RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

REFERENCE	RECCHIG_25_0403_08
STATUS	FOR DISCUSSION

I0191 DE-ENERGISATION OF DISCONNECTED METERS

BY CAROLINE FREIMULLER

1 PURPOSE

The purpose of this paper is to gather feedback from the Change Issues Group on I0191 De-energisation of disconnected meters.

2 BACKGROUND AND INFORMATION

It has been identified that there are a number of meters that are showing as Terminated but Energised. These MPxNs are still showing as secured active in the Central Switching Service (CSS) and can be settled/billed against even if the MPxN is disconnected. This has been discussed previously at REC Issues Group and within MHHS Data Cleanse environments.

Data from December 2024 showed there were ~45,000 MPANs with this issue, of which ~41,000 were split between only six Supplier MPIDs.

Discussions at RIG identified that REC is potentially lacking detail/obligations/timescales on Suppliers to report/update/respond to Disconnection queries and suggested that timescales be added to Schedule 27 – RMP Lifecycle.

3 PROPOSED SOLUTION

The proposed solution is to add timescales to Schedule 27 – RMP Lifecycle, section 4 Terminating RMPs. The Code Manager has suggested a time scale of 20 Working Days for Energy Suppliers to submit the Registration De-Activation Request, or for Electricity to have raised a query with the DNO if they believe the Metering Point should not be disconnected.

This provides a set SLA for Energy Suppliers to have taken the relevant actions, and then allows Performance Assurance to follow up with those Suppliers where the action has not been taken.

The proposed drafting is below.

Ref	When	Action	From	To	Interface	Means
4.1.1	In response to an event listed in 4.1.	Set the disconnection date within Electricity Retail Data Service.	DNO	ERDA	Not defined	N/A
4.1.2	At the same time as 4.1.1	Set the Metering Point Status to Disconnected in Supplier Meter Registration Service in accordance with the BSC.	DNO	SMRA	Not defined	N/A
4.1.3	Following 4.1.1 and within 1 Working Day.	Send notification of disconnection.	ERDA	Electricity Supplier	D0171 Notification of Distributor Changes to Metering Point Details	DTN
4.1.4	Following 4.1.1.	Set RMP Status to Terminated and send updated RMP data.	ERDA	CSS Provider	Update RMP	CSS API
4.1.5	Following 4.1.4 where the message passes synchronous validation.	Perform asynchronous validation: If valid, set RMP Status to Terminated. If not valid, the CSS Provider shall resolve the error in	CSS Provider		Internal process	N/A

		accordance with the relevant Error Resolution Paths.				
4.1.6	Immediately following 4.1.5 where the RMP Status is set to Terminated.	Send updated RMP Record.	CSS Provider	SMDSP ECoS Service Provider	RMP Terminated Synchronisation	CSS API
4.1.7	Following 4.1.6 where the message passes synchronous validation.	Update RMP Record.	SMDSP ECoS Service Provider		Internal process	N/A
4.1.8	Following 4.1.3 and within 20 Working Days	Submit Registration De-activation Request and progress in accordance with the Registration Services Schedule.[8] If the Electricity Supplier believes the Metering Point should not be disconnected, a query should be raised with the relevant DNO via the Secure Data Exchange Portal (SDEP) using Market Message PT0042 Logical Disconnection General	Electricity Supplier	CSS Provider	As set out in the Registration Services Schedule	As defined in the Registration Services Schedule

		Query (Elec) and PT0026 Physical Disconnection General Query (Elec), which could trigger a further Market Message being issued by the ERDS to correct the RMP Status.				

Ref	When	Action	From	To	Interface	Means
4.2.1	Following the recording that gas is not capable of being offtaken at the Supply Meter Point.	Send updated RMP Record with an RMP Status of Dormant or Terminated.	Gas Retail Data Agent	CSS Provider	Update RMP	CSS API
4.2.2	Following 4.2.1. where the message passes synchronous validation.	Perform asynchronous validation: If valid, set RMP Status to Dormant or Terminated. If not valid, the CSS Provider shall resolve the error in accordance with the relevant Error Resolution Paths.	CSS Provider		Internal Process	

4.2.3	Immediately following 4.2.2 where the RMP Status is set to Dormant or Terminated.	Send updated RMP Record.	CSS Provider	SMDSP ECoS Service Provider	RMP Terminated or RMP Dormant	CSS API
4.2.4	Following 4.2.3 where the message passes synchronous validation.	Update RMP Record.	SMDSP ECoS Service Provider		Internal process	N/A
4.2.5	~~At any point~~ Following 4.2.4 and within 20 Working Days, where the RMP Status has been set to Dormant.	Submit Registration De-activation Request and progress in accordance with the Registration Services Schedule.[9]	Gas Supplier	CSS Provider	As set out in the Registration Services Schedule	As defined in the Registration Services Schedule
4.2.6	Following 4.2.4 and within 20 Working Days, where the RMP Status has been set to Terminated and where required.	Submit Registration De-activation Request and progress in accordance with the Registration Services Schedule.[10]	Gas Supplier	CSS Provider	As set out in the Registration Services Schedule	As defined in the Registration Services Schedule

4 QUESTIONS FOR THE CHANGE ISSUES GROUP

The Code Manager would like input from the Change Issues Group on the following questions:

- Do you believe that 20 Working Days is sufficient for this activity? And if not, what timescale would you suggest?
- Are there are any other solution that you believe would sufficiently resolve the problem statement for this issue?