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I0237 WORKING GROUP 1

04 SEPTEMBER 2025

AGENDA

AGENDA ITEM	PRESENTER
Welcome and Introduction	Chair
Confirmation of Agenda	Chair
Agree to Terms of Reference	Chair / All
Introduction to I0237	Chair
Review Topics for Discussion – Suggestions Welcomed	Chair / All
Any Other Business	All
Next Steps	Chair
Date and Time of Next Meeting	All

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AGREE TERMS OF REFERENCE

AGREE TO TERMS OF REFERENCE

Key points:

- Subgroup of the Change Issues Group.
- Code Manager provides the Chair.
- Open to Energy Suppliers **only**, unless agreed by the chair.
- Not limited to one representative per Supplier and welcome direct expertise from teams working the process.
- Meetings will be recorded to provide meeting notes.
- Use the chat or the hands-up function to help flow of discussions. Please stay on mute if not speaking.
- Subgroup can make recommendations which the Code Manager and Proposer will review.
- Minutes will be issued within 5 Working Days of the meeting. Pre-meeting Papers will be issued 5 Working Days before the meeting.

The subgroup are invited to:

- Discuss Terms of Reference.
- Agree to comply with them

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INTRODUCTION TO I0237

INTRODUCTION TO I0237 -ERRONEOUS SWITCH REVIEW

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Why do it?

- Erroneous Switches have a direct Consumer detriment. The REC is a Consumer-focused Code, so this Issue provides an opportunity to review the end-to-end process to make sure it is efficient, effective and up to date.

Why now?

- Agreed to take this forward at REC Issues Group.
- Switching levels have stabilised following the fluctuations in the last 5 years.
- The last industry lead ES review was 10 years ago, and included the introduction of the DTN RET. Since then, the change over to CSS has occurred, Schedule 30 will be updated for MHHS to include all sites (from M8 release) and technology has moved on.

What is in scope?

- All parts of the process and timescales for resolving Erroneous Switches as set out in the REC (including Schedule 30).
- Both fuels, domestic and non-domestic consumers
- Market messages
- Performance assurance reporting

What is not in scope?

- What causes an Erroneous Switch.

DUAL FUEL ERRONEOUS SWITCHES BY REASON

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	Elec - Forger proven	Elec - misleading info / sales issues	DF - elec canx contractor , gas - customer return	Elec - incorrect MPAN	Elec - customer service returner	Elec - technical issue	Gas - incorrect MPRN	Gas - misleading info / sales issue	R	Gas – canx contract	(blank)	Grand Total
Mar 23 - Feb 24	103	286	510	2,370	280	359	1,532	117	50	186	26	5,819
Mar 24 - Feb 25	134	578	1,016	3,034	451	511	2,211	364	14	365	14	8,692
Mar-25	5	37	45	231	28	23	156	30	6	24		585
Apr-25	4	39	45	227	36	37	202	19	7	24	1	641
May-25	10	17	51	164	8	46	150	29	25	26		526
Jun-25	7	29	50	170	18	48	132	24	5	20		503
Grand Total	263	986	1,717	6,196	821	1,024	4,383	583	107	645	41	16,766

ELECTRICITY & GAS ERRONEOUS SWITCHES BY REASON AND STATUS

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Electricity Status	Forgery - proven	Misleading info	Canx not actioned	Incorrect MPAN	Customer Service Returner	Technical issue	I	(blank)	Grand Total
Accepted	143	460	408	3,234	418	351		10	5,024
Rejected	34	241	200	1,068	148	230	1	7	1,929
Unactioned	86	285	329	1,894	255	308		24	3,181
(blank)									
Grand Total	263	986	937	6,196	821	889	1	41	10,134

Gas Status	Fraud proven	Misleading info / sales issue	Canx not actioned	Incorrect MPRN	Customer returner		R	(blank)	Grand Total
Accepted	61	204	281	1,962	353		36		2,897
Rejected	25	93	101	518	98		10		845
Unactioned	49	286	263	1,902	329		61		2,890
(blank)									
Grand Total	135	583	645	4,382	780		107		6,632

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TOPICS FOR DISCUSSION

REVIEW TOPICS FOR DISCUSSION -1

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Topic Reference	Topic Area	Group	Potential Quick win?	Suggested Priority	Agenda item for next WG
1	2-year limit – should it be reduced / increased / remain the same? Do we need to consider MHHS impacts as Settlements window reduces?	Process	N	1	Y
2	8WD SLA for new Supplier – should it be reduced / increased / remain the same?	Process	N	2	Y
3	Rejection reasons review – do the reasons for rejection need to be set out? Should it be split by Gaining / Losing Supplier and Domestic / Non-Domestic Consumer?	Process	Y	3	Y
4	Use of ES resolution flag – REC assurance has evidence it is being misused. Is the legal text clear on when it can / cannot be used?	Process	Y	4	Y
5	Multilateral ESs – ES involving a chain of Suppliers. Do these still happen? Do they need to be included in the scope of I0237?	Process	N	5	Y
6	Non-Domestic gas only suppliers not using DTN – should there be a list of Suppliers that do or do not use the DTN?	Flow	Y	6	N
7	Alternative solutions to the DTN flows – for example a solution of using CSS rather than DTN	Flow	N	7	N

REVIEW TOPICS FOR DISCUSSION -2

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Topic reference	Topic	Group	Potential Quick win?	Suggested Priority	Agenda item for next WG
8	Contacting consumer timescales - Is 20WDs now too long?	Process	N	Tbc	N
9	Re-registration SLA – should it be reduced / increased / remain the same?	Process	N		N
10	How is the cancellation of ESs working?	Process	N		N
11	Customer service returners – is this still a valid reason? Does it need better definition or particularly steps? For example, should the ES Flag be used on re-registration?	Process	N		N
12	MHHS issues – for example – are there any questions or clarifications on the steps to follow if the gaining supplier migrates the MPAN but the losing supplier has not started migration yet?	Process	N		N
13	Clause 5.3 - deleting metering reading history - cannot impact obligations to retain settlements data. Does this need to be clarified?	Process	N		N
14	Consumer billing – should there be anything defined in the REC? For example, SLA on refunds by the Erroneous Supplier?	Process	N		N

REVIEW TOPICS FOR DISCUSSION -3

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Topic reference	Topic	Group	Potential Quick win?	Suggested Priority	Agenda item for next WG
15	Feedback on the SDEP process types – are they being used correctly? Does anything need to be added or removed? Note R0122 is progressing.	Process	N		N
16	Awareness of options available after SDEP, if it doesn't work – has anyone tried the disputes process?	Process	N		N
17	Fraud proven figures are increasing – are the steps clear? What happens if consumer contacts another industry participant?	Process	N		N
18	Should the ES reason descriptions match for both fuels? Are the still easy to understand (for raising and reviewing the ES)	Flow	N		N
19	Should the ES reason codes match for both fuels?	Flow	N		N
20	Prepayment consumers – consideration of specific steps or clarifications for traditional and smart PPM consumers?	Process	N		N
21	Change of Occupier flag – any feedback on knock on impacts for ES? For example, if CoO flag used on a switch does it make the ES more difficult to resolve?	Process	N		N

REVIEW TOPICS FOR DISCUSSION -4

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Topic reference	Topic	Group	Potential Quick win?	Suggested Priority	Agenda item for next WG
22	SoLR – what happens if ES was before SoLR and the Supplier no longer exists? Does this need to be set out in Schedule 30?	Process	N		N
23	Change of Supplier reads – how is the process working? Does anything need to be clarified? Note I0205 / MHHS. Can be flagged cross code.	Process	N		N
24	Withdrawal process – any issues or problems that directly result in ES?	Process	N		N
25	Annulment process – any issues or problems that directly result in ES?	Process	N		N
26	Performance Assurance reporting – suggestions on improvements / tweaks / clarifications. Note topics above on alternative processes	Assurance	N		N
27	Review of timings throughout the process – for example ES rejected but switches to original supplier immediately, also look at interactions with annulments or withdrawal	Process	N		N
28	Housekeeping Changes – for example move footnotes into relevant section of Schedule 30.	Housekeeping	N		N

REVIEW TOPICS FOR DISCUSSION -5 - SUGGESTIONS

Topic reference	Topic	Group	Potential Quick win?	Suggested Priority	Agenda item for next WG
29	Flag on GES and EES to show period of ES	Process	N		N
30	Updating escalation list – frequency – see Digital Service Provider – bring to next meeting	Process	N		Y
31	Phone line – mandatory or not? Just SDEP	Process	N		N
32	Conversations with Ombudsman – need to include both suppliers	Process	tbc		N
33					
34					
35					

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AOB

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NEXT STEPS

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DATE AND TIME OF NEXT MEETING