RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0122 SDEP REVIEW IMPROVEMENTS (2) - USABILITY

On 27 February 2026 the Code Manager issued a consultation to industry to seek feedback on the Change Report (For Consultation) for R0122 SDEP Review improvements (2) - usability.

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

DOCUMENT VERSION	V1.0
RESPONSE TYPE	Party/ non-confidential
DATE ISSUED	17/04/2026
RESPONSIBLE COMMITTEE	Technical Expert Panel
LEAD ANALYST	Holly Law

DATE CONSULTATION ISSUED	27/02/2026
RESPONSE DEADLINE	20/03/2026

Question 1:	Do you agree with the proposed solution? If not, please explain why?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes, we agree with the proposed solution.	Thank you for your comments.
BUUK (Distribution Network Operator)	Yes, we agree and support the proposed solution.	Thank you for your comments.
Centrica (Energy Supplier)	Yes. We welcome the enhancements to SDEP. These improvements will help reduce manual effort, support clearer visibility of communications, and lead to more efficient processing of queries.	Thank you for your comments.
SSE Energy Supply Limited (Energy Supplier)	SSE supports the proposed solution.	Thank you for your comments.
Utilita Energy (Energy Supplier)	We agree with the proposed improvements, however, believe further definition will be required to fully understand the benefits delivered. For example, the improvement proposed for automated assignment needs to explain exactly what options for configuration is available to each party (e.g., can more than one person be assigned to split workload, can date parameters be set, who within an organisation is able to set) additionally a specific matrix for automatic status updates would be beneficial to understanding the solution.	Thank you for your comment. All the information around definition and particular business processes will be included as part of SDEP User Guide and will be made available ahead of implementation.

Question 1:	Do you agree with the proposed solution? If not, please explain why?	
SP Energy Networks (Distribution Network Operator)	SPEN are supportive of the proposed solution, we believe that it brings benefit that will allow a greater degree of transparency on the number and status of enquiries.	Thank you for your comments.

Question 2:	Do you agree with the proposed implementation approach (BIG BANG)? If not, please explain why?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes, we are happy with the proposed implementation approach, but please also refer to our response to Q4.	Thank you for your comments.
BUUK (Distribution Network Operator)	Yes.	Thank you for your comments.
Centrica (Energy Supplier)	Yes.	Thank you for your comments.
SSE Energy Supply Limited (Energy Supplier)	SSE supports the big bang approach.	Thank you for your comments.
Utilita Energy (Energy Supplier)	Yes, the scale of change does not call for a phased implementation approach.	Thank you for your comments.
SP Energy Networks (Distribution Network Operator)	Yes, we are supportive of the implementation approach.	Thank you for your comments.

Question 3:	Do you agree with the Code Manager's assessment of the costs and benefits for this change?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	Yes.	Thank you for your comments.
BUUK (Distribution Network Operator)	Yes.	Thank you for your comments.
Centrica (Energy Supplier)	Yes.	Thank you for your comments.
SSE Energy Supply Limited (Energy Supplier)	We are unable to comment on the costs of implementation, but we agree with the benefits listed.	Thank you for your comments.
Utilita Energy (Energy Supplier)	Yes, we agree there will be no party costs to implement.	Thank you for your comments.
SP Energy Networks (Distribution Network Operator)	SPEN agree with the Code Manager's assessment of costs and benefits.	Thank you for your comments.

Question 4:	Do you agree with the Code Manager's recommendation that this Change Proposal should be approved for implementation on 6 November 2026? If not, please explain why?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	We note from the Code Manager comments replying to our Impact Assessment response that a Migration Plan for the implementation of this change is due to be shared. Providing the abovementioned plan is agreed upon by all involved parties, completes as expected and within the anticipated timeframe, we see no reason why this Change Proposal should not be approved for implementation on 6th November 2026. In addition to the above, we would also expect to have seen and had chance to make any necessary comments on any FAQs/guidance documentation/updates to the SDEP User Guide, well in advance of the proposed implementation date.	Thank you for your comment. There will be a migration plan that will be shared along with relevant updates made to FAQs/guidance documents/ updates to the SDEP user guide ahead of implementation.
BUUK (Distribution Network Operator)	Yes.	Thank you for your comments.
Centrica (Energy Supplier)	Yes.	Thank you for your comments.
SSE Energy Supply Limited (Energy Supplier)	Based on the timeline for design, build and test, we agree it should be implemented as part of the next major release scheduled for 6 November 2026.	Thank you for your comments.

Utilita Energy (Energy Supplier)	We agree with the proposed implementation date, this allows ample time for the level of process change required.	Thank you for your comments.
SP Energy Networks (Distribution Network Operator)	We are supportive of an implementation on 6th November 2026.	Thank you for your comments.

Question 5:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
National Grid Electricity Distribution (Distribution Network Operator)	No further comments.	N/A
BUUK (Distribution Network Operator)	No.	N/A
Centrica (Energy Supplier)	No.	N/A
SSE Energy Supply Limited (Energy Supplier)	As usual, we would like to see the updated draft user guide ahead of the implementation date of 6 November 2026.	Thank you for your comments.
Utilita Energy (Energy Supplier)	No further comments.	N/A
SP Energy Networks (Distribution Network Operator)	No further comments.	N/A