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**By email – switchingprogramme@ofgem.gov.uk**

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Dear Rachel,

**Consultation for the Retail Energy Code – proposals for version 2**

Thank you for providing us with the opportunity to provide feedback on the proposals for version 2 of the Retail Energy Code. Overall, we are supportive of the policy initiative to rationalise the industry codes and to make engagement with them easier for all parties and industry stakeholders.

The proposed approach for the transition from the MRA, SPAA and other codes to the REC seems reasonable. We note that the intention as this stage has been to consolidate the codes without implementing any significant change.

Following the review of all the proposed schedules we do not have any major concerns and have responded to the consultation questions below. There has only been one area that presents a potential financial risk and therefore we seek clarification on the following point:

- REC Transition Schedule - Confirmation is required as to the period any test environments need to be maintained given the cost implications associated with the maintenance of the systems. All parties have currently provisioned their environments for the course of each required test phase however post completion and approval of the related milestones, the systems would be decommissioned. Can you confirm whether there is a requirement to maintain these environments any longer during transition or post go live?

**Answers to consultation questions:**

***Question 2.1: Do you agree with our proposed approach to information security and data protection assessment under the REC? In particular, do you agree with the requirement for all REC Service Users to notify the Code Manager of a security breach?***

Yes, this seems reasonable.

***Question 2.2: Do you agree with our proposal to extend entry qualification to new gas MEMs? If not, please explain why.***

N/A

**Question 2.3: Do you agree that the change effected by MAP CP 0338 should apply equally to gas?**

N/A

**Question 2.4: Do you agree that the clarification on the applicability of the schedule to non-domestic suppliers sufficiently gives regard to non-domestic suppliers who do not serve prepayment customers?**

N/A

**Question 2.5: Do you agree that the approach and processes for gas unregistered sites should be standardised, as set out in the Unbilled Energy Code of Practice?**

N/A

**Question 2.6: Do you agree that the REC should make provision for the PAB to consider the case for reconciliation of data held by PPMIPs and CDSP for the purpose of identifying unregistered sites? If so, do you agree that this process should sit in the Unbilled Energy Code of Practice?**

Yes, we agree with this proposal.

**Question 2.7: Do you agree with the principle that a consumer should be no worse off by virtue of a theft investigation being undertaken by a network company rather than a supplier?**

Yes, we agree that this sounds like a reasonable principle however are unsure whether this would be achievable on the basis that no two incidents are likely to be the same, and the outputs achieved may vary dependent upon the party who undertakes the investigation. We are unclear on the problems that this principle is attempting to resolve however note that this may contradict the requirements in the Electricity and Gas Acts and network operator licence obligations and would suggest that this should be avoided.

**Question 2.8: Do you agree that the requirements relating to provision of customer contact details should apply equally to non-domestic suppliers, as set out in the Transfer of Consumer Data Schedule?**

Yes, this sounds a good idea.

**Question 2.9: Do you agree with our proposal to extend 'Gas use case 5: Payment of Guaranteed Standard of Performance Payments' to cover voluntary payments?**

Yes, this seems a sensible suggestion.

**Question 2.10: What risks (if any) do you foresee in the transfer of processes associated with Commissioning, Complex Sites, Proving and Faults from BSCP514 to the REC Metering Operations schedule?**

If the process is managed in a collaborative, organised way and REC has the relevant skills to manage the requirements of metering, then the transfer risk should be capable of being mitigated.

**Question 2.11: Do you agree that requirement to comply with the BSC CoPs should be placed directly on MEMs in the REC? If not, please explain your reasons.**

N/A

**Question 2.12: Do you agree that metering operations rules and processes in the REC could be assured by the BSC, particularly with regard to PARMS reporting and**

**technical assurance audits, until the assurance function can transition to the REC? If not, please explain your reasons.**

Yes, this sounds a sensible approach.

**Question 2.13: Do you agree that the information in the RGMA Baseline relating to exceptions should be out of scope of the mandatory Schedule?**

N/A

**Question 3.1: Do you agree that the proposed text to embed the Cross Code Steering Group will enable the intended improvements to cross code change? If not, please suggest alternative or additional drafting.**

We agree with the principle of establishing a Cross Code Steering Group. The ability for different codes to raise changes to other codes to facilitate an industry change and that someone should be made accountable for leading cross code working on a change is a sensible development.

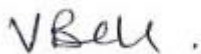
However, we are not convinced that future change proposals in all codes should be subject to the timetable determined by one lead code is practical or potentially desirable. It is not clear that it is a good idea for the ultimate decisions regarding whether a change should be recommended or implemented should be made by another different code panel. The lead code panel may not have enough understanding of the impacts of the proposal to ultimately understand whether to approve a solution.

The proposal therefore risks the change process being less efficient in the future and undermining the principle of cross code working that is envisaged to improve.

It would be better to empower the lead code to require other code administrators to suitably resource and deliver change in a way that they need. To be able to hold other codes to account for failing to properly engage in cross code working and delivering the required change. This would ultimately lead to the intended outcome of improved cross code working

We look forward to reviewing the decisions and further developments relating to the REC and working closely with the REC Code Manager.

Yours sincerely



Vicky Bell  
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**For Leep Electricity Networks Limited**