RETAIL ENERGY CODE

I0237 WORKING GROUP 2

09 OCTOBER 2025

AGENDA

AGENDA ITEM	PRESENTER
Welcome and Introduction	Chair
Review minutes and actions of previous meeting	Chair
Use of the Erroneous Switch Flag	Chair / All
How long is too long – timescale for raising an ES	Chair
Service Level Agreements in ES process •Gaining Supplier •Losing Supplier •Re-registration after agreement	Chair / All
Rejection reasons •Domestic / Non-Domestic •Gaining Supplier / Losing Supplier	
How to update contact lists	
Multilateral ESs •When they should be used •What process should be followed	
Any Other Business	All
Next Steps	Chair
Date and Time of Next Meeting	All

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REVIEW MINUTES AND ACTIONS OF PREVIOUS MEETING

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USE OF THE ERRONEOUS SWITCH FLAG

USE OF THE ERRONEOUS SWITCH FLAG

What does Schedule 30 say?

6.9.3	Following 6.9.2 and within 2 WDs, where the Initial Request is accepted by the Initiating Supplier and Associated Supplier.	Send a Valid Switch Request to re-register the erroneously switched RMP(s) on the CSS with the Erroneous Switch Flag indicator set to true.	Losing Supplier	CSS Provider	*As set out in the Registration Services Schedule*	CSS API

What does the Erroneous Switch Flag Indicator say?

Data Enumerations

Value	Description
TRUE	The Switch Request has been submitted to resolve a previous Erroneous Switch from the Energy Supplier.
FALSE	The Switch Request is not related to the resolution of an Erroneous Switch.

What is the problem?

- Data shows the number of Switches flagged as Erroneous does not match the number of Erroneous Switches agreed by the RET or D0301.
- This means that the ES process and associated cannot be properly assured (for example REL address).
- Impacts the Losing Supplier as Switch Request may bypass Objection checks.

USE OF THE ERRONEOUS SWITCH FLAG

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How can we clarify it?

- Short term – Wiki article to set out that ES Flag should only be used once the ES has been agreed via the flow (or alternative if non-dom gas).
- Longer term – options include update the Data Enumeration to include either reference to Schedule 30; update wording to say an agreed ES or clarification to Schedule 23 prohibiting the use of the ES flag for any reason other than those set out in Schedule 30; or via the CSS proposal (to be discussed at future WG).

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HOW LONG IS TOO LONG?

TIMESCALE FOR RAISING AN ERRONEOUS SWITCH

HOW LONG IS TOO LONG – TIMESCALE FOR RAISING AN ERRONEOUS SWITCH

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What does Schedule 30 say?

4.5. This Section B shall only be used in the period of 24 months following the suspected Erroneous Switch. Beyond this point, Energy Suppliers shall seek to agree bilaterally how to treat a potential Erroneous Switch.

Is 24 months too long?

- Data shows x% of Erroneous Switches are resolved within y period. Only a% are within b period.
- Disputed reads process is limited to 12 months.
- Settlements resolved before 24 months (and electricity is shortening further)

WHAT ARE THE OPTIONS? TIMESCALE FOR RAISING AN ERRONEOUS SWITCH

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Suggestion	% of ES	Pros	Cons
Reduce to 18 months		Allows for a staggered reduction	Small %
Reduce to 12 months		Ties in with disputed reads (for now) Includes issuing of annual statements	Small %
Reduce to 6 months		Gets closed to reduced electricity settlement window	Risk to % of Consumers
Reduce to 3 months		Ties in with updated electricity settlement window	Risk to % of Consumers
Remain as is		No training update	Does not tie in with other processes
Any other suggestions?			

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SERVICE LEVEL AGREEMENTS IN ES PROCESS

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SLA and description	Current no. of Working Days	Suggestion 1	Suggestion 2
Gaining Supplier – initiating RET / D0301 or responding to them	8	Reduce number of Working Days – 5 WDs - ties in with escalations. - 2 WDs – ties in with Losing Supplier SLA	Leave as is – allows suppliers time to meet their Guaranteed Standards obligations
Losing Supplier – initiating RET / D0301 or responding to them	2	Increase number of Working Days - 5WDs – ties in with escalations	Leave as is – allows suppliers time to meet their Guaranteed Standards obligations
Trigger the Re-registration MPXN after ES accepted	2	Add an additional SLA to set out the re-registration date - 5WDs from acceptance = 5WD in total - 5WD from triggering re-registration = 7WD in total - 2 WD from triggering re-registration = 4WD in total	Leave as is –
Escalations – 3.10 Schedule 29 Operational Contact – as per each SLA Contract Manager – 5 WD after Operational Contact	5	Leave as is – SDEP set up to follow this.	Re-establish ES specific Escalations timescales

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REJECTION REASONS

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Scenario	Domestic Supplier – valid	Domestic Invalid	Non-Domestic Supplier - valid	Non-Domestic - invalid examples
Gaining Supplier	Schedule 30 – 6.4 • Incorrect Supplier MPID • Consumer request – with evidence • Dual initiation so Gaining Supplier leads Other suggestions • Incorrect Switch date • Valid contract – with evidence to support (including during sales process) • No valid cancellation received – with evidence to support.	Schedule 30 – 6.5 • Disagree with the Meter Serial Number • Disagree with the Consumer name • Missing data flows Other suggestions • Disagree with ES reason • Dual initiation	Schedule 30 – 6.4 • Incorrect Supplier MPID • Consumer request – with evidence • Dual initiation so Gaining Supplier leads Other suggestions • Incorrect Switch date • Valid contract – with evidence to support	Schedule 30 – 6.5 • Disagree with the Meter Serial Number • Disagree with the Consumer name • Missing data flows Other suggestions • Disagree with ES reason
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Other things to consider	Pending switch to a 3rd supplier Anything specifically on the “technical” ES reason? Revisit once discussed the ES reasons?			

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HOW TO UPDATE CONTACT LISTS

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What are they?

- Operational contact lists are published on the REC Portal. These tie in with obligations set out in the relevant REC Schedule. For ES, the requirement is set out in Schedule 30, closes 4.6, 6.7 and generally in 3.3.
- If no details are provided, it defaults to the REC Contract Manager.
- The operational contacts are some of the last columns on the spreadsheet.

When can they be updated?

- Suppliers are required to confirm annually that their contact details are up to date. This is done by a request from the Code Manager every autumn.
- Suppliers can also request an update any other time via their Operational Account Manager (OAM) or via REC Service Desk.
- If you don't know who your OAM is, you can check on the REC Party Register.

How will it change in the future?

- The REC Portal is undergoing a period of review, with new functionality currently expect to include a self-service contact list.
- Details will be provided in coming months, including timescales.

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MULTILATERAL ERRONEOUS SWITCHES

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What are multilateral Erroneous Switches?

- An ES involving a chain of more than 2 Energy Suppliers. This means at least 2 Energy Suppliers gained the MPXN in error.
- Can be domestic or non-domestic.

How can they happen?

- Examples can include confusion over addresses (including following a new connection), human error (including by the consumer).

How can they be resolved?

- ES flows cannot be used, at least initially as the flows are based on 2 Energy Suppliers.
- Energy Suppliers need to contact each other to get agreement through the full chain of Switches to allow return to the last, valid Energy Supplier. This can be via telephone or SDEP. Again – this can be difficult as based on 2 Energy Suppliers at a time.
- Do not need to do an ES – any Energy Suppliers with an error can agree they made an error and allow Consumer to leave to their preferred new Energy Supplier

Things to be considered?

- Should the process be set out in the REC or a guidance document?
- Should the ES Flag be set on the re-registration? Can this be done if D0301 / RET not used?

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NEXT STEPS

REVIEW TOPICS FOR DISCUSSION FOR WORKING GROUP 3

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Topic reference	Topic	Group	Potential Quick win?
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
18	Should the ES reason descriptions match for both fuels? Are the still easy to understand (for raising and reviewing the ES)	Flow	N
19	Should the ES reason codes match for both fuels?	Flow	N
17	Fraud proven figures are increasing – are the steps clear? What happens if consumer contacts another industry participant?	Process	tbc
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
20	Prepayment consumers – consideration of specific steps or clarifications for traditional and smart PPM consumers?	Flow	N
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?	Flow	tbc

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DATE AND TIME OF NEXT MEETING