RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0030 – ERRONEOUS TRANSFER CANCELLATIONS

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RESPONSIBLE COMMITTEE	CHANGE PANEL

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CHANGE OVERVIEW

Erroneous Transfers are currently being cancelled by Energy Suppliers without a defined process or full audit trail.

This Change Proposal seeks to introduce a defined process for Energy Suppliers to be able to cancel an Erroneous Transfer (ET) in specific scenarios.

KEY MILESTONES

	FROM	TO
SOLUTION DEVELOPMENT	02/03/2022	22/04/2022
PARTY IMPACT ASSESSMENT ISSUED	06/05/2022	30/05/2022
DEADLINE FOR ALTERNATIVE CHANGE PROPOSAL SUBMISSION	08/07/2022	08/07/2022
PRELIMINARY CHANGE REPORT ISSUED	08/07/2022	08/07/2022
RESPONSIBLE COMMITTEE REVIEW	19/07/2022	19/07/2022

1 SCOPE

1.1 IN SCOPE

This document details the plan for analysis, solution development, assessment, and the plan for this Change Proposal.

1.2 OUT OF SCOPE

This Change Proposal does not consider how the Code Manager and Performance Assurance Board will monitor Energy Supplier performance around the resolution of Erroneous Transfers following implementation.

2 PROJECT STRUCTURE AND ORGANISATION

2.1 POINTS OF CONTACT

LEAD ANALYST	Gemma Dixon	EMAIL	020 3890 9062
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2.2 REQUIRED ACTIVITIES

2.2.1 ANALYSIS AND SOLUTION DEVELOPMENT

The solution for this Change Proposal has not been fully defined, therefore a period of solution analysis and development will be required. During this phase, we will be validating the high-level solution proposed by the proposer and reviewing any additional solutions which may address the Problem Statement and that deliver the right obligations against stakeholders. To support this activity, the Code Manager will seek informal views on these from wider industry Subject Matter Experts, who will be identified at the start of the analysis phase. Following the solution development activity, the Code Manager will review the Change Proposal Plan to confirm the planned activity and timelines remain appropriate for the proposed solution.

2.2.2 IMPACT ASSESSMENT

Energy Suppliers have been identified as impacted by this change, therefore a Party Impact Assessment is required.

The Impact Assessment is required to understand the consequences and any costs and/or benefits that may result from the implementation of this Change Proposal.

2.2.3 PRELIMINARY ASSESSMENT

A Preliminary Assessment will be carried out following the Impact Assessment, which will consider Impact Assessment responses and the case for change to develop the Code Manager's recommendation.

At this point a decision will have been made on which solution will be taken forward to address the problem statement. As part of the Preliminary Assessment, we complete a Cost Benefit Analysis to consider if there is a positive business case to approve the preferred solution, and to support development of the Code Manager's recommendation. During the Preliminary Assessment phase, a period of consultation will be determined and detailed in the Preliminary Change Report.

2.3 STAKEHOLDER ENGAGEMENT PLAN

2.3.1 IMPACT ASSESSMENT PLAN

For this Change Proposal, a REC Party Impact Assessment is required to allow the proposed solution to be appropriately assessed. In the Impact Assessment, we wish to identify the scale of the problem and the effort involved by impacted stakeholders in using Market Messages as a mechanism for cancelling ETs. Although only Suppliers have been identified as impacted by this Change Proposal, input and responses will not be limited to Suppliers only.

2.4 RAID

2.4.1 RISKS AND ISSUES

No risks or issues have been identified that may impact the progression of this Change Proposal Plan.

2.4.2 ASSUMPTIONS AND DEPENDENCIES

No assumptions or dependencies have been identified that may impact the progression of this Change Proposal Plan.

2.5 DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS

SUBMISSION DEADLINE	08/07/2022