RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0189 – VOICE OF THE CONSUMER

DOCUMENT VERSION	V0.1
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	CHANGE PATH	Authority Determined
PRIORITY STATUS	Medium	URGENCY	Standard
IMPACTED STAKEHOLDERS	TBD		

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

There is currently a gap in the understanding of the effectiveness of the retail systems and processes in delivering positive outcomes for Consumers. While Consumer surveys are conducted on certain areas to some aspects of Consumer satisfaction, it may be necessary to expand the evaluation methods used by the Code Manager to gain a more comprehensive understanding.

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BACKGROUND

1 SUMMARY

This Issue aims to explore potential options for increasing the feedback the Code Manager receives from Consumers about their interactions with the Retail Energy Code or any activity governed by the Code. An example of one way the Code Manager receives this now is via the Smart Meter Installer Domestic and Microbusiness Surveys.

This is intended to be used not only for Performance Assurance activity, but also to inform the Code Manager of what is and is not working within the Retail Energy Code and any potential changes that may be required.

2 PROBLEM STATEMENT

RECCo's mission is to facilitate the efficient and effective running of the retail energy market, including its systems and processes through promoting innovation, competition, and delivering positive Consumer outcomes. However, the Code Manager receives limited feedback directly from Consumers to determine if this mission is being fulfilled.

3 IMPACTS

CONSUMERS
All Consumers

REC SERVICE PROVIDERS
TBD

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
TBD

REC DOCUMENTS / PRODUCTS
TBD

MHHS DESIGN
TBD

MHHS DATA SPECIFICATION
TBD

MHHS CODE DRAFTING
TBD

The scope of this Issue has not yet been defined and there is no proposed solution. As such, the Code Manager does not have a view of which REC Service Providers, Parties or Documents may be impacted by this Issue.

The Code Manager will consider all MHHS related impacts throughout solution development.

4 CROSS-CODE IMPACTS

There are currently no cross-code impacts identified with this Issue, but this will be evaluated as the Code Manager moves through solution development.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**16-Oct-24**	**31-May-25**
	Code Manager Initial Assessment	October	November
	Solution Development	November	May

The Code Manager is only submitting a plan as far as solution development. The plan proposes an extensive solution development window as the scope of this Issue has not yet been defined and there is no proposed solution at this time.

As referenced in section six of this report, the Code Manager feels it is likely this Issue will involve Work Groups, so the extended solution development window reflects this.

The widest potential scope of this Issue would involve several REC documents and/or the creation of new REC documents, so the Code Manager has proposed the responsible committee as the Change Panel and the change path as Authority Determined at this stage. If the scope of the Issue is narrowed, this will be re-evaluated to ensure these are both still appropriate.

6 STAKEHOLDER ENGAGEMENT

The Code Manager will hold an Extraordinary Change Issues Group on 20 November 2024 to propose the three potential scopes/solution ideas generated by the Code Manager and gather initial feedback from Parties.

From there, the Code Manager aims to narrow down the scope of the Issue and be able to begin solution development. It is likely that this Issue will generate Work Groups for Parties to feed into the solution, but this will be determined after the Change Issues Group.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	3	27	80
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	0	14	0
Resource	Complexity / Effort / Duration		1	9	9
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		3	17	25
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	146

Priority Status	MEDIUM
Change Proposal Type	STANDARD

8 APPENDIX

CHANGE PROPOSAL	Link

9 GLOSSARY

TERM	DEFINITION
Consumer	means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP).
Issue	means an issue affecting this Code that may become a Change Proposal in accordance with the Change Management Schedule.
Performance Assurance	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.
REC Parties	means each 'Party' under and as defined in the Retail Energy Code. 'REC Parties', 'Parties' and similar expressions shall be interpreted accordingly.
REC Service Provider	means the provider of each REC Service.