RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0121 – SDEP REVIEW IMPROVEMENTS – PROCESS TYPES AND ESCALATIONS

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RESPONSIBLE COMMITTEE	TECHINCAL EXPERT PANEL
CHANGE PATH	SELF GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	15/12/2023

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Following a comprehensive review of the Secure Data Exchange Portal (SDEP) system, the Code Manager has identified new Process Types for specific queries and changes to how escalation messages are managed to allow users to better identify appropriate workflows and to handle escalations more efficiently.

KEY MILESTONES

	FROM	TO
SERVICE PROVIDER IMPACT ASSESSMENT	09/10/2023	13/11/2023
PARTY IMPACT ASSESSMENT	17/11/2023	08/12/2023
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	15/12/2023	15/12/2023
CONSULTATION	15/12/2023	19/01/2024
FINAL CHANGE REPORT ISSUED	16/02/2024	16/02/2024
RESPONSIBLE COMMITTEE DECISION	28/02/2024	28/02/2024
APPEAL WINDOW CLOSURE	13/03/2024	13/03/2024

1 SCOPE

1.1 IN SCOPE

This document details the plan for assessment of Change Proposal R0121 – SDEP Review Improvements – Process Types and Escalations. It includes Service Provider and Party Impact Assessments as a cost benefit analysis will need to be conducted for the implementation of the solution.

1.2 OUT OF SCOPE

Solution development is not in scope of this plan as R0121 has already undergone significant industry engagement through the SDEP Review, REC Issues Group meetings and Requests for Information and therefore has a fully formed solution at the time of publishing this Change Proposal Plan.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1.1 CROSS CODE ENGAGEMENT

There is no cross-code engagement required as part of this Change Proposal.

2.1.2 ANALYSIS

Solution analysis has already been completed as part of the SDEP Review, REC Issues Group meetings and Requests for Information.

2.1.3 SOLUTION DEVELOPMENT

There is no solution development required as part of this Change Proposal plan.

2.1.4 IMPACT ASSESSMENT

A 25WD Service Provider Impact Assessment will be triggered with the Electricity Enquiry Service (EES) Provider on 09 October 2023. A Party Impact Assessment will then follow targeting Suppliers and Distribution Network Operators (DNOs) on 17 November 2023 for 15WDs.

2.1.5 PRELIMINARY CHANGE REPORT DEVELOPMENT AND CONSULTAITON

Following the collation of impact assessment responses and the refinement of legal text, the Preliminary Change Report will be published on 15 December 2023 and will proceed directly to Consultation for an extended period of 22 WDs as this falls within the Christmas period.

2.1.6 FINAL CHANGE REPORT

The Final Change Report will be published on 16 February 2024 for a Responsible Committee decision on 28 February 2024.

2.2 RAID

2.2.1 RISKS AND ISSUES

REF.	RISK	NOTES	MITIGATION
R0121.CPP.R001	There is a risk that the Service Provider will not have the resource to implement the solution within the Code Manager's anticipated timescales.	The Service Provider has advised that there may be resource issues due to allocation of staff to the MHHS programme updates.	Following the Service Provider Impact Assessment response, the Code Manager will work with the Service Provider on options for implementation which may include a Phased approach.