

## Introduction

Welcome to the first edition of the CACoP Newsletter, the voice of the Code Administration Code of Practice (CACoP). This periodic newsletter from the CACoP Forum will provide you with the latest information with respect to cross-Code issues, important dates, and key events. But what is this forum and why does it exist?

The CACoP Forum is a place for the energy Code Administrators to collaborate, share best practice and make navigation of energy Codes easier for all industry participants. It originally arose as a means to facilitate the identification and co-ordination of cross-Code impacts arising from modifications and change proposals, whether through developing multi-Code solutions holistically or ensuring consequential changes to other Codes are identified and progressed.

Over time the forum has evolved, and we are now looking at areas beyond the change processes. The forum is also a place where we can share best practice for Critical Friend discussions, strive for continuous improvement across the Code processes, and share innovations and ideas.

If you have any feedback on this Newsletter or if there are any further items you'd like us to be covering, please contact your Code Administrator – details of the CACoP principles and our contact information are available in the [CACoP](#).

## The Latest Forum Discussions

Our last meeting was held on 11 June 2019, and the highlights of this meeting can be found [here](#) as they become available.

## News and Developments

### Forward work plan

Following a workshop in March, we have approved the Forward Work Plan for 2019, showing what you can expect and how you can benefit from CACoP. This highlights the CACoP Forum mission statements, the aims of the CACoP Forum and all the work we will be undertaking this year. The CACoP Forward Work Plan 2019 can be found [here](#).

### Faster, more reliable switching

Ofgem's Switching Programme seeks to introduce arrangements for faster customer switching, and is progressing to an agreed joint industry plan. Impacting most of the industry Codes, the first major system changes are due to be implemented in June 2019. More information on Ofgem's Switching Programme can be found [here](#).

## Exit from the European Union

All Code Administrators have been engaged in drafting and raising modifications to prepare for a 'no deal Brexit' event. These changes were progressed following a coordinated 'trawl' of the Codes to fully assess the likely impact of licence condition changes.

All Codes now have Modifications ready to be implemented, in the event of a no deal scenario.

## Secure communications

Following the end of the Secure Communications Work Group (SCWG), changes are in development within the MRA and the SPAA to mandate the use of a secure online platform for the exchange of personal data between code parties.

The solution was developed to address differences in party approaches in handling data, and aims to facilitate improved GDPR compliance.

## Erroneous transfers

Changes have been progressing through the MRA and the SPAA to enable the establishment of an Erroneous Transfers Performance Assurance Board (ETPAB) from Summer 2019.

The ETPAB will be granted powers to monitor industry party performance and take action where performance does not meet standards. Decisions on the changes are expected in June 2019. See more [here](#).

## Supplier of Last Resort processes

We've seen a recent upsurge in organisations that have ceased trading over the last six months. When this happens, Ofgem will appoint a Supplier of Last Resort (SoLR) to safeguard customers. Numerous Codes and Stakeholders are involved in the process required to enable a smooth transition of customers to the new Supplier.

SECAS, the DCC and Ofgem have met several times to refine the processes involved in different types of SoLR scenario, more recently where Pre-Payment meters are involved. Additionally, SECAS have been working with other Code Administrators to share best practice on SoLR and Credit Cover Arrangements.

## SPAA/UNC Joint Workgroup

A Code Administration Joint Working Practice document has been developed to facilitate CACoP Principle 13 (Code Administrators will ensure cross code coordination to progress changes efficiently where Modifications impact multiple codes), and you can find a copy of this [here](#).

A current example of this is a joint working group between SPAA and UNC Parties, which is being held to review theft reporting requirements. Three well attended meetings have been held to date and around 30 issues are being investigated to identify potential solutions.

## Principle Focus

The CACoP sets out 14 fundamental principles which each Code Administrator has committed to following. These principles are:



1. Code Administrators shall be critical friends;



2. Documentation published by Code Administrators shall be in clear English;



3. Information will be promptly and publicly available to users;



4. The CACoP will be reviewed periodically and subject to amendment by users;



5. Code Administrators shall support processes which enable users to access a 'pre-Modification' process to discuss and develop Modifications;



6. A proposer of a Modification will retain ownership of the detail of their solution;



7. Code Administrators will facilitate alternative solutions to issues being developed to the same degree as an original solution;



8. Estimates of implementation costs to central systems will be produced and consulted upon prior to a Modification being recommended for approval;



9. Legal text will be produced and consulted upon prior to a Modification being recommended for approval;



10. Modifications will be consulted upon and easily accessible to users, who will be given reasonable time to respond;



11. There will be flexibility for implementation, to allow proportionate delivery times and realisation of benefits;



12. The Code Administrators will report annually on agreed metrics;



13. Code Administrators will ensure cross Code coordination to progress changes efficiently where Modifications impact multiple Codes; and



14. Code Administrators shall support prospective energy innovators.

In each Newsletter, Principle Focus will take a closer look at one of these principles, and some of the steps that Code Administrators employ to achieve them. Please contact your Code Administrator directly or visit individual Code websites if you want to find out more.

## Dates for your diary

CACoP Engagement Event  
16<sup>th</sup> July 2019:

The topics for discussion at this event include:

### Agenda

1. Introduction and objectives for the day
2. CACoP Forward Plan
3. How CACoP members engage
4. The Energy Codes Review

If you want to attend this event, you can sign up [here](#).

If you have any questions on this Newsletter, please email us at [cacop@gemserv.com](mailto:cacop@gemserv.com) or contact your Code Administrator.

The next edition of this Newsletter will be published in October 2019.