RETAIL ENERGY CODE

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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

CHANGE REPORT

R0154 – PERFORMANCE ASSURANCE REPORT CATALOGUE V5.1

CHANGE REPORT	FINAL
DOCUMENT VERSION	1.1
ISSUED DATE	24/04/2024
DOCUMENT APPROVAL STATUS	POST-VOTE

RESPONSIBLE COMMITTEE	PERFORMANCE ASSURANCE BOARD
PRIORITY STATUS	MEDIUM

CHANGE PATH	SELF-GOVERNANCE
URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	05/01/2024

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CHANGE OVERVIEW

Following their annual review, the REC Performance Assurance Board (PAB) have proposed updates to the Performance Assurance Report Catalogue (PARC). This change seeks to implement those updates, thereby introducing the newest version of the PARC.

	High Impact: N/A
	Medium Impact: N/A
	Low Impact: Suppliers

RESPONSIBLE COMMITTEE DECISION

On 27 February 2024, the REC Performance Assurance Board voted to **APPROVE** R0154 for implementation on 28 March 2024.

RETAIL ENERGY CODE

CONTENTS

BACKGROUND		
1.	Summary	**3**
2.	Problem Statement	**3**
3.	User Stories	**3**
PROPOSAL		
4.	Summary of Analysis Undertaken	**4**
5.	Proposed Solution	**4**
6.	Draft Legal Text	**4**
7.	Summary of Impact Assessment Activity	**4**
8.	Delivery Against Change Proposal Plan	**4**
9.	Key Risks, Assumptions, Issues and Dependencies	**5**
10.	Proposed Implementation Date and Approach	**5**
11.	Summary of Consultation Responses	**6**
12.	Summary of Amendments Made Following Consultation	**7**
13.	Business Case Assessment	**8**
14.	Case for Change	**9**
15.	Code Manager's Recommendation	**9**
16.	Responsible Committee Decision	**9**
17.	Appendix	**9**
18.	Glossary	**10**

BACKGROUND

1 SUMMARY

REC Parties and Service Providers must undergo Performance Assurance as part of their obligations under the REC, as outlined in Schedule 6 – Performance Assurance. Performance Assurance is conducted in a number of ways, one of which is the completion of Performance Reports. These Performance Reports are outlined in the Category two document Performance Assurance Report Catalogue (PARC).

The REC PAB are responsible for proposing updates to the PARC as part of their annual review. This change seeks to update the PARC at PAB's recommendation to reflect changes they are suggesting.

2 PROBLEM STATEMENT

The REC PAB has conducted their 2023 review of the PARC and proposed changes to update to version 5.1. As the PARC is a Category two document, implementation of the proposed PARC changes must therefore follow the change process.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer, I want parties who handle my energy account information to be held to high standards, so that I have confidence in their management of my information.
MARKET PARTICIPANT USER STORIES	
M1	As a REC Party and/or Service Provider, I want the performance assurances standards to which I am held to be regularly reviewed, so that I have confidence in monitoring activities.

RETAIL ENERGY CODE

PROPOSAL

4 SUMMARY OF ANALYSIS UNDERTAKEN

The REC PAB have conducted their annual review of the Risk Register and the PARC. Following this review, they have compiled a new version of the PARC that reflects the updated requirements for current performance assurance for REC Parties and Service Providers.

5 PROPOSED SOLUTION

The updated version of the PARC has removed a number of reports that the REC PAB no longer deem to be necessary for performance assurance evaluation. Removed reports can be found in Appendix 2.

Updates have been made to report #1340 – 'Supplier Theft File; as a result, this report has been superseded by #1341 – 'Supplier Theft File'. This is the new version of #1340 and incorporates the changes that have been made. Specific details of these changes can be found within the solution document (linked below).

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0154 can be found [here].

7 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

The REC PAB has conducted a consultation on changes to the Risk Register in parallel with this change. This activity has captured supplier impact independently, which alleviates the need for dedicated impact assessment activity as part of this change.

As such, no impact assessment activities have been undertaken as part of this change. The Code Manager did not identify any negative impacts to REC Parties or Service Providers as the proposed solution results in a reduction, rather than an increase, in Performance Assurance activities.

8 DELIVERY AGAINST CHANGE PROPOSAL PLAN

The Change Proposal Plan can be found here. To date, delivery of this change proposal has progressed as per the Change Proposal Plan.

9 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 ASSUMPTIONS AND DEPENDENCIES

NO.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
R0154.CPP.A001	Impact assessment activity which took place as part of the Risk Register consultation eliminated the need for dedicated impact assessment activity as part of this change.	Changes have been made to the Retail Risk Register which are going through consultation in parallel with this change.	Validated – The change has progressed without the need for additional impact assessment activity.

NO.	DEPENDENCY	NOTES	STATUS
R0154.CPP.D001	R0064 is also making changes to the PARC. The Code Manager should ensure that legal text for both changes reflects the order of implementation.	R0154 is expected to be implemented before R0064.	No action is likely to be taken for R0154.

10 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	28/03/2024

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

This change must be implemented by the start of April 2024. As there are changes proposed within the solution that affect Energy Theft reporting, there is a need for this change to be implemented in time for the Energy Theft reporting period, which begins in April.

11 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 05 January 2024 to obtain views on the Preliminary Change Report. In total four responses were received; three from Suppliers and one from a Distribution Network Operator. The responses have been consolidated and comments provided by the Code Manager. This can be found here.

The key themes from these responses have been summarised and set out below.

11.1 SUMMARY OF RESPONSES

11.1.1 COMMENTS ON THE SOLUTION AND LEGAL TEXT

The four respondents were in broad agreement that the proposed solution, i.e., the changes proposed in the newest version of the PARC, were sensible and appropriate. Two respondents did however provide additional comments against the solution and suggested variations to the legal text. One of these respondents suggested a number of clarificatory changes to improve the usability of some of the reports – The Code Manager agreed with these suggestions, and as such they have been adopted into the legal text. These changes are detailed in Section 12.

The other respondent who suggested changes to the solution proposed more wide reaching, top-level changes that would modify the overall approach to the operation and design of the Theft Detective Incentive Scheme (TDIS). These suggestions included a fundamental overhaul of certain Data Items within Energy Theft reports, as well as changes to the REC TDIS data collection methodology. The Code Manager appreciates this feedback, and will share it with RECCo, but cannot at this stage consider any changes to the legal text on the basis of this feedback as it falls outside the relatively narrow scope of this change.

11.1.2 BENEFITS RELATIVE TO IMPLEMENTATION AND OPERATIONAL COSTS

As this change will not incur any central system costs, and is not expected to incur any significant REC Party costs due to the net reduction in performance assurance obligations, the Code Manager did not consult on implementation and operational costs.

11.1.3 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

Three of the respondents agreed that the proposed changes to the PARC are supportive of the REC's performance assurance goals, and as such are consistent with the Code Managers recommendation of this change. One respondent, a Supplier, did note under this section that a change to the commercial theft report 1341 is not required at this stage. The Code Manager has adopted this suggestion and revised accordingly. The same respondent also suggested an improvement to data validation, which the Code Manager is not adopting at this stage but will be considered as part of wider improvement work.

11.1.4 IMPLEMENTATION APPROACH AND DATE

All respondents agreed with the Code Manager's implementation approach and date.

RETAIL ENERGY CODE

12 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

DOCUMENT	SECTION	AMENDMENT	REASON
PARC	1341 – Commercial	Removal of proposal to add an "Incentive Pot" field.	Change not required at this stage.
PARC	1341- Commercial	Removal of "fixed width" file versions and associated columns/guidance	Clarificatory change
PARC	1341- Residential	Removal of "fixed width" file versions and associated columns/guidance	Clarificatory change
PARC	1341- Commercial	Clarification of validation rules	Clarificatory change
PARC	1341- Residential	Clarification of validation rules	Clarificatory change
PARC	1340 – Commercial	Addition of a new Column to facilitate resolution of file upload issues	Clarificatory change
PARC	1340 – Residential	Addition of a new Column to facilitate resolution of file upload issues	Clarificatory change
PARC	1341- Commercial	Addition of a new Column to facilitate resolution of file upload issues	Clarificatory change
PARC	1341- Residential	Addition of a new Column to facilitate resolution of file upload issues	Clarificatory change
PARC	Xoserve Data Items – 830 Dataset	Addition of three extra fields	Agreed following discussion between RECCo and Xoserve.

13 BUSINESS CASE ASSESSMENT

13.1 COSTS

There are no costs associated with the delivery of this change. Additionally, the Code Manager does not expect any substantive or significant additional costs for REC Parties (beyond the costs typically associated with change implementation for REC Parties), as the proposed solution represents an overall reduction in performance assurance activities.

REC BUDGET APPROVAL SECURED FOR CENTRAL SYSTEM COSTS	N/A

13.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
Reduced Performance Assurance Requirements	The proposed solution will result in a reduction in performance assurance activities for REC Parties and Service Providers.
Increased REC PAB Capacity	By reducing the volume of reports included in performance assurance conducted with REC Parties and Service Providers, the REC PAB will free up capacity to use in other areas of existing performance assurance.

13.3 COST BENEFIT ANALYIS SUMMARY

The Code Manager believes that this change meets the cost-benefit test, as there is no cost to implement, but substantial indirect benefit for both the REC PAB, as well as Parties and Service Providers.

14 CASE FOR CHANGE

14.1 SELF-GOVERNANCE

The Code Manager considers that there is a case for change to implement this solution, on the basis that it:

- is both viable and implementable, and it appropriately resolves the problem statement; and
- is cost effective and proportionate to the anticipated benefit.

15 CODE MANAGER'S RECOMMENDATION

Based on the evidence provided in sections 13 and 14 of this report, the Code Manager considers that a positive business case can be made for implementing this solution.

The Code Manager recommends that the REC Performance Assurance Board:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 28 March 2024.

16 RESPONSIBLE COMMITTEE DECISION

This report was discussed at the REC Performance Assurance Board meeting on 27 February 2024.

The REC Performance Assurance Board voted to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 28 March 2024.

17 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
CONSOLIDATED CONSULTATION COMMENTS AND CODE MANAGER'S RESPONSES	Link

18 GLOSSARY

	DEFINITION
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Energy Theft	includes: (a) circumstances described in Paragraphs 5(1) (Restoration of connection without consent) and 6(1)(a) (Damage to electrical plant etc) of schedule 6 to the Electricity Act (in so far as they relate to an electricity supplier; (b) circumstances described in Paragraph 6(1)(b) (Damage to electrical plant etc) of schedule 6 to the Electricity Act; (c) circumstances described in Paragraph 11(1) (Interference with meters) of schedule 7 to the Electricity Act; (d) circumstances described in Paragraphs 10(1)(a) and 11(2) of schedule 2B to the Gas Act (in so far as they relate to a gas supplier); and (e) circumstances described in Paragraphs 10(1)(b) and 10(1)(c) of schedule 2B to the Gas Act.
Performance Assurance	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.
Performance Assurance Report Catalogue (PARC)*	means all active Performance Reports used by the REC PAB, compiled into a single document.
Performance Reports	means the reports on performance by REC Service Users and REC Service Providers, as further described in the Performance Assurance Schedule and REC Technical Specification.
REC Performance Assurance Board	means the performance assurance board for this Code, as from time to time established under Clause 15 of the main body of this Code (which is a Sub-Committee).

*This term is not defined within Schedule 1 – Interpretations and Definitions. As such, the definition here has been provided by the Code Manager for this report.

RETAIL ENERGY CODE

APPENDIX 2

Please refer to the table below for reports removed as part of the proposed solution for this change.

Report Reference	Report Name
90	Electricity Network Operator Complaints Data
91	GDN Complaints Data
100	Supplier Complaints Data for domestic and micro-business customers
101	Supplier Aggregated Complaints Data
610	Content provided within PP01
620	Content provided within PP05
630	Content provided within PP08
640	Content provided within PP09
660	Content provided within RGMA flow - ONAGE
670	Content provided within RGMA flow - ONDET
680	Content provided within RGMA flow - ONJOB
690	Content provided within RGMA flow - ONUPD
700	Content provided within RGMA flow - ORDET
710	Content provided within RGMA flow - ORJOB
720-770	Content provided within RGMA response flows - RNAGE, RNDET, RNJOB, RNUPD, RRDET & RRJOB
1380	SMETS1 Monthly Transaction Data
1430	Gaining Supplier Switching Data
1440	Losing Supplier Switching Data