

## R0025 (SERVICE PROVIDER PERFORMANCE CHARGES (DCC)) FREQUENTLY ASKED QUESTIONS (FAQS)

R0025 will implement a new economic incentive scheme linked to the Central Registration Service Provider's performance against existing SLAs. The REC documents impacted are:

- REC Main Body
- Schedule 1 – Interpretations and Definitions
- Schedule 6 – Performance Assurance

### Q. HOW IS REC GOING TO DETERMINE THE WEIGHTING OF THE SERVICE FAILURES AND WILL THIS BE PUT OUT TO CONSULTATION TO ALL PARTIES TO RESPOND AND AGREE THESE WEIGHTINGS?

A. We consider that it is too early in the operation of the new switching service, and there is insufficient data available to accurately assess the impact of individual service levels, in time for the next regulatory year. Therefore, we propose that service levels should not be subject in the initial year of the scheme, but that a revised proposal should be developed to consider if weightings should be applied to future versions of the scheme.

### Q. WHAT MECHANISM WILL REC PUT IN PLACE FOR PARTIES TO RAISE CONCERNS WITH PERFORMANCE OF THE DCC AGAINST THE METRICS AND WEIGHTINGS AND HOW WILL THESE BE MONITORED?

A. Parties can raise tickets to the Switching Operator directly to resolve individual performance issues, and have the ability to raise a dispute to the PAB where appropriate as per the BAU Operational Disputes Appeals Process which can be located on the REC Portal or you can discuss this with your OAM.

**Q. WILL ANY VALIDATION CHECKS BE PERFORMED ON THE CRS PROVIDER'S INVOICES TO ENSURE THAT THE LEVEL OF REDUCTION IS CORRECT? THE LEGAL TEXT ONLY STATES THAT RECCO WILL PAY THE INVOICE.**

A. Where the PAB apply a performance charge, the Code Manager will inform RECCo of the charge applied and RECCo will validate charge has been deducted from the next month's invoice.

**Q. HOW WILL THE PERFORMANCE CHARGES BE DISTRIBUTED BACK TO INDUSTRY? WILL WE SEE A REDUCTION IN THE NEXT YEAR'S REC BUDGET?**

A. Any underspend will be returned at the end of the financial year and will follow the process outlined within the REC Main Body.

**Q. HOW WILL PERFORMANCE ASSURANCE BE MONITORED IN THIS SPACE?**

A. Performance Assurance is governed by the RECCo Performance Assurance Board who are responsible for assessing Performance Assurance Risks and applying appropriate Performance Assurance techniques. This committee has representatives from industry as well as independent members.

**Q. WE WILL NEED CLARITY ON THE SUPPLIERS RESPONSIBILITY FOR THE MEASURES AND WEIGHTINGS PUT IN PLACE SO IT IS CLEAR WHAT WE WILL NEED TO COMPLETE BEFORE ANY ESCALATION OR CHALLENGE IS MADE, THIS IS NOT YET CLEAR OR DEFINED WHEN WILL THIS BE AVAILABLE FOR US TO REVIEW AND AGREE APPROACH?**

A. Energy Suppliers do not have obligations to define measures and weightings but will be consulted on future changes.