RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**09 June 2023, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Issues Group (RIG).

The Chair confirmed the agenda, asking for Any Other Business (AOB) to be raised at this time. The Chair highlighted that one AOB item had been raised prior to the meeting, with one further AOB item being raised at this time. Later in the session, RIG members noted the following two AOB items for discussion.

AOB items were as follows:

- Implementation of R0021/R0101 – Information required from DNOs, Suppliers and MEMs
- New Connections

2 DATA CLEANSE UPDATE: DC09 – CUSTOMER WANTS RELATED MPANS TO BE UNRELATED TO ALLOW SWITCH TO NEW SUPPLIER

The Code Manager Lead Analyst provided an overview of Data Cleanse Issue DC09; this can be found on slide 5 of the pack here. This issue was raised at the May RIG meeting with little comment and raised again this monthly to allow members to seek feedback/comment from internal teams. At this meeting RIG members advised that with the market currently being slow, they hadn't seen this issue much themselves. The Code Manager Lead Analyst confirmed that a new exemption will be raised for this scenario. It was agreed the volumes should be monitored to allow this issue to be revisited when switching activity increases.

2A DATA CLEANSE SPRINT 1

The Code Manager Lead Analyst provided an overview of the Data Cleanse Sprint 1; this can be found on slides 7 and 8 of the pack here. No comments were raised by RIG members on this agenda item.

2B SMART METER TYPE/MTC MISMATCH REPORT

The Code Manager Lead Analyst provided an overview of the Smart Meter Type/MTC Mismatch report; this can be found on slide 10 of the pack here. The aim of this discussion was to ask for feedback from RIG members as to whether this issue poses any negative impact.

Action: RIG members to investigate if the issue of MTC mismatch for smart meters remains an issue. RIG members to provide feedback before or at the June meeting.

2C DATA CLEANSE REPORTING

The Code Manager Lead Analyst confirmed that the dashboards for the Data Cleanse reporting are live in the Portal. It was noted that in the AR3F report, the volumes were a lot higher than expected and that the Code Manager was aware that this an issue. The Code Manager Lead Analyst advised that the intention was for the population issue to be resolved from next month. RIG members highlighted that they also believed that the data within the AR3F reports was inaccurate, specifically in some cases with the Profile Class not matching the Domestic Premises Indicator. The Code Manager Lead Analyst agreed to investigate.

3 CODE ROAD MAP UPDATE

The Code Manager Lead Analyst provided an overview of the Code Road Map; this can be found on slides 13-22 of the pack here. A RIG member highlighted several Change Proposals had been raised around the Secure Data Exchange Portal (SDEP) and asked if a webinar was going to be held to go through these changes. The Code Manager Lead Analyst confirmed that there had been no plans to hold a webinar, but the possibility of this could be discussed.

Action: The Code Manager to investigate the possibility of holding a webinar on the SDEP changes, to clarify what is needed from Parties with implementation.

A RIG member asked why the theme of debt is included in the Code Road Map. The Code Manager Lead Analyst confirmed that debt is a REC initiative, however they would work within the boundary of the work the REC can undertake related to debt.

4 CHANGE UPDATE R0092

The Code Manager Lead Analyst provided an overview of R0092; this can be found on slides 24 of the pack here. The Code Manager encouraged engagement on R0092. No comments were raised at this time, but RIG members noted to contact the Lead Analyst if they wished to provide feedback.

4A CHANGE UPDATE R0006

The Code Manager Lead Analyst provided an overview of R0006; this can be found on slides 25-28 of the pack here. The Code Manager Lead Analyst confirmed that two potential solutions were being presented and feedback was requested from RIG Members.

Several RIG members raised a point around solution 2 and asked why this places the obligation on the Supplier to raise the SDEP query, when this is a Metering Equipment Manager (MEM) process. The Code Manager Lead Analyst noted it would be useful if Suppliers helped with the engagement process. The proposer of the Change confirmed they were seeking a consistent avenue through which these requests should be raised, as currently the requests are made through various different routes. A RIG member highlighted that the importance of the issue is more important than who drives it.

It was agreed that the Code Manager would continue to work on R0006 and provide updates to RIG accordingly.

5 RIG ISSUES UPDATE

5A ISSUES IDENTIFIED WITH 'WHITE LABEL' SUPPLIERS - ESCALATIONS ARE NOT ABLE TO BE FOLLOWED

The Code Manager Lead Analyst provided an overview of this issue and confirmed that Parties had not provided any additional feedback. The raiser noted that responses had been received by Data Flow, however, not from emails or telephone calls. RIG Members agreed to close this issue.

5B EARLY ADDITION OF 'EXPECTED CONNECTION TYPE' IN TO SDEP NEW/ADDITIONAL MPAN REQUEST

The Code Manager Lead Analyst provided an overview of this issue; this can be found on slide 31 of the pack here. No feedback was provided, and RIG Members agreed to close this issue.

5C GES SEARCH RETURNS SHOWING NO REL OR UPRN. THESE METERS ARE ALSO NOT REGISTERED IN CSS

The raiser provided an overview of this issue; this can be found on slides 33 and 34 of the pack here. No feedback was provided by RIG members, but the Chair agreed to inform RECCo that this has been raised as a concern.

6 AOB

6.1 IMPLEMENTATION OF R0021/R0101 – INFORMATION REQUIRED FROM DNOS, SUPPLIERS AND MEMS

The Chair provided an overview of this AOB item; this can be found on slide 37 of the pack here.

6.2 NEW CONNECTIONS

A RIG member raised an issue around New Connections and delays in new developments being connected to the network. RIG Supplier Members agreed to liaise internally with their relevant teams to ascertain if they were experiencing the same issue. The Chair confirmed this will be added to next month's RIG agenda and will be discussed in further detail.

No further business was raised.