RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

I0189 – VOICE OF THE CONSUMER

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	CHANGE PATH	Authority Determined
PRIORITY STATUS	Medium	URGENCY	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Consumers		

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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1 CHANGE 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.

2 CHANGE PLAN UPDATE

The previous plan submitted by the Code Manager went as far as solution development, ending 31 May 2025.

The Code Manager is submitting a new plan, extending this out to 30 September 2025. The Code Manager has been running monthly work groups since November 2024 and expects to have two more; one in June and July. From here, the Code Manager will need to put together a full solution and legal text pack before proceeding to Service Provider and Party impact assessment.

The Code Manager will return to Change Panel by September with a further extension to plan to document those steps. Currently it is unknown which Service Providers we will need to engage with, so those steps are not included in this plan.

The Code Manager can confirm at this stage that there will be an extended Party impact assessment period due to the size of the change and the amount of legal text expected to be produced. The next extension to plan will confirm the planned dates and how extended that impact assessment will be.

Milestone	Activity	From	To	From	To
Definition		**16-Oct-24**	**31-May-25**	**16-Oct-24**	**30-Sep-25**
	Code Manager Assessment	October	October	Completed	Completed
	Solution Development	November	May	November	September

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the extension to plan for I0189; and
- **APPROVE** the extension to plan for I0189.