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I0237 – TECHNICAL CHANGE WORKSHOP – MEETING 1
MEETING NOTES

MEETING	**I0237 TCW Meeting 1**
DATE	**02 June 2026 (10:30 – 12:00)**
LOCATION	**Via Teams**

Presenter	Representing	Initials	Role
Finn Deacon	REC Code Manager	FD	Chair / Solution Lead
Lorna Mallon	REC Code Manager	LM	Regulatory Specialist
James Hardy	REC Code Manager	JH	Lead Change Analyst
Flo Monea	REC Code Manager	FM	Change Analyst

Full attendee list available upon request.

1 INTRODUCTIONS AND AGENDA (SLIDE 1-2)

FD, as Chair, opened the session and introduced the Technical Change Workshop (TCW) series for I0237 – Erroneous Switch Review: CSS Solution. FD explained that multiple TCW sessions be used to support the Code Manager to develop the Erroneous Switch (ES) solution for I0237. To support this, FD encouraged active participation from attendees, particularly during technical and data led discussions, where outcomes are still being shaped.

FD outlined the agenda for today's session, with the focus for this first meeting being the Issue background and journey, the previous I0237 industry working group outputs, and the data architecture.

2 OBJECTIVES (SLIDE 3)

FD confirmed that the primary objective of today's meeting was to establish a clear set of data architecture considerations. Further, a secondary objective of identifying open questions and further topics that will require exploration was noted.

FD emphasised that the outputs would be iterative and refined through multiple TCW meetings.

3 INTRODUCTION AND CASE FOR CHANGE (SLIDES 4-7)

FD provided an overview of what an ES is and outlined common causes including incorrect MPxN selections and technical errors. It was discussed how these can have negative impacts on Consumers, including incorrect billing, service disruption, and increased effort (FTE) for Energy Suppliers to resolve ES and associated issues.

FD reiterated the overall objective of this TCW series to simplify and accelerate the ES process, to improve ES reporting, and to align the gas and electricity processes.

4 I0237 JOURNEY (SLIDES 8-9)

LM provided an overview of the change process to date, including previous discussions and the I0237 ES working group series. LM explained that I0237 had originated from concerns raised at the REC Issues Group (RIG) and consequently it was agreed that an end-to-end process review would take place.

LM explained that once I0237 was raised, the Code Manager ran seven working groups with impacted stakeholders that contributed to shaping the proposed solution. LM highlighted that as part of the output of the working group series, there are now three further Issues and Change Proposals (R0313, I0322 and I0326) on ESs accompanying I0237, however I0237 would remain the Issue that addresses the technical, CSS solution.

LM noted that the approach to the ES review was data-driven and was allowed flexibility to redesign the process, where required, without constraints.

5 SOLUTION DEVELOPMENT (SLIDES 10-11)

FD explained that the I0237 working group defined the high-level process, while the TCWs will focus on the detailed solution design and implementation. For this solution development, FD introduced four key areas of focus: data architecture, Performance Assurance and reporting, process design, and stakeholder behaviours and SLAs.

FD confirmed that during this first TCW meeting, the focus would be on the data architecture with the other areas to be the focus of future meetings.

6 PROCESS MAPS (SLIDES 12-13)

LM presented the process maps on slides 12 and 13 that were developed with support from the I0237 working group for the proposed ES process for both Gaining and Losing Supplier initiated ESs.

LM explained that the Central Switching Service (CSS) would act as the central validation and orchestration point throughout the process. LM further explained that if the Gaining or Losing Supplier does not respond to the initiation within the SLA, then the ES would be treated as accepted, and the CSS would trigger a re-Registration.

7 CURRENT DATA SPECIFICATIONS (SLIDES 14-16)

FD presented the current REC Data Specifications and explained classifications such as mandatory, optional, conditional and grouped Data Items. FD highlighted the differences between the gas and electricity data structures and flows, noting that this is a key complexity that will need to be considered within the solution development.

FD explained that the baseline presented on the slides would be discussed with attendees and would be used to determine with Data Items should be retained, removed, or redesigned within the CSS solution that is being developed during these TCW meetings.

8 DATA ARCHITECTURE DISCUSSION (SLIDE 17 ONWARDS)

Industry attendees raised a number of complex scenarios involving additional Switches occurring during the ES process including cases where Consumers Switch to a third Energy Supplier mid-process. LM confirmed that these scenarios are not yet fully defined and confirmed that further rules and detailed handling will need to be developed to address them effectively. The discussion highlighted the importance of clearly defining how pending Switches should be treated, including the potential use of flags to support both reporting and Performance Assurance activities.

It was noted by attendees that MPIDs may be removed when being sent to the CSS as it can derive the necessary information, though they should be retained where they provide clear operational value. The MPIDs should be shared when being sent from the CSS. Similarly, there was support for the use of a Registration ID as a key identifier within the process; however, some concerns were raised regarding whether this data will be consistently available across all Energy Suppliers as many Switches predate CSS.

Attendees agreed that the initial Consumer contact date is required for reporting and Performance Assurance purposes, but it does not need to be included across all message flows.

Attendees discussed how a balance will need to be struck between robust validation and maintaining a simple, efficient process, with a general preference to minimise manual inputs and rely on CSS-led validation where possible. However, concerns were raised that removing too much data, such as address or meter details, could reduce the operational usability of the process.

FD acknowledged that further discussion will be required to determine whether additional contextual data items should be included and that this will be included in the agenda for future TCW meetings.

The full output of the data architecture discussion is captured in Slide 17 of the meeting slide deck.

9 NEXT STEPS

FD confirmed that the discussion on data architecture will continue into the next TCW meeting. FD outlined that future meetings will also cover Performance Assurance, reporting, and further process design elements.

LM indicated that the Code Manager may hold targeted sessions, including Energy Supplier only discussions, to finalise requirements and drive solution development as efficiently as possible.

10 DATE AND TIME OF NEXT MEETING

The next meeting is scheduled 09 June 2026 (10:30 – 12:30).

This meeting will be structured as follows:

- **10:30 – 11:30**: Focus on the switch mechanism/process itself (Everyone to attend)
- **11:30 – 12:30:** Revisit discussion from meeting 1 about Scenario Variants and begin Data Items conversation (Only Energy Suppliers Required).