Missed Meter Exchange – SDEP Process Guidance Document

Version: 1.0



RETAIL ENERGY CODE

Contents

Contents

1. Introduction 3
2. Summary 3
3. Solution Summary 3
4. SDEP Process 4
5. Appendix 1 – Useful Terms 5

 Copyright 2026 Retail Energy Code Company

1. INTRODUCTION

There has been a growing volume of missed Metering Asset exchanges where the exchanges are not being recorded (thought to be due to faster switching). These are often discovered by the Gaining Supplier following a Switch with the Metering Asset exchange occurring on, or around, the date of the Switch.

Within the Secure Data Exchange Portal (SDEP) there is no prescribed process type with which to manage these exceptions, nor is there a documented process for resolution.

A discussion at the REC Issues Group identified a need for a guidance document for industry to create a standardised process in the interim where no process type is available.

2. SUMMARY

Gaining Energy Suppliers are currently requesting different SDEP process types (PT) to raise a case with the Losing Energy Supplier where a Metering Asset exchange occurred outside of their Supply Period. During the ***REC Issues Group (RIG***) it was noted that the Contract Manager Query (Elec.) - General Query PT0031 is the most frequently requested PT for this issue. However, even within this option Parties differed with their preference of raising multiple MPxN issues against one SDEP case, or a single exchange per case.

The lack of dedicated process is resulting in a larger administrative effort on all sides, as well as delivering delayed Consumer outcomes.

Any proposed changes to the Secure Data Exchange Portal (SDEP) to accommodate a new process type will take time to develop through the Change Process. As such RIG members requested an interim approach to help improve the efficiency of resolving these queries. This guidance aims to provide a single, agreed industry approach to ensure consistency and increase efficiency in the interim. This process is not established within the Retail Energy Code and is intended to support industry in the interim whilst code level obligations are not established.

3. SOLUTION SUMMARY

In the development of ***R0155, the Change of Occupier: Evidentiary Standards and Timescale Guidance Document*** was produced to utilise an existing process type for a different purpose to the original use case. It is suggested that this is also the best way forward in the interim.

The proposed interim solution utilises the ‘Missing Read’ process types. The process type is deemed appropriate as missing exchange often results in incorrect or missing Change of Supplier (CoS) reads. The process exists consistently across both electricity and gas, supporting a dual fuel resolution.

To provide an enduring solution a new change will need to be raised to fully evaluate the issue.

While the Contract Manager General Query process type is frequently used by Parties in practice, it has been discounted for the purposes of this guidance. This is because it the particular process type is already utilised in high volumes and is designed to be utilised

 Copyright 2026 Retail Energy Code Company

where a particular operational process has not been followed and an escalation point is required and a dedicated escalation process type does not already exist. The Code Manager has discounted the use of the General Query and Escalation route due to this. It was also noted during RIG that the users for this process type would need to be reviewed and amended accordingly should the industry feel that this PT is the best place for missed meter exchanges.

4. SDEP PROCESS

The SDEP is the secure mechanism for resolving queries against MPxNs between the gaining and losing Energy Suppliers. However, a dedicated set of process type screens is not available for this scenario of Missing Meter Exchange.

In the interim, Energy Suppliers should follow the below table for sending the information and/or any escalations:

GENERAL (GAINING SUPPLIER DISCOVERS MISSED MEX)

Ref	When	Action	From	To	Interface	Means
1.1	No later than 5WD after discovery	Raise Initial Query	Gaining Supplier OR Losing Supplier	Losing Supplier OR Gaining Supplier	PT0069 Missing Read (Elec) – General Query PT0070 – Missing Read (Gas) – General Query	SDEP
1.2	No later than 3WD after agreeing 1.1	Instruct to provide information	Losing Supplier	Losing MOA		
1.3	No later than 2WD of receiving 1.2	Provide information	Losing MOA	Gaining MOA		
1.4	No later than 2WD of receiving 1.3	Provide Information	Gaining MOA	Gaining Supplier & DNO		

ESCALATION

Ref	When	Action	From	To	Interface	Means
2.1	No earlier than 8WD of 1.1	Raise Escalation	Gaining Supplier OR	Losing Supplier	PT0071 – Missing Read (Elec) – Escalation	SDEP

 Copyright 2026 Retail Energy Code Company

			Losing Supplier	OR Gaining Supplier	PT0072 – Missing Read (Gas) - Escalation	
2.2	No earlier than 5WD of 2.1 receiving no response	Follow up Escalation	Gaining Supplier OR Losing Supplier	Losing Supplier OR Gaining Supplier		SDEP
2.3	No earlier than 8WD of 2.2 where a response has not been received.	Discuss with Code Manager	Gaining Supplier OR Losing Supplier	Code Manager		Email

In the interim, all queries should have a title that starts with "Missed Metering Asset Exchange" to allow the recipient to easily identify them.

Should the Losing Supplier discover a missed MEX prior to the Gaining Supplier, the General table steps should be followed to alert the Gaining Supplier.

The Losing or Gaining Supplier should raise a SDEP case for each Missed MEX case to ensure that each case has a unique reference and allows sufficient time for processing.

Should the reader require the process to raise a case within SDEP they should refer to the User Guide on the REC Portal here.

5. APPENDIX 1 – USEFUL TERMS

Term	Acronym	What does it mean?
Retail Energy Code	REC	means this Code, including its Schedules and the Technical Specification, maintained pursuant to the electricity supply licences granted under the Electricity Act 1989 and the gas supply licences granted under the Gas Act 1986, as such code is modified from time to time in accordance with its provisions.
Guidance document		Document held by the REC that provides additional information or use cases that is not compulsory.

 Copyright 2026 Retail Energy Code Company

Term	Acronym	What does it mean?
Gaining Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which is proposing to become the Registered Supplier at an RMP as a result of that proposed Switch (or which has become the Registered Supplier as a result of that Switch).
Losing Supplier		means, in relation to a proposed Switch (or Switch), the Energy Supplier which will cease to be the Registered Supplier at an RMP as a result of that proposed Switch (or which has ceased to be the Registered Supplier as a result of that Switch).
Secure Data Exchange Portal	SDEP	means the portal of that name which forms part of the Secure Data Exchange Service.
Meter Point X Number	MPxN	means the collective description of the MPAN and MPRN when used together
Retail Energy Code Issues Group	RIG	A cross-industry forum established under the Retail Energy Code where Parties can raise, discuss and monitor operational issues.
Secure Data Exchange Service	SDES	Means the service described in the SDES Service Definition
Process type	PT	The distinct types of communication that can be raised, that describe the scenario the query is related to within the Secure Data Exchange Portal.
Meter Exchange	MEX	Refers to the replacement, removal, or installation of a metering asset at a metering point.
R0155		The Change Proposal seeks to address industry concerns with the Non-Domestic Change of Occupier (CoO) process identified by Non-Domestic Suppliers, Third Party Intermediaries (TPIs) and Consumers and bring improvements to the CoO process.

 Copyright 2026 Retail Energy Code Company

Term	Acronym	What does it mean?
Change of Supplier	CoS	The process by which the Registered Supplier at a Metering Point changes from one Energy Supplier to another, typically following a consumer switch of supplier.

 Copyright 2026 Retail Energy Code Company



To find out more please contact:

E:enquiries@recmanager.co.uk

W: www.recportal.co.uk

RETAIL ENERGY CODE