RETAIL ENERGY CODE

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CHANGE PROPOSAL FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Natalie Hitchman
COMPANY *(Optional)*	SGN Metering
COMPANY TYPE *(Optional)*	Gas MEM
TELEPHONE NUMBER *(Optional)*	
EMAIL ADDRESS *(Mandatory)*	Natalie.hitchman@sgn.co.uk

2 CHANGE PROPOSAL SUMMARY

CHANGE PROPOSAL TITLE *(Mandatory)*	Review of ONAGE SLAs
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	In light of the changes introduced as part of the Faster Switching Programme, we believe it is appropriate to review the SLAs and lead times around the sending and receiving/processing the ONAGE. There has been a change for Gas Suppliers, out of the Faster Switching programme that requires the Supplier to be able to process the inbound TMC from Xoserve and issue the outbound ONAGE to the MEM within the same day to able to supply change on the same day. However, there has been no corresponding consideration/instruction for the Gas MEMs needing to reflect this switch on that same day. The current instruction states that a MEM has two days to respond (accept/reject) to the ONAGEs, but this could leave the site MEMless, for a number of days, depending on the effective from date within those ONAGE(s). It's our understanding that the de-appointment should be effective earlier than the appointment, also no overlap

	and therefore some consideration to these flows being issued in the correct sequence, without allowing for a gap where there is no appointment at all. We consider this a safety issue - if the meter were to require a visit/attendance, there would not be an appointed MEM to arrange this/notify/approach.
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	If the TMC doesn't arrive with a Supplier from Xoserve until the late afternoon on the day of loss of supply/gain of supply, this allows little time for them to both issue an ONAGE to their MEM(s) and then for that MEM to process that ONAGE to allow it to become effective. This may result in a gap between Appointment MEMs – creating a potential safety risk.
WHAT OUTCOMES DO YOU CONSIDER ARE NEEDED TO ACHIEVE AN EFFECTIVE SOLUTION? *(Mandatory)*	It is our view that the 'cut-off time' for the TMCs to be sent to the Supplier (to be considered for same day switching) should be much earlier in the day, which will then allow sufficient time to allow the ONAGE to be processed and responded to before the MEMs schedule cut-off time on the same day. There should also be clarity on whether the ONAGE should provide an effective from date of D+0 or must be responded to by D+0 by the MEM.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE CHANGE PROPOSAL THAT WOULD BE USEFUL? *(Optional)*	

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS CHANGE PROPOSAL? *(Mandatory)*	☐ Electricity ☒ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C)

	☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS CHANGE PROPOSAL HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☒ Billing accuracy ☐ Trust and confidence ☒ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☐ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	

4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Interpretations and Definitions Schedule ☐ Transition Schedule ☐ Accession Agreement ☐ Company Governance Schedule ☐ Change Management Schedule ☐ Performance Assurance Schedule ☐ Qualification and Maintenance Schedule ☐ Market Exit Schedule ☐ Charging Methodology Schedule ☐ Prepayment Arrangements Schedule ☐ Central Switching Service Schedule ☐ Data Access Schedule ☐ Energy Theft Reduction Schedule ☐ Transfer of Consumer Data Schedule ☒ Metering Operations Schedule ☐ Metering Accreditation Schedule ☐ Secure Data Exchange Schedule ☐ Green Deal Arrangements Schedule

	☐ Registration Services Schedule ☐ Related Metering Points Schedule ☐ Address Management Schedule ☐ Switching Data Management Schedule ☐ RMP Lifecycle Schedule ☐ Switching Service Management Schedule ☐ Resolution of Consumer Facing Switching and Billing Issues Schedule ☐ SPAA Transition Schedule ☐ MRA Transition Schedule ☐ Unbilled Energy Code of Practice ☐ Consolidated Metering Code of Practice (CoMCoP) ☐ Change Panel Terms of Reference ☐ Performance Assurance Board Terms of Reference
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION? *(Optional)*	☐ Data Item Catalogue ☒ Market Message Catalogue ☐ Data Access Matrix ☐ Standards Definition
ADDITIONAL INFORMATION *(Optional)*	Potential impacts depending on the solution

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Electricity Enquiry Service ☐ Central Data Service Provider Further Services ☐ Secure Data Exchange Service ☐ Green Deal Central Charging Database ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Switching Operator ☒ Gas Retail Data Service ☐ Electricity Retail Data Service ☐ Gas Enquiry Service ☐ Energy Theft Tip Off Service (ETTOS)

ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☒ Energy Suppliers ☐ Distribution Network Operators ☐ Gas Transporters ☒ Metering Equipment Managers ☐ DCC ☐ Shippers ☐ Data Collectors ☐ Data Aggregators ☐ Green Deal Providers ☐ Green Deal Finance Parties ☐ Meter Asset Providers ☐ AMR Service Providers ☐ EES Users ☐ GES Users ☐ GDCC Users ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☐ BSC ☐ DCUSA ☐ SEC ☐ UNC ☐ IGT UNC
ADDITIONAL INFORMATION *(Optional)*	To be confirmed

DOES THIS CHANGE PROPOSAL IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	

5 CHANGE PROGRESSION

DO YOU BELIEVE THIS CHANGE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	No
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OR IMPLEMENTATION OF THIS CHANGE PROPOSAL? *(Optional)*	No
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THE CHANGE PROPOSAL WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	No
DOES THIS CHANGE PROPOSAL RELATE TO AN EXISTING OR PREVIOUS CHANGE PROPOSAL? *(Optional)*	No

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	