RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

R0313 – ERRONEOUS SWITCH REVIEW: AMENDMENTS TO CLAUSE 4.5

DOCUMENT VERSION	V0.1
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	Big Bang

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Consumers, Energy Suppliers, Third Party Intermediaries (TPIs)		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues, Section B, Clause 4.5 currently permits Energy Suppliers to raise an Erroneous Switch (ES) within 24 months of the suspected ES taking place. However, analysis from I0237 Erroneous Switch Review shows that 98% of ESs are raised within the first 12 months. Therefore, through the Erroneous Switch Working Group, Market Participants and the Code Manager have agreed that the Code should be amended to reduce this timescale to 12 months.

RESPONSIBLE COMMITTEE DECISION

On 27 August 2026, the REC Change Panel voted to approve the Extension to Plan for R0313 via an ex-committee decision.

1 CHANGE PLAN UPDATE

On 19 May 2026, Change Panel approved a Proposal Plan up to 30 August 2026, covering a period of legal review and Party impact assessment.

To date, the Code Manager has engaged with industry via the May 2026 Change Issues Group, as well as through the I0237 Working Group. This engagement focused on discussing the legal review findings, associated legal drafting options, and confirming the appropriate scope of the Change Proposal. Following further engagement with RECCo, it was determined that additional solution analysis would be required to consider the scenarios and obligations for any ES that occurs after the 12 month window within the scope of R0313. These scenarios will be considered in the legal drafting and will be confirmed ahead of the Party impact assessment being issued.

The Code Manager requests that the Proposal Plan is extended to 30 October 2026 to provide sufficient time for further solution refinement and an additional period of legal review.

Milestone	Activity	From	To	From	To
Change Proposal		**01 May-26**	**30 Aug-26**	**01 May-26**	**30 Oct-26**
	Change Issues Group Engagement	May	July	Completed	Completed
	Legal Review	May	May	May	September
	Solution Refinement	n/a	n/a	August	September
	Party Impact Assessment	June	July	September	October
	Solution Refinement	August	August	October	October