RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0326 – ERRONEOUS SWITCH REVIEW: ASSURANCE REPORTING UPDATE

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

RESPONSIBLE COMMITTEE	Performance Assurance Board	CHANGE PATH	Self-Governance
PRIORITY STATUS	Standard	URGENCY	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
FLO MONEA	FINN DEACON	ANTON MODEN	LORNA MALLON
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OVERVIEW

This Issue seeks to introduce updates to the Performance Assurance Report Catalogue (PARC) to mandate the provision of Meter Point X Number (MPxN) level data for all Erroneous Switch (ES) reporting.

CODE MANAGER RECOMMENDATION

The Code Manager recommends that the REC Change Panel:

- **APPROVE** the Proposal Plan, including the Responsible Sub-Committee, Change Path, Priority Status, Urgency and timetable.

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BACKGROUND

1 SUMMARY

The I0237 Erroneous Switch Review: CSS Solution working group assessed that there are currently inconsistencies in the granularity of data used for Erroneous Switch (ES) Performance Assurance reporting across industry systems. Currently, the Data Transfer Network (DTN) provides data at an aggregated level unless individual Energy Supplier consent is obtained for each MPxN and each reporting period, whereas the Central Switching System (CSS) produces routine monthly reporting at MPxN level.

This misalignment limits the ability to undertake effective end-to-end monitoring of the ES process and introduces risks to reporting accuracy, including discrepancies between recorded ES volumes and associated industry data flows. The Code Manager is already aware of two reporting issues this could help resolve (no Gas Switching data via the DTN so the Switching date and percentages are known areas of concerns, and the incorrect use of the ES Flag on Switch Requests). It also results in additional operational burden for stakeholders in obtaining the required level of detail.

This Issue directly supports the progression of I0237, and the wider ES review, where the working group identified improvements to Performance Assurance reporting as a key 'quick win' to be progressed in parallel with the wider development of the enduring I0237 solution. Through working group discussions, stakeholders highlighted that the current lack of consistent MPxN-level data restricts both operational visibility and the ability to validate the effectiveness of proposed industry process and system changes. As such, enhanced reporting has been recognised as a critical enabler for both monitoring current performance and supporting the implementation and assurance of the future CSS-based solution.

The proposed solution is therefore to update the Performance Assurance Reporting Catalogue (PARC) to mandate MPxN-level data for all ES reporting, aligning DTN outputs with CSS capabilities. This will be supported, where possible, by the provision of backdated MPxN-level data to enable trend analysis, alongside housekeeping changes to remove redundant reporting flows. This Issue forms an integral part of the broader ES process, ensuring that improved reporting and data transparency underpin both the transition to, and ongoing assurance of, the enhanced ES process.

2 PROBLEM STATEMENT

There is a lack of consistency in the level of data granularity provided for ES Performance Assurance reporting across industry systems. Specifically, the DTN provides only aggregated data unless explicit permission is obtained from individual Energy Suppliers for each MPxN, whereas the CSS routinely produces monthly reports at MPxN level. This misalignment restricts the ability to access comparable, detailed datasets across platforms and prevents effective end-to-end monitoring and assurance of the ES process at MPxN level.

3 IMPACTS

CONSUMERS
All Consumers

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
Energy Suppliers

REC DOCUMENTS / PRODUCTS
Performance Assurance Report Catalogue

MHHS
No impact.

Some of the impacts identified for this Issues are:

- **Improved Switching experience**: Enhanced monitoring will help identify and address Switching errors more quickly, reducing the duration and impact of ES.
- **Greater billing accuracy**: More reliable and consistent Performance Assurance will reduce the risk of billing issues arising from incorrect Supply Point Registrations or unresolved Switches.
- **Increased trust and confidence**: A clearer and more transparent Performance Assurance processes will improve Consumer confidence in the Switching framework and the industry's ability to manage errors effectively.
- **Reduced manual overheads**: Removing the need to obtain individual permissions for MPxN-level data each reporting period will streamline current processes and reduce administrative burden.
- **Improved issue identification and resolution**: Access to consistent, detailed data will enable Energy Suppliers to more quickly identify, investigate, and resolve ES Performance Assurance queries. This also includes incorrect use of the ES flag.
- **Greater alignment with CSS reporting**: Standardising reporting at MPxN level will ensure consistency between DTN and CSS data, simplifying reconciliation and internal assurance activities.
- **Enhanced Performance Assurance outcomes**: More accurate and complete data will support stronger monitoring, reduce the risk of misreporting and improving compliance with REC requirements.

4 CROSS-CODE IMPACTS

No cross-code impacts have been identified.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**06 Jun-24**	**31 Oct-24**
	Solution Analysis	June	July
	Solution Development	July	August
	Service Provider Engagement	August	September
	Solution Refinement	September	October

The Code Manager is currently proposing the timetable up until solution development. Engagement with the REC Performance Assurance is planned for August to September, reflecting the ongoing transition period for the REC Performance Assurance function, which is expected to conclude in September. During this time, the Code Manager is working closely with the incoming provider to ensure alignment between the Performance Assurance Strategy and the proposed solution for I0326.

6 STAKEHOLDER ENGAGEMENT

The initial solution analysis for I0326 has been informed by stakeholder feedback gathered through the I0237 working group, which highlighted that there are currently inconsistencies in the granularity of data used for ES Performance Assurance reporting across industry systems.

To support the development of an appropriate and legally robust solution, the Code Manager will undertake further targeted stakeholder engagement through the Change Issues Group, alongside a legal review during August 2026.

Further details on the I0237 working group, including meeting minutes and materials, can be found on the REC portal, here.

7 PRIORITISTION CATEGORY AND URGENCY

7.1 CODE MANAGER REVIEW

The Code Manager is proposing this Issue be given an Urgency Status of Standard and a Priority Status of Standard.

The Code Manager believes this Issue:

- Does not meet the Ofgem criteria for Urgency;
- has a medium alignment to the Strategic Direction Statement but is one of several similar Standard changes with comparable strategic value;
- has medium importance as it delivers useful but broadly comparable benefits to other Standard changes; and

- has a medium complexity as it requires co-ordination, but it can be scheduled flexibly alongside other Standard changes.

SOLUTION

8 PROPOSED SOLUTION

The proposed solution is to update PARC to mandate the provision of MPxN-level data for all ES reporting. This will ensure a consistent level of granularity across reporting outputs, aligning DTN reporting requirements with the existing CSS capability to provide MPxN-level data.

As part of this solution, there is also potential to introduce the provision of backdated MPxN-level data, subject to feasibility and data availability. This would support more comprehensive historical analysis and strengthen retrospective Performance Assurance activities.

The PARC will be updated to mandate the provision of MPxN-level data for all ES reporting. This represents a substantive change from the current position, where reporting requirements vary in granularity and, in the case of DTN data, are dependent on individual Energy Supplier permissions. This will standardise reporting expectations across Market Participants and systems, ensuring alignment with CSS reporting capabilities.

The Issue will also introduce housekeeping changes to the PARC, including the removal of redundant, duplicated, or obsolete data flows currently associated with ES reporting. This will help to streamline the catalogue, reduce complexity, and ensure that reporting requirements remain relevant and proportionate to current industry processes.

9 APPENDIX

CHANGE PROPOSAL	Link
RELATED CHANGE(S)	I0237 – Erroneous Switch Review R0313 – Erroneous Switch Review: Amendments to Clause 4.5 R0322 – Erroneous Switch Review: I0237 Clarifications
USEFUL LINKS	I0237 – Working Group

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10 GLOSSARY

TERM	DEFINITION
Central Switching System	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
Erroneous Switch	means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution of Consumer-Facing Switching and Billing Issues Schedule.
Data Transfer Network	has the meaning given to that expression in the Data Transfer Services Agreement.
Meter Point X Number	means the collective description of the MPAN and MPRN when used together.
Performance Assurance	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.