RETAIL ENERGY CODE

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01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0177 – CHANGE SMART METER INSTALLATION CONSUMER SURVEY SPECIFICATION SURVEY QUESTIONS TO A REC CATEGORY 2 DOCUMENT

DOCUMENT VERSION	V1.0
DATE ISSUED	20/06/2024
DOCUMENT APPROVAL STATUS	NOT YET APPROVED

RESPONSIBLE COMMITTEE	CHANGE PANEL	**CHANGE PATH**	SELF GOVERNANCE
PRIORITY STATUS	LOW	**URGENCY**	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	05/07/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

To allow REC Parties, in particular Energy Suppliers, to raise Change Proposals or issues against the Smart Meter Installer Domestic and Micro-Business Customer Surveys, a change has been submitted to make these documents Category 2 in the REC Baseline Statement.

	High Impact: N/A
	Medium Impact: N/A
	Low Impact: Energy Suppliers

1 BACKGROUND

As part of R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP) solution development discussions, it was raised that the mandatory Smart Meter Installer survey questions have not been reviewed since they went live at the start of the Smart Meter rollout several years ago. It was agreed that a review of those questions could not sit under the scope of R0152 as the questions are not held in CoMCoP and prompted the question how could Suppliers trigger a review of the questions, as they are not anywhere in the REC Baseline Statement. This issue was taken to the REC Issues Group for further discussion and for Suppliers to raise potential solutions.

Out of those conversations, it was fed back that the best way for this to be addressed was for the Smart Meter Installer Domestic and Micro-Business Customer Surveys to be added to the REC Baseline Statement as Category 2 documents. This will allow anyone to raise changes or issues against these questions and there be a defined change process to follow.

2 PROBLEM STATEMENT

The Smart Meter Installation Consumer Survey Specification questions are mandatory for Energy Suppliers to use, but there is no mechanism for Energy Suppliers to raise changes or issues against the questions as they are not held in the REC Baseline Statement.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Domestic or Micro-Business Consumer, I want the Smart Meter Installation survey questions to have robust governance, so I have confidence the right KPIs are being monitored.
MARKET PARTICIPANT USER STORIES	
M1	As an Energy Supplier, I want the Smart Meter Installation survey questions to be governed by the REC Change Process, so I can suggest and provide feedback on changes to them.

4 IMPACTS

CONSUMERS
Indirect impact

REC PARTIES AND SERVICE USERS
Energy Suppliers

REC DOCUMENTS / PRODUCTS
REC Baseline Statement
Smart Meter Installer - Domestic Customer Survey

		Smart Meter Installer - Micro-Business Customer Survey

4.1 MARKET-WIDE HALF HOURLY SETTLEMENT IMPACTS

MHHS DESIGN	MHHS DATA SPECIFICATION	MHHS CODE DRAFTING
No impact	No impact	No impact

5 CROSS-CODE IMPACTS

There are no cross-code impacts associated with this change.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	Self-governance	RESPONSIBLE COMMITTEE	Change Panel

As this change proposes to introduce new documents into the REC Baseline Statement, Change Panel have been selected as the responsible committee.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	2	27	53
	Retail Markets Impact	Retail Risk(s)	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	0	14	0
Resource	Complexity / Effort / Duration		1	9	9
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		0	17	0
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	93

Priority Status	LOW
Change Proposal Type	STANDARD

This change has been determined to have a priority score of 93 and an urgency score of 0. The priority score is based on there being only indirect Consumer impact, no alignment with the REC Objectives or alignments with RECCo's Forward Work Plan.

Although this change does not directly impact Consumers, it is a precursor which will allow future changes or issues to be raised which may change the Smart Meter Installer survey questions which would have an impact on Consumers.

There are also plans for REC Performance Assurance to conduct a review of these questions, and again this change will help facilitate that by providing a clear change process and defined steps for impacted Parties like Energy Suppliers to engage with that review.

8 SUMMARY OF CHANGE PROPOSAL PLAN

Solution development, Service Provider Impact Assessment and Party Impact Assessment are not in scope of this plan. It comes with a fully formed solution, there are no Service Provider's impacted by this change and the Code Manager has determined impacts to Parties are small enough it can move straight to consultation.

The Preliminary Change Report will be published by 05 July 2024 and move straight into a 15 working day consultation.

The Final Change Report will be published by 09 August 2024 in preparation for the REC Change Panel's decision on 20 August 2024.

	FROM	TO
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	05/07/2024	26/07/2024
FINAL CHANGE REPORT ISSUED	09/08/2024	09/08/2024
RESPONSIBLE COMMITTEE DECISION	20/08/2024	20/08/2024
APPEAL WINDOW CLOSURE	03/09/2024	03/09/2024

9 GLOSSARY

TERM	DEFINITION
Consolidated Metering Code of Practice (CoMCoP)	means the code of practice against which relevant ASPs, MEMs and MIs are assessed pursuant to the metering Accreditation Schedule.
Consumer	means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP).
Domestic and Micro Business Customer Survey Templates	means a document of that name published by the Code Manager from time to time on the REC Portal.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.