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CHANGE PROPOSAL EXTENSION TO PLAN

I0237 – ERRONEOUS SWITCH REVIEW: CSS SOLUTION

DOCUMENT VERSION	V3.0
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	TECHNICAL LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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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).

The previous I0237 Proposal Plan set out the initial solution analysis and solution development activities for an end-to-end review including a specific I0237 working group that was established by the Code Manager in September 2025. The working group met seven times between September 2025 and March 2026.

The purpose of the I0237 Working Group was to undertake a comprehensive, end-to-end review of the Erroneous Switch resolution process to ensure it remained Consumer-focused, operationally effective, and fit for purpose in a changing market environment. The group examined how the existing arrangements operated in practice, identified weaknesses, inconsistencies, and inefficiencies, and considered how the process could be improved to reduce Consumer detriment and enhance industry performance.

The working group provided a forum for Energy Suppliers to share practical experience of operating the Erroneous Switch process, including challenges relating to system latency, due diligence, communications, escalation, and the use of industry systems such as DTN and SDEP. Through structured discussion, the group explored where process clarity could be improved, where obligations or rejection reasons were misunderstood or misapplied, and where escalation routes and process steps were misaligned with intended outcomes.

The outputs of the working group were intended to inform recommendations to the Code Manager and the Proposer, including potential changes to Schedule 30, associated legal drafting, Market Messages, and operational guidance. Overall, the objective of the working group was to ensure that Erroneous Switches were resolved as quickly, accurately, and consistently as possible, minimising unnecessary Switching activity, reducing the risk of inaccurate billing, and maintaining Consumer trust and confidence in the Switching process.

Following the conclusion of the I0237 working group, I0237 was re-scoped to focus on a CSS solution as a technical change. Three further Issues and Change Proposals (R0313, R0322 and I0326) were raised to address the non-technical and Performance Assurance changes and outputs.

2 RESPONSIBLE COMMITTEE DECISION

On 25 June 2026, the REC Change Panel approved this extension to plan.

3 CHANGE PLAN UPDATE

Since the initial progression of I0237, further assessment and design consideration have identified that the Issue is technical in nature, with solution development requiring detailed input from technical Service Providers. As such, the Code Manager proposes that the solution development phase be extended to include Technical Change Workshops (TCWs).

The TCWs will focus on continuing the development of the solution design, with particular emphasis on defining detailed solution requirements, validating feasibility, and ensuring alignment with existing market systems and processes. This will include consideration of required changes to Market Messages, CSS interactions, and any supporting operational processes necessary to deliver the intended CSS solution for the ES process.

The requirement for Service Provider assessments will be determined based on the outputs of the TCWs and will be coordinated in parallel with those workshops. Following completion of the TCWs and Service Provider impact assessments, the Code Manager will provide a further update to the Responsible Committee setting out the next steps for the Proposal Plan once the solution requirements and proposed solution are confirmed.

Milestone	Activity	From	To
Definition		**22 Apr 25**	**31 Dec 26**
	Solution Analysis	**Complete**	**Complete**
	Solution Development	September ‘25	December ‘26
	Technical Change Workshops	June’26	December ‘26
	Service Provider Impact Assessment	June ‘26	December ‘26