RETAIL ENERGY CODE

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REC CHANGE PANEL MEETING
MEETING MINUTES

MEETING	**RECCP_25_0218**
DATE	**18 February 2025, 13:00**
LOCATION	**By teleconference**

Attendee	Representing	Initials	Role
Lindsay Biginton	Retail Energy Code Company	LB	Chair
Ben Atkinson	Domestic Suppliers	BA	Committee Member
Dan Tarasco-Fittock	Non-Domestic Suppliers	DTF	Committee Member
Alex Travell	Electricity Networks	AT	Committee Member
Andy Clasper	Gas Networks	AC	Committee Member
Dave Wright	MEMs	DW	Committee Member
Sebastian Eyre	Independent SME	SE	Committee Member
Lynne Fallon	Independent SME	LF	Committee Member
Sarah Jones	Independent SME	SJ	Committee Member
Alice Williams	Consumers	AW	Committee Member
Cristina Ullastre	Ofgem	CU	Committee Member
Lorna Mallon	Code Manager	LM	Subject Matter Expert
Caroline Mettam	Code Manager	CM	Technical Change Analyst
Caroline Freimuller	Code Manager	CF	Change Analyst
Florentina Monea	Code Manager	FM	Change Analyst
Harriet Truss	Code Manager	HT	Change Analyst
Holly Law	Code Manager	HL	Change Analyst
Luke Coyle	Code Manager	LC	Change Analyst
Lydia Bentley	Code Manager	LBE	Change Analyst
James Hardy	Code Manager	JH	Change Analyst
James Rees	Code Manager	JR	Secretariat

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Change Panel (RECCP). The Chair advised apologies were received from Paul Gath at RECCo, with Sarah Jones attending as the alternate.

2 CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting; no additional items of business were raised.

3 APPROVAL OF PREVIOUS MINUTES

JR informed Members a comment had been received on the minutes from the previous meeting. JR highlighted this was referring to two members on the attendees list and who they represent at RECCP meetings. JR advised the updates will be made. No further comments were raised and RECCP Members unanimously approved the draft minutes of the previous meeting held on 04 February 2025. The approved minutes will be published as 'final' and made available via the Portal no later than 19 February 2025.

4 ACTIONS LOG

JR provided Members with an overview of the Actions Log:

RECCP_25_0204_10_01: The Code Manager to investigate whether activities within the Change Proposal Plan for I0233 can be accelerated.

FM informed Members the activity which could impact the timeframes within the Change Proposal Plan is the legal review. FM advised the intention is for the legal review to be completed by 28 February 2025, however if it's completed sooner, the Business Case Assessment phase can begin earlier, without needing approval from RECCP. FM highlighted the Consultation period has also been reduced to two weeks, as it has already been consulted on.

5 R0178 – IMPROVEMENTS TO CENTRAL SWITCHING SERVICE (CSS) BUSINESS PROCESS LOGIC

As the Lead Analyst for R0178, JH provided Members with an overview of the Change.

JH informed Members following the withdrawal of R0153 – Catering for Registration Events, R0178 was subsequently raised to allow a wider scope of changes to CSS Business Process Logic. JH advised this will provide a stronger business case and a more efficient solution development progress. JH highlighted the scope of R0178 includes resolving, deactivation of an active Registration whilst an inflight Switch is in progress, deactivation of a prior called Registration, and a One Fail All Fail (OFAF) Switching containing multiple MPAN and/ or MPRN (MPxN's).

JH informed Members this Change proposal has proceeded through a period of Solution Development, and a series of Service Provider Impact Assessments were completed. JH noted this took place between June and December 2024. JH advised that during this time, a new REC Issue I0219 – Stranded Registrable Measurement Point's (RMP's) in Defunct Suppliers was raised.

JH informed Members I0219 proposes to address an existing issue in Schedule 23, whereby a Registration can only be undertaken on RMP's with an Operational or Dormant RMP status, and not Terminated. Following a period of assessment by the Code Manager, and discussions at the Technical Change Workshop, the Code Manager and the Proposer are exploring the possibility to include I0219 in the scope of R0178, to further support the business case.

JH provided Members with an overview of the updated proposed plan milestones within the Proposal Plan:

Milestone	Activity	From	To	From	To
Definition		**11-Jun-24**	**28-Feb-25**	**11-Jun-24**	**30-May-25**
	Solution Development	June	February	June	February
	Service Provider Impact Assessment	August	December	August	April
	Solution Refinement	January	January	April	April
	Party Impact Assessment	February	February	May	May
Change Proposal		**01-Mar-25**	**25-Apr-25**	**31-May-25**	**05-Aug-25**
	Business Case Assessment	March	March	June	June
	Consultation	March	April	June	July
	Final Determination	April	April	July	August
Voting		**03-Jun-25**	**03-Jun-25**	**05-Aug-25**	**05-Aug-25**
	Appeal Window	03 June	17 June	05 August	19 August

SJ asked whether Operational issues were still arising and what the impact of these are. CM informed Members that R0178 has three small Operational Issues, affecting a low number of MPxN's. CM explained the intent is to try and fix as many of the Operational issues as possible, while there is a window for Change and to ensure value for money. SJ advised the Change Report contains historical issues and it could be beneficial to try and identify if there are any more recent issues.

Action: RECCP_25_0218_05_01 – The Code Manager to try and identify more recent Operational Issues relating to R0178.

RECCP Members noted the contents of the extended proposed plan milestones for R0178 and:

- **AGREED** to approve the extended proposed plan milestones for R0178.

6 I0234 – INTRODUCTION OF AN ENERGY THEFT REFERRAL ASSESSMENT SERVICE UNDER THE REC

As the Lead Analyst for I0234, FM provided Members with an overview of the Issue.

FM informed Members this proposal is intended to follow and to build upon the separate Change Proposal I0233 – Introduction of an Energy Theft Unit (ETU) under the REC. FH explained the proposed ETU is designed to address significant challenges in tackling Energy Theft by collaborating with the City of London Police. The objectives include reducing Energy Theft, deterring organised crime, mitigating financial and safety risks to Consumers and the Energy industry.

FM informed Members the last Change Proposal Plan presented to RECCP only covered up until Solution Development. FM advised a more thorough Change Proposal plan has now been drafted up until the Change being issued for Authority Determination.

FM provided Members with an overview of the updated proposed plan milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**13 Jan-25**	**1-Mar-25**
	Solution Development	January	February
	Business Case Assessment	February	March
	Party Impact Assessment	March	March
Change Proposal		**1-Mar-25**	**20-May-25**
	Business Case Assessment	March	April
	Consultation	April	May
	Solution Refinement	May	May
	Final Determination	May	May
Voting		**20-May-25**	**20-May-25**
	Issued for Authority Determination	**21-May-25**	**21-May-25**

RECCP Members noted the contents of the extended proposed plan milestones for I0234 and:

- **AGREED** to approve the extended proposed plan milestones for I0234.

7 R0169 – INTRODUCTION OF END OF GATE CLOSURE NOTIFICATIONS

As the Lead Analyst for R0169, JH provided Members with an overview of the Change.

JH informed Members that Change of Supplier (Switch) and new (Initial) registration events managed by the CSS are established through the completion of a gate closure event. JH highlighted that during this event, which is initiated at 17:00 the CSS sends registration updates to CSS users in the form of securedActive and securedInactive messages. The time taken to

complete a gate closure is managed through a Service Level Agreement (SLA) and is closely monitored by and reported on to the REC Performance Assurance Board (PAB).

JH informed Members that following the completion of a gate closure, several CSS users must complete their own onward processing of RMP and Registrations information, which is bound by tight time constraints to meet market obligations. JH highlighted downstream processing needs are increased to support the MHHS programme and to complete agent appointments in the Smart Meter Data Retrieval Service.

SJ asked whether St Clements will be engaged with during the Service Provider Impact Assessment phase. CM confirmed St Clements and Xoserve will be engaged with as the Proposal Plan progresses. SJ highlighted it would be beneficial to specifically highlight MHHS in the Impact Assessment and potential interactions with R0201 – Creation of a Tool to Manually Correct Electricity Retail Data Service (ERDS)/CSS Discrepancies. CM noted this feedback will be taken on board.

JH provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**14-May-24**	**31-Oct-25**
	Solution Analysis	Completed	Completed
	Solution Development	May-24	Sept-25
	Service Provider Impact Assessment	Completed	Completed
	Design and Detailed Impact Assessment	Mar-25	Sept-25
	Solution Refinement	Sept-25	Sept-25
	Party Impact Assessment	Oct-25	Oct-25

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for R0169.

8 I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW TO ELIMINATE ISSUES RELATED TO NEW BUILDS AND SIMILAR SITUATIONS

As the Lead Analyst for I0172, LB provided Members with an overview of the Issue.

LB informed Members that the new connections process encompasses everything from a supply point being designated and fitted during the construction of a property, all the way through to the creation of a billing record for the new Occupier of the property. LB advised this issue seeks primarily to explore new connections in the context of 'new build' property developments. In this scenario, the Meter Point Administration Number (MPANs) and Meter Point Reference Numbers (MPRNs) are created on mass as multiple properties are plotted and constructed.

LB informed Members this issue seeks to explore reported problems within the new connections process. LB highlighted it has been suggested that there are inconsistencies in

terms of approach and regulatory design surrounding new connections oversight that result in poor Consumer experience.

LB informed Members the Code Manager will use this issue to examine the entire new connections process to explore problems arising, that result in poor Consumer outcomes. LB advised as the new connections process spans the entire lifecycle of a supply point, the Solution Analysis phase is being conducted on a cross-code basis. The Code Manager will work with other industry codes to determine where issues occur, and then deploy modifications accordingly.

LB informed one comment had been received from a REC Party, expressing their dissatisfaction they had received no feedback from their Request for Information (RFI) response. LB advised the comment also noted they believe the Code is comprehensive on this topic and can in the main part address issues with meter connections efficiently and quickly. LB explained the Code Manager would like to apologise for not reaching out to the Party directly and thanking them for taking the time to complete the RFI. Due to the volumes received, the Code Manager thanked all respondents collectively during the October meeting of the Change Issues Group (CHIG), rather than speaking to respondents directly. LB highlighted the Code Manager would like to assure the respondent that their views will be considered during the course of the Solution Development for I0172, and they will endeavour to propose solutions that work positively for the industry and end Consumers.

DW asked if Independent Distributor Network Operatives (IDNO's) have been involved in the discussions for I0172. LM advised IDNO's responded to the RFI and are well represented at CHIG, where this issue has been discussed.

LM informed Members addresses, and plot numbers is a key area the Code Manager is looking to investigate.

AT questioned the amount of detail with the timeframes within the Proposal Plan and mentioned for the amount of working needing to be undertaken, the timeframes seem quite optimistic. LM explained when this was discussed at CHIG, it was agreed that all actions needed to be completed before the next phase can commence. LM mentioned the timeframes are subject to change, based on the level of responses they continue to receive through the Solution Development and Impact Assessment phases. LM highlighted the RFI responses raised more of a misunderstanding of the process, rather than a gap in the process.

LB provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**01 Aug 24**	**30 June 25**
	Solution Development	Aug 24	Jun 25
	Legal Review	Aug 24	Jun 25
	Impact Assessment	TBD	TBD

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for I0172.

9 I0180 – CLARITY ON USE OF ON-HOLD FOR SWITCHING ISSUES, INCLUDING THE OBLIGATIONS OF CSS USERS

As the Lead Analyst for I0180, HL provided Members with an overview of the Issue.

HL informed Members that within the CSS system, some Switching incidents are on hold or waiting for resolution. HL advised the CSS Service Desk team have a process to chase every three days, escalate and make phone calls. However, the incident cannot be closed until confirmation is received from the end-user and information is verified from their system.

HL informed Members that there are issues engaging with Suppliers within the Incident Management processes. HL advised there are further issues with the correct contacts details being held and that tickets are assigned to an individual person, rather than an organisation.

HL informed Members the Switching Operator puts these tickets on hold, which is an approved business process from the Switching Programme. HL noted this is not reflected in the obligations on Switching Data Service Provider (SDSP) or other REC Service Providers, where there is no on-hold concept. HL highlighted there are no obligations on CSS users to respond in a defined timeframe, which means the REC obligations do not reflect current practice, and many tickets remain open much longer than necessary.

HL provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**01-August-24**	**31-July-25**
	Solution Development	August-24	January-25
	Service Provider Impact Assessment	February-25	April-25
	Solution Refinement	April-25	June-25
	Party Impact Assessment	June-25	July-25

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for I0180.

10 I0186 – NON DUAL-FUEL GAS PRIORITY SERVICES REGISTER (PSR) CONSUMER

As the Lead Analyst for I0186, JH provided Members with an overview of the Issue.

JH informed Members that the majority of Domestic Consumers in the UK are referred to as dual-fuel. JH advised this means that a Domestic Consumer receives both electricity and gas

from the same Energy Supplier. JH highlighted there is a problem which this issue aims to resolve, where a Consumer who has both fuel types, and two Energy Suppliers must contact both Energy Suppliers if they wish to register their details on the PSR. This was always a 'known' gap shared with Ofgem when many improvements were implemented across the PSR and considered to be something that would be addressed at a later date.

JH informed Members this 'gap' means that currently without the dual-fuel link, data flows do not complete across energy types via the Energy Supplier data flow triggers. JH noted it has always been known that when sizing the scale of the gap, non dual-fuel Consumers make up less than 10% of all domestic households and of those, many only use one fuel type and only have an electricity supply connected to their property. Not all of these Consumers will need to be on the PSR, but those that do need to be registered, need to captured and shared using the existing two-way data flows and standard processes.

JH informed Members this issue has been raised to rectify this 'gap' and allow a Consumer to have their PSR data flows across all participants through current and future data sharing mechanisms.

JH provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**14 Jan-25**	**31 Aug-25**
	Solution Analysis	January	April
	Solution Development	April	August

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for I0186.

11 I0200 – IMPROVING ADDRESS MANAGEMENT TARGETS

As the Lead Analyst for I0200, JH provided Members with an overview of the Issue.

JH informed Members that Schedule 29 – Address Management, sets out the Address Management Service provided under the REC. JH advised this includes the business processes required to create and maintain the Meter Point Location Address (MPL Address) and the Retail Energy Location (REL) Addresses.

JH informed Members the MPL Address and the REL have been added to the Code in an attempt to resolve a range of Consumer issues caused by incorrect address data. This includes Erroneous, delayed or otherwise difficult switching, issues securing initial Registrations, issues locating the Metering Equipment for meter works, and billing and meter reading problems.

JH informed Members that the Code Manager will require input, particularly from DNO's, Energy Suppliers and Xoserve on the concerns they face with these processes that can be addressed, as part of I0200. The Code Manager will need to gain input into the relative value of improvements, so that any subsequent decisions on data cleanse can be informed through a

cost benefit analysis. JH advised to assist with all of this, the Code Manager will ensure there are high levels of stakeholder engagement throughout the progression of I0200.

DW asked whether data has been obtained, to confirm whether the properties are multi-occupied or single-occupied. DW mentioned if the majority of the properties are single-occupied, the solution could be a lot easier. JH explained they are currently working with REC Parties to obtain the data required. JH advised once the data has been obtained and looked at, the Solution Development phase will become clearer.

JH informed Members two comments had been received from DNO's on this Issue. JH explained the first comment was around the issue jumping straight to codifying targets, and that the code should not be the first resort. JH advised the comment also refers to the DCC being responsible for address management, however not how the DCC are being challenged to improve their performance. JH mentioned the response was that I0200 was raised as an Issue in which the Proposer included the possibility of codification of targets. No solution has been developed yet, and as part of the Issue process, all possible options will be explored, before a decision is made on whether I0200 should become a Change Proposal, or addressed through an alternative method. The Code Manager will consider these points as the issue progresses, and when further Change Reports are published detailing solution analysis activities and solution options.

JH informed Members the second comment was raised around the Change report stating '2.8 million unmatched addresses' and if this figure could be verified, or if that figure includes addresses which will never be matched, due to the nature of the site. JH explained the comment received was correct, the 2.8 million unmatched addresses will never be matched due to a multiple of possible factors. The Code Manager will amend the Change Report to provide further clarity on this.

JH provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**01 Oct-24**	**31 July-25**
	Solution Analysis	October	March
	Information Request	**Completed**	**Completed**
	Solution Development	March	July
	Update to Performance Assurance Board	May	June

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for I0200.

12 I0216 – REC CHANGES TO TIE IN WITH DCP419

As the Lead Analyst for I0216, CF provided Members with an overview of the Issue.

CF informed Members that DNO's have an obligation to contact Consumers when they receive a Power Outage Event Alert (AD1), to ensure the Consumer is not experiencing a power outage.

CF explained that while this alert is generated whenever a Smart Meter experiences a power outage, it is also generated when a Smart Meter is de-energised for planned works or when the Communications Hub is disconnected, in order to be replaced. This means that DNO's could be contacting Consumers unnecessarily, for work the Consumer and other industry Parties were aware of in advance.

CF informed Members a Change has been raised under the Distribution Connection and Use of System Agreement (DCUSA) as DCP419 – Pre-Notifications of Planned Supply De-Energisations, of which I0216 is a cross-code change to. CF explained these changes propose that all Parties who attend site to work on Smart Meters or their Communications Hub, must notify the DNO of this work in advance, and that DNO's do not have an obligation to contact these Consumers where such notification is received.

CF provided Panel members with a summary of a confidential comment received.

CF provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**05-Nov-24**	**30-Apr-25**
	Code Manager Assessment	November	November
	Solution Development	November	February
	Impact Assessment	February	March
	Solution Refinement	March	April

RECCP Members noted the contents of the Proposal Plan and:

- **AGREED** to approve the Proposal Plan for I0216.

13 R0238 – PERFORMANCE ASSURANCE REPORTING CATALOGUE (PARC)

As the Lead Analyst for R0238, LC provided Members with an overview of the Change.

LC informed Members that REC Parties and Service Providers are required to undertake Performance Assurance as part of their obligations under the REC. LC explained this is outlined in Schedule 6 – Performance Assurance. LC noted Performance Assurance is conducted in a number of ways, one of which is the completion of Performance Reports. These Performance Reports are outlined in the PARC.

LC informed Members that the REC PAB are responsible for proposing updates to the PARC, as part of the annual review. This change seeks to update the PARC at PAB's recommendations to reflect changes they are suggesting.

LC informed Members that a comment had been received from a REC Party, stating the 1340 reports are deleted in the Contents tab of the PARC, but now showing in the Party Reports tab, and asked whether this was correct. LC explained the remaining reference to the 1340 in the Party Reports tab remains in place, in case a Party is searching for them. On the Party Reports tab, they can see that the 1340 report is no longer in use, and has been replaced by the 1341

and later 1342. LC advised therefore it is correct that the 1340 reports are removed from the contents page.

LC provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To
Definition		**20 Jan-25**	**21 Mar-25**
	Solution Development	January	January
	Party Impact Assessment	February	March
Change Proposal		**22 Mar-25**	**26-May-25**
	Business Case Assessment	March	March
	Consultation	March	April
	Final Determination	April	May
Voting		**27 May-25**	**27 May-25**
	Appeal Window	28/05/2025	11/06/2025

- **AGREED** to approve the Proposal Plan for R0238.

14 CHANGE PROPOSAL TRACKER

HL informed Members two new Change Proposals have been raised since the last RECCP meeting. HL explained they are R0242 – Missing Scenario Variant from R0043 and R0243 – Transfer of Standard Settlement Configuration and Time Pattern Regime Data Item Ownership.

HL informed Members R0099 – CSS End User Obligations has been withdrawn by the Proposer, as it is being developed as part of the solution for I0180 – Clarity on Use of On-Hold for Switching Issues, Including the Obligations of CSS Users.

15 ROO60 – ERDS SERVICE DEFINITION TIMEZONE CORRECTION

The Chair informed Members that R0060 was originally on the agenda to be discussed at this meeting, however it was withdrawn as the recommendation needed revisiting.

HL informed Members R0060 had already been approved for implementation in June 2025, which was initially post MHHS M8. HL advised it was going to be presented at this meeting, stating that MHHS M8 has since been pushed back until September 2025, however the implementation date of June 2025 was still the plan, it would have just been pre MHHS M8. HL explained the implementation of R0060 is now expected to be delayed, until post MHHS M8. A further update will be provided at a future RECCP meeting.

16 ANY OTHER BUSINESS

No additional business was discussed. The Chair closed the meeting.