RETAIL ENERGY CODE

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# CHANGE PROPOSAL UPDATE TO PROPOSAL PLAN

## I0186 – NON DUAL-FUEL GAS PSR CONSUMER

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| **DOCUMENT VERSION** | V1.0 |
| **PROPOSED IMPLEMENTATION DATE** | TBC |
| **IMPLEMENTATION APPROACH** | BIG BANG |

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| **RESPONSIBLE COMMITTEE** | CHANGE PANEL | **CHANGE PATH** | SELF-GOVERNANCE |
| **PRIORITY STATUS** | MEDIUM | **URGENCY** | STANDARD |
| **IMPACTED STAKEHOLDERS** | CONSUMERS, ENERGY SUPPLIERS, DISTRIBUTION NETWORK OPERATORS, GAS TRANSPORTERS | | |

| LEAD ANALYST (SOLUTION LEAD) | TECHNICAL LEAD | SUBJECT MATTER EXPERT |
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## 1 CHANGE OVERVIEW

Consumers who receive gas and electricity from two different Energy Suppliers are often faced with difficulties when adding both supplies to the Priority Services Register (PSR). This Issue has therefore been raised to facilitate the sharing of PSR data between Energy Suppliers for dual-fuel Consumers.

This was always a ‘known’ gap shared with Ofgem when the many improvements were implemented across the PSR and considered to be something that would be addressed at a later date. This ‘gap’ means that currently without the dual-fuel link data flows do not complete across energy types via the Energy Supplier data flow triggers. It has always been known that when sizing the scale of this gap, non-dual-fuel Consumers make up less than 10% of all domestic households and of those, many only use one fuel type and only have an electricity supply connected to their property. Not all these Consumers will need to be on the PSR, but those that do need to be registered, need to be captured/shared using existing two-way data flows and standard processes.

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## 2 CHANGE PLAN UPDATE

The Code Manager has been engaging with impacted stakeholders throughout the solution development phase of this Issue to determine possible solution options. One possible option is to utilise the PSR data held by ElectraLink who are involved in the DTN process.

The Code Manager has engaged with ElectraLink and the proposer to discuss a possible Sandbox to further explore this solution possibility. The Sandbox trial would work as follows:

- The proposer would begin by selecting a region where they have a reasonable concentration of gas only Consumers, likely avoiding areas with Independent Gas Transporters (iGTs) to reduce complexity.
- They would then provide the relevant postcodes, allowing the identification of the corresponding Distribution Network Operator (DNO) and Gas Transporters for that area. The DNO would be approached to participate in the Sandbox, while the GT would be informed but not actively involved, as there is no data sharing mechanism from GTs back to suppliers.
- Next, would be to identify the original host PES Electricity Supplier for the region, who would be likely to have the corresponding electricity part of the dual fuel connection. This may, potentially, require additional support from Energy Suppliers if necessary, and invite them to take part in the Sandbox.
- The next step, obtaining MPANs, is less straightforward and may require further consideration. Options include using MPRNs and full addresses (which may require a data sharing agreement), incorporating UPRNs via the I0218 solution (though it is not yet live), or retrieving addresses through EES, either via API or directly from C&C.
- Once MPANs are obtained, they would be shared with ElectraLink, the DNO, and the Electricity Suppliers, while the proposer already holds the MPRNs. ElectraLink would act as the central hub for data sharing. Any D0225 flows sent would be shared with the proposer, with the exact mechanism still to be confirmed—though ElectraLink has indicated they could simply forward the D0225. British Gas would then process the update and follow the gas PSR process.
- Conversely, any gas PSR data from the proposer would need to be shared with ElectraLink, who could convert it into D0225 flows and distribute it to the relevant electricity supplier or DNO. If the flow is not required, it could be provided as a report. The recipient would then follow the electricity PSR process to ensure all parties are updated accordingly.

The Sandbox application is expected to be made in early Autumn 2025. Due to the Sandbox being vital to the development and progression of this Issue, the Code Manager recommends that I0186 is placed On Hold until the Sandbox trial has been completed or until the Code Manager can effectively determine the next steps and whether this would be a suitable solution option via the Change Issues Group.

On the completion of the Sandbox trial, the Code Manager will provide a further Update to the Proposal Plan to set out the next activities required. The Code Manager will also provide an update on the progress of the Sandbox in Q4 2025.

## 3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the contents of this paper; and
- **APPROVE** the decision to place the Issue On Hold.