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I0237 – TECHNICAL CHANGE WORKSHOP – MEETING 2
MEETING NOTES

MEETING	**I0237 TCW Meeting 2**
DATE	**09 June 2026 (10:30 – 12:30)**
LOCATION	**Via Teams**

Presenter	Representing	Initials	Role
Finn Deacon	REC Code Manager (CM)	FD	Chair / Solution Lead
Lorna Mallon	REC Code Manager (CM)	LM	Regulatory Specialist
Flo Monea	REC Code Manager (CM)	FM	Change Analyst

Full attendee list available upon request.

1 INTRODUCTIONS AND AGENDA (SLIDE 1-2)

The Code Manager (CM) opened the session and introduced the 2nd Technical Change Workshop (TCW) in the series for I0237 – Erroneous Switch Review: CSS Solution.

CM outlined the agenda for today's session, with the focus for this second meeting being to continue the work from the 1st TCW, establishing the high-level process for Erroneous Switches (ES), completing the Scenario Variants table and beginning work on the Data Items table. Members were assured that the edge cases such as where a switch was already in flight would be addressed separately in subsequent TCWs.

CM reminded attendees that the outputs of the TCW would be iterative and continuously refined through further TCW meetings.

2 RECAP OF INTRODUCTION (SLIDES 3-6)

CM reiterated the definition and causes of ES and confirmed the current process is ineffective, leading to consumer detriment, misaligned data, and process inconsistency across fuels.

CM reiterated the overall objective of this TCW series to simplify and accelerate the ES process, to improve ES reporting, and to align the gas and electricity processes.

3 SWITCH PROCESS (SLIDES 7-12)

Existing Switch Process and considerations for Future Switch Process following an Erroneous Switch:

The CM provided an overview of the existing switching process and asked the group whether there were any adjustments foreseen as required following a re-registration of an accepted ES.

A representative from SMRS outlined that an atomic Secured Active Message to update would suffice. Energy Supplier Representatives as well as the GRDA representative agreed that the preference would be for their experience of the process to continue as-is, only suggesting that the intervention window would not be required. CM clarified that current design considerations don't suggest interventions, annulments or withdrawals will be required.

CM clarified that under existing arrangements an ES can be cancelled mid-process due to DTN flows, parties ability to reject, annul or withdraw. CM clarified that Energy Suppliers continue to appoint Agents across both fuels as per the existing arrangements. This ensures the design solution would have enough time to allow downstream process to continue and the legal text to clearly show the necessary steps.

Members confirmed that annulments and withdrawals and interventions not being included in the solution design would be acceptable.

Decision	**Action**
Re-registration process following accepted ES to continue as per existing switching arrangements.	N/A
No requirement for ES re-registration to have Invitation to intervene messages issued.	N/A
No requirement during ES re-registration to allow parties to issue Annulments or withdrawals.	N/A

Utilisation of Erroneous Switch Resolution Indicator Flag

CM suggested that the Erroneous Switch Flag could act as a notification that Energy Suppliers are getting the supply back within the Registration Pending Notification - MM90015. CM explained that this would be an Unsolicited Pending Switch Notification but because the Flag is set, Energy Suppliers would know what it means. A representative from an Energy Supplier agreed to this.

CM confirmed that once the decisions about notifications and message types are documented, a more formal Impact Assessment of Energy Suppliers would be carried out to allow for sufficient feedback.

For the Pending or Confirmed Registration Status, CM explained that understanding was limited for Gas Site Nominations and a representative from the GRDA provided an explanation of how this works. They confirmed that the solution as currently drafted allows the Nomination to happen after the Registration Pending Notification - MM90015 is received.

CM asked representatives from the GRDA and representatives from DNOs to confirm that they do not need notification of the switch being an ES, and this confirmation was provided. CM reiterated from TCW #1 that there may be a need to have the ES flag displayed within the Enquiry Systems and this will be discussed at a subsequent TCW.

Decision	Action
Energy Suppliers can be notified of gaining a supply using Registration Pending Notification which will have Erroneous Switch (ES) Flag.	Further Impact Assessment to be issued to Energy Suppliers once notification process is finalised.
DNOs and GRDA do not need notification of a switch being an Erroneous Switch.	Discussion to be held at subsequent TCW about possibility of ES Flag being displayed in the Enquiry Systems.

Supply Start Date:

CM asked members to consider the way that CSS picks the forward-looking Supply Start Date (SSD). CM clarified that the working assumption would be for CSS to pick the forward-looking date, and that there is not the ability for Parties to pick the date. CM explained that this is the default, x number of Working Days either from the acceptance or the time-out of the SLA. CM further explained that the original assumption was 1 Working Day, but that this is no longer fit for purpose. CM suggested the maximum should be 5 Working Days and the representative from the CCS System Operator agreed.

A representative from RECCo confirmed that this timeline for picking the SSD should be as quick as possible. A representative from the CSS System Operator suggested the option of this being established early in the process, when the messages are being sent to and from the Gaining and Losing Supplier.

Decision	Action
Timeline for picking the SSD should be as quick as possible.	CM will map out how the Supply Start Date process could work and share these with members ahead of TCW#3. Members to review these ahead of TCW #3 and come to the TCW prepared to share their views.

4 SCENARIO VARIANTS AND DATA ITEMS FOR ES PROCESS (SLIDES 13-16 + EXCEL)

CM reminded members what decisions were made in TCW#1 and introduced the Scenario Variants Table which will derive the outcome of appropriate data items to be used to support an effective CSS ES process, for discussion.

CM clarified that the Data Items within the Scenario Variants table being presented are all part of the existing flows, except for email address which has been added due to telephone number Data item being redundant in the modern day. The group reviewed the items and discussed their applicability and requirements to the design.

Consumer Details Data Items

Data Item	**Decision**
Consumer Name	Mandatory Data Item This should be kept to one field. This could be dropped from the flow at the Losing Supplier Response/Gaining Supplier Response stage.
Consumer Email Address	Optional Data Item This data item should be used to support Parties Licence obligations and Guaranteed Standards of Performance but not as a reason for rejection of an ES. Restrictions around use of this should be clear and reflected in Schedule 30 e.g. never for marketing
Consumer Telephone Number	This Data Item is not necessary and can be removed
Consumer Requests No Contact	This Data Item is outdated and can be removed.

For the Consumer Requests No Contact Data Item, it was agreed by members that this is an outdated Data Item and should therefore be removed.

A representative from RECCo suggested considering the Consumer Consent Solution as possible solution here. Code Managers suggested that this may not be relevant but that it would be investigated.

A representative from CSS Systems Operator asked for confirmation that CSS does not hold personal information. CM suggested a subsequent conversation should be held around data protection and whether CSS holds this information.

Address Details Data Items

Data Item	**Decision**

Address	REL Data Item should be used to enable a consistent format between fuels. Not to be used as a reason to reject.

CM explained that gas and electricity address data structure does not currently match and added that electricity currently uses the Meter Point Address, whereas gas holds a limited address. CM asked members to think about what type of Address should be used (MPL vs REL vs Billing Address). Members agreed that REL would be best.

Several representatives from Energy Suppliers also confirmed that they would like the Address Data Items streamline closer to gas. CM confirmed that Address would not be a field to reject on, but that Energy Suppliers could reject if they believed that there was an error in the MPxN provided.

Additional Information Field

Data Item	**Decision**
Additional Information Field	This should be used to include details of where the error has occurred

Members agreed that the Additional Information Field should be used to support investigation and resolution of the Erroneous Switch. CM reminded members that staff should be carefully trained in what can and can't be added to the Additional Information Field, citing the example of characters such as @, # and !. As part of the solution design requirements for Additional Information fields will be identified to support parties fulfilment.

Meter and Readings Data Items

Data Item	**Decision**
Meter ID/Serial Number	This data item is not used and should be removed to streamline process
Meter Reading	Due to Meter ID/Serial Number being removed, this data item is no longer required
Meter Reading Date and Time	Due to Meter ID/Serial Number being removed, this data item is no longer required
Meter Reading Type	Due to Meter ID/Serial Number being removed, this data item is no longer required

The Meter ID/Serial Number: Several representatives from Energy Suppliers confirmed that this Data Item is never used, and it was agreed to remove.

Due to Meter ID/Serial Number being removed, this means that the rest of the Meter and Readings Data Items are no longer necessary and can be removed. The Data Items that will not be included in the solution design are:

- Meter Reading
- Meter Reading Date and Time
- Meter Reading Type

ES Messaging considerations

CM confirmed that the Losing Supplier would match the Gaining Supplier Data Items.

Members agreed that for all the other flows, the Data Items would stay throughout, but that they would not be updatable apart from Response Field and Additional Information.

A representative from the CSS SO suggested that it be considered what information be held to aid major incident resolution.

A representative from CSS SP reminded members not to underestimate the GDPR implications of the CSS being the Data Processor of Personal Data.

This concluded the conversation on the Scenario Variants table.

Data Items Table

CM noted there was not sufficient time to complete the Data Items Table at the bottom of the Excel. CM agreed to complete a draft of how this table would look ahead of TCW#3 and share this with members with sufficient time for them to review and come prepared with comments.

Decision	**Action**
The Data Items table will be completed by the Code Manager ahead of TCW#3, and shared with members to review	CM to complete Data Items Table and share with members before TCW#3.

Please see the attached Excel for all decisions on Scenario Variants that were made during TCW#2.

5 NEXT STEPS (SLIDES 17-18)

CM reminded members of the actions captured in the actions log below, and informed members that the next TCW would focus on finishing the Data Items.

6 DATE AND TIME OF NEXT MEETING

TCW #3 is to be held **22nd July, 10:00-12:00**. An agenda and slides will be shared ahead of time, as well as the following materials for members to review before TCW#3:

- Energy Supplier Data Items, including the Supply Start Date

Furthermore, the Code Manager requests that members consider the following before TCW#3 and come to the TCW ready to share their views.

- Registration ID
- REL

The Chair thanked members for their input and closed the meeting.

7 ACTIONS LOG:

Action ID	Action	Owner	Due Date
001	CM to investigate possibility of application of Consumer Consent Solution to Erroneous Switch Process	CM	N/A
002	CM to arrange a meeting with DCC to discuss any GDPR concerns and requirements.	CM + DCC	N/A
003	CM to draft options for the Energy Supplier Data Items, including the Supply Start Date, and share members sufficient time for them to review and come prepared with comments ahead of the next TCW.	CM + Energy Supplier representatives	Next TCW
004	Energy Supplier representatives to come to TCW#3 prepared to explain how Registration ID is currently being received and how this information is being used.	Energy Supplier representatives	

005	Energy Supplier representative to confirm specific pieces of REL data they need to establish correct address.	Energy Supplier representatives	