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

Change Panel has been the Responsible Committee for I0180 Clarity on use of on hold for switching issues, including the obligations of CSS Users while the Code Manager explored four solution options at Service Provider and Party impact assessment.

The Code Manager is proposing solution option 4 move forward to consultation. This is a technical solution option, which proposes the introduction of an automated system within which the System Operator would follow a standard protocol for closing on hold Category 3 and 4 tickets after a certain amount of time has lapsed with no response from a User.

As the proposed solution the Code Manager is taking forward is technical in nature, we are requesting the REC Change Panel approve the change of Responsible Committee from the REC Change Panel to the REC Technical Expert Panel.

Assuming this is approved, the next proposed stages of this Change Proposal are:

- Conclude the business case assessment and writing of the Change Report (For Consultation);
- Presentation at the Technical Expert Panel for approval of the Extension to Plan and that the Change Report contains sufficient information to proceed to consultation; and
- Opening the consultation.

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

• **REVIEW** the update to plan for I0180; and

• **APPROVE** the change of Responsible Committee from Change Panel to the Technical Expert Panel for I0180.