RETAIL ENERGY CODE

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REC CHANGE ISSUES GROUP
MEETING MINUTES

MEETING	**RECCHIG_24_1003**
DATE	**03 October 2024, 10:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Andy Knowles	REC Code Manager	AK	Chair
Lorna Mallon	REC Code Manager	LM	Subject Matter Expert
James Hardy	REC Code Manager	JH	Change Analyst
Holly Law	REC Code Manager	HL	Change Analyst
Bradley Mercer	REC Code Manager	BM	Alternate Secretariat

Full attendee list available upon request.

1. INTRODUCTIONS

The Chair welcomed attendees to the REC Change Issues Group (CIG) meeting. The Chair advised that apologies had been received from Harry Firth (Secretary).

2. CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting, but no items were raised.

3. APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes from the meeting which took place on 05 September 2024. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4. I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW TO ELIMINATE ISSUES RELATED TO NEW BUILDS AND SIMILAR SITUATIONS ~~PROCESS FOR RESOLUTION OF GAS UNREGISTERED SITES~~

LM provided attendees with an overview of the issue and thanked parties for providing views on the issue highlighting that this would help drive progress over the next few months. LM advised that the Code Manager was currently trying to reach out to large building firms to seek their views on the change. LM advised that Citizens Advice had provided case studies.

LM requested that attendees provided feedback on addresses advising that they had been raised multiple times in the responses. LM asked attendees if they would like addresses to remain within the New Connections process or would they like it to link into the REL Address work which was being progressed under I200. Attendees discussed the benefits of each solution and agreed that addresses should remain within the New Connections discussions.

LM advised that the plan was to run through the issue in sequence starting with MPXN creation to meter install. Attendees advised that they were comfortable with the proposed way of working. LM advised that the name against I0172 was related to I0199 and proposed that I0199 was rejected as an Issue and investigated through the work on I0172. Members confirmed that they were comfortable with the approach.

LM asked the group if they would like to progress the issue through the CHIG or to set up a standalone issue group. It was agreed that I0172 would be progressed through the CHIG to begin with and could review as it progresses.

Attendees noted the update provided and were advised that the Issue would be presented at the November 2024 CHIG meeting.

5. I0197 – INTRODUCE A MAXIMUM TIMEFRAME FAULT RESOLUTION DEADLINE

JH provided Members with an overview of the change advising that the title would be updated in the coming weeks to reflect the entirety of the issue. JH advised that the Issue was looking to address a problem with customers who have had faulty meters for a prolonged period. JH advised that the REC currently only covered electricity and did not always require work to be done to investigate the faults. JH confirmed that the purpose of the Issue was to investigate what could be done to improve this process.

A DNO Representative advised that R0053 was investigating fault resolution and asked if the issue would be linked to that piece of work. LM confirmed that R0053 was currently on hold awaiting action from Ofgem and was limited to emergency fault resolution whereas I0197 was reviewing the standard process for fault resolution. The DNO Representative advised that there may be a link between the solution of R0053 and I0197 and it should be considered through the development of the solution.

JH advised that the issue was linked to BSC Issue 112, and the Code Manager had been in discussions with the BSC who had agreed that the REC would take the lead. LM advised that the Issue would be looking at all scenarios where somebody needed to go on site in situations where there had been an issue raised by a Flow but there had not been a response. LM

confirmed that it would not be limited to metering faults. JH confirmed that there would be an RFI for parties to respond to which would be published at some point in October 2024 which would be open for a few weeks and then responses would be disused at the December 2024 CHIG meeting.

A MEM Representative highlighted that not all MEMs sent flows between the MEM and the Supplier and advised that the solution would need to take this into account.

A MEM Representative advised that they had a lot of historic faults in their portfolio where the customer had repeatedly refused access or repeatedly refused to exchange the meter. LM advised that the solution may help in this scenario as the MEM would be able to send a flow to advise that they have been in contact with the customer and would facilitate the conversation. The MEM Representative also clarified that the D0001 to D0002 scenario was not a one-to-one relationship, LM confirmed that this would be considered through solution development.

Attendees discussed the potential questions to include within the RFI and the Code Manager advised that, if required, they would host a webinar on the RFI during the response period.

6. I0213 - CREATION OF A MECHANISM TO ALLOW THIRD PARTIES TO REPORT OBJECTION ACTIVITY THAT IS NOT COMPLIANT WITH CODE OR LICENSE CONDITIONS FOR ENERGY SUPPLY

JH provided attendees with an overview of the Issue advising that at present only industry parties were able to raise a non-compliance through the REC and this Issue would be looking in to developing a mechanism to allow TPIs and other industry participants to raise non-compliances or unwarranted objection activities. JH confirmed that this would be mainly looking at the Non-Domestic market but it could be extended to the Domestic market.

JH advised that the next steps for I0213 would be for the Code Manager to engage with RECCo to look at what existing mechanism may be available. JH advised an investigation into what objection activities are being seen to be non-compliant would be conducted. JH invited attendees to provide any feedback on the issue.

A Supplier raised strong opposition to allowing TPIs to raise non-compliances based on objections advising that Suppliers received continuous requests from TPIs for supplies which were still in contract and highlighted the risk of misuse of the mechanism. Other Suppliers Representatives supported the opposition raised advising that Suppliers were already subject to numerous audits on the process. Suppliers advised that it would be beneficial to understand which objections were causing the issues. JH agreed to investigate and provide an update at the November 2024 meeting.

A Supplier Representative advised that due to the short objection windows it could lead to Suppliers receiving blanket requests to justify their objections which would lead to large amounts of work and costs.

A TPI Representative advised that the main element of the change in their view was the establishment of the secure mechanism for TPIs to raise non-compliances. They advised that the mechanism would not be limited to TPIs and that it would allow trade associations to raise

non-compliances as well. A Code Manager Representative advised that the non-compliances would be shared with the Performance Assurance team for review before any action was taken.

The Code Manager thanked attendees for their feedback and agreed to provide an update including examples of the objections at the November 2024 meeting.

7. I0168 – CLARIFY AND STRENGTHEN CRS PROVIDERS REQUIREMENTS

JH provided an update on the issue which had been discussed at previous CHIG meetings. JH informed Members that the Code Manager was continuing to work through the requirements of the change. JH advised that once the drafting was completed the solution would be shared on the Portal for parties to review and provide feedback.

8. ISSUES UPDATE

HL provided Members with an update on the open issues:

Current Status	Vol	Update
New	2	I0214: New Issue accepted on 25/09/24
		I0215: New Issue accepted on 25/09/24
Assessment	22	I0172- RFI was issued and closed in August, responses have been reviewed and will be going to the next Change Issues Group on 3/10
		I0174, I0175, I0167, I0187 – These Issues are being discussed and developed through monthly Theft Issues Group meetings.
		I0179 – Technical assessment has been completed and Service Provider Assessment is to be completed
		I0180 – Change Plan to be presented at 15/10 Change Panel
		I0184, I0198 – Solution investigation, meetings with Service Providers and discussions with proposer on next steps.
		I0189 – Ongoing meetings with the Proposer to discuss previous work that has already been done on this topic
		I0186, I0190, 10191, I0194, I0205 I0213 – Initial assessment
		I0195 – Will be progressed under the Data Access Process implemented as part of R0118
		I0196 – Ongoing meetings with the proposer to gather more requirements in order to progress the change
		I0197 – To be presented at Change Issues Group on 3/10
		I0199 – To be taken to the Change Issues Group on 3/10 to combine with R0172

Current Status	Vol	Update
Assessment	cont.	I0200: Taken to Change Issues Group in September, Working group is to be established in November. Comms has gone out to ask for members.
		I0212: Code Manger assessment completed, meeting with proposer 15/10 on next steps.
Proposal Plan Approved	1	I0168: Proposal plan approved and Solution Development to be completed by the end of October.
Impact Assessment	2	I0173 – Solution Development Report and Party Impact Assessment published and due to close on 4/10
		I0193 – Party Impact Assessment opened and due to close on 11/10
On Hold	1	I0204 - This Issue is on hold while MHHS CR056 progresses.

9. AOB

The Chair invited attendees to provide AOB. There was no AOB, and the meeting was closed.