RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED IMPACT ASSESSMENT RESPONSES

R0105 - REVIEW OF ONAGE SLAS

On 05 July 2024 the Code Manager issued an Impact Assessment to industry to seek feedback on the proposed solution for R0105.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

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RESPONSE TYPE	NON-CONFIDENTIAL
DATE ISSUED	08/08/2024
RESPONSIBLE COMMITTEE	METERING EXPERT PANEL
LEAD ANALYST	Lydia Bentley

DATE CONSULTATION ISSUED	05/07/2024
RESPONSE DEADLINE	26/07/2024

Question 1:	Do you agree with the Code Manager's assessment that it is appropriate to retain the ONAGE SLA at 2WDs?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
E.ON Metering Equipment Manager	We are in favour of the Code Manager's assessment to retain the current ONAGE SLA at 2WDs.	Thank you.
Stark Metering Equipment Manager	Yes, for the reasons stated in IA document, we do not see any significant improvement to reducing the current 2WD SLA. As stated the current 2WD window currently allows for appointment process to be quicker if a Party's systems have that capability. The current ONAGE SLA allows for less developed or manual systems to be able to process any bulk change scenarios. A reduction in the ONAGE SLAs would also require changes to operational processes for MEM' in ways of working to accommodate different ONAGE response times, and associated costs resulting from these changes.	Thank you – The Code Manager is appreciative of your detailed feedback.
SSE Energy Supplier	SSE support the code managers assessment that reducing the current SLA is not realistic within the market.	Thank you.

Question 2:	If possible, can you describe any impacts on your organisation that arise from a 2WD ONAGE SLA, that you expect might have been mitigated by an SLA reduction? Please quantify your answer where possible.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
E.ON Metering Equipment Manager	No additional comments beyond those already discussed at the REC Metering Expert Panel and stated in the Party Impact Assessment document.	Thank you.
Stark Metering Equipment Manager	No comment	Thank you.
SSE Energy Supplier	We have no evidence to suggest that a reduction of the SLA will mitigate any impacts to us.	Thank you.

Question 3:	[MAMs Only] Do you agree with the Code Manager's assertion that there are operational barriers that might prevent your organisation adapting to an ONAGE SLA reduction?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
E.ON Metering Equipment Manager		-
Stark Metering Equipment Manager	Yes, agree that as stated previously a reduction could be problematic e.g. larger volumes of appointments or in circumstances where there are no commercial arrangements, and a meter exchange may be required.	Thank you.
SSE Energy Supplier	N/A	-

Question 4:	Do you have any comments on the Code Manager's assertion that a reduction in ONAGE SLA from 2WD will cause significant regulatory complexity across associated gas Metering processes?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
E.ON Metering Equipment Manager	No additional comments beyond those already discussed at the REC Metering Expert Panel and stated in the Party Impact Assessment document.	Thank you.
Stark Metering Equipment Manager	Agree with assertion as explained in assessment that there is potential conflict in terms of contractual obligations, such as the 48hr requirement for MAMs to notify work as per their obligations under the Gas Act Connections and Disconnections (C&D) notices. This may add unnecessary complications, as stated, rather than improvements	Thank you.
SSE Energy Supplier	Our evidence shows that some MAM's struggle to meet the current SLA's and adding further complexity may delay the current appointment/de-appointment process further.	Thank you.

Question 5:	Do you have any other comments on either the Change Proposal, or the proposed solution?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
E.ON Metering Equipment Manager	No additional comments beyond those already discussed at the REC Metering Expert Panel and stated in the Party Impact Assessment document. We support the Code Manager's recommendation to retain the current ONAGE SLA at 2WDs.	Thank you.
Stark Metering Equipment Manager	No	Thank you.
SSE Energy Supplier	The vast majority of SSE switches are within 28 days, so the SLA has little impact on us. Where we have rejections, we would like to see the existing processes tightened up to meet the current standards.	Thank you.