RETAIL ENERGY CODE

SDEP ESCALATIONS TO THE CODE MANAGER - GUIDANCE

SDEP ESCALATIONS TO THE CODE MANAGER

- From REC V3.0 go-live on 18 July 2022, the Resolution of Consumer Facing Switching and Billing Issues (CFBS) Schedule introduces an escalation route to the Code Manager for issues in the Secure Data Exchange Portal (SDEP).
- The intention for this change is that the escalation procedure should be a path of last resort and Suppliers will still be required to resolve issues between themselves, however the Code Manager will be monitoring non-compliance and may escalate to the PAB where appropriate.
- The Code Manager will be monitoring non-compliance through monthly SDEP reports that are received from the SDEP Service Provider in the first instance. The Code Manager will therefore have visibility of all non-compliance, and individual instances do not need to be submitted to the Code Manager in order for non-compliance to be visible.
- There may be occasions where Suppliers wish to raise individual escalations to the Code Manager, which can be raised by submitting a SDEP escalation file and sending to SDEPescalations@recmanager.co.uk. Guidance on how to upload this file can be found in the SDEP escalation file here.This will be used to compliment the information that the Code Manager already receives.
- The expectation is not that the Code Manager will investigate every escalation raised or be responsible for resolving the issue. It will still be the responsibility of Suppliers to resolve the issues.
- When escalations from Supplier are received, the Code Manager will use this information in addition to the monthly reports from SDEP, to assess performance and non-compliance. The Code Manager will then consider if further intervention is required, such as the application of Performance Assurance Techniques (PATs), or if the non-compliance should be raised to the PAB.

If you have any questions related to the above guidance, please contact us at SDEPescalations@recmanager.co.uk.