RETAIL ENERGY CODE

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CHANGE PROPOSAL EXTENSION TO PLAN

R0313 – ERRONEOUS SWITCH REVIEW: AMENDMENTS TO CLAUSE 4.5

DOCUMENT VERSION	V1.0
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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1 CHANGE 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 the 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.

2 RESPONSIBLE COMMITTEE DECISION

On 30 October 2026, the REC Change Panel voted to approve the Change Reports (Extension to Plan) for R0313.

3 CHANGE PLAN UPDATE

Milestone	Activity	From	To	From	To
Change Proposal		**01-May-26**	**30-Oct-26**	**01-May-26**	**31-Jan-27**
	Change Issues Group Engagement	Completed	Completed	Completed	Completed
	Legal Review	May	September	May	September
	Solution Refinement	August	September	August	January
	Party Impact Assessment	September	October	TBD	TBD

Drafting of the legal text has taken longer than originally planned due to the Code Manager and RECCo exploring proposed solution options to minimise Consumer detriment. We will confirm the next steps for the Change Proposal before solution refinement ends in January 2027. At this moment, the Code Manager has not yet determined when the Party impact assessment will be issued.

The extension to plan above takes into account the mobilisation of the Stakeholder Advisory Forum (SAF) and the expected award of the REC Code Manager licence to RECCo.