paper. We are seeking your input on the items we have prioritised against two main questions:

- Are there any priority areas you think are not captured on the roadmap?
- Should any of the roadmap items be started earlier or later than the time-band we have selected?

We are also interested to know if there is any key information or roadmap views you think would be useful – we are designing how the roadmap will be presented, and that is likely to evolve over time.

2.7 EPIC SUMMARY

Category	Theme	0-3 months	3-6 months	6-12 months	12-36 months
REC Systems	Secure Data Exchange	X			
	CSS Operations	X			
	Faster Switching				X
Consumers	Prepayment	X			
Data and Digitalisation	Data access, principles and usage		X		
	REC Services Digitalisation and evolution	X	X	X	X
Industry Processes	Theft		X		
	Supplier of Last Resort			X	
	Market Wide Half Hourly Settlement	x			X

The next section describes the epics in more detail, including current related changes for context.

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3 PROPOSED EPICS

Category - REC Systems

The REC uses a number of systems to support the code activity, in particular the new Central Switching Service systems brought in to facilitate the move to faster switching but also the enquiry services, service desk etc. The systems are a mixture of legacy and new, and mirror the processes and functionality described in the REC and supporting documentation.
This theme also covers items under REC Code Administration.
 	
Change overview
• Upcoming releases
  ○ R0055 - Switching Operator Outage Notification Lead time. This change addresses inconsistency of CSS Provider notification period for planned system outages, to prevent uncertainty and ensure there is sufficient lead time for any change. Approved for release Feb 2023.
  ○ R0025 - Service Provider Performance Charges (DCC) - This change introduces an economic incentive scheme for the Centralised Registration Service (CRS) Provider through Service Provider Performance Charges linked to performance against service levels defined in the REC. For Authority decision for release in April 2023.
• CPs raised – CSS Operations
  ○ R0060 - ERDS Service Definition timezone correction.
  ○ R0063 - Addition of key information to all Service Now tickets. This change improves the key business information, required by the DNOs, included in the SNOW tickets produced by CSS Service Desk for CSS Asynchronously rejected messages.
  ○ R0067 - Introduction of CSS refresh functionality. This change introduces a refresh functionality to mitigate issues around messages not being received, received after gate closure or received out of order.
  ○ R0070 - Provision of Enduring Test Environments. This change clarifies roles and responsibilities for test environments and test data for implementation of CPs and for operational changes.
  ○ R0080 Improvements to 'Failed to Deliver' CSS Messages.
  ○ R0081 CSS Market Message Retry Strategy.
• CPs raised – EES/GES
  ○ R0077 Resolution of EES API SearchAddress method discrepancies.
  ○ R0079 Addition of Previous MEM to the EES API.
  ○ R0087 - MAP - GES Portfolio Dashboard
  ○ R0088 - Make Shipper NExA values available on the GES portal

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- CPs raised – Secure Data Exchange
  - R0076 - DNOs notifying Suppliers about Crossed Meters
- CPs raised – Code Administration
  - R0048 - DCC Service Organisation Control 2 (SOC2) Assessments. This change determines appropriate assurance requirements on the CSS's cloud-based infrastructure
  - R0049 IPR and Services Data Main Body changes.
  - R0058 REC Services Procurement Clarification.
  - R0059 Maintenance of Qualification Schedule Change. Specific scope on getting data required for Maintenance / Qual processes.
  - R0061 Resolution of invalid CSS data by Data Owners.
  - R0073 Introduction of a Housekeeping Change Proposal Process.
  - R0075 Enabling Software Product Qualification.
  - R0085 Switching Programme Designation of the Steady State Commencement Date.

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<tr><td colspan="3">Epics</td></tr>
<tr><td>Secure Data Exchange</td><td>0-3 mo</td><td>

SDEP Review
For - REC Parties
Who - want the SDEP to provide a comprehensive and efficient method of secure communication with other parties
Our - portal and the REC obligations and supporting guidance
Is/are - providing efficient user-friendly functionality
That - SDEP Users are supported in resolving queries.

Full review of functionality of the Secure Data Exchange Portal to broaden usage where appropriate and enhance user experience.

- Rationale for being a roadmap Epic – It was identified that a broad review of the SDEP was necessary after a number of issues and ideas for improvement were raised about both functionality and use under the REC. A project was initiated and various engagement activities undertaken with users to capture the problems and solutions. The recommendations are due to be raised as Change Proposals.
- Rationale for the proposed time-band – Project is nearing conclusion.

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CSS Operations	0-3 mo	**CSS post go live review – known issues** For - RECCo/Code Manager/CSS Users and CSS Service Provider Who - are responsible for provision of and engaging with CSS systems and processes Our - understanding of the issues Is/Are - comprehensive That - known and emerging issues have been understood prioritised and solutions options identified Review of CSS operational efficiency and identification of functional improvements to the CSS from either Switching Programme Changes Request, or post go-live incident monitoring. • Rationale for being a roadmap Epic – Following Faster Switching go-live, there have been a number of observed operational incidents that require addressing to improve switching success rates and reduce volume of manual fixes required by CSS Users. The Switching Programme handed over a number of Change Requests that were no progressed, which may be considered for progression under the REC Change Process to introduce mechanisms that can reduce the impact of observed operational issues. The Epic signposts the issue resolution work as a priority area. • Rationale for the proposed time-band – Current CSS issues (Failed to Deliver; Missing Messages; Messages received after Gate Closure) are causing significant complications to CSS Users. Whilst switching volumes remain modest, it is critical that tools/mechanisms be introduced as soon as possible to reduce incident impact for enduring CSS operations and this work is already underway.
Faster Switching	12-36 mo	**Future of Faster Switching – discovery** For - all stakeholders Who - are interested in delivering faster switching Our - understanding of opportunities for improvement of the CSS systems and processes Is/Are - timely and open That - we can describe the changes that could be necessary to REC systems and processes to achieve the next stage in faster switching and energy as a service Review of the operations of CSS arrangements against the original programme objectives and the standards that may be required for to prepare for delivering future stages of faster switching.

		• Rationale for being a roadmap Epic – Meeting net zero targets through supporting local / household renewable generation, demand side response, taking advantage of new technology like smart appliances and EVs including their battery storage potential, are likely to be enhanced by much faster switching in the long term, so consumers can actively participate in the energy market through switching to the Supplier that can give them the cheapest rates at any one time and/or provide the best service for their energy account • Rationale for the proposed time-band – in comparison to other Epics and when there has been sufficient time for CSS to bed in.

Category - Consumers
Delivering positive consumer outcomes is a key objective for the REC. The priority consumer items on the roadmap are the Priority Services Register (PSR) and the prepayment arrangements. RECCo is proposing to focus on the PSR and the 'tell me once' principle during 2023/24; the Code Manager is proposing to focus on prepayment. The REC prepayment arrangements cover: • Installation of PPMs • New / replacement prepayment devices (e.g. payment smart cards) • PPM switches (including with debt) • Emergency top ups • Transaction processing • Managing unallocated or misdirected payments • Other issue resolution e.g. multiple Supplier reports <u>The context</u> Prepayment meters are often installed when a consumer has built up a debt on their energy bills that they are struggling to repay. The cost of the energy they pay in advance for will then include an amount that goes towards repaying the debt. For non-smart meters, a Supplier may seek permission from the court to install a PPM without agreement of the householder. Such permissions are not required for switching a smart meter from credit to prepayment mode, however the Supplier should ascertain that it is safe and practicable for the consumer to be switched to prepayment.

For non-smart PPMs, Suppliers issues devices to the consumer to charge their meters at dedicated paypoints; consumers may use old payment devices so the money is allocated to the wrong supplier. There are several REC processes that cover identifying the correct Supplier and reconciling all these misdirected payments.
With regards to the payment infrastructure, as the number of non-smart meters shrinks, the cost of providing the paypoints and other systems increases in proportion to the consumers using it, and providers may cease to run the paypoints, leaving potentially vulnerable customers with nowhere to charge their meters.
Although some prefer using a PPM to help with household budgeting, in general the cost of energy for prepayment customers is higher than for credit meter customers, and it has long been highlighted that this could be unfair especially as households with PPMs tend to be in lower income brackets.
More recently, with the cost of living crisis, there have been reports of consumers being switched without their knowledge or consent.

Change

- R0037 – This CP was raised to develop an agile, efficient, Consumer-centric solution for the transfer of credit or debt balance as part of a smart prepayment Switch, with aligned improvements to non-smart processes.
- Change Panel paper RECCP_23_0117_07 – Change Request Raised by Citizens Advice. Draft Change Proposal being worked up.

Roadmap

- Rationale for being a roadmap Epic – There are a number of known or suspected issues with prepayment meters, which due to their volume (which is increasing) and the potential vulnerability of a good proportion of households with PPMs, we believe this is a significant priority for the roadmap.
- Rationale for the proposed time-band – we propose all the prepayment epics are initially considered together, alongside the change items, and a view taken as to how the individual epics should progress.

Epics	
0-3 mo	Prepayment switching For - Suppliers & Consumers Who - Lose the credit balance on their meter when they change suppliers Our - REC obligations and supporting guidance Is/Are - Clear with all stakeholders That - consumers' money is protected and any balance is returned promptly

	Review of the switching process for prepayment consumers that examines how credit balances are treated during the switch, and identify ways to ensure that accurate balance information is recorded and exchanged where necessary, and funds are returned promptly if due.
0-3 mo	Prepayment unallocated / misdirected For - Suppliers Who - receive payments for metering points they are no longer Supplier for, or don't receive payments due to them Our - REC obligations and supporting guidance Is/Are - providing an infrastructure for all stakeholders That - payments are allocated accurately and promptly Review of REC processes for reconciling unallocated or misdirected payments from prepayment customers. Consideration of within-year and annual reconciliation processes as to the most efficient and timely approach.
0-3 mo	Prepayment top ups For - Suppliers and consumers Who - make emergency top ups Our - REC obligations and supporting guidance Is/Are - providing an infrastructure for all stakeholders That - payments are allocated accurately and promptly Review of REC processes for facilitating emergency top ups and wind-ons, including the availability of tools and systems.
0-3 mo	Prepayment infrastructure For - Suppliers and consumers Who - make in person payments to top up Our - REC obligations and supporting guidance Is/Are - providing an infrastructure for all stakeholders That - ensures consumers are protected as the remaining population of legacy meters reduces Review of prepayment infrastructure in light of reduction in pay points as the smart meter rollout continues. Consideration of provision of pay points, funding and other infrastructure elements.
0-3 mo	Prepayment debt identification For - Suppliers and Consumers

	Who - go into consumer debt or are in danger of doing so Our - REC obligations and supporting guidance Is/Are - providing a mechanism for early identification and communication That - consumers are informed that they are in debt as soon as possible Review of how consumers in debt or at risk of going into debt could be identified as early as possible, and how appropriate communication with the consumer could be undertaken.
0-3 mo	Prepayment new tenant For - Suppliers and Consumers Who - move into a property with an existing debt on the prepayment meter Our - REC obligations and supporting guidance Is/Are - Clear with all stakeholders That - Stakeholders ensure the new occupant is not incorrectly being assigned debt from the previous occupant(s) Review the change of occupancy process for properties with prepayment meters / smart meters in prepayment mode, to consider how debt can be prevent from being assigned to the new occupant.

Data and Digitalisation

The REC is a digitalised code as the Schedules and other documents and the Data Specification are held in the EMAR, and the retail arrangements run off the data that is held by and exchanged between parties. This roadmap category captures the opportunities for enhancing the digital products and using REC data to best advantage.

Change

- Releases
  - R0052 - GES Service Definition Document. This change aligns the frequency of certain reports detailed in the Gas Enquiry Service (GES) Service Definition with the originally intended timetable. Approved for release Feb 2023.
  - R0010 - New Meter Types for Auxiliary Proportional Controllers (APCs). This change introduces a method for industry parties to identify new SMETS2 variant meter types with Auxiliary Proportional Controllers (APCs), to prevent impact on switching, timely and accurately billing, and industry settlements. Approved for release Jun 2023

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R0011 - Reporting of Additional EMR Backing Data to Suppliers. This change supports Electricity Market Reform (EMR) parties in validating their invoices, by updating the backing data within the Market Messages to align to what is being invoiced. Approved for release Jun 2023

CPs raised

R0056 EES/GES Additional Service Request for Housing Associations to be added to the Data Access Matrix. Links to EES/GES access Epic
R0068 REC Data Protection Changes
R0069 Amendments to Sample Access Agreement
R0071 DCC access to EES and GES. Links to EES/GES access Epic
R0072 Introduction of a new Meter Asset Condition Code
R0074 - Release of Community View Data Items to MEMs. This change allows MEMs ‘Community View’ access to a limited set of data in the GES, where they are not the appointed MEM. Targeted release Feb 2023
R0078 EMR Settlement Limited - additional access to ECOES
R0086 EDRS Upload File in the Data Specification and clarification of cancellation code
R0089 - Removal of Pre-COVID AQ Value from Data Access Matrix

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<tr><td>Data access, principles and usage</td><td>3-6 mo</td><td>Access to EES and GES Data
For - Stakeholders
Who - Want to easily apply for access to EES and GES data and promptly receive a decision and access if granted
Our - access approval process
Is/Are - prompt and robust
That - Stakeholders are confident access is as open as possible whilst consumer data is protected where necessary

A review of the process for requesting and granting access to the gas and electricity enquiry services (GES / EES), to include considerations of how the process meets open data principles, classifies and reviews access need, and the approval process.

• Rationale for being a roadmap Epic – A number of CPs have been raised to allow additional organisation types to have access to EES and/or GES data, which entails effort in the change process which may not be the most appropriate route for the nature of the change which is strongly related to open data principles.</td></tr>
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		• Rationale for the proposed time-band – to offset effort in the change process, and align with open data work.
REC Services Digitalisation and evolution	6-12 mo	**Address Quality** For - All Stakeholders Who - Want to have access to accurate and complete consumer address data Our - relevant data repositories and REC obligations and processes Is/Are - set up to provide and facilitate accurate address data That - Stakeholders can rely on address data and understand what they need to do to preserve address quality A review of the processes around address maintenance, and the current level of address quality, to identify improvements including the potential to include geolocation information • Rationale for being a roadmap Epic – The address of a Registrable Measurement Point is critical to the efficient and effective operation of REC processes. Address quality is therefore key including to help facilitate smooth rollout of the MHHS target operating model. • Rationale for the proposed time-band – In comparison with other Epics, we consider mid-late 2023 to be appropriate to initiate this epic, including to allow for some early analysis to test the potential scale and impact of related issues / opportunities for benefit.
	0-3 mo	**Data Specification – MHHS** For - all stakeholders Who - use the REC Data Specification for MHHS processes Our - Data Specification Is/Are - clearly sets out up to date, consistent information about relevant market messages and data items, and supporting guidance That - MHHS information can be created, exchanged and understood/used effectively Review of the provision of the Data Specification in light of the changes required for MHHS, to identify how digitalisation could be continued to enhance user experience and data access.

		• Rationale for being a roadmap Epic – MHHS is a significant change to industry processes and a clear use case for the Data Specification is to have all industry interface definitions in one coherent place for industry parties to review. • Rationale for the proposed time-band – Incorporation of the MHHS interface definitions is planned to commence in February 2023 to support the consultation of the MHHS interfaces within the Data Specification.
	12-36 - mo	**Streamlining the Data Specification** For - all stakeholders Who - use the REC Data Specification Our - Data Specification Is/Are - clearly sets out up to date, consistent information about all gas and electricity market messages and data items, and supporting guidance That - industry information can be created, exchanged and understood/used effectively Review of the provision of the Data Specification to identify how digitalisation could be continued to enhance user experience and data access, including considerations of gas and electricity data alignment, removal of redundant elements, approaches for more fundamental restructuring/representation. Note, the purpose of this epic is to ensure the data specification is provided in a way that allows it to be effectively used, there is no intention to amend the existing Market Messages or Data Items in a manner that would impact on party systems. • Rationale for being a roadmap Epic – The sharing of data across the energy industry is a key element that enables the market to function. Providing a clear, concise and easily accessible data specification will help facilitate smooth delivery of future data specification Change Proposals. • Rationale for the proposed time-band – we propose to take forward work on this epic in 12-36 months after MHHS has been implemented.

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Industry Processes

The REC describes the processes that make up the retail market, some of which link to other codes such as the BSC. This category captures those epics that relate to the retail processes including the changes for Market Wide Half Hourly Settlement.
 	
Change
• Releases
  ○ R0044 - MHHS Programme Changes required to Central Switching Service. This change introduces a new DCC User Role for the Meter Data Retrieval service (MDR), providing the new system interfaces required for sharing the MDR's Registration Data so that the appointment data of the Smart Meter Data Retriever (SMDR) is available to the Smart Meter Data Service Provider (SMDSP). Authority to approve implementation at MHHS Prog Milestone 8.
  ○ R0047 - Metering Code of Practice Consolidation Review. This change consolidates the current Metering Codes of Practice into a single set of arrangements that are simplified, proportionate and relevant, which can be monitored via a single audit scheme. Approved for release April 2023
  ○ R0021 - Allowing REC accredited MEMs to de-energise and re-energise supply points independent of the Supplier. This change allows parties (e.g. landlords) to request a single MEM completes work on multiple properties with different Electricity Suppliers. This creates barriers for e.g. refurbishing premises or installing Low & Zero Carbon Technology (LZCT). Approved for release June 2023.
  ○ R0030 - Erroneous Transfer Cancellations. This change introduces a defined process for Energy Suppliers to be able to cancel an Erroneous Switch (ES) in specific scenarios. Approved for release Jun 2023
  ○ R0032 - New Registration data items and processes to support the transition to Market-wide Half-Hourly Settlement (MHHS). This change introduces Registration Service Data Items that will be needed for MHHS, into the existing SMRS, before MHHS migration commences in Oct 2024. Approved for release June 2023.
  ○ R0066 - Inclusion of new DNO mastered SMRS Data Items in the EES. This change displays new BSC owned Data Items in the EES, to support the Registration Service Data Items for MHHS migration. Approved for release June 2023
• CPs raised
  ○ R0006 - Missing Meter Technical Details. This change provides a mechanism for MEMs to report missing MTDs when asked to provide them, and an escalation route where such report is not submitted.
  ○ R0016 - Resolution of Bilateral Erroneous Transfers. This change introduces a more consistent and efficient mechanism for Suppliers to use when investigating and resolving Bilateral Erroneous Switches (across more than two Suppliers).

		○ R0017 - Invalid Requests for Site Technical Details. This change provides clarity to DNOs and MEMs on the process for requesting and sending Site Technical Details as part of Meter Asset Installation, Switch or Change of Agent processes, to avoid spurious requests. ○ R0026 - Whole current (WC)/Current Transformer (CT) certificates. This change ensures that MEMs only work on meter types they have been assessed against. To be discussed with new Scheme Auditor early 2023. ○ R0043 - Commissioning of Works using shared Meter Operator services by the Crowded Meter Room Co-ordinator (CMRC). This change delivers an enduring solution to allow a Crowded Meter Room Co-ordinator (CMRC) to contract with a REC accredited MEM to resolve metering issues in a Crowded Meter Room on behalf of all relevant Registered Suppliers. A sandbox trial is proposed for Feb-Jul 2023 ○ R0051 Switch Request Objections (Change of Occupier) ○ R0053 - 24/7 Emergency Metering Service. RFI being drafted to support initial assessment and prioritisation ○ R0057 - Clarification of Supplier of Last Resort Obligations under the REC. This change defines when the Replacement Supplier is responsible for obligations relating to Consumers gained through a Supplier of Last Resort (SoLR) Process. ○ R0062 Removal of ERDA meteringPointEnergyFlow change restriction. ○ R0064 - Creating a Meter Operator Agent and MOCoP Installer. This change clarifies the obligations on metering providers by reintroducing the distinction between Meter Operator Agents and MOCOPA Meter Installers as not all MEM obligations apply to both roles. ○ R0082 Formalising the Submission of PPMIP Unallocated Transaction Report (UTR) Files ○ R0083 - Changes to Supply Number Format for MHHS ○ R0083A - Changes to Supply Number Format for MHHS (Alternative) ○ R0084 Housekeeping changes to the approved legal text for R0047 (Consolidated metering CoP)
Epics		
Theft	3-6 mo	**Theft - REC provisions** For - all stakeholders Who - want REC theft provisions to be efficient and effective Our - REC systems and processes Is/Are - reviewed and improved That - stakeholders are clear on their obligations and understand how to comply, and theft is reduced / managed according to specified goals

		In consideration of the RECCo FWP items on Theft, identify if there are improvements to the current REC theft arrangements and systems/data that could support and enhance stakeholder activities and needs. • Rationale for being a roadmap Epic – We consider there is value in looking at whether more could be done with the current REC theft provisions, to support the more fundamental activities RECCo is undertaking. • Rationale for the proposed time-band – To align with the RECCo work, the epic should start in the first half of 2023.
Supplier of Last Resort	6-12 mo	**Supplier of Last Resort** For - all stakeholders Who - are affected by SoLR Our - REC obligations and supporting guidance, in particular with exchange of information and resolution of issues Is/Are - appropriately structured That - normal REC processes can continue as far as possible Review of REC provisions directly or indirectly related to Supplier of Last Resort events, in particular how the gaining Supplier can obtain the information required to continue provision of services to the affected customers, in the different potential SoLR scenarios. • Rationale for being a roadmap Epic – SoLR events can cause a significant disruption to the market in particular for the gaining Supplier who must ensure as much continuity of service for consumers as possible, and becomes responsible for addressing new or outstanding queries with other parties. • Rationale for the proposed time-band – In comparison with other Epics, we consider late 2023 – early 2024 to be appropriate to initiate this epic, including to allow for some early analysis to test the potential scale and impact of related issues / opportunities for benefit.
MHHS	0-3 mo	**MHHS Settlement Procedures** For - all stakeholders Who - will interact with the REC systems and processes impacted by MHHS Our - identification of REC impacts Is/Are - comprehensive

		That - the arrangements implemented for MHHS go live fully support live operations Delivering the changes necessary for implementation of the MHHS arrangements, and reviewing for any other consequential impacts on the REC, aligned with the RECCo Forward Work Plan project. • Rationale for being a roadmap Epic – the development of the detail of the MHHS arrangements and their impact on the REC processes and systems needs to be closely observed and engaged with to ensure the changes are understood, reviewed and prepared for. This Epic makes provision for the activities around to do that. • Rationale for the proposed time-band – The REC activity has already started which the Code Manager is supporting.
MHHS	12-36 mo	**MHHS Post go live review - discovery** For - all stakeholders Who - interact with the MHHS-affected REC systems and processes Our - understanding of opportunities for improvement of the REC systems and processes Is/Are - comprehensive That - improvements have been understood and solution options identified Review of the operations of MHHS arrangements against the original programme objectives, to identify improvements and enhance operational effectiveness • Rationale for being a roadmap Epic – the move to full half hourly settlement will be a substantial shift involving new market roles, new systems and new processes. There will be teething problems and other issues, and this Epic makes provision for proactively seeking out opportunities for improving the REC operations. • Rationale for the proposed time-band – This Epic should go into the furthest time-band as it will only be initiated after the MHHS arrangements have gone live.

4 CONCLUSION

The REC Code Roadmap is a key approach to ensuring that the REC evolves to meet the long-term challenges REC stakeholders and consumers will face in the coming years.

The roadmap closely links to the change process, and how it works is described in this paper.

We are seeking input to the proposed set of epics, to help us shape the roadmap ready for full launch in March.