RETAIL ENERGY CODE

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SAFETYAND TECHNICAL BULLETINS: SUBMISSION, REVIEW, PUBLICATION AND ANNUAL REVIEW

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1 PURPOSE

This guidance explains how Safety and Technical Bulletins are handled under the Retail Energy Code.
Safety and Technical Bulletins provide a mechanism for the timely communication of safety critical information, technical risk information, and relevant safety or operational learning associated with REC Metering activities.
Bulletins are supplementary communications intended to support awareness and risk management across the sector. They do not replace Parties' own safety management systems and do not constitute operational instruction or direction.
Bulletins are submitted via the REC Help Desk, which creates a ticket that remains open and is only closed once the bulletin has been fully dealt with, including publication and any defined follow up actions.

2 BACKGROUND

This process is used when a REC stakeholder (for example, a Distribution Party, Metering Party, or relevant service provider) needs to communicate a safety risk, technical issue, safety learning, or network related information that is relevant to REC Metering activities and the wider retail metering landscape.

3 ROLES AND RESPONSIBILITIES

The following roles apply throughout the Bulletin lifecycle.
Originating Party (Originator): Identifies the safety or technical issue, submits proposed bulletin content to the REC Help Desk, confirms factual accuracy of the information provided, and participates in consultation and lifecycle review where required.
REC Help Desk: Receives submissions, creates and manages the Bulletin ticket, and maintains the ticket as the system of record. The ticket remains open until publication and follow up actions are complete.
Bulletin Owner (Secretariat): Ensures appropriate review, consultation, approval and publication of Safety and Technical Bulletins; maintains version control; manages comments; and confirms that bulletin content is within REC scope, proportionate, and does not include unintended operational instruction. Ensures evidence and decisions are recorded.

MEP Secretariat: Owns the annual review cycle, maintains the Bulletin Register, initiates annual reviews, and records outcomes. Provides lifecycle assurance and reporting.
Metering Expert Panel (MEP): Provides expert input on draft bulletins and confirms continuing applicability during annual reviews.
RECMEP Members: Review draft bulletins ahead of publication (where timescales allow) and provide comments on clarity, practicality and impacts.
MEP Chair: Approves the bulletin for publication and confirms governance requirements (including consultation) have been met or appropriately time boxed.

4 PROCESS STEPS

Step 1 – Submit to Help Desk and create ticket

The Stakeholder submits the Bulletin to the REC Help Desk. The Help Desk creates a ticket, assigns a unique reference and allocates it for review. Submissions should include a clear description of the issue, the affected activity or audience, and an indication of how long the bulletin is expected to remain relevant or valid, to support lifecycle control.
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Step 2 – Triage and route confirmation

The Bulletin Owner confirms:

- relevance to REC Metering activities;
- whether the bulletin relates to safety critical information, technical risk, or safety/technical learning;
- urgency (standard or urgent); and
- whether the matter is already covered by existing REC documentation or guidance.

Urgent safety issues may be progressed via the accelerated route. Target timescales are recorded.

Step 3 – Drafting and internal review

The Bulletin Owner prepares a draft using the Bulletin template. Technical review is undertaken with relevant SMEs and the originating Stakeholder to confirm accuracy and operability. Comments and resolutions are recorded.

Step 4 – RECMEP pre-publication consultation

For standard bulletins, the consultation ready draft is shared with RECMEP Members for comment ahead of publication.
RECMEP Members provide assurance on accuracy, clarity, alignment with REC obligations, and the avoidance of unintended operational instruction. RECMEP is not required to reach consensus on operational matters.
Comments are logged in a RECMEP Comment Register linked to the Bulletin, and the Bulletin Owner records the disposition of each comment.

Step 5 – Approval for publication

The final draft, consultation summary and recommendation are submitted to the MEP Chair for approval.
Approval decisions may include:

- publication as submitted;
- publication subject to amendment;
- deferral pending clarification or additional information; or
- rejection where the bulletin is outside scope.

Approval outcomes are reflected in the Bulletin Register.

Step 6 – Publication and distribution

The bulletin is published on the designated REC channel(s) and notifications are issued to Metering Parties and other relevant participants. Publication links and distribution evidence are attached to the register.

Step 7 – Follow up and ticket closure

The ticket remains open until publication is confirmed and any stated actions are completed or formally closed. A closure note is recorded, and the ticket is then closed.

5 URGENT SAFETY BULLETINS (ACCELERATED ROUTE)

Where there is an immediate safety risk, the bulletin is progressed on an accelerated basis. Drafting, technical review and approval are time boxed to enable rapid publication. RECMEP consultation may be shortened or omitted where necessary to manage immediate safety risk, with the rationale recorded on the Help Desk ticket.
RECMEP Members are informed post publication and clarifications may be issued as a revised version.

6 ANNUAL REVIEW AND LIFECYCLE MANAGEMENT

Every published Bulletin must be reviewed at least annually to confirm it remains applicable. The MEP Secretariat owns the review cycle and maintains the Bulletin Register as the authoritative record of bulletin status. When a bulletin reaches its annual review date, the MEP Secretariat initiates the review. The current bulletin is circulated to the originating Party and to the MEP for confirmation of continuing applicability. Responses are recorded in an Annual Review Record attached to the register. The annual review results in one of four outcomes: the bulletin remains in force unchanged (with the review date recorded), the bulletin is amended and re published through the standard process, the bulletin is superseded by a newer bulletin (with cross reference), or the bulletin is withdrawn with a documented rationale. The MEP Secretariat updates the Bulletin Register to reflect the outcome and sets the next review date where applicable. Review outcomes and revised review by dates ensure that Safety and Technical Bulletins remain current, proportionate, and do not persist beyond their original intent.

7 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **NOTE** the contents of the paper; and
- **Approve** the process steps and attached sample register