RETAIL ENERGY CODE

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REFERENCE	**RECCP_23_0815_07**
STATUS	**FOR DECISION**

R0092 – CHANGE PLAN EXTENSION

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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

The original R0092 Change Plan only included solution development as it was unclear how much time would be needed to provide a recommendation which could be taken through the change process. As at 08/08/2023, only two of the proposed work group sessions have been

held, with two sessions being cancelled due to the CSS Priority 1 incident to allow the focus to be on rectification and Resolution of the incident.

The work group is not yet in a position to provide a clear recommendation and therefore further solution development time is needed.

This updated Change Proposal plan is based on a number of assumptions of how solution development will progress following the CSS Priority 1 incident.

	FROM	TO	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/06/2023	15/08/2023	07/06/2023	05/10/2023
PRESENT APPROACH TO THE CHANGE PANEL	15/08/2023	15/08/2023		N/A
SERVICE PROVIDER IMPACT ASSESSMENT PERIOD			16/10/2023	20/11/2023
PARTY IMPACT ASSESSMENT PERIOD			01/12/2023	03/01/2024
PRELIMINARY CHANGE REPORT ISSUED			12/01/2024	12/01/2024
RESPONSIBLE COMMITTEE REVIEW			23/01/2024	23/01/2024
CONSULTATION			26/01/2024	16/02/2024
FINAL CHANGE REPORT ISSUED			08/03/2024	08/03/2024
RESPONSIBLE COMMITTEE DECISION			19/03/2024	19/03/2024
SEND TO AUTHORITY FOR DETERMINATION			20/03/2024	20/03/2024

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the proposed plan extension milestones for R0092.
- **APPROVE** the proposed plan extension milestones for R0092.