RETAIL ENERGY CODE

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STATUS	FOR DISCUSSION

I0214 - MULTIPLE SWITCH REQUESTS INCREASING OBJECTION RATE

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1 PURPOSE

The Code Manager wishes to explore a number of potential solution options for I0214 with Change Issues Group members. During an initial discussion during the REC Issues Group (RIG) meeting in August 2024, a number of solution options were broached. The Code Manager has since taken legal advice to confirm the viability of solution options that may impact the Registration process.

As a result of this advice, the Code Manager is now able to present a number of legally viable solution options for consideration. The Code Manager wishes to use the Change Issues Group as a forum to narrow these options down to a single leading option. At this stage, the Code Manager would then look to progress the leading option to the Technical Change Workshop (TCW) for a more detailed solution development approach.

2 BACKGROUND AND SOLUTION

2.1 BACKGROUND

It has emerged that a registration attempt against a single MPxN may trigger a cascading cycle of registration attempts and objections, following an objection against the initial registration attempt. Initially identified primarily in a non-domestic context, this Issue arises from automation found in the registration systems of prospective gaining Suppliers. Where a non-domestic Consumer instructs a Supplier to take on their MPxN (following the agreement of a new contract), the Supplier will then take all reasonable steps to take on the Supply.

However, if the existing Supplier has an objection placed against the MPxN, the initial registration attempt will fail. However, due to the aforementioned automation, the prospective gaining Supplier will continue to make registration attempts, as in their system there is now a valid contract. However, as the objection still stands, these automated registration attempts fail, triggering a new objection, which in turn means that the prospective gaining supplier can now attempt registration again (as the previous attempt has closed), repeating the cycle.

This creates a poor Consumer experience; the Consumer may be subject to multiple, high frequency objection communications, resulting in a poor Switch experience. Additionally, this creates unnecessary ‘noise’ in terms of Market Message traffic relating to objections. This in turn may result in inaccurate representations of objection rates when viewed in a Performance Assurance context.

2.2 SOLUTION

The Code Manager is considering a number of solution options that were initially discussed at the REC Issues Group (RIG) meeting where I0214 was first discussed. These options broadly fall into two categories; limiting registration attempts at source with the prospective gaining supplier, or limiting registration attempts within the CSS.

Supplier Side Options:

- Introducing a daily limit on the number of registration attempts; or
- Introducing an escalating timescale between individual registration attempts (i.e. 1 hour after attempt #1, 2 hours after attempt #2, etc); or
- Some combination of both of the above.

CSS Side Options:

- Using flags within the CSS to identify switch requests made against supply points with outstanding objections, and preventing the registration request from progressing to a point where a second objection is triggered.

3 QUESTIONS FOR THE CHANGE ISSUES GROUP

- Is your organisation seeing this problem? If so, are you able to support the Code Manager with quantifiable data on occurrences?
- Do you have any preferences amongst the solution options?
- Do you foresee any complications that may arise from these solution options?
- The Code Manager expects that any Supplier side solution options may result in financial impact if systems that automate registration attempts need to be changed - Do you agree?