

# CACoP

Code Administration Code of Practice

## Code Administration Code of Practice

Version 67.0

## ABOUT THIS DOCUMENT

As part of the energy Codes Governance Review, Ofgem proposed that a Code of Practice “be established to facilitate convergence and transparency in code Modification processes and to help protect the interests of small market participants and consumers through various means including increased use of plain English in modification reports”.

The Code of Practice puts forward principles for Code Administrators<sup>1</sup> ~~and Code Managers~~ to follow, but also sets out principles applicable to a Code Modification process. A standard Modification process is described, including standard pro-forma code Modification documents, processes and timescales.

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<sup>1</sup> references to Code Administrator applies equally to the entities under the current REC arrangements which perform a role set out within the REC of the ‘Code Manager’ but it should be noted that the CACoP is not currently designed to be applicable to Licenced Code Managers once a body has been licenced as such.

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## 1. INTRODUCTION

This Code Administration Code of Practice (CACoP) is for energy Code Administrators and users. It is also intended to encourage participation from those involved in the energy business who may not be Code users, as may be strictly defined in those Codes.

The following organisations have committed to operating their Code Administration functions in accordance with the Code of Practice:

Code Administrator	Code(s)
ElectraLink	<ul style="list-style-type: none"> <li>Distribution Connection and Use of System Agreement (DCUSA)</li> </ul>
ELEXON Ltd	<ul style="list-style-type: none"> <li>Balancing and Settlement Code (BSC)</li> </ul>
Energy Networks Association	<ul style="list-style-type: none"> <li>Distribution Code (DCode)</li> </ul>
Gemserv Limited	<ul style="list-style-type: none"> <li><del>Independent Gas Transporter Uniform Network Code (IGT-UNC)</del></li> <li>Smart Energy Code (SEC)</li> </ul>
Joint Office of Gas Transporters	<ul style="list-style-type: none"> <li>Uniform Network Code (UNC)</li> </ul>
National <del>Energy Grid Electricity</del> System Operator <del>Limited</del>	<ul style="list-style-type: none"> <li>Connection and Use of System Code (CUSC)</li> <li>Grid Code</li> <li>System Operator – Transmission Owner Code (STC)</li> </ul>
REC Code Manager	<ul style="list-style-type: none"> <li>Retail Energy Code (REC)</li> </ul>
<a href="#">Talan</a>	<ul style="list-style-type: none"> <li><a href="#">Independent Gas Transporter Uniform Network Code (IGT-UNC)</a></li> </ul>

Code users and Code Administrators developed the Code of Practice based on the principals that Code Administrators and Code Modification processes will:

- promote inclusive, accessible, and effective consultation;
- be governed by processes that are transparent and easily understood;
- be administered in an impartial, objective and balanced manner;
- provide rigorous, high quality analysis of any case for modification;
- be cost effective;
- contain rules and processes that are sufficiently flexible to allow for efficient Modification management; and
- be delivered in a manner that avoids unnecessary regulatory burdens.

Section 2 'Principles' sets out the Principles that apply both to Code Administration and to when changing the Codes and the common change ('Modification') process.

While this Code of Practice sets out the 186 high-level principles which the Code Administrators are committed to following, to the extent that they are relevant, Code Administrators must comply with

the relevant Code and associated licences. Where inconsistencies or conflicts exist between the relevant Codes and this Code of Practice, the relevant Code shall take precedence, though it is anticipated that Licensees, the Gas and Electricity Markets Authority and other Code Parties will take reasonable steps to ensure the two are aligned.

Where the Code of Practice sets out a finer level of detail for each principle, and provides accompanying process and document templates, this should be considered as the current practice which the user must have regard to but does not preclude alternative and innovative approaches.

CACoP Principles	
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.	This Code of Practice 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.	The 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 time 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
14.	Code Administrators shall support prospective energy innovators
15.	Code Administrators shall endeavour to provide an assessment of the impacts of a Modification on the end consumer and on the drive for net zero
16.	Code Administrators shall provide support for Code Reform
17.	<a href="#">Code Administrators shall endeavour to follow the Data Best Practice Guidance</a>
18.	<a href="#">Code Administrators shall publish and maintain a Digitalisation Strategy and Digitalisation Action Plan</a>



## 2. PRINCIPLES

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### PRINCIPLE 1: CODE ADMINISTRATORS SHALL BE CRITICAL FRIENDS

#### Principle description

A 'critical friend' is a Code Administrator who provides support to all with an interest in the Code Modification process, but paying particular attention to under-represented parties, small market participants and consumer representatives.

#### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Helping all new and existing energy market users effectively frame and develop Modifications.
- Proactively reviewing and commenting on draft Modifications.
- Ensuring people are available to discuss issues and Modifications with all interested parties.
- Where possible, help all new and existing energy market users to understand Modifications raised by other Codes.
- Providing easily accessible education on its Code Modification process.
- Ensuring all new and existing energy market users understand the minimum requirements for Modifications to be progressed.
- Ensuring that:
  - unsubstantiated assumptions or assertions do not go unchallenged;
  - all arguments for and against a Modification are adequately discussed at Workgroup and Panel level and reflected in Modification documents; and
  - previous discussions or decisions that may be relevant to the Modification being considered are highlighted.
- Providing input into the terms of reference set by the Panel and the Workgroup's analysis, taking into account, for example, any feedback on the quality of analysis provided in relation to previous reports or relevant views expressed by the Gas and Electricity Markets Authority.
- Remaining impartial.
- Encouraging participation in Code Modification processes.
- Contacting relevant market participants/consumer representatives that have indicated they wish to be contacted when a Modification raises an issue that may impact on their group.
- Contacting other Code Administrators if a Modification may affect them (directly or indirectly) in accordance with Principle 13.

- Ensuring that small market participant/consumer representative's viewpoints can be articulated and debated at Workgroup and Panel meetings, and that other Workgroup members or Panel members do not seek to stifle or prevent such debate.
- Ensuring that, if known, the views of small market participants/consumer representatives are effectively articulated in Workgroup and Code Modification reports, and the impacts on small market participants/consumers are specifically described.
- Holding teleconference rather than 'face-to-face' meetings if this is more convenient for those that wish to participate, including smaller market participants.
- Scheduling meetings that enable market participants to obtain updates on all relevant Code Modifications at one meeting.
- Raising Modification issues that are relevant to small market participants who are not otherwise represented at appropriate industry meetings.
- Improving websites, potentially with the inclusion of web-based forums, to provide easy access to information on Code Modifications.
- Responding quickly to requests for information and support.
- Being proactive in helping participants digest and interpret the Codes.
- Not working or operating in silos but working collaboratively.
- Ensuring, where possible, that operational aspects of Codes are simplified for the benefit of new entrants and small businesses.
- By aiding those participants who find it difficult to engage with other industry Codes, navigate the system or find the relevant person to speak to.



## PRINCIPLE 2: DOCUMENTATION PUBLISHED BY CODE ADMINISTRATORS SHALL BE IN CLEAR ENGLISH

### Principle description

Documents produced by Code Administrators need to be understood by a broad range of users. As users will have a varied level of understanding and background to each Code, documents should be clearly written with the lay person in mind.

### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Ensuring the purpose of the document is clear (for example that it is for information, for consultation, etc.).
- Ensuring all Modification documents contain a high level, plain English summary.
- Avoiding heavy use of technical language, acronyms or industry jargon, unless their use is appropriate, and providing a supporting glossary when appropriate.
- Where possible, using a consistent set of defined terms to avoid confusion.
- Using a consistent structure for Modification related documents, with consistent templates and contents.

## PRINCIPLE 3: INFORMATION WILL BE PROMPTLY AND PUBLICLY AVAILABLE TO USERS

### Principle description

Information produced by Code Administrators will be easily accessible to users through a number of channels.

### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Being transparent in their processes and services.
- Making all non-confidential information available.
- Making information available through various common communication channels, including:
  - public websites;
  - email; and
  - regular industry forums.
- Avoiding sending unnecessary emails.
- Identifying which emails contain vital information which need immediate action or prioritisation against those providing general updates.
- Contact relevant industry trade organisations and other Code Administrators if they are likely to be impacted by a Modification.
- Ensuring their websites have good navigation and easy access to relevant information.
- Ensuring their websites have a Contacts section showing who to contact for certain queries, what their job role is and how to contact them. Code Administrator contact information will be readily available.
- Publishing information in a timely manner.
- Ensuring all information provided is relevant and can be easily interpreted.
- Notifying meeting dates for Code Modification Workgroups and other meetings to users well in advance and ensuring meetings are held in a reasonable period of time after the Panel has agreed to the Workgroup Terms of Reference.
- Having a standardised manner in dealing with information requests.
- as much as possible, improving transparency for market participants by publishing the outcome of information requests on their websites and maintaining open access to past and present information.

## **PRINCIPLE 4: THIS CODE OF PRACTICE WILL BE REVIEWED PERIODICALLY AND SUBJECT TO AMENDMENT BY USERS**

### **Principle description**

It is envisaged that this Code of Practice will be reviewed on a regular basis by a group specifically convened for that purpose, consisting of Code Administrators who have adopted this Code of Practice and users of those Codes.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Meeting from time to time to discuss how the principles in this Code of Practice are being achieved, the results of the reporting against the metrics outlined in Principle 12, and to share best practice.
- Suggesting amendments to this Code of Practice for discussion at the next meeting of the relevant group.
- Consulting on any amendments to the Code of Practice with all Code Administrators and users.

Revisions to the Code of Practice will be subject to approval of the Gas and Electricity Markets Authority, and revised versions will be published on its website.

## **PRINCIPLE 5: CODE ADMINISTRATORS SHALL SUPPORT PROCESSES WHICH ENABLE USERS TO ACCESS A 'PRE-MODIFICATION' PROCESS TO DISCUSS AND DEVELOP MODIFICATIONS**

### **Principle description**

Code Administrators will encourage industry debate and support in shaping solutions.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Ensuring discussions are accessible to all through the use of open forums.
- Ensuring engagement mechanisms are arranged sufficiently regularly to respond to user needs.
- Ensuring mechanisms are planned to avoid conflicts, supported by website diaries.
- Ensuring notices, agendas, papers, presentations and minutes of these meetings will be placed on the Code Administrator's website as early as practicable.
- Actively facilitating and advising users on issues.
- Encouraging industry input to providing solutions and advising on how resolution can be achieved and delivered.
- Providing equal opportunity to interested parties to apply for Modification Workgroup membership where practically possible.

## PRINCIPLE 6: A PROPOSER OF A MODIFICATION WILL RETAIN OWNERSHIP OF THE DETAIL OF THEIR SOLUTION

### Principle description

To ensure that a Modification is developed in the way which the Proposer intends, the Proposer will keep control over the detail of their solution. Other individuals or Workgroups cannot amend the Modification.

### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Only allowing the Proposer to amend their Modification; where an element of the solution is silent, only the Proposer will be permitted to amend the solution to improve its clarity.
- Ensuring Workgroups assist the Proposer in designing and assessing their solution, advising on any issues, but not changing the solution unless the Proposer agrees.
- Ensuring Workgroups ensure that the original solution is fully developed but supporting them to also develop alternative 'solutions' if the Workgroup so wishes, which may then be progressed in accordance with Principle 7.
- Allowing the Proposer to withdraw their Modification before the Code Panel has made a recommendation or decision on whether the Modification should be implemented.
- Before it is consulted on, allowing the Proposer to discuss the legal text of a Modification with those producing the text if the Proposer so wishes.
- Allowing any user who has the right to raise a Modification to adopt a Modification that has been withdrawn by the original Proposer (in this instance the 'owner' rights are transferred in full).
- Other than the Modification itself, managing the process and documentation on behalf of the industry once a Modification has been raised, ensuring that all views are captured and there is consistency of approach to reporting.

## **PRINCIPLE 7: CODE ADMINISTRATORS WILL FACILITATE ALTERNATIVE SOLUTIONS TO ISSUES BEING DEVELOPED TO THE SAME DEGREE AS AN ORIGINAL SOLUTION**

### **Principle description**

Any process for considering a suggested Modification to a Code will allow for alternative solutions to be developed and fully assessed during the Modification lifecycle.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Allowing any user allowed to raise a Modification, other than the Proposer of the Modification, to propose an alternative solution.
- Ensuring alternative proposals are raised prior to or during the Workgroup stage.
- Subject to timing and ownership, placing no restriction on the number of alternative proposals that can be raised. Each alternative solution will be assessed with the same rigour as the proposed solution.

## **PRINCIPLE 8: ESTIMATES OF IMPLEMENTATION COSTS TO CENTRAL SYSTEMS WILL BE PRODUCED AND CONSULTED ON PRIOR TO A MODIFICATION BEING RECOMMENDED FOR APPROVAL**

### **Principle description**

To allow users to fully understand and assess the impact of a Modification, the default position will be that the cost information will always be developed in time to allow for consultation. However, there will be an exception process that allows for agreement not to develop costs in order to prevent unnecessary delay and assessment costs.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Seeking to ensure cost information is produced in time to be issued for consultation.
- Where required, seeking agreement from Code Panels that cost information may not be produced in certain circumstances.
- Seeking to ensure that cost information is produced in a consistent style.
- Encouraging users to provide an indication of their own costs of implementing the proposal, albeit this may be directly to the Gas and Electricity Markets Authority in the case of commercially sensitive information.
- Capturing lessons learnt and sharing where actual costs prove to be significantly different (either higher or lower) to the estimates.

## **PRINCIPLE 9: LEGAL TEXT WILL BE PRODUCED AND CONSULTED UPON PRIOR TO A RECOMMENDATION OR A DECISION BEING MADE ON A MODIFICATION**

### **Principle description**

To allow users to fully understand and assess the impact of a Modification, the default position will be that legal drafting will always be developed in time to be issued for consultation with the exception of Fast Track Self-Governance Modifications.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Ensuring that legal text is produced in time to be issued for consultation.
- Ensuring that sufficient time is made available for the production of legal text and that, where relevant, open legal text mapping sessions are included within the modification development timescales.
- Producing and consulting upon legal text prior to a Modification report being received by the relevant Code Panel or Change Board.
- Where required, seeking agreement from Code Panels that legal text may not be produced in certain circumstances, including where the Proposer has produced suggested text as part of the Modification.
- Enabling Code Panels to agree to non-material corrections to legal text at the time of making its final recommendation.
- Reconsulting on revised legal text if the Panel determines that the changes to the legal text are appropriate but considers that they cannot reasonably be considered to be minor.
- Ensuring that legal text is produced in a consistent style and that the legal text accurately implements the interest of the Modification.



## **PRINCIPLE 10: MODIFICATIONS WILL BE CONSULTED UPON AND EASILY ACCESSIBLE TO USERS, WHO WILL BE GIVEN REASONABLE TIME TO RESPOND**

### **Principle description**

All Modifications (with the exception of Fast Track Self-Governance Modifications) will have a consultation process that allows sufficient time for users to digest the information and provide a considered response. Code Administrators will facilitate this process by ensuring users are notified of consultations as soon as reasonably practicable and have easy access to all relevant information.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Ensuring the consultation time set by Code Panels takes account of the complexity of the issue being considered, the timetable for the Modification, and the potential impact on user resource from other cross industry business but, in absence of any other considerations, applying a standard 15 business day period.
- Ensuring all views on the consultation are captured and reflected in any discussions and reporting.
- Ensuring consultations are open to all, not just direct Code users.
- Distributing notices of consultations broadly using all common communication channels as defined in Principle 3.
- Ensuring any urgent Modifications includes a minimum five business day consultation period (if possible).
- Ensuring a consultation has a clear mechanism for responding, in particular:
  - contact information for queries regarding the consultation is provided;
  - a template response form is available for all consultation documents; and
  - the template contains information on how a participant can respond.

## **PRINCIPLE 11: THERE WILL BE FLEXIBILITY FOR IMPLEMENTATION, TO ALLOW PROPORTIONATE DELIVERY TIME AND REALISATION OF BENEFITS**

### **Principle description**

Implementation of Modifications will be timely to allow the benefits of a Modification to be achieved as soon as is practical. Implementation Dates will allow sufficient time for all who are impacted, including the decision-making body, to make necessary preparations.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Ensuring implementation approaches form part of the Modification consultation.
- Providing options for implementation where possible.
- Making Code Panels aware of the arguments for and against allowing retrospective Modifications and being mindful of previous decisions of the relevant body responsible for making the final decision.
- Having a consent process and/or Fast Track Self-Governance process to allow for housekeeping changes to be progressed and implemented in a timely manner and without incurring unnecessary cost and administration.
- Having an urgent process to ensure that urgent changes to a Code can be progressed without undue procedural barriers. Any urgent process needs to allow for the Gas and Electricity Markets Authority, after taking advice from the relevant Panel, to instruct a Modification to be progressed by deviating from any part of the normal Modification process.<sup>2</sup>

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<sup>2</sup> Ofgem has published criteria to determine whether or not urgency is appropriate, see [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

**PRINCIPLE 12: CODE ADMINISTRATORS SHALL CARRY OUT A BIENNIAL CROSS-CODE PARTICIPATE IN THE GAS AND ELECTRICITY MARKET AUTHORITY'S CUSTOMER SURVEYS AND WILL REPORT QUARTERLY TO THE GAS AND ELECTRICITY MARKET AUTHORITY ON AGREED METRICS**

**Principle description**

In order to assess how effectively the Code Administrators are discharging the roles and responsibilities captured within the principles of this Code of Practice and the effectiveness of the change management process more generally, ~~the Gas and Electricity Markets Authority will undertake an independent a bi-annual~~ cross-code survey ~~will be carried out~~ which will ~~include seek~~ the views of code users, with respect to ~~recipients of the services provided by Code Administrators. The Code Administrator with the responsibility of providing the chair and secretariat functions in a year in which the survey is to be undertaken will be responsible for issuing the survey and collating the results.~~

The Code Administrators will also report quarterly to the Gas and Electricity Markets Authority on a series of quantitative metrics as set out below.

**Guidance on meeting the Principle**

**Qualitative Measures – Customer Survey**

To achieve this principle, Code Administrators should:

- Work alongside other Code Administrators and/or The Gas and Electricity Markets Authority, provide input into the final set of questions and any other wording to be used in the biennial cross-code ~~may appoint a third party to undertake a~~ customer survey.
- ~~The Gas and Electricity Markets Authority~~ Ensure that they inform their code users of the publication of the biennial cross-code customer survey and encourage their code users to respond to the ~~may consult interested parties on the final wording to be used in any biennial cross-code~~ customer survey.
- ~~The Code Administrators will~~ provide support to whichever Code Administrator is leading on the issuing out of the biennial cross-code survey and the subsequent collation of responses, in the production of a final report that is to be published on the CACoP website (or individual code websites if the CACoP website becomes unavailable) bi-the Gas and Electricity Markets Authority as necessary in respect of it undertaking a customer survey.

The results of any customer survey will feed into any periodic review conducted in line with Principle 4.

**Quantitative Measures – Quarterly Reporting**

To achieve this principle:

- Code Administrators will report on metrics set out on the Gas and Electricity Markets Authority's website here: <https://www.ofgem.gov.uk/publications-and-updates/code-administrators-reporting-metrics>
- Where appropriate, Code Administrators will provide commentary to give context and to support the submission of the metrics.

## **PRINCIPLE 13: CODE ADMINISTRATORS WILL ENSURE CROSS CODE COORDINATION TO PROGRESS CHANGES EFFICIENTLY WHERE MODIFICATIONS IMPACT MULTIPLE CODES**

### **Principle description**

Code Administrators will communicate, coordinate and work with each other and with the Cross- Code Steering Group (CCSG) on Modifications that impact multiple Codes to ensure changes are progressed efficiently.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Seeking views from Code Panels, Workgroups and market participants in order to anticipate, identify and discuss related cross Code changes and their impacts.
- Proactively updating the Code Panels regularly on relevant cross Code changes.
- Informing the Code Panels about any related cross Code changes when they make a decision on any modifications.
- Proactively informing market participants when cross Code impacts are identified and seek engagement from the relevant market participants in cross Code changes.
- As required, holding joint or back to back Workgroup meetings on related cross Code changes.
- Working together and with the CCSG to coordinate the progression and implementation timetables of related cross Code changes.
- If practically possible, encouraging representatives from other Codes to join the Workgroup meetings when there are cross Code impacts.
- If practically possible, coordinating to send a package of related cross Code changes to the Gas and Electricity Markets Authority.
- Encouraging Workgroups and Code Panels to not unduly delay changes due to related cross Code changes.

## PRINCIPLE 14: CODE ADMINISTRATORS SHALL SUPPORT PROSPECTIVE ENERGY INNOVATORS

### Principle description

Code Administrators shall support prospective energy innovators (“applicants”) by providing guidance on their codes to any applicant including those not acceded to said code(s). Ofgem will act as the co-ordinating and externally-facing body and will be responsible for receiving and assessing information from applicants. For applicants seeking to trial an innovative product or service, Code Administrators will assess the appropriateness of the proposed temporary derogation and provide advice to the Code Panel who will provide a recommendation to Ofgem.

### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Referring queries from energy innovators to Ofgem who will co-ordinate the process for the applicant across all relevant Codes.
- Extending the critical friend approach to applicants, in particular by providing timely and accessible responses to queries (as per Principle 1).
- Providing support to parties that are not formally acceded to their code, with Ofgem as a coordinating body.
- Collaborating with other Code Administrators (as per Principle 13) to identify issues that overlap with multiple Codes, for the purposes of enabling innovative trials.
- Identifying and facilitating any necessary changes to their Codes to support or deliver this principle.
- Enabling applicants to trial innovations, where applicable, through time limited derogations granted by the Gas and Electricity Markets Authority.

## **PRINCIPLE 15: CODE ADMINISTRATORS SHALL ENDEAVOUR TO PROVIDE AN ASSESSMENT OF THE IMPACTS OF A MODIFICATION ON THE END CONSUMER AND ON THE DRIVE FOR NET ZERO**

### **Principle description**

There is an increasing focus of the impacts that any activities or changes would have on the end consumer and on the drive towards Net Zero. To support the assessment of the case for change, Modifications should endeavour to include a high-level assessment of any positive and negative impacts the solution may have on these areas if implemented. Although Code Panel decisions and recommendations on Modifications are generally required to be based on whether the solution overall better facilitates the Applicable Code Objectives, this information should be considered as part of Code Panels' discussions.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Developing a common approach for assessing the impacts a Modification may have and implementing this into each Code Administrator's documentation.
- Endeavouring to consult with the Proposer and the Working Group to complete an assessment for each Modification.
- Including the results of any assessment in the Modification Report and bringing this to the Code Panel's attention.

## PRINCIPLE 16: CODE ADMINISTRATORS SHALL PROVIDE SUPPORT ON CODE REFORM

### Principle description

Code Administrators have a wealth of experience and insight into the current Code arrangements and change processes, and so are well placed to use this to collectively support the Gas and Electricity Markets Authority with the development and delivery of Code Reform and Consolidation.

### Guidance on meeting the Principle

Code Administrators should achieve this principle by:

- Providing collective support and input on questions and topics raised by the Gas and Electricity Markets Authority in respect to Code Reform and Consolidation, convening meetings of the Code Administrators where needed to discuss this.
- Collectively raising and progressing other initiatives within the existing arrangements that would support the principles and aspirations of Code Reform and Consolidation.

## **PRINCIPLE 17: CODE ADMINISTRATORS SHALL ENDEAVOUR TO FOLLOW THE DATA BEST PRACTICE GUIDANCE**

### **Principle description**

Code Administrators shall, when conducting work that involves working with or making decisions about the use of Energy System Data, use its best endeavours to act in accordance with Data Best Practice Guidance.

### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Familiarising themselves with the Data Best Practice Guidance and Supporting Information as published by the Gas and Electricity Markets Authority,
- Striving to adhere to the Data Best Practice Guidance to ensure the Energy System Data which they are responsible for within the energy market is treated as an asset and used effectively for the benefit of consumers, stakeholders, and the public interest
- Actively participating in discussions around Data Best Practice Guidance as part of the CACoP Forum meetings, as well as through the Cross Code Digitalisation Steering Group (CCDSG)
- Where reasonably practicable, assessing their own level of digital maturity in line with an agreed assessment framework-
- Encouraging collaboration and the sharing of good practices among Code Administrators with respect to meeting principles set out within the Data Best Practice Guidance
- Supporting collaboration between Code Administrators to standardise modification proposal, draft report and final report templates, recognising that consistent documentation improves interoperability, data quality and the effective application of Data Best Practice across all Codes.



## **PRINCIPLE 18: CODE ADMINISTRATORS SHALL PUBLISH AND MAINTAIN A DIGITALISATION STRATEGY AND DIGITALISATION ACTION PLAN**

### **Principle description**

Code Administrators shall publish and maintain a Digitalisation Strategy and a Digitalisation Action Plan (together referred to as a “DSAP”), setting out how they will use data and digital solutions to meet stakeholder needs, deliver benefits to consumers and the public interest, and support the effective and efficient operation of the Code.

The Digitalisation Strategy shall articulate the Code Administrator’s long-term vision and priorities for digitalisation, informed by stakeholder needs. The Digitalisation Action Plan shall set out the actions, milestones and measures through which the Code Administrator will deliver its Digitalisation Strategy and demonstrate progress over time.

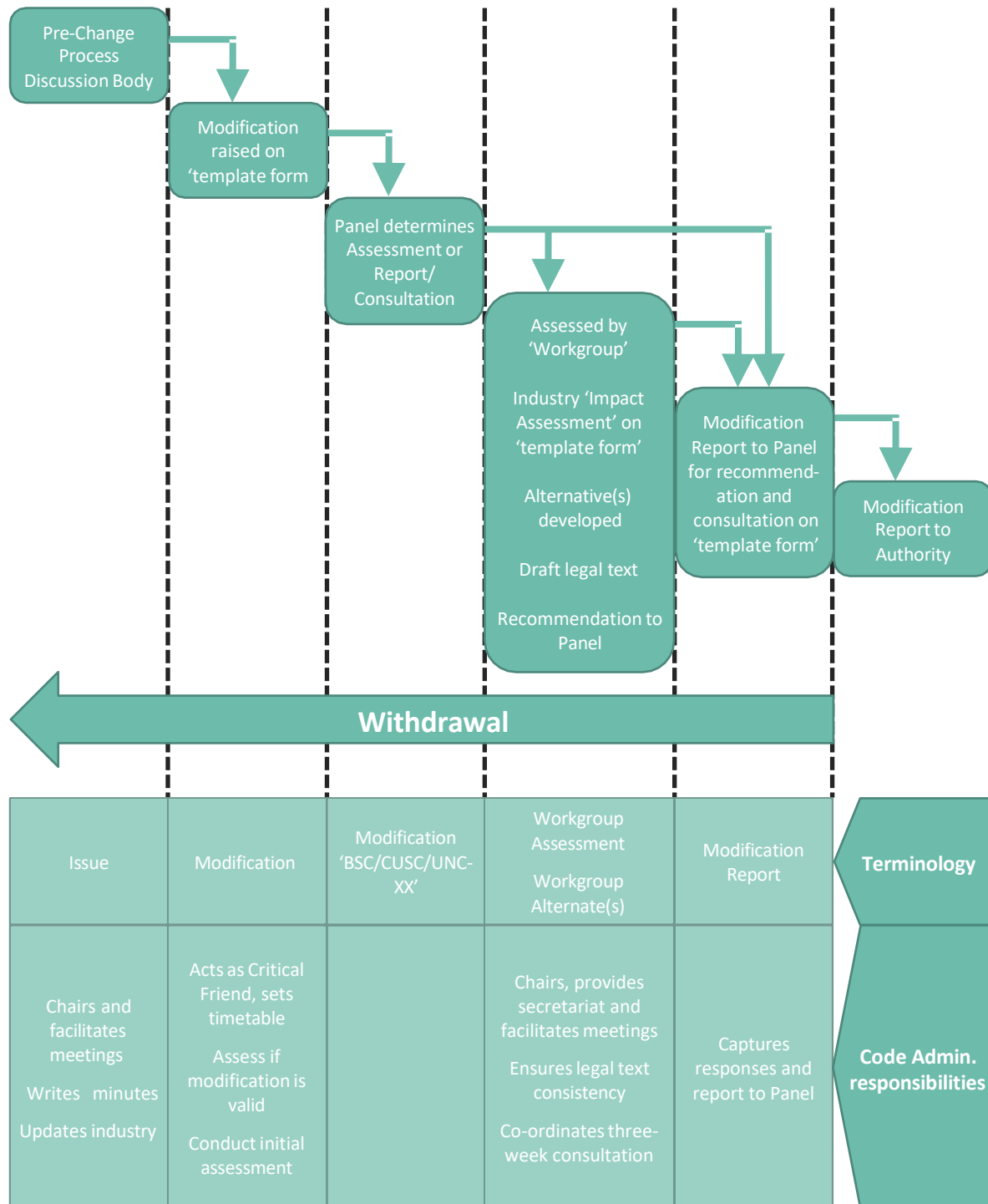
### **Guidance on meeting the Principle**

Code Administrators should achieve this principle by:

- Producing and publishing a Digitalisation Strategy and Digitalisation Action Plan in accordance with the latest DSAP Guidance issued by the Gas and Electricity Markets Authority, unless directed otherwise by the Authority.
- Ensuring, as far as is applicable and appropriate, that the Digitalisation Strategy:
  - Provides a clear vision for the use of digitalisation and data to benefit stakeholders who fund Code Administrator services, as well as the public at large.
  - Explains how stakeholder needs have been identified and prioritised.
  - Describes the Products and Services required to address those needs.
- Ensuring, as far as is applicable and appropriate, that the Digitalisation Action Plan:
  - Outlines the actions to be taken to deliver the Digitalisation Strategy, including indicative timescales and dependencies.
  - Provides transparency regarding the status of actions and progress against them.
  - Enables stakeholders to understand how success and performance will be measured.
- Engaging with stakeholders throughout the development and ongoing refinement of the DSAP, using appropriate and accessible engagement methods.
- Publishing the DSAP in a manner that is straightforward to locate and comprehend, and ensure it is regularly reviewed to reflect changes in stakeholder needs, policy direction, or delivery experience.
- Coordinating, where suitable, with other Code Administrators and relevant cross-code groups to promote alignment and interoperability across the broader digital and data ecosystem.
- Maximising opportunities to deliver benefits early, and iterating to improve Products and Services based on stakeholder feedback and insights from delivery

### 3. COMMON MODIFICATION PROCESS

#### COMMON MODIFICATION PROCESS



## Modification process

A Modification process will allow any interested party to raise an Issue. Code Administrators will facilitate Issues being raised and recorded and will ensure that forums are available to be exchanged on the Issue. Industry forums will assist in framing the Issue and defining possible Modifications. Code Administrators should set a defined time limit for discussion in the “pre-Modification” process in order to guarantee sufficient industry input and allow the Modification Proposal to be analysed and discussed in the official open governance process.

## Modification raised

Parties entitled to do so may submit a proposed Modification to the Code Administrator at any time. Modifications should be submitted on the template provided and will be allocated a unique identifier. Code Administrators will give notice that a Modification has been raised and will add the Modification to the next Code Panel agenda. Modifications received prior to a Panel meeting but after the agenda has been issued may be considered by the Panel at short notice.

## Panel consideration

The Code Panel will decide whether a Modification should be further developed and assessed, if it is sufficiently clear and complete for the consultation process to commence, or whether it qualifies to progress as a Self-Governance or Fast Track Self-Governance Modification. The Panel may set Terms of Reference for the development and assessment of a Modification, together with a timetable. The Proposer will be entitled to attend the Panel meeting and set out the case for change together with their views on the appropriate process and timetable.

## Industry consideration

Code Administrators will facilitate impartial industry development and assessment of all Modifications. While only the Proposer may change the Modification, the Code Administrator will be responsible for completing the remainder of the Modification Report template, ensuring that all views are captured and given equal weight.

If alternative solutions are put forward, Code Administrators will incorporate these within the template. A single document will be compiled by the Code Administrator covering the original Modification and all alternatives, although only the Proposers of both the original and each alternative will be entitled to alter their Modification.

Completed Modification documents will include the Workgroup’s recommendation to the Code Panel, which will set out suggested next steps and may include an implementation recommendation.

## Report to Panel

The Modification template completed by the Code Administrator will form the report to the Panel. The Panel will consider whether further development and assessment is necessary or if the Modification can be issued for consultation. The Proposer will be entitled to attend the Panel meeting and put forward views on the appropriate way forward. The Panel may also decide whether to recommend implementation of the Modification. Panels will decide the appropriate length of time for a consultation process, with 15 business days being the normal period. Panels may ask specific questions on which views would be particularly welcome.

### Consultation

Code Administrators will issue Modifications for consultation as soon as possible following a Panel decision, clearly indicating the date by which views are sought, and where responses should be sent. All documents supporting the consultation will be freely available to any interested party. Code Administrators will ensure small market participants are aware of relevant consultations.

### Panel recommendation

Code Administrators will update the Modification Report to reflect consultation responses. Modification Proposers will be entitled to attend and speak at Panel meetings. Panels will consider whether further assessment and development of the Modification is necessary and may set Terms of Reference for any additional industry consideration.

If satisfied that the Modification has been sufficiently analysed and developed, the Panel will decide whether to recommend or determine that the Modification be implemented.

### Implementation

Code Administrators will record the Panel recommendation in the Modification report and send it to the Gas and Electricity Markets Authority for decision.

As soon as reasonably practicable following a Gas and Electricity Markets Authority decision, or the Panel's decision if Self-Governance applies, the Code Administrator will issue a notice of approval or rejection, indicating the Implementation Date if approved. Code Administrators will publish the updated Code with revised legal text.

### MODIFICATION PROCESS TIMETABLE

The time taken to complete the Modification process varies. In general, it should be anticipated that a year could be needed between a Modification being raised and implemented, but this will depend on the urgency and complexity of the proposed change. Timetables for each Modification are set and monitored by the Panel on a case-by-case basis based on the complexity and urgency of the proposal, but an indicative timetable from a Modification being raised to a decision by the Authority is set out below:

	Process	Action	Indicative Timescale
1	Modification Submitted	Code Administrator receives and reviews Modification as a 'critical friend'	Five business days
2	Modification Raised	Code Administrator publishes Modification and places it on the agenda for the next Panel meeting Modifications should be received by the Code Administrator at least 10 business days ahead of the meeting if it is to be included on the agenda	At least five business days before the Panel meeting
3	Panel Consideration	Panel decides whether to issue Modification to consultation or if assessment and development is necessary, or to be implemented via Fast Track Self-Governance	One business day (Meeting materials issued five business days beforehand)
4	Industry Assessment and Development	Debate Workgroups. Development of business rules. Consideration of legal text	Three to 12 months depending on the complexity of the proposed changes
5	Panel Consideration	Panel decides whether to issue Modification to consultation or if further assessment and development is necessary	One business day (Meeting materials issued five business days beforehand)
6	Industry Consultation	Code Administrator issues Modification Report and invites views	15 business days
7	Panel Decision/ Recommendation	Panel considers Modification in light of responses received and decides whether to support implementation	One business day (Meeting materials issued five business days beforehand)
8	Authority Decision (where not Self-Governance)	The Gas and Electricity Markets Authority decides whether or not the Modification is to be implemented A list of expected decision dates is published on the Ofgem website	One to three months
9	Implementation	Code Administrator issues implementation notice and updates Code. Industry systems prepared for change Modifications are usually targeted for scheduled or specific release dates where a Code has these, unless there is a need for an ad-hoc implementation	Determined during the Modification's assessment

## APPENDIX 1: LIST OF CODE ADMINISTRATORS

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Any party wishing to amend this Code of Practice can contact one of the Code Administrators below.

### BALANCING AND SETTLEMENT CODE (BSC)

#### ELEXON Ltd

**Email:** [bsc.change@elexon.co.uk](mailto:bsc.change@elexon.co.uk)

**Call:** 020 7380 4100

**Website:** [www.elexon.co.uk](http://www.elexon.co.uk)

### CONNECTION AND USE OF SYSTEM CODE (CUSC)

#### National ~~Grid Electricity~~Energy System Operator ~~Limited~~

**Email:** [cusc.team@nationalgrideso.com](mailto:cusc.team@nationalgrideso.com)[cusc.team@neso.energy](mailto:cusc.team@neso.energy)

**Website:** [www.nationalgrideso.com/industry-information/codes](http://www.nationalgrideso.com/industry-information/codes)<https://www.neso.energy/industry-information/codes>

### DISTRIBUTION CODE (DCODE)

#### Energy Network Association

**Email:** [dcode@energynetworks.org](mailto:dcode@energynetworks.org)

**Call:** 020 7706 5124

**Website:** [www.dcode.org.uk](http://www.dcode.org.uk)

### DISTRIBUTION CONNECTION AND USE OF SYSTEM AGREEMENT (DCUSA)

#### ElectraLink

**Email:** [dcusa@electralink.co.uk](mailto:dcusa@electralink.co.uk)

**Call:** 020 7432 3017

**Website:** [www.dcusa.co.uk](http://www.dcusa.co.uk)

### GRID CODE

#### National ~~Grid Electricity~~Energy System Operator ~~Limited~~

**Email:** [grid.code@nationalgrideso.com](mailto:grid.code@nationalgrideso.com)[grid.code@neso.energy](mailto:grid.code@neso.energy)

**Website:** [www.nationalgrideso.com/industry-information/codes](https://www.nationalgrideso.com/industry-information/codes)  
<https://www.neso.energy/industry-information/codes>

## IGT UNIFORM NETWORK CODE (IGT UNC)

### ~~Gemserv Limited~~ Talan

**Email:** [IGTUNC@talan.com](mailto:IGTUNC@talan.com) [igtunc@gemserv.com](mailto:igtunc@gemserv.com)

**Call:** 020 7090 1044

**Website:** [www.igt-unc.co.uk](http://www.igt-unc.co.uk)

## RETAIL ENERGY CODE (REC)

### REC Code Manager

**Email:** [enquiries@recmanager.co.uk](mailto:enquiries@recmanager.co.uk) or [change.management@recmanager.co.uk](mailto:change.management@recmanager.co.uk)

**Website:** [www.retailenergycode.co.uk](http://www.retailenergycode.co.uk)

## SMART ENERGY CODE (SEC)

### Gemserv Limited

**Email:** [sec.change@gemserv.com](mailto:sec.change@gemserv.com)

**Call:** 020 7090 7755

**Website:** [www.smartenergycodecompany.co.uk](http://www.smartenergycodecompany.co.uk)

## SYSTEM OPERATOR – TRANSMISSION OWNER CODE (STC)

### National ~~Grid Electricity~~ Energy System Operator ~~Limited~~

**Email:** [stcteam@nationalgrideso.com](mailto:stcteam@nationalgrideso.com) [stcteam@neso.energy](mailto:stcteam@neso.energy)

**Website:** [www.nationalgrideso.com/industry-information/codes](https://www.nationalgrideso.com/industry-information/codes)  
<https://www.neso.energy/industry-information/codes>

## UNIFORM NETWORK CODE (UNC)

### Joint Office of Gas Transporters

**Email:** [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk)

**Call:** 0121 288 2107

**Website:** [www.gasgovernance.co.uk](http://www.gasgovernance.co.uk)





## APPENDIX 2: MODIFICATION TEMPLATES

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Please contact the relevant Code Administrator for more information on Modification Templates.

## APPENDIX 3: GLOSSARY

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Acronyms used in this document are listed in the table below.

Acronym	Definition
BSC	Balancing and Settlement Code
CACoP	Code Administrator Code of Practice
CCSG	Cross-Code Steering Group
CUSC	Connection and Use of System Code
DCode	Distribution Code
DCUSA	Distribution Connection and Use of System Agreement
IGT UNC	Independent Gas Transporter Uniform Network Code
REC	Retail Energy Code
SEC	Smart Energy Code
STC	System Operator – Transmission Owner Code
UNC	Uniform Network Code

## APPENDIX 4: VERSION CONTROL

Version	Date	Description of changes
1.0	02 Jun 10	Introduced as part of Code Governance Review
2.0	02 Oct 13	Updates following the CACoP review December 2011
2.1	23 Oct 13	Proposed updates following the outcomes of Code Governance Review (Phase 2); Licence requirements taking effect from 5 August 2013
2.2	12 Dec 13	Updated in line with Code Administrators comments
2.3	18 Dec 13	Updated in line with Code Administrators comments
3.0	20 Dec 13	For Authority approval
3.1	21 Nov 14	Proposed updates following the CACoP review October 2014
4.0	07 Aug 15	Introduced Principle 13
4.1	23 Jul 18	Introduced Principle 14
5.0	18 Sep 18	Updates following CGR3 review, Ofgem Code Administrator 2017 Survey and 2017 CACoP Review
5.1	14 May 20	Update to contact details
6.0	30 Jan 24	Updates from the 2023 CACoP document review, including the introduction of Principles 15 and 16
<a href="#">7.0</a>	<a href="#">(add date once agreed to be published by Ofgem)</a>	<a href="#">Update Principle 12, introduce Principles 17 and 18 and making some housekeeping updates to add Code Manager in this document</a>

