RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

CHANGE PROPOSAL EXTENSION TO PLAN

I0237 – ERRONEOUS SWITCH REVIEW

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

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

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	TECHNICAL LEAD	SUBJECT MATTER EXPERT
MICA THOMAS	VAISHNAVI SHARMA	KEISHA PATEL	LORNA MALLON
Click to send an email	Click to send an email	Click to send an email	Click to send an email

1 CHANGE OVERVIEW

The current process for Erroneous Switch (ES) resolution has been reported as potentially failing some Consumers due to gaps within the process. As the process has not undergone an end-to-end review since REC go live, this Issue will allow the Code Manager to review the process, including checking for alignment with Faster Switching, and Market-wide Half Hourly Settlement (MHHS).

ES obligations are a key Consumer-impacting process which facilitate the quick resolution of Consumer detriment as efficiently as possible and requires an end-to-end review.

2 CHANGE PLAN UPDATE

I0237 working group has been established and agreed key topics areas, these include the use of the ES Flag in Switch Requests, the use of the Data Transfer Network (DTN) and discussing all Service Level Agreements within the process. The working group will meet monthly to review each topic area in-depth. The first working group met on 4 September 2025 and the second is

planned for 9 October 2025. The topic areas have already been reviewed and prioritised ahead of the second meeting. All documentation, including the topics for discussion, is set out on the I0237 working group area on the REC Portal. This will be discussed and updated at each working group. The Code Manager is also encouraging additional topics to be raised. As such, the working group is going to take longer than initial estimates.

The Code Manager proposes that an additional eight months for solution development is required to facilitate the working group meetings, data analysis and any technical developments. The current expectations are that the legal text updates will be developed as part of the working group activities.

The Code Manager will issue guidance updates as and when required and will not wait until the end of the development period, unless agreed with the working group.

Milestone	Activity	From	To	From	To
Definition		22 Apr 25	01 Oct 25	**22 Apr 25**	**31 May 26**
	Solution Analysis	Complete	Complete	Complete	Complete
	Solution Development	August	October	August	May

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the extension to plan for I0237; and
- **APPROVE** the extension to plan for I0237.