RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0237 – ERRONEOUS SWITCH REVIEW

DOCUMENT VERSION	1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	CHANGE PATH	Self-governance
PRIORITY STATUS	Medium	URGENCY	Standard
IMPACTED STAKEHOLDERS	Domestic and Non-Domestic Suppliers		

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

A review of the Erroneous Switch process has not been undertaken since the REC go live date. There are various areas of the process which should be reviewed to ensure they align with the REC objectives, Faster Switching, Market-wide Half Hourly Settlement (MHHS) and other market activities.

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BACKGROUND

1 SUMMARY

The current process for Erroneous Switch (ES) resolution has been reported as potentially failing some Consumers due to gaps within the process. As the process has not undergone an end-to-end review since REC go live, this Issue will allow the Code Manager to review the process, including checking for alignment with Faster Switching, and MHHS.

2 PROBLEM STATEMENT

ES obligations are a key Consumer-impacting process which facilitate the quick resolution of Consumer detriment as efficiently as possible and requires an end-to-end review.

3 IMPACTS

CONSUMERS
Domestic Suppliers (All)
Non-Domestic Suppliers (Electricity)
Non-Domestic Suppliers (Gas)

REC SERVICE PROVIDERS
SDEP
CSS

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
Domestic Energy Suppliers (All)
Non-Domestic Energy Suppliers (Electricity)
Non-Domestic Energy Suppliers (Gas)

REC DOCUMENTS / PRODUCTS
Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues Schedule
Performance Assurance Reporting Catalogue

Due to the scope of this Issue there may be further impacts highlighted during the solution development stages.

4 CROSS-CODE IMPACTS

This Issue will require a working group to better understand the current process being used in the retail market. Findings from the working group may indicate further cross-code impacts but that is currently not expected.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**22 Apr-25**	**01 Oct-25**
	Solution Analysis	April	August
	Solution Development	August	October

6 STAKEHOLDER ENGAGEMENT

To further understand the current process and challenges I0237 will be presented at either Change Issues Group or a stand-alone working group. An information request may also be required.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	2	27	53
	Retail Markets Impact	Retail Risk(s)	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		1	9	9
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		2	17	17
	Contribution to/ Alignment with RECCo's Forward Work Plan		2		17
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	1	10	10
				Overall Priority Score (rounded)	143

Priority Status	MEDIUM
Change Proposal Type	STANDARD

This Issue has a medium priority as it requires a process to undergo an end-to-end review. There will be multiple elements to the definition and solution analysis which would require a lot of effort and resource.

8 APPENDIX

CHANGE PROPOSAL	Link

9 GLOSSARY

TERM	DEFINITION
Erroneous Switch (ES)	means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution of Consumer-Facing Switching and Billing Problems Schedule.
Retail Energy Code (REC)	means this Code, including its Schedules and the Technical Specification, maintained pursuant to the electricity supply licences granted under the Electricity Act 1989 and the gas supply licences granted under the Gas Act 1986, as such code is modified from time to time in accordance with its provisions.
Smart Energy Code (SEC)	Means the code of that name maintained pursuant to the DCC Licence.
Secure Data Exchange Portal (SDEP)	Means the portal of that name which forms part of the Secure Data Exchange Service.
Central Switching Service (CSS)	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.