RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

I0189 – VOICE OF THE CONSUMER

DOCUMENT VERSION	V2.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Authority Determined
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Consumers		

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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1 CHANGE OVERVIEW

There is currently a gap in the understanding of the effectiveness of the retail systems and processes in delivering positive outcomes for Consumers. While Consumer surveys are conducted on certain areas to some aspects of Consumer satisfaction, it may be necessary to expand the evaluation methods used by the Code Manager to gain a more comprehensive understanding.

2 CHANGE PLAN UPDATE

The previous plan submitted by the Code Manager went as far as solution development, ending in September 2025. This solution development phase included six Working Groups (which ran from December 2024 to July 2025), the development of the proposed legal text and a thorough review by the REC legal advisors.

The Code Manager is submitting the next stages of the plan for Change Panel review, outlining the Service Provider and Party impact assessment phases of this Change Proposal.

The Code Manager has allowed for more time than usual in the Service Provider impact assessment phase of this Change Proposal, as it is proposing to set up a new service and Service Provider which is envisaged may take longer than the standard eight weeks. It also allows adequate time for any required solution refinement between the preliminary and detailed impact assessments.

The Code Manager is planning for an extended Party impact assessment period, proposing this be open for eight weeks (using lessons learned from R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP)).

The Code Manager is ending the plan at this stage at solution refinement post Party impact assessment. Until it is known how many comments we will receive at Party impact assessment and the nature of those comments, it is not possible for the Code Manager to know the next stages the Change Proposal will take.

The Code Manager will be back by no later than April 2026 with the next updated plan.

Milestone	Activity	From	To	From	To
Definition		**16-Oct-24**	**31-May-25**	**16-Oct-24**	**30-Apr-26**
	Code Manager Assessment	October	October	Completed	Completed
	Solution Development	November	September	Completed	Completed
	Service Provider Impact Assessment	n/a	n/a	October	December
	Party Impact Assessment	n/a	n/a	January	March
	Solution Refinement	n/a	n/a	April	April

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the extension to plan for I0189; and
- **APPROVE** the extension to plan for I0189.