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CHANGE PROPOSAL PLAN

R0092 – DCC SERVICE LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

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CHANGE PATH	AUTHORITY DETERMINED

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	TBC

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

This Change Proposal seeks to review the Service Level Agreements (SLAs) set against the Centralised Registration Service (CRS) Provider.

KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/06/2023	15/08/2023
PRESENT APPROACH TO CHANGE PANEL	15/08/2023	15/08/2023

1 SCOPE

1.1 IN SCOPE

At this stage, this document only details the plan for solution analysis and development.

1.2 OUT OF SCOPE

Activities beyond solution analysis and development are out of scope of this Change Proposal Plan, as a full understanding of the solution is required prior to the planning of impact assessments and subsequent activity.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1 ANALYSIS AND SOLUTION DEVELOPMENT

The review of DCC's proposed changes to Performance Levels will be conducted via a workgroup consisting of industry representatives, to ensure that the solution taken forward is fair and reasonable and leads to good Consumer outcomes.

Representatives from the Parties below have put themselves forward for the R0092 workgroup:

- Xoserve (Service Provider);
- C&C (Service Provider);
- National Grid Electricity Distribution (Distribution Network Operator);
- Shell (Supplier);
- E.ON (Supplier);
- British Gas (Supplier);
- RECCo; and
- Code Manager.

The first workgroup meeting is planned for 15 June 2023 and subsequent meetings will be held on a fortnightly basis.