RETAIL ENERGY CODE

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CHANGE PROPOSAL REBASELINED PLAN

I0214 MULTIPLE SWITCH REQUESTS INCREASING OBJECTION RATE

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

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Non-Domestic Energy Suppliers		

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

Non-Domestic Suppliers, when in receipt of a valid contract from a prospective Consumer, may attempt to register for their supply in an automated manner. If the existing Supplier objects, this triggers communications to the Consumer, and may prompt the prospective Supplier to attempt again, causing a feedback loop of Registration attempts and communications to the Consumer. This Issue seeks to address this problem.

2 CHANGE PLAN UPDATE

The Code Manager's original plan had solution development being completed by March 2025. Progress has been made on the solution, with a technical solution with the Central Switching Service (CSS) being de-scoped. The Code Manager has also presented two potential legal text solution options at the March Change Issues Group:

1. A time period [x] within which a Gaining Supplier cannot raise another Switch request following an objection; and/or
2. a restriction on a Gaining Supplier from submitting a Switch request until the Gaining Supplier reasonably considers that the reason for the previous objection has been resolved.

The Code Manager is proposing to extend the solution development window, to try and gather data on what the X value of solution option one could potentially be. It is then planned to go out for Party impact assessment to gain more feedback on both solution options and to assess if there is a business case for this Issue progressing further.

The proposed timetable is as below:

Milestone	Activity	From	To	From	To
Definition		**17-Dec-24**	**31-Mar-25**	**17-Dec-24**	**31-Jul-25**
	Solution Development	December	March	December	May
	Legal Review	March	March	Completed	Completed
	Impact Assessment	March	March	May	June
	Solution Refinement	March	March	June	July
	Business Case Assessment			June	July

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the rebaselined plan for I0214; and
- **APPROVE** the rebaselined plan for I0214.