RETAIL ENERGY CODE

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CONSEQUENTIAL CHANGE SOLUTION

APPLICABILITY OF SUPPLIER EXCEPTION PROCESSES

DOCUMENT VERSION	2.0
ISSUED DATE	22/03/2023
SOLUTION STATUS	AGREED

COMMITTEE	REC MHHS STAKEHOLDER ADVISORY GROUP

CHANGE OVERVIEW

This change proposes to remove the current electricity restrictions applicable to the Erroneous Switch and Switch Meter Reading exception processes within Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues to clarify that the processes will be applicable to all Electricity Metering Points following the introduction of the Market-wide Half Hourly Settlement (MHHS) arrangements.

MHHS STAKEHOLDER ADVISORY GROUP OUTCOME

On 15 March 2023, the REC MSAG agreed that the solution for consequential change item CCT-23 should be taken forward for the MHHS Code Drafting.

The group also requested that a review of the Erroneous Switch drafting within Schedule 30 be completed in parallel with the further consideration of the Switch Meter Read process. If changes are required, this would be brought back to MSAG as a separate item.

1 BACKGROUND

REC Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues includes a number of exception processes to support bilateral resolution of issues impacting Consumers. The schedule currently states that the Erroneous Switch and Switch Meter Reading exception processes are mandatory for Non-Half Hourly (NHH) Metering Points and voluntary for Half Hourly (HH) and Unmetered Metering Points.

The MHHS Programme is removing the concept of NHH Metering Points, therefore it is proposed that this reference within Schedule 30 is removed. No change is being proposed to the equivalent gas provisions.

Wider changes are also being considered to the Switch Meter Reading exception process within Schedule 30. These are still being progressed and will be brought forward as separate consequential changes for consideration by the REC MHHS Stakeholder Advisory Group.

2 PROBLEM STATEMENT

The Erroneous Switch and Switch Meter Reading exception processes defined within Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues are currently only mandated for NHH Metering Points. The MHHS Programme is removing the concept of NHH Metering Points, therefore clarity is required in relation to the applicability of these processes.

3 IMPACTS

CONSUMERS
N/A

REC SERVICE PROVIDERS
N/A

RECCO / REC CODE MANAGER
N/A

REC PARTIES AND SERVICE USERS
Electricity Suppliers

REC DOCUMENTS / PRODUCTS
Schedule 30 – Consumer Facing Switching and Billing Issues

The proposed change removes the existing restriction associated with the Erroneous Switch and Switch Meter Reading exception processes, clarifying that these processes should be followed for all occurrences.

For the avoidance of doubt, Schedule 30, paragraph 2.4, allows Suppliers to agree an alternative process bilaterally, where it is expected to facilitate a better outcome for the impacted Consumer(s). Where this is the case, both Suppliers would still be expected to meet the principles and outcomes set out within the Schedule. This paragraph will still be applicable should Electricity Suppliers choose to follow an alternative process.

4 SOLUTION OPTIONS

There was a consensus view from the Consequential Change Impact Assessment Group (CCIAG) that the REC should remove the existing restriction applicable to Erroneous Switch and Switch Meter Read exception processes.

Consideration was given to whether any alternative restrictions should be applied. For example, to exclude certain exceptions based on Market Segment. However, it was concluded that this was not required, as any restrictions in raising or progressing issues would be documented within the relevant section of Schedule 30 and where an issue is raised, it is reasonable to expect the standard process to be followed by all Suppliers.

It is recognised that the Switch Meter Reading exception process will differ for Smart, Traditional and Advanced Metering Assets under MHHS arrangements. The requirements of different Market Segments or Metering Assets in the Switch Meter Reading exception process is being considered separately under the programme's CCIAG Consequential Change Log item CCIAG-CCT-24[1] to ensure the process is applied appropriately, given it will now be applicable to all Metering Points. Similarly, the proposal is removing the existing reference to Unmetered Supplies which will not in itself require exception processes to be initiated for Unmetered Supplies. In practice there is no expectation for Switch Readings to be agreed for Unmetered Supplies and this section is therefore no applicable.

To avoid the need for change, where Suppliers are not currently following the standard process, it was recognised that Suppliers will still be able to agree an alternative process bilaterally, where it is expected to facilitate a better outcome for the impacted Consumer(s).

5 SOLUTION DEVELOPMENT

The proposed approach was developed by RECCo and presented at the CCIAG meeting in August 2022 and industry attendees were invited to provide comments on whether the current restriction should be removed entirely or amended to certain meter types or market segments. Limited responses were received following the meeting, with no request for alternative restrictions to be introduced. RECCo therefore confirmed the proposed approach to remove the restrictions at the CCIAG meeting in November 2022. This approach aligns to the other processes within Schedule 30.

6 PROPOSED SOLUTION

The proposed approach is to remove the existing restriction relating to Erroneous Switch and Switch Meter Reading exceptions, set out in the cover page of Schedule 30. This change is applicable to electricity only; no change is proposed to the gas arrangements. This will align the Erroneous Switch and Switch Meter Read exceptions with the other processes in the Schedule.

7 GLOSSARY

Terms used in this document can be found within the following:

- Schedule 1 - Interpretations and Definitions – Link
- MHHS Programme Glossary - Link

[1] MHHS-DEL619 Consequential Change Log v1.0.xlsx, MHHS Collaboration Base