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### Overview

The Supply Point Administration Agreement (SPAA) sets out the inter-Operational arrangements between gas suppliers and transporters in the UK retail market. It is a multi-party agreement to which all domestic gas suppliers and all gas transporters are required by their Licences to accede.

## ISSG Workshop on Customer Guidance relating to Emergency Interventions

The Gas Interventions Solutions Sub-Group (ISSG) will be holding a one-off workshop in May to discuss and develop a series of best practice guidance documents to assist Suppliers in providing accurate and quality information to consumers relating to issues that may lead to a 'call-out' from the network in their capacity as the emergency service provider.

This collaborative workshop will bring together Suppliers and Networks to discuss what best practice looks like with the aim of improving the customer experience and improving customer outcomes in relation to potential 'interventions' – i.e. instances where the network is required to intervene because of a safety or other network-related issue, particularly following work on a meter installation.

We will be aiming to hold this workshop toward the end of May and request that you register your interest now to assist us in finding a suitable date where the attendance of relevant experts can be maximised. Please respond to [SPAA@electralink.co.uk](mailto:SPAA@electralink.co.uk) to register your interest.

## SPAA and SPAA Ltd Closure Project

SPAA Ltd have been supporting the Switching Programme with expert resource for several years. This resulted in the creation of the Retail Energy Code (REC), the Central Switching Service and Retail Energy Code Company Ltd (RECCo). The creation of these entities will have a profound impact on the SPAA, which will ultimately migrate to REC and therefore SPAA Ltd will no longer be required.

At the SPAA Executive Committee (EC) meeting in June 2020, members approved the Closure Project which covers the activities required until SPAA Ltd is struck from Companies House, expected approximately six months after REC implementation. The REC implementation is expected on 01 September 2021.

Below is an update from all close down activities that took place in April 2021:

- Contractual updates to existing SPAA contracts that are expected to be terminated once REC goes live;
- Handover and service review for ETOS and TRAS;
- Creation of interim handover reports for RECCo; and
- Supporting the REC Code Managers with understanding SPAA processes and responsibilities.

Every month we will publish an update on the overall status of the Closure Project.

Milestones	2020		2021			2022	
	Q4	Q1	Q2	Q3	Q4	Q1	Q2
SPAA Transitional Governance Arrangements	█						
SPAA Working Group Handover and Closure		█	█	█			
SPAA Contracts Approach	█	█					
Theft Transition and Handover	█	█	█	█			
SPAA Website Closure				█	█		
SPAA Helpdesk Closure				█	█		
SPAA Code Closure				█	█		
Financial Wind Down						█	█
SPAA Ltd Closure							█

## SPAA Transition and Closure Webinar 2

As the current Supply Point Administration Agreement (SPAA) arrangements for Gas Suppliers and Transporters in the UK retail market transition to the new Retail Energy Code (REC), we are working to ensure that code parties are kept fully informed on the latest developments.

The SPAA team would like to invite you to watch our latest webinar on the SPAA Transition and Closure. This webinar seeks to provide you with:

- An overview of the switching programme status;
- An update on the REC;
- An update on the SPAA transition and closure project; and
- Key dates across the switching landscape.

The webinar can be found on the ElectraLink Vimeo channel, via [this link](#).

We will be hosting additional webinars this year and you will be able to pose your questions to an expert panel.

As always, please do contact us if you have any questions.

## COMMITTEE AND MEETING UPDATES

### SPAA EXPERT GROUP (SEG)

The SPAA Expert Group provides an opportunity for industry participants to discuss SPAA issues, debate Draft Change Proposals and develop formal Change Proposals. The scope of the group will include matters relating to SPAA products and the RGMA Baseline. Issues for discussion by the Expert Group will be either raised by SPAA parties or referred from the SPAA Executive Committee (EC).

The group is now also attended by the Retail Energy Code (REC) Regulatory Design Manager who will look to work with SPAA to ensure that issues which require change in REC is picked up and progressed.

The group met on 07 April 2021. Agenda items and discussions included:

- Updates from SPAA Working Groups,
- MIF342 - Erroneous Transfer never responded to/cancelled,
- SEG Risk Register,
- SEG Activity Plan,
- SCP 443 - Initial Data Load of Customer Contact Data, and
- SDEP Issues/Discussion (Standing Item).

#### SCP 496 - MAM to CDSP Update of MAP ID and MTD:

Following discussions at the March 2021 SEG meeting, there have been no new updates on the status of the SCP. In the absence of a new SCP being raised to delay the implementation date of SCP 496, the SCP, and subsequent obligations will go live on 26 June 2021.

For more detailed information on the discussions held, the post-meeting pack can be found on the SPAA Website.

The next SEG meeting will be held on 05 May 2021.

### SPAA Change Board (CB)

The objective of the SPAA Change Board (CB) is to manage the administration of voting by SPAA Parties on both technical and commercial changes to the SPAA and its associated documents.

The SPAA CB convened on 13 April 2021, where one new SPAA Change Proposals (SCPs) was raised for voting.

#### SCP 509 - Changes to the Backstop Date - Accepted

Ofgem have published a industry code freeze letter to panels and code bodies for the codes in scope of the Retail Code Consolidation Significant Code Review. The letter outlines Ofgem's expectations on code changes over the months ahead.

A copy of the code freeze letter can be found [here](#).

The next SPAA CB meeting will be held on 11 May 2021.

### Erroneous Transfer Performance Assurance Board (ETPAB)

The Erroneous Transfer Performance Assurance Board (ETPAB) convened 08 April 2021 and continues to meet on a monthly basis. The ETPAB is a cross-code, dual fuel sub-group of the SPAA EC and MRA Executive Committee (MEC).

The Board meets monthly to assess Supplier performance over a rolling 12-month period based on industry data that is also provided to Ofgem under a commercial agreement with ElectraLink. Whilst improvement in cross-market performance is the primary objective, the ETPAB also provides an opportunity to identify potential changes in policy to address any underlying market challenges which will contribute to improving the Change of Supplier process for consumers.

The current focus of the ETPAB is on two areas:

- Monitoring Supplier performance for the number of Change of Supplier events that result in an Erroneous Transfer (Report 1); and,
- Monitoring Supplier Performance against the timescales defined in MAP 10 - The MRA Agreed Procedure for Resolution of Erroneous Transfers and Schedule 10 - The SPAA Schedule for Resolution of Erroneous Transfers; with a specific focus on the time taken by Suppliers to respond to an ET request from an associated Supplier (Report 8).

The next ETPAB will take place on 13 May 2021.

## SPAA CHANGES

Reference	Summary	Outcome
SCP 509	Changes to the Backstop Date	Accepted

## UPCOMING EVENTS



Gas Prepayment Expert Group (GPEG)	04 May 2021
SPAA Expert Group (SEG)	05 May 2021
SPAA Change Board (CB)	11 May 2021
Erroneous Transfer Performance Board Committee (ETPAB)	13 May 2021
Theft Issues Group (TIG)	18 May 2021
SPAA Executive Committee (EC)	26 May 2021

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## CONTACTS



If you require further information on the Working Groups under SPAA, or would like to sign up to the Newsletter, please contact our helpdesk at [SPAA@electralink.co.uk](mailto:SPAA@electralink.co.uk), or call the number below: 020 7432 2862