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	PRELIMINARY
DOCUMENT VERSION	1.0
ISSUED DATE	05/01/2024
DOCUMENT APPROVAL STATUS	PUBLISHED FOR CONSULTATION

RESPONSIBLE COMMITTEE	PERFORMANCE ASSURANCE BOARD	CHANGE PATH	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	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 suggested 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

CODE MANAGER'S RECOMMENDATION

The Code Manager recommends Change Proposal R0154 is **APPROVED** for implementation on 28 March 2024.

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BACKGROUND

1 BACKGROUND

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 reviewed the PARCand 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.

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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

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.

Additionally, 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.

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.

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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.	This will become apparent as the change progresses.

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 BUSINESS CASE ASSESSMENT

11.1 COSTS

There are no costs associated with the delivery of this change. Additionally, the Code Manager does not expect any additional cost burden for REC Parties, as the proposed solution represents an overall reduction in performance assurance activities.

11.2 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. This will likely result in reduced FTE cost, which may be re-distributed to other activities that contribute to improved Consumer outcomes and continued REC engagement.
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.

11.3 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.

12 CASE FOR CHANGE

12.1 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;
- is cost effective and proportionate to the anticipated benefit; and

13 CODE MANAGER'S RECOMMENDATION

Based on the evidence provided in sections 11 and 12 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 Performance Assurance Board:

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

14 CONSULTATION PLAN AND NEXT STEPS

The consultation on this Preliminary Change Report for R0154 will be published on the REC Portal on 05 January 2024 and closes on 26 January 2024**.**

Following consultation, the Code Manager will produce an updated version of this Preliminary Change Report (referred to as the Final Change Report). This will include the outcome of the consultation, setting out a summary of the consultation submissions and the Code Manager's response.

The Final Change Report will be issued to the Performance Assurance Board to make its determination.

15 APPENDIX

CHANGE PROPOSAL	[Link]
LEGAL DRAFTING	[Link]

16 GLOSSARY

TERM	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.

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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
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