RETAIL ENERGY CODE

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REC ISSUE SUBMISSION FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Carl Dennis
COMPANY *(Optional)*	REC Code Manager
COMPANY TYPE *(Optional)*	Code Body/Administrator
TELEPHONE NUMBER *(Optional)*	
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2 ISSUE SUMMARY

ISSUE TITLE *(Mandatory)*	Erroneous Switch Review
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	The current solution for Erroneous Switch (ES) resolution is failing some Consumers, there are gaps in the process and several areas that could be considered for improvement. It has been a number of years since the process has been reviewed end to end. Since then, Faster Switching has been introduced and MHHS is on the horizon.
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	Parties are rejecting ES Requests so that they meet the REC obligations on response times. • Parties sometimes incorrectly accept requests to meet the same timelines as they do not have the time necessary to allow for latency of data transfer between systems and to complete due diligence checks. Ultimately this forces Consumers through unnecessary Switch events. • An inconsistent approach to Non-Domestic x Domestic ES.

	• Performance Assurance challenges as not all ES resolutions are completed using industry systems. • Consumers can be switched multiple times without the need to. • Consumers can be inaccurately billed. • Consumer trust in switching becomes eroded. • Genuine Erroneous Switch resolutions are delayed as requests are rejected to meet obligations causing processes to be run multiple times. • Confusion on which process to use with which Supplier. • Escalation timelines are out of sync with process steps. • Code Manager Escalation process is ineffective in its current guise.
WHAT DO YOU CONSIDER TO BE AN EFFECTIVE SOLUTION? *(Mandatory)*	• RFI to Suppliers to identify pain points and challenges in the process as is. • Set up working group to develop the Solution based on Consumer and Supplier needs (Consumer focussed). • A full review of the process should result in potential changes being identified in multiple areas. All suggestions for improvement would be considered. Initial suggestions. • Operational Account Manager (OAM) mediation before formal Disputes as part of a defined escalation process. • Review the timeline of the process. • Align escalation process with the timeline of the resolution. • Mandate the use of the ES Resolution process where the Consumer is deemed to be Domestic on either side of the transfer. • Mandate the use of the DTN if Industrial and Commercial (I&C) Suppliers opt in to the ES resolution process • Mandate the use of DTN for Communication • Document and mandate the use of a prescribed method of communication for I&C Suppliers that opt in to the ES Resolution process. • Registration Market Message to be sent concurrent with acceptance of the ES.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE ISSUE THAT WOULD BE USEFUL? *(Optional)*	• A Supplier Party had a derogation & sandbox for the increase of the ES Resolution response time to reduce the number of instances of Consumers going through unnecessary ES processes. (RECDER_14) • The findings proved that the trial was successful and consideration for a change to the obligation timeline should be progressed.

	• Under the Guaranteed Standards of Performance (GSOP) Legislation Suppliers must compensate Consumers for various aspects of ES events, including taking too long to investigate and resolve. Extending the time to investigate and respond to the Market Message from two Working Days to 5-8 Working Days should have no material impact on those GSOP Payments, if the Codified timeline was met. • I&C ES Resolution Process – OAMs and Parties are seeing instances where communications are being missed, causing delays to the resolution of ES for Consumers.
DOES THIS ISSUE RELATE TO AN EXISTING ISSUE RAISED OR AN EXISTING CHANGE PROPOSAL? IF SO, PLEASE PROVIDE DETAILS OF THE ISSUE OR CHANGE PROPOSAL.	

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS ISSUE? *(Mandatory)*	☒ All ☒ Electricity ☒ Gas ☒ Domestic Prepayment ☒ Domestic Credit ☒ Microbusiness ☒ Small and Medium Enterprise (SME) ☒ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS ISSUE HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☒ Billing accuracy ☒ Trust and confidence ☐ Safety ☒ Security of supply ☒ Ability to pay ☐ On site experience ☐ Other (please provide details in the Additional information box below)

ADDITIONAL INFORMATION *(Optional)*	

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Schedule 1 - Interpretations and Definitions Schedule ☐ Schedule 3 - Accession Agreement ☐ Schedule 4 - Company Governance ☐ Schedule 5 - Change Management ☐ Schedule 6 - Performance Assurance ☐ Schedule 7 - Energy Theft Reduction ☐ Schedule 8 - Unbilled Energy Code of Practice ☐ Schedule 9 - Qualification and Maintenance ☐ Schedule 10 - Charging Methodology ☐ Schedule 11 - Prepayment Arrangements ☐ Schedule 12 - Data Access ☐ Schedule 13 - Transfer of Consumer Data ☐Schedule 14 - Metering Operations ☐ Schedule 15 - Metering Accreditation ☐ Schedule 17 - Secure Data Exchange ☐ Schedule 18 - Green Deal Arrangements ☐ Schedule 19 - Market Exit and Supplier of Last Resort ☐ Schedule 22 - Market Stabilisation Charge ☐ Schedule 23 - Registration Services ☐ Schedule 24 - Switching Data Management ☐ Schedule 25 - Central Switching Service ☐ Schedule 26 - Switching Service Management ☐ Schedule 27 - RMP Lifecycle Schedule ☐ Schedule 28 - Related Metering Points ☐ Schedule 29 - Address Management ☒ Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues ☐ Schedule 31 – Prepayment Method Levelisation Reconciliation
ADDITIONAL INFORMATION *(Optional)*	

OPERATIONAL DOCUMENTS *(Optional)*	☐ Consolidated Metering Code of Practice (CoMCoP) ☐ Cross Code Steering Group Terms of Reference ☐ Performance Assurance Board Terms of Reference ☐ Performance Assurance Report Catalogue ☐ REC Change Panel Terms of Reference
ADDITIONAL INFORMATION *(Optional)*	

SERVICE SPECIFICATION *(Optional)*	☐ Central Data Service Provider Further Services Service Definition ☐ Central Switching Service Definition ☐ CSS Certificate Authority Service Definition ☐ Electricity Enquiry Service - Service Definition ☐ Electricity Retail Data Service Definition ☐ Gas Enquiry Service Definition ☐ Gas Retail Data Service Definition ☐ Green Deal Database Service Definition ☒ Secure Data Exchange Service Definition ☐ Switching Operator Service Definition
ADDITIONAL INFORMATION *(Optional)*	

API TECHNICAL SPECIFICATION *(Optional)*	☐ EES API Technical Specification ☐ GES Meter Asset Enquiry API Technical Specification ☐ GES Supply Point Switching API Technical Specification ☐ GES Supply Point Enquiry API Technical Specification
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION *(Optional)*	☐ Data Access Matrix ☐ Data Item Catalogue ☐ Market Message Catalogue

	☐ Standards Definition ☐ Supply Number Format
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Central Data Service Provider Further Services ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Electricity Enquiry Service ☐ Electricity Retail Data Service ☐ Electricity Theft Tip Off Service ☐ Gas Enquiry Service ☐ Gas Retail Data Service ☐ Green Deal Central Charging Database ☐ Secure Data Exchange Service ☐ Switching Operator
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☐ AMR Service Providers ☐ Data Aggregators ☐ Data Collectors ☐ DCC ☐ Distribution Network Operators ☒ Energy Suppliers ☐ EES Users ☐ Gas Transporters ☐ GDCC Users ☐ GES Users ☐ Green Deal Finance Parties ☐ Green Deal Providers ☐ Meter Asset Providers ☐ Metering Equipment Managers ☐ Shippers ☐ Third Party Intermediaries ☐ Virtual Lead Party ☐ Other (please provide details in the Additional Information box)

ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☐ Balancing & Settlement Code (BSC) ☐ Distribution Code Use of System Agreement (DCUSA) ☐ Smart Energy Code (SEC) ☐ Uniform Network Code (UNC) ☐ Independent Gas Transporter Uniform Network Code (IGT UNC)
ADDITIONAL INFORMATION *(Optional)*	

DOES THIS ISSUE IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	
ADDITIONAL INFORMATION *(Optional)*	

5 ISSUE PROGRESSION

DO YOU BELIEVE THIS ISSUE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OF THIS ISSUE? *(Option)*	
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IMPLEMENTATION OF THIS ISSUE? *(Option)*	
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THIS ISSUE WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	