Erroneous Switch Guidance Document

Version 0.2

03 December 2025



RETAIL ENERGY CODE

Change History

Version Number	Date Published	Reason for Change / Updates Made
V0.1	30 October 2025	Initial Draft to be shared with I0237 Working Group.
V0.2	03 December 2025	Updated and published following feedback at the I0237 Working Group on 06/11/2025

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1. INTRODUCTION

This document has been drawn up following discussion and agreement at the I0237 Working Group. It is intended to support the Erroneous Switch (ES) process as set out in Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues, providing examples or additional detail that is not appropriate for the REC Main Body and its Schedules. Each piece of guidance is also published as an individual Wiki article on the REC Portal.

2. USE OF ERRONEOUS SWITCH FLAG

The Erroneous Switch flag indicator is a mandatory Data Item within the Switch Request. The Data Item is set out as the DI90017 – erroneousSwitchResolutionInd.

Schedule 30 states the following:

6.9.3	Following 6.9.2 and within 2 WDs, where the Initial Request is accepted by the Initiating Supplier and Associated Supplier.	Send a Valid Switch Request to re-register the erroneously switched RMP(s) on the CSS with the Erroneous Switch Flag indicator set to true.	Losing Supplier	CSS Provider	*As set out in the Registration Services Schedule*	CSS API

This means that the ES flag indicator should only be set to T once the ES has been agreed via the D0301 or RET process as set out in Schedule 30. It should not be used for any other reason, including ES prevention or flagging a potential ES.

All other Switch Requests should have the ES flag indicator set to F as they do not relate to an ES.

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DI90017 - erroneousSwitchResolutionInd

Local Catalogue Reference	Data Type	Owner
	Boolean	Retail Energy Code Company

Description

This is the indicator used to advised on whether an event is triggered to resolve an erroneous switch.

Logical Length	Logical Decimal Length	Physical Length	Data Type Format Rule	Notes
1	0	1	Indicator (true/false)	

Data Enumerations

Value	Description
TRUE	The Switch Request has been submitted to resolve a previous Erroneous Switch from the Energy Supplier.
FALSE	The Switch Request is not related to the resolution of an Erroneous Switch.

If a Losing Supplier wishes the Gaining Supplier to investigate a potential ES, they should follow the process as set out in Schedule 30, Section B.

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3. APPENDIX 1 – USEFUL TERMS

Term	Acronym	What does it mean?
Data Item		means the most granular level of data defining a specific attribute in respect of a data type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Erroneous Switch	ES	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 Problems Schedule.
Gaining Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which is proposing to become the Registered Supplier at an RMP as a result of that proposed Switch (or which has become the Registered Supplier as a result of that Switch).
Losing Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which will cease to be the Registered Supplier at an RMP as a result of that proposed Switch (or which has ceased to be the Registered Supplier as a result of that Switch).
Switch Request		means a request from a Gaining Supplier to initiate a Switch.

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