RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

I0180 CLARITY ON USE OF ON HOLD FOR SWITCHING ISSUES, INCLUDING THE OBLIGATIONS OF CSS USERS

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Switching Operator, CSS Users		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD
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1 CHANGE OVERVIEW

This proposal seeks to introduce additional obligations on Central Switching Service (CSS) Users to engage with the Switching Incident resolution process.

2 CHANGE PLAN UPDATE

The previous plan submitted to Change Panel in February 2025 detailed Service Provider impact assessment completing in April 2025, followed by a period of solution refinement before progressing to Party impact assessment in June 2025.

The solution refinement period has allowed the Code Manager to discount one of four possible solution options. This discounted solution will be presented at Party impact assessment to request feedback from the industry on their agreement with the Code Manager's assessment.

The Code Manager has identified further Service Provider impact assessments are required for the other three solution options. The Code Manager does not feel it is appropriate to proceed to Party impact assessment without having conducted these Service Provider impact

assessments, as Parties will not have all available information (including costs) when being asked to impact assess solutions or confirm which solution option is preferable to them.

As such, an extension to plan is being submitted to allow for this, followed again by solution refinement and Party impact assessment.

Milestone	Activity	From	To	From	To
Definition		**01-Aug-24**	**31-Jul-25**	**01-Aug-24**	**31-Oct-25**
	Solution Development	August-24	January-25	Complete	Complete
	Service Provider Impact Assessment	February-25	April-25	Complete	Complete
	Solution Refinement	April-25	June-25	Complete	Complete
	Party Impact Assessment	June-25	July-25	n/a	n/a
	Service Provider Impact Assessment	n/a	n/a	July-25	September-25
	Solution Refinement	n/a	n/a	September-25	September-25
	Party Impact Assessment	n/a	n/a	October-25	October-25

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the extension to plan for I0180; and
- **APPROVE** the extension to plan for I0180.