RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

R0227 DOMESTIC ELECTIVE HH SWITCHING

On 09 May 2025 the Code Manager issued a consultation to industry to seek feedback on the Change Report (For Consultation) for R0227 Domestic Elective HH Switching.

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	1.0
RESPONSE TYPE	NON-CONFIDENTIAL
DATE ISSUED	05 June 2025
RESPONSIBLE COMMITTEE	REC Change Panel
LEAD ANALYST	Caroline Freimuller

DATE CONSULTATION ISSUED	09 May 2025
RESPONSE DEADLINE	02 June 2025

Question 1:	Do you agree with the proposed solution? If not, please explain why?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
SSE Energy Supply (Energy Supplier)	SSE agree with the proposed solution.	Thank you for your comments.
Centrica (Energy Supplier)	Yes, we strongly agree with the proposed solution and the benefits for consumers. We agree that it should be the gaining supplier's responsibility to organise the COMC, upon acquisition of sites that were being settled on an elective HH basis by the previous supplier.	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**
SSE Energy Supply (Energy Supplier)	SSE agree with the Big Bang proposed implementation approach.	Thank you for your comments.
Centrica (Energy Supplier)	Yes, implementing this change promptly will greatly enhance the consumer switching journey.	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**
SSE Energy Supply (Energy Supplier)	SSE agree with the costs and benefits outlined for this change.	Thank you for your comments.
Centrica (Energy Supplier)	We agree there are no costs associated with this change proposal.	Thank you for your comments.

Question 4:	Do you agree with the Code Manager's assessment of the Change Path, that this Change Proposal should be subject to Self-Governance approval by the REC Change Panel?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
SSE Energy Supply (Energy Supplier)	As there are no costs to either suppliers or customers, self governance is the appropriate path.	Thank you for your comments.
Centrica (Energy Supplier)	Yes, we agree.	Thank you for your comments.

Question 5:	Do you agree with the Code Manager's recommendation that this Change Proposal should be approved for implementation on 07 November 2025? If not, please explain why?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
SSE Energy Supply (Energy Supplier)	This change has no impact to our systems and current processes so we are happy with the November 2025 release date.	Thank you for your comments.
Centrica (Energy Supplier)	The earlier this change is implemented the better as we are experiencing a volume of cases each month where customers are being informed by their new supplier to contact us to carry out a COMC to enable the switch. This is adding unnecessary delays to the consumers switch journey and additional resource for us as the losing supplier.	Thank you for your comments. November 2025 is the next standard REC release available to implement this change, and the Code Manager is being cautious with extraordinary releases this close to MHHS. Unfortunately, November 2025 is the earliest this can released.

Question 5:	Do you have any other comments relating to this Change Proposal?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
SSE Energy Supply (Energy Supplier)	As measurement class will not exist post MHHS, we feel the post MHHS redline changes will not be required.	Thank you for your comments. The “post MHHS” legal text will be implemented at M8, currently aiming for September 2025. This legal text will be required post M8 and throughout transition, but the Code Manager has taken an action to raise a new Change Proposal once MHHS migration has completed to remove this from the Schedule.
Centrica (Energy Supplier)	No	Thank you for your comments.