Major Switching Incident:

Switching Operator Best Practice Document

Version 1.0
Published: 28 February 2025

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CHANGE HISTORY

Version Number	Date Published	Reason for Change / Updates Made
V0.1	13 December 2025	Category 3 draft published as part of R0168 consultation
V0.2	28 January 2025	Category 3 Document published as part of R0168 Change Report (Final Recommendation)
V1.0	28 February 2025	Final version published as part of February 2025 REC Release.

PURPOSE OF THIS DOCUMENT

This document establishes the roles and responsibilities of the Switching Operator during and after a Major Switching Incident, to help reduce the impacts, and ensure an appropriate good practice and solution are applied.

This document acts as best practice and sets guidance and expectations for the Switching Operator, and other REC and Non-REC Parties and should be adhered to if a Major Switching Incident is not resolved within the required Service Levels.

In circumstances where the Switching Operator is required to adhere to this document, the Switching Operator should consequently complete the Switching Operator Best Practice Evaluation Form (found in Appendix 1) to

- provide a summary of the Major Switching Incident, including timelines and impacts;
- qualify the areas and methods in which the Best Practice Document has been followed;
- offer any justifications for non-reference with best practices; or
- describe the situations in which best practice actions have not been necessary.

Please note, where the Switching Operator is expected to contact the Code Manager in line with the best practice, the Switching Operator should determine an appropriate email contact ensuring they have a recmanager.co.uk email address. The Switching Operator should also carbon copy the REC Service Desk using enquiries@recmanager.co.uk.

DOCUMENT CLASSIFICATION

This is a REC Category 3 Product owned by the Code Manager.

This document can be amended through the REC Category 3 Change Proposal process.

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1. WHAT IS A MAJOR SWITCHING INCIDENT

The term Major Switching Incident, as defined in Schedule 1 – Interpretations and Definitions, means a high impact Switching Incident which results in significant disruption to the Switching Arrangements. Market Participants should be aware that the meaning defined in Schedule 1 of the REC shall take precedence if there is a discrepancy.

For a Switching Incident to be deemed a Major Switching Incident, it must be assigned a priority ranking of 1 or 2 by the Switching Operator, based on its impacts on the Switching Arrangements and/or one or more Market Participant(s).

In accordance with REC Schedule 26 – Switching Service Management paragraph 2.12, "where an issue is classified as a Major Switching Incident by the Major Incident Manager (MIM), the Switching Operator shall notify all Market Participants, the Code Manager, the Switching Service Providers and all other interested parties as soon as reasonably practicable, via a Switching Portal bulletin".

A Major Switching Incident may be referred to as a P1 or P2 Major Switching Incident, reflecting the priority it has been assigned by the Switching Operator. Market Participants and Switching Data Service Providers can also-sign up to push notifications to alert them to the occurrence of a Major Switching Incident.

For further information on Major Switching Incidents, and how the Switching Operator and the Switching Data Service Providers should respond, please see paragraphs 2.1-2.22 of Schedule 26 – Switching Service Management.

1.1 Impacts

A Major Switching Incident can impact both fuels (electricity and gas) and both Domestic and non-Domestic end-Consumers and industry participants delivering services. Impacts may include:

- Ability to Switch on time, with Consumers effectively left stuck until the Switch can be processed
- Poor switching experience leading to Consumer confusion and/or reduced confidence
- Increased number of Consumer complaints
- Energy Supplier's inability to meet licence conditions
- Disputed Switch Meter Reads leading to billing errors
- Erroneous Switches not being identified, nor being resolved on time
- Limited non-Domestic product offerings
- Cost to Market Participants

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The impacts that may be experienced may be dependent upon the current volume of Switches and the time of year that a Major Switching Incident occurs.

A future Major Switching Incident runs the risk of more significant impacts to both industry and end Consumers. To reduce the risks, the methods of best practice noted in this document should be followed by the Switching Operator at all available opportunities to support industry and reduce the impact on end Consumers.

2. METHODS OF BEST PRACTICE

2.1 Switching Parties Communication

The Switching Operator should establish and publicise a dedicated group for Switching Parties which meets frequently, in cases where active industry engagement would support the resolution of a Major Switching Incident. The group should include:

- Updates on issue resolution progress from the Switching Operator; and
- Opportunity for CSS Users to input into the impacts on systems and Consumers.

This group could be an existing group, such as the Switching Operator Forum (SOF), and the initial mailing list should be established in advance and include relevant contacts, this could be the contact list from SOF.

If the Switching Change Advisory Board determines such a group should be set up following a Major Switching Incident, then the Switching Operator must establish.

2.2 Root Cause Communication

The Switching Operator has a responsibility to ensure that the root cause communication offsets the risk of uncertainty and limited information, and ensures Switching Parties (including Suppliers, Third Party Intermediaries and Networks) have the right information to:

- Enable meaningful engagement between impacted Switching and REC Parties
- Assist end-Consumers
- Ensure Market Participants can proactively manage Major Switching Incident impacts
- Support appropriate plans in response to the Major Switching Incident and resolution

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The Switching Operator is expected to:

- Share the root cause analysis with the REC Code Manager as soon as reasonably practicable.
- Within Day +1 of the root cause analysis being shared with the REC Code Manager, share the root cause analysis with Switching Parties.

Identifying the root cause of a complex issue may not be an easy exercise. If a Major Switching Incident passes the deadline for resolution and the root cause is not, at the time, identifiable, the Switching Operator should:

- Set an expectation of when the root cause analysis is expected to be completed and to update the Performance Assurance Board, should these expectations change as part of their continued communication if a Major Switching Incident has not been resolved.
- Give due consideration whether a group, as set out in section 2.1, should be established.

2.3 Switching Operator End-Consumer Communication

Consumer-impacting Major Switching Incidents require rapid and consistent messaging across Switching Parties, and other possible industry participants, including but not limited to, Third Party Intermediaries (TPIs), to reduce the risk of inaccurate and confusing messaging.

The Switching Operator has a responsibility to ensure that each Switching User has a uniform set of communication message(s) in order to:

- Reduce the risk of inconsistencies between Market Participants
- Support end-Consumers impacted by the Major Switching Incident
- Reduce the risk of independent action from CSS Users

In all cases where a Major Switching Incident impacts end Consumers, the Switching Operator should give consideration to providing industry-wide communications.

Industry-wide communications mean communication not only to Switching Parties, but to include other industry participants, including, but not limited to, Code Administrators and Third-Party Intermediaries.

The Switching Operator will need to give consideration to (but not limited to) the following if it decides not to provide communications:

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- Number of Metering Points impacted
- Number of CSS Users impacted
- Length of impact

The Switching Operator is expected to provide communications to Switching Parties in plain English language that could be used as part of a Switching Parties' Consumer-facing communications to ensure consistent messaging across each Switching Party. This may include (but not limited to):

- A non-technical description of the incident
- What sort of Metering Points are impacted (for example, any domestic and non-domestic split)
- When the incident is expected to conclude
- Who to contact for more information

The Switching Operator is expected to deliver communications, as agreed with the Switching Change Advisory Board, to Switching Parties:

- Within one Working Day of the root cause being shared with Switching Parties
- Within one Working Day of when the full set of impacted Consumers is known
- Five Working Days after the end of the incident resolution window, unless an alternative plan has been agreed by the Switching Change Advisory Board.

The Switching Operator must provide clear rationale why it decided not to provide industry communications if the Major Switching Incident impacts Consumers. The Switching Operator may provide such rationale via the Switching Operator Best Practice Evaluation Form.

2.4 Switching Operator Impact Review

The Switching Operator has a responsibility to consider the cost and impact of a Major Switching Incident to industry and must:

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- Provide assurance to Switching Parties that all resolution possibilities are considered, and a robust solution decision is made.
- The impacts of the Major Switching Incident against the REC obligations are fully understood.

The Switching Operator must create a Major Switching Incident impact report for each Major Switching Incident which exceeds the resolution Service Level to include:

- Impacts against REC defined processes
- REC Systems
- RECCo-owned Data
- REC Services
- Determine the impact on compliance with the REC end-to-end Switching Arrangements.

The Switching Operator should provide this information through the resolution phase of the Major Switching Incident and after the Major Switching Incident solution is implemented. CSS Users can expect the details of this impact assessment to adjust as the impact is better understood, solutions are better defined, and execution of the solution is complete.

The Switching Operator should consider the most effective means of communication and may wish to use the group, as set out in 2.1, as a means of circulating impact assessment versions.

2.5 Broader Industry Impact Review

A Major Switching Incident may have a broader impact than solely on REC Parties, CSS Users and REC obligations. The Switching Operator should engage with organisations outside of the REC environment to make a fair judgement of the possible impact repercussions of the Major Switching Incident.

This impact review must be detailed enough to indicate likely risks to Switching Parties outside of REC obligations and must seek input into cross-code impacts. These could include (but not be limited to):

- Metering exchange issues
- Retrospective settlement activity
- Other Code compliance (such as SEC, BSC, DCUSA, UNC and iGTUNC)

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The Switching Operator should produce a broader industry impact review as soon as possible after a Major Switching Incident has been declared. The Switching Operator may identify no impacts outside of the REC and should maintain robust evidence of how this conclusion was reached. A broader industry impact review is expected to include:

- Collaboration with Ofgem, RECCo, the Code Manager and the Code Administrators for the SEC, BSC, UNC, iGTUNC, and DCUSA to identify the cross-Code impacts and/or impacts on other Codes when managing a Major Switching Incident and developing a solution; and
- Evidence that the solution for industry is of the least negative impact to end-Consumers.

2.6 Refresh and Testing of Switching Operator's Major Switching Incident Related Policies, Processes and Procedures

In support of 2.2, and ensuring the right communication is provided, it is expected that the Switching Operator periodically reviews, reissues, maintains, evaluates, and tests (as appropriate) the following:

- Switching Incident Management policy, processes and procedures: including defined roles and responsibilities, a RACI to assist rapid Major Switching Incident resolution, and a Major Switching Incident response process with a scheduled annual test.
- Switching Service Management policies and procedures.
- Incident Communications Strategy: including the channels that are to be used and cadence of Major Switching Incident meetings separate to established forums and communications, for example the Switching Operator may consider providing an update, and opportunity for discussion, to an established REC committee/group. The Switching Operator may, however, still continue to raise awareness through established Switching communications.
- Procedure for the review and update of contact lists for CSS Users, SDSPs and other interested Parties.

2.7 Engagement to Understand any Potential Resolution Prioritisation

A Major Switching Incident which proposes a prolonged implementation approach may mean some Switching end-Consumers receive a resolution before others. For example, processing successfully replaying different Switches on different Working Days. This could lead to unintended consequences for Consumers and Switching Parties.

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To limit the adverse impacts felt by impacted Switching end-Consumers, the Switching Operator should engage with impacted REC Parties and CSS Users to develop a better understanding of the needs and circumstances of the impacted Switches, and any potential candidates for resolution prioritisation.

The Switching Operator may, however, identify that prioritisation is not possible, or not required. In this scenario, the Switching Operator should maintain robust evidence of how this conclusion should reached. A summary of this should also be included in the Switching Operator Best Practice Evaluation Form.

3. SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION

- Central Switching Service (CSS) – Service Definition
- Switching Operator (SO) – Service Definition
- Schedule 26 – Switching Service Management
- Switching Operator – Incident Management Policy
- Switching Change Advisory Board
- RECCo Review Report Summary (July 2023 P1 Major Switching Incident)
- RECCo Review Report Detailed Appendix (July 2023 P1 Major Switching Incident)

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4. USEFUL TERMS

Term	Acronym	What does it mean?
Balancing and Settlement Code	BSC	means the Balancing and Settlement Code, as defined in the Electricity Supply Licences.
Category 3 Change Proposal		means the Change Process for Category 3 Products as set out in Section 28 of the Change Management Schedule.
Category 3 Product		refers to the operational documents and RECCo guidance which are required to support, but do not place obligations upon, Market Participants and as such will be maintained by the Responsible Provider.
Central Switching Service	CSS	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
Code Administrator		means the party who administrates a Code in line with the requirements in Ofgem's Code Administration Code of Practice.
Code Manager		Means the person described in Clause 7 of the main body of the Retail Energy Code.
Disputed Switch Meter Reading		Means that the Switch Meter Reading is disputed by the Consumer, Losing Supplier or Gaining Supplier
Distribution Connection and Use of System Agreement	DCUSA	means the agreement of that name maintained pursuant to the Electricity Distribution Licences.
Erroneous Switch		means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution

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Term	Acronym	What does it mean?
		of Consumer-Facing Switching and Billing Problems Schedule.
Independent Gas Transporter Uniform Network Code	IGT UNC	means the code of that name established under the Gas Transporter Licences.
Major Switching Incident		means a high-impacted Switching Incident which results in significant disruption to the Switching Arrangements.
Market Participants		means participants in either or both of the gas and electricity markets of Great Britain, each of which is identified by a Market Participant Role.
Office of Gas and Electricity Markets	Ofgem	Ofgem is the regulator for Britain's gas and electricity industries, overseen by the Gas and Electricity Markets Authority (the Authority).
Priority 1 Major Switching Incident	P1	A Priority 1 Switching Incident (Major Switching Incident) is a Switching Incident which, in the reasonable opinion of the Switching Operator is, or is likely to: • prevent a large group of affected Market Participants from using the systems that make up the Switching Arrangements; • have a critical adverse impact on the activities of the affected Market Participants using the live Switching Data Services; • cause significant financial loss or reputational damage/or disruption to the affected Market Participants; • cause significant reputational damage to the affected Market Participants; or

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Term	Acronym	What does it mean?
		• result in any material loss or corruption of data used by the Switching Arrangements.
Priority 2 Major Switching Incident	P2	A Switching Incident which in the reasonable opinion of the Switching Operator is, or is likely to, have a non-critical adverse impact on the activities of affected Market Participants, but the Switching Arrangements are still working at a reduced capacity.
REC Services		means any service that is provided by the REC Code Manager. This includes, but is not limited to, the REC Portal, REC Service Desk, Digital REC and REC Data Specification, Enquiry Services and Operational Account Managers.
Retail Energy Code	REC	A set of rules for operating in the retail energy sector. All licensed Energy Suppliers, Gas Transporters, Electricity Distribution Network Operators, Metering Operators and the Data Communication Company (DCC) must comply with the REC.
Retail Energy Code Company	RECCo	means the company established under Clause 5 of the main body of the Retail Energy Code.
Service Levels		means the performance level required under the Performance Assurance Schedule. The required Service Level for a P1 Major Switching Incident is a resolution time of four hours. The required Service Level for a P2 Major Switching Incident is a resolution time of 24 hours.
Settlement		means settlement under the relevant industry codes (the BSC for electricity and the UNC for gas).
Smart Energy Code	SEC	means the code of that name maintained pursuant to the DCC Licence.

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Term	Acronym	What does it mean?
Switching Arrangements		means the Systems and processes used by the Switching Data Service Providers in relation to the Address Management Service and Registration Service.
Switching Change Advisory Board		means the group responsible for the review and approval of Operational Switching Service Changes. This is separate from the code bodies that would approve changes to Energy Codes.
Switching Data Service Providers	SDSP	means the CSS Provider, the SMDSP (in respect of the services provided under the Smart Energy Code), the Enduring Change of Supplier Service Provider (in respect of the services provided under the Smart Energy Code), the Gas Retail Data Agent, the Electricity Retail Data Agents, and the Enquiry Service Providers.
Switching Operator	SO	means the DCC in performing the role of managing the co-ordination of the CSS Provider and the other Switching Data Service Providers, including the mechanisms for CSS Users to report incidents and access service management support, from the CSS Go-Live Date.
Switching Operator – Incident Management Policy		means the Category 3 document of the same title that details the Incident Management Policy in accordance with the requirements of Design Baseline 4 for the management of the Centralised Switching Service and the Switching Arrangements governed under the REC. It deals with the management of Incidents.
Switching Operator – Service Definition		means each document of that name forming part of the Technical Specification for the Switching Operator.

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Term	Acronym	What does it mean?
Switching Operator Best Practice Evaluation Form		means the form in Appendix 1 of this document that the Switching Operator is required to complete should this document be adhered to after a Major Switching Incident has not been resolved within the required Service Levels.
Switching Parties		means each CSS User, each Switching Data Service Provider and each Enquiry Service User.
Switching Portal		means the online portal made available by the Switching Operator in accordance with the Switching Service Management Schedule.
Switching Service Desk		means the service desk made available by the Switching Operator in accordance with the Switching Service Management Schedule.
Switching Service Management		means the function in place to ensure co-operation and co-ordination between the Market Participants and Switching Data Service Providers, as further described in the Switching Service Management Schedule.
Third Party Intermediary	TPI	means a broker or introducer acting between Consumers and Energy Suppliers, including Price Comparison Websites.
Uniform Network Code	UNC	means the Uniform Network Code established under the Gas Transporter Licences.

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5. APPENDIX 1 - MAJOR SWITCHING INCIDENT: SWITCHING OPERATOR BEST PRACTICE EVALUATION

Where the Switching Operator has been required to adhere to the Major Switching Incident: Switching Operator Best Practice Document, the Switching Operator should consequently complete this Switching Operator Best Practice Evaluation Form to:

- provide a summary of the Major Switching Incident, including timelines and impacts;
- qualify the areas and methods in which the Best Practice Document has been followed;
- offer any justifications for non-reference with best practices; or
- describe the situations in which best practice actions have not been necessary.

Upon completion, the Switching Operator should submit this evaluation form to the REC Service Desk via enquiries@recmanager.co.uk unless instructed otherwise by the Code Manager.

DOCUMENT VERSION	
DATE	

DATE OF MAJOR SWITCHING INCIDENT	
DATE OF RESOLUTION	
MAJOR SWITCHING INCIDENT PRIORITY	**Priority 1 / Priority 2**
IMPACTED MARKETPARTICIPANTS	

AUTHORED BY	
REVIEWED BY	
CODE MANAGER REVIEWEE	

SUMMARY

[A short executive summary on the nature of the Major Switching Incident and the Switching Operator's overall adherence to the Major Switching Incident: Switching Operator Best Practice Document (2-3 sentences)]

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INITIAL EXPECTATIONS

[Here, the Switching Operator has the *option* to detail their initial expectations of the Major Switching Incident and how they will apply methods of best practice. These expectations may then assist with communication and engagement to industry and impacted Market Participants, and also assist with the best practice evaluation (section 11) following the Major Switching Incident Resolution.]

METHOD OF BEST PRACTICE	WILL IT BE USED?	EXPECTED DATES OR TIMELINES	RATIONALE
Switching Parties Communication	**Yes / No**		
Root Cause Communication	**Yes / No**		
Switching Operator End-Consumer Communication	**Yes / No**		
Switching Operator Impact Review	**Yes / No**		
Broader Industry Impact Review	**Yes / No**		
Refresh and Testing of Switching Operator's Major Switching Incident Related Policies, Processes and Procedures	**Yes / No**		
Engagement to Understand any Potential Resolution Prioritisation	**Yes / No**		
Other actions not included in the Switching Operator Best Practice Document (Please state)	**Yes / No**		

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SUMMARY

[This section will provide a summary of the Major Switching Incident including key dates, priority and industry engagement. The summary may also provide an overview of how the Major Switching Incident has been resolved and note any factors that may have influenced or impacted how the solution was chosen and/or developed. The summary should touch upon how the Major Switching Incident: Switching Operation Best Practice Document was adhered to.]

PRIORITY STATUS

[The Switching Operator may here state the priority status of the Major Switching Incident, and detail why it is either a Priority 1 or a Priority 2 Major Switching Incident.]

MAJOR SWITCHING INCIDENT AND RESOLUTION TIMELINE

[The Switching Operator may here detail and update a table of key incidents and activities completed during the Major Switching Incident resolution, beginning with the date the Major Switching Incident occurred and when the required resolution Service Level was passed.]

DATE	EVENT	DETAILS

IMPACTS

[The Switching Operator may here list details and update the impacts on Market Participants caused by the Major Switching Incident.]

MARKET PARTICIPANT	IMPACTS

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CROSS-CODE IMPACTS

[If the Major Switching Incident is not limited to just the REC in the impacts, the Switching Operator may here provide details of any cross-code impacts and an overview of how the Major Switching Incident will affect the other industry codes.]

INDUSTRY ENGAGEMENT

[The Switching Operator may here summarise any engagement with industry and impacted Market Participants, including the Code Manager, RECCo, and the Authority, during the Major Switching Incident Resolution. This should include a summary of the groups or committee engaged with as part of the best practice methods stated in sections 2.1-2.7 of the Major Switching Incident: Switching Operator Best Practice Document.]

DATE OF ENGAGEMENT	WHO WITH	DETAILS

SUMMARY OF ANALYSIS UNDERTAKEN

[The Switching Operator may here set out any analysis that has been completed to assist in resolving the Major Switching Incident; what analysis techniques were used, the scope of the different analysis activities completed, who completed this etc.]

SOLUTION OPTIONS

[The Switching Operator may here provide details of the solution chosen to resolve the Major Switching Incident and detail, and update any alternative solution options that have been discounted to show that all resolution possibilities are considered, and a robust solution decision is made as per section 2.4 of the Major Switching Incident: Switching Operator Best Practice Document]

SOLUTION	DETAILS

OTHER SOLUTION POSSIBILITIES	DETAILS AND REASONS WHY THE POSSIBILITY HAS NOT BEEN CHOSEN

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BEST PRACTICE EVALUATION

The Switching Operator **must** complete all the following boxes to evaluate against the Best Practice Methods stated in sections 2.1-2.7 of the Major Switching Incident: Switching Operator Best Practice Document. For all methods, the Switching Operator should:

1. qualify the areas and methods in which the Best Practice Document has been followed;
2. offer any justifications for noncompliance with best practices; or
3. describe the situations in which best practice actions have not been necessary.

METHOD	**Switching Parties Communication**
ADHERED TO?	**YES/NO**
EVALUATION	

METHOD	**Root Cause Communication**
ADHERED TO?	**YES/NO**
EVALUATION	

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METHOD	Switching Operator End-Consumer Communication
ADHERED TO?	YES/NO
EVALUATION	

METHOD	Switching Operator Impact Review
ADHERED TO?	YES/NO
EVALUATION	

METHOD	Broader Industry Impact Review
ADHERED TO?	YES/NO
EVALUATION	

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METHOD	**Refresh and Testing of Switching Operator's Major Switching Incident Related Policies, Processes and Procedures**
ADHERED TO?	**YES/NO**
EVALUATION	

METHOD	**Engagement to Understand any Potential Resolution Prioritisation**
ADHERED TO?	**YES/NO**
EVALUATION	

RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

[The Switching Operator here should detail and update any Risks, Assumptions, Issues and Dependencies associated with the Major Switching Incident resolution and the application of the best practice methods stated in sections 2.1-2.7 of the Major Switching Incident: Switching Operator Best Practice Document.]

2.8 RISKS AND ISSUES

NO.	RISK	NOTES	MITIGATION

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NO.	ISSUE	NOTES	HOW TO PROGRESS

2.9 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE

NO.	DEPENDENCY	NOTES	STATUS

ADDITIONAL LINKS AND DOCUMENTS

[The Switching Operator should here provide links to any additional resources or documents that either assist with their evaluation of their best practice or assist Market Participants in understanding the Major Switching Incident and the resolution process.]

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To find out more please contact:

E:enquiries@recmanager.co.uk

W: www.recportal.co.uk

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