RETAIL ENERGY CODE

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DRAFT INFORMATION REQUEST ON CUSTOMER IMPACT OF DCC P1 ISSUE

1 BACKGROUND

DCC, as a Party to the Code, is accountable for delivering a range of services which benefit both Market Participants and their customers.

Under the REC the performance of DCC is overseen by the REC Code Manager and governed by the Performance Assurance Board.

There has recently been a major incident in CSS, which impacts many switches. DCC as Switching Operator are responsible for coordinating the resolution of this across all switching services. It is important that lessons are learned from this experience. To do so we would like to understand from Suppliers the impact of this incident on Suppliers and their customers.

We plan on issuing an information request to understand the impact of this issue. We acknowledge that an information request is voluntary, although we believe it is really valuable for Suppliers to have their voice heard, so that any future changes can fully consider the impact on Suppliers and their customers. PAB members have suggested that Suppliers are more likely to provide responses if we are clear why we are requesting information, so we have provided a rationale for each question.

2 DRAFT INFORMATION REQUEST

We have set out the current draft of this questionnaire below and request feedback from the RIG. We would use an online survey form to complete the request, to make it as easy as possible for those responding.

	Question	Rationale
1	What is the name of your organisation?	So that we can use information we already have to enrich this questionnaire. This mainly relates to portfolio size, and the total number of affected customers.
Understanding Customer Impact		
2	How many of your customers went onto a different tariff than they were previously on as a result of the delayed switch?	Understand if there should have been a different approach to resolving the incident, for example prioritising specific customer groups.
3	Of those how many were put on a deemed contract?	Understand if there should have been a different approach to resolving the incident.
4	How many customer complaints have you had that relate to this incident?	Understand the aggregate impact on the industry and consumers, so that remedial actions are proportionate.

5	What proportion of your customers affected by the incident were domestic customers	Understand if there should have been a different approach to prioritising specific customer groups, or in industry processes.
6	What proportion of your customers affected by the incident were switching on your request without a contract change (e.g. a billing system migration).	Understand if there should have been a different approach to prioritising specific customer groups, or in industry processes.
7	How many of your customers affected by the incident were recorded on the Priority Services Register.	To identify if vulnerable groups have been affected disproportionately and to assess if the remediation approach could have reduced the impact on vulnerable customers if different actions were taken.
8	What proportion of your customers affected by the incident were on prepayment meters?	Understand if there should have been a different approach to resolving the incident.
9	Where there any different impacts on particular groups (e.g. I&C, PSR, Prepayment etc.)?	Understand the aggregate impact on the industry and consumers, so that remedial actions are proportionate.
Understanding Supplier Impact and Response		
10	Can you estimate the total effort (number of person days) that you dedicated to the response to this incident?	Understand the impact on Suppliers as businesses.
11	Can you set out any other types of direct costs that you have incurred? For example additional technology support costs.	Understand the impact on Suppliers as businesses.
12	Can you estimate a round sum figure for the total net cost to your business to respond to this incident, excluding any compensation to customers?	Understand the impact on Suppliers as businesses.
13	Did you proactively withdraw future-dated switches, as communicated as a possible response by DCC?	Understand how effective the guidance on mitigation efforts were.
14	Have you paid (or offered) compensation to customers, or made other allowances in billing customers so that they are not left out of pocket?	Understand the aggregate impact on the industry and consumers, so that remedial actions are proportionate.
15	Could you estimate the total value of compensation costs or billing adjustments?	Understand the aggregate impact on the industry and consumers, so that remedial actions are proportionate.
16	What ongoing compliance issues under the REC, licence and other codes do you think this will cause for your organisation or other organisations that act as your agent?	For two reasons, firstly to understand wider consumer impacts that may be missed, but secondly to understand impacts we can see in future to avoid the need for PATs to understand them.

Understanding the incident response		
17	What parts of the incident resolution went well or were particularly helpful in managing your response?	So that the lessons learned covers what was successful and should be retained or strengthened.
18	What parts of the incident resolution did not work well?	So that the lessons learned covers what was not successful and should be changed.
19	What changes to the incident response process for major incidents would you want to see?	So that direct suggestions can be considered within the lessons learned activity.
Miscellaneous		
20	Do you have any further comments to add?	An opportunity to raise other matters.
21	Are we able to share the verbatim comments / suggestions in 9, 16, 17, 18, 19 and 20? We will not associate this with a specific organisation.	To gain consent where appropriate to use verbatim comments.

3 USE OF THE INFORMATION

We commit to only utilising this information for the purposes of lessons learned. The aggregated outputs will therefore be shared with the PAB, RECCo and potentially DCC. The individual responses will be confidential and will not be shared with anyone outside the REC Performance Assurance team. We have asked for consent to share verbatim comments, because these are challenging to aggregate and most powerful shared in this way.

This survey will not be used to assess the actions of any Parties other than DCC. However, we may identify changes to REC systems and processes.

4 QUESTIONS FOR RIG

We seek to gain feedback on:

1. Is an online survey an appropriate approach?
2. Are there any questions that are unclear and could be improved?
3. Are there any questions that we have missed?
4. Are there any questions that would be challenging for you to respond?
5. We plan for this request to be issued mid-August 2023. Is this an appropriate timeframe?
6. We plan on providing a two-week timeframe for response. Is this an appropriate timeframe?

5 NEXT STEPS

Based on the feedback provided by RIG, we would seek to issue an updated information request via online survey at the appropriate time, and feedback the views and comments into the lessons learned activities for this incident.