RETAIL ENERGY CODE

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REC ISSUE GROUP
MEETING NOTES

DATE	**13 September 2024, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Issue Group (RIG). The Chair confirmed the agenda, asking for Any Other Business (AOB) to be raised at this time.

2 ACTIONS LOG

The Chair provided attendees with an update on the below actions:

RECRIG_24_0809_07_01 - The Code Manager to initiate a meeting with several RIG members to discuss how the issue of Import & Export Indicators for MAP's can be progressed.

The Code Manager noted that nobody has come forward for this in terms of showing an interest. It was confirmed that an invite had been sent to the person who raised the issue, along with another Supplier, and was currently waiting on a confirmed meeting date. The Code Manager noted that if anyone has an interest in the import/export issue from the August 2024 RIG, to let them know and they will be added to the invite once the meeting date has been arranged.

RECRIG_24_0809_08_01 - The Code Manager to provide a more thorough update on the D0312 Rejection Code V (Duplicate ESME ID) issue at the next RIG meeting.

The Code Manager noted that the 312 ESME ID issue provided further examples to technical services. Part of the Code Manager and they are working with the service provider to try and investigate. The RIG member also noted that it does seem more issues are coming forward and some of the work arounds on this are starting to fail, so if anybody else has further examples, they would be really helpful, and these can either be sent through to the RIG member or to the RIG mailbox.

Another RIG member noted that examples were sent to market wide so that they could look through the issue, about 500 were sent across. It was noted that it would be extremely helpful for these examples to be shared. The RIG member said that they would put it on the Performance Assurance Dashboard, so it is shared securely.

RECRIG_24_0809_08_02 - The Code Manager to investigate how the photos were removed from a particular SDEP case.

The Chair explained that the Code Manager had reached out to the party and the issue had been resolved.

RECRIG_24_0809_08_03 - The Code Manager to update the RIG Issues Log with recent issues that have been raised by RIG members.

The Chair noted that this is updated on the RIG page and is now resolved.

3 PERFORMANCE ASSURANCE UPDATE

A representative from the Code Manager provided an update on Performance Assurance work. Members were advised that there had been improvements to party performance in the following areas:

- Energy theft.
- Switching.
- Address updates.
- Data quality issues.

The Code Manager provided an update on Sprint 2 of the Data Cleanse work, which had been finalised at the end of August 2024.

The RIG member noted that from the start of the Sprint, there has been substantial progress in getting recent invalid MAP IDs down and thanked parties for their work in this area. Members were advised that several parties had reached out as the Sprint came to conclusion, regarding their efforts on hitting the target. The Code Manager advised that it was good to see engagement from parties and that level of productivity is valued.

The RIG member noted that the target was originally to get these down to zero but that has not happened. There was limited progress made and there are still significant numbers to work on, and there will be engagement with those directly through performance assurance techniques subject to public approval of the Board next week.

Another RIG member had a query regarding the smart metering and if it is shared meter that shares meter information in terms of reconciliation and resolution of discrepancies. The RIG member responded, noting that a link between the two can not necessarily be drawn as it is the accuracy of the gas meter data between the MAM supplier and access over in the central systems on the gas side.

The RIG member then discussed Sprint 3, noting the new MPD items are being deferred by a month due to a small delay in getting access to the data. This will now be started from the beginning of November 2024. The RIG member also noted that there will be updated guidance regarding the CDSP reconciliation, as the targets will get approved and finalised at RECPAB.

The RIG member noted that one thing that needs to be done slightly different for the last item on the list of CDSP reconciliation, because that reconciliation is based on a comparison done by excess over and then provided to us. We do not have the ability to easily rerun that every month and would require months to provide the data set each month to facilitate that, however we do want to be able to track progress.

Another RIG member had a query regarding the report from the CDSP sates a mismatch, but it does not tell you what item is mismatched. So, do you have that data, to know that it is the meter serial number for example? The RIG member responded yes, and that they are working through exactly what the report is going to look like. If you are a supplier, you will be notified that this is the data, and this is the one that has a discrepancy in it.

The RIG member then discussed the Theft Methodology, noting for the 25/26 theft year, we need to start the process of working that through now so that can go through and be concluded before targets get set February 2025.

Another RIG member had a question about the remedial switch event and if it is identified by the switch event taking place and then it being flagged that it is an erroneous switch, is that how it is identified? The RIG member responded, yes, there is a switch back. It is that that CSS reports to us and then when we are looking at that, we keep in mind that remedial switch. The supplier regaining the meter point was not the originator of the erroneous which is the supplier losing it in that switch event. The RIG member noted that when the passage went live, they used that remedial event as the trigger for reporting.

4 UNIQUE IDENTIFICATION LETTERS FOR THE SEALS OF ELECTRICITY MEMS

A RIG Member provided Members with an overview of an issue which had been raised at the R0152 Working Group. Members were advised that previously under MOCOPA a list of seals was published. It was highlighted that the list was not currently published under the REC and the Code Manager was seeking views on whether the information should be provided on the Portal.

The RIG member noted the suggestion has been made to publish the list again as part of the party register, and if it is included in the party register, it would not need an official change proposal, we would be able to just amend it. Another RIG member confirmed that there is value in it being published and could be on the MEM page behind the login.

The Code Manager thanked Members for their feedback and agreed to investigate the issue further.

ACTION: RECRIG_24_0913_01: Code Manager to investigate providing a list of Unique Identification Letters for MEM Seals.

5 INSOLVENCY AND LIABILITY

A RIG Member provided attendees with an overview of an issue which had been discussed in the R0155 Working Group. Attendees were advised that Suppliers had been struggling with the lack of governance and regulation surrounding insolvency & liability when it came to the CoT process. The RIG Member advised that an industry solution may be needed to either be able to hold the Office Holder (OH) or Owner responsible for the supply to the premises, or at the very least prevent all the costs of industry costs being borne by the supplier where the Owner/Occupier/Consumer has not or cannot be established in law.

RIG Members discussed the issue and agreed to share their internal processes with the presenter however, it was thought that the REC would not be able to provide governance in this area.

6 NON-CONSUMING OCCUPIERS / NO DEEMED CONTRACT

A RIG Member A RIG Member provided attendees with an overview of an issue which had been discussed in the R0155 Working Group. Attendees were advised that Suppliers had been struggling with the lack of governance and regulation surrounding non-consuming occupiers and occupants with not deemed contract.

RIG Members discussed the issue and agreed to share their internal processes with the presenter however, it was thought that the REC would not be able to provide governance in this area.

7 5.8 - DISPUTE REJECTIONS NOT BEING WORKED TIMELY

A RIG Member provided an overview of an issue around the Secure S1 Read/Volume Reads advising that Suppliers had an inconsistent approach to using the process. The raising Member advised that before they issued a DMEX they would always raise a dispute in order to check the other supplier was not going to query it, once rejected, they would go ahead and raise the DMEX. The raising Member advised that they always seek that clarification first as it messy to unpick a DMEX, and use this as our approach, but it does means these fail the REC guidelines of re-raising a dispute.

RIG Members discussed the issue and provided an overview of the process which they followed for dealing with DMEX. RIG Members agreed that the issue would be best discussed under the BSC.

8 AOB

The Chair asked meeting attendees if there was AOB.

A RIG member mentioned a question regarding time stamps and that they have been asked to look at changing their current UTC time stamp, to BST. The RIG member stated that did not want to look at changing anything without assessing the downstream impact this could have on everybody else. The RIG member asked for feedback regarding if they were to use a BST time stamp, would this cause flow rejection.

Another RIG member noted that there was a discussion held prior to ISP go live about time stamps on data flows and what time stamps should be prior to REC go live. Ofgem made a decision on this, but it would take time to find this information. The RIG member responded saying they would do some research to try and find this information to answer their questions.

No further business was discussed. The Chair thanked attendees for their input and closed the meeting.