RETAIL ENERGY CODE

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STATUS	**APPROVED**

R0092 – REBASELINED CHANGE PLAN

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1 CHANGE PROPOSAL SUMMARY

From 1 April 2023, Performance Charges apply to the Centralised Registration Service (CRS) Provider. The Performance Charges are based on the CRS Provider's performance against the Service Availability and Performance Levels (also known as Service Level Agreements - (SLAs) set out in the Central Switching Service (CSS) Definition, the CSS Certificate Authority Service Definition, and the Switching Operator Service Definition.

These SLAs were identified and agreed during the early design, build and test phase of the Switching Programme and formed part of the procurement exercise for the CRS Provider. They were based on assumptions made in the early phases of the Switching Programme and the Data Communications Company (DCC), as the CRS Provider, has proposed a review of these SLAs to ensure they are appropriate based on the physical systems design and user behaviours.

The DCC has proposed three areas for where the SLAs should be reviewed:

- Message Response targets;
- Gate Closure targets; and
- Incident Management targets.

In addition to these, the DCC has proposed a number of performance measures to be excluded from the Performance Assurance Regime.

An industry workgroup has been convened, formed of REC parties and stakeholders, to support the review of the SLAs and proposed exclusions and ensure that the solution taken forward is fair and reasonable and leads to good Consumer outcomes.

2 CHANGE PLAN UPDATE

R0092 work group meetings have been held on the following dates – Link to documentation

- 15 June 2023
- 29 June 2023
- 10 August 2023
- 07 September 2023

Following these initial work groups, a Service Provider and Party Impact Assessment was triggered on 13 October 2023 – 10 November 2023 based on the proposed changes at that time.

Following a review of the Party Impact Assessment responses, the Code Manager asked the DCC to review some of its proposals. These reviewed proposals are due to be provided to the Code Manager on 05/01/2024 and reviewed more widely by the work group on 12/01/2024. Depending on the outcome of these proposals and the deliberations by the work group, an alternative proposal may be raised.

The additional time in the following change plan will allow for the final review of proposals, understand whether an alternative proposal is required and the time to take this proposal forward alongside the DCC's suggested changes.

	FROM	TO	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/06/2023	05/10/2023	N/A	N/A
PRESENT APPROACH TO THE CHANGE PANEL		N/A	N/A	N/A
SERVICE PROVIDER IMPACT ASSESSMENT PERIOD	16/10/2023	20/11/2023	N/A	N/A
PARTY IMPACT ASSESSMENT PERIOD	01/12/2023	03/01/2024	N/A	N/A
PRELIMINARY CHANGE REPORT ISSUED	12/01/2024	12/01/2024	20/02/2024	20/02/2024
RESPONSIBLE COMMITTEE REVIEW	23/01/2024	23/01/2024	27/02/2024	27/02/2024
CONSULTATION	26/01/2024	16/02/2024	01/03/2024	22/03/2024
FINAL CHANGE REPORT ISSUED	08/03/2024	08/03/2024	23/04/2024	23/04/2024
RESPONSIBLE COMMITTEE DECISION	19/03/2024	19/03/2024	30/04/2024	30/04/2024
SEND TO AUTHORITY FOR DETERMINATION	20/03/2024	20/03/2024	01/05/2024	01/05/2024

3 COMMITTEE ACTIONS

Change Panel Members approved the proposed plan extension milestones for R0092 on 12 January 2024.