RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

R0037 – PREPAYMENT CREDIT BALANCE & DEBT TRANSFER PROCESSES

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RESPONSIBLE COMMITTEE	CHANGE PANEL	CHANGE PATH	AUTHORITY DETERMINED

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	24/05/2024

LEAD CHANGE ANALYST



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1 CHANGE OVERVIEW

This Change Proposal seeks to remove a gap between Smart and traditional Prepayment meter Switching experiences. For Smart Prepayment meters the credit or debit on the meter does not switch across at the point of transfer, as it does with traditional Prepayment meters. It has been raised to develop a Consumer-centric solution to remove this discrepancy and provide the best possible switching experience for these Consumers.

2 CHANGE PLAN UPDATE

The previous Change Proposal Plan only covered the solution analysis and development stage. This updated plan intends to extend the plan through to the expected receipt of the authority determination.

Previously the Code Manager has been unable to plan for this further activity due to there not being a defined solution, and therefore not having a clear view of the impacts to REC Parties or Service Providers. There is now a solution for this Change Proposal which has been through Preliminary Impact Assessment with Service Providers and is currently undergoing Party Impact Assessment, so the Code Manager can now appropriately plan for the publication of the change reports.

The Code Manager has taken the decision to complete Party Impact Assessment prior to Service Provider Detailed Impact Assessment to gain clarity on some details of the solution and prevent having to go through Detailed Impact Assessment twice.

Once the Preliminary Change Report has been published and reviewed by the Change Panel as the Responsible Committee, there will be a standard consultation period of 15 Working Days. This consultation will form the basis for the recommendation made by the Code Manager

to the Change Panel within the Final Change Report, which in turn will aid in the formation of the recommendation to the Authority.

KEY MILESTONES

	ORIGINAL PLAN DATES		REVISED PLAN DATES	
	FROM	TO	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	26/10/2023	29/02/2024	N/A	N/A
SERVICE PROVIDERS AND PARTY IMPACT ASSESSMENT WINDOW	N/A	N/A	16/01/2024	10/05/2024
PRELIMINARY CHANGE REPORT ISSUED	N/A	N/A	24/05/2024	24/05/2024
RESPONSIBLE COMMITTEE REVIEW	N/A	N/A	04/06/2024	04/06/2024
CONSULTATION	N/A	N/A	07/06/2024	28/06/2024
FINAL CHANGE REPORT ISSUED	N/A	N/A	26/07/2024	26/07/2024
RESPONSIBLE COMMITTEE DECISION	N/A	N/A	06/08/2024	06/08/2024
RECOMMENDATION SENT TO AUTHORITY FOR DETERMINATION	N/A	N/A	08/08/2024	08/08/2024

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the proposed plan extension milestones for R0037
- **APPROVE** the proposed plan extension milestones for R0037