RETAIL ENERGY CODE

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| | |
|---|---|
| 01 | Proposal Plan |
| 02 | Impact Assessment |
| 03 | Consultation |
| 04 | Final Recommendation |

# CHANGE REPORT

## I0197 – INTRODUCING A PROCESS TO PROVIDE UPDATES DURING FAULT RESOLUTIONS

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|---|---|
| DOCUMENT VERSION | V1.0 |
| PROPOSED IMPLEMENTATION DATE | TBC |
| IMPLEMENTATION APPROACH | TBC |

| | | | |
|---|---|---|---|
| RESPONSIBLE COMMITTEE | METERING EXPERT PANEL | CHANGE PATH | SELF-GOVERNANCE |
| PRIORITY STATUS | MEDIUM | URGENCY | STANDARD |
| IMPACTED STAKEHOLDERS | CONSUMERS, ENERGY SUPPLIERS, METER OPERATOR AGENTS, METERING EQUIPMENT MANAGERS | | |


| LEAD ANALYST | ASSURANCE LEAD (SOLUTION LEAD) | SUBJECT MATTER EXPERT |
|---|---|---|
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### OVERVIEW

This Issue has been raised by REC Performance Assurance and seeks to resolve known issues during the metering fault resolution process.

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# BACKGROUND

## 1 SUMMARY

Consumers who may have mismatches in industry data or faulty meters for a prolonged period may experience negative impacts on their billing, due to inaccurate estimated bills and settlements, which may also prevent them from accessing specific tariffs. Currently, the REC only contains obligations relating to electricity meter faults, but there are no requirements for work to be carried out to address the faults. Therefore, this Issue was initially raised by REC Performance Assurance and originally proposed a maximum timeframe for metering faults to be resolved.

Following wider Code Manager discussions and assessment, this proposal was deemed unworkable as fault resolution can be challenging due to impacts on timescales that are out of the control of REC Parties, for example requiring the Consumer to allow access to the property to complete any resolution work. Therefore, the scope was amended to focus on introducing a new process to provide updates amongst impacted Market Participants during fault resolutions.

As part of the updated scope, the REC Code Manager arranged a cross-code, dual review of the process for updating all impacted Parties and agents during a fault resolution. This was carried out by sending out an Information Request between November and December 2024. The Code Manager sought responses from all interested Parties to help focus on establishing the impacts, reviewing them and where needed, begin to consider cross-code issues and solutions. After a review of the Information Request responses, the scope has been further amended to include establishing clearer Service Level Agreements (SLAs) to cover both gas and electricity and all meter types and market segments. The scope of I0197 will also include consideration of existing process gaps in both the electricity (including existing issues with the Market Messages D0001, D0002, D0005) and the gas resolution process.

To assist with further defining the scope of the Issue, and the subsequent solution analysis and development, the Code Manager intends to form a specific I0197 Working Group. This will allow Market Participants to further input their experiences and suggestions, to help develop a solution or solutions, that works for both processes, all impacted Parties, and is beneficial to the Consumer. Consequently, as this Issue progresses, the Code Manager will continue to assess, and update the cross-code impacts, priority status, and problem statement associated with I0197. Updates will be provided to the Responsible Committee and via subsequent Change Reports.

## 2 PROBLEM STATEMENT

Consumers who have may have mismatches in industry data or faulty meters for a prolonged period have negative impacts on their billing, through inaccurate estimated bills and settlement, which can also prevent Consumers from accessing specific tariffs. Consumers, and involved Market Participants may also face difficulties in being provided updates during the fault resolution process that can lead to an increased number of complaints and a poor Consumer experience.

Please note, this problem statement will be reviewed by an I0197 Working Group as part of the continued solution analysis and solution development to provide further detail and clarity.

## 3 IMPACTS

| CONSUMERS |
| --- |
| All Consumers |

| REC SERVICE PROVIDERS |
| --- |
| Central Data Service Provider Further Services (CDSP) |

| RECCO / REC CODE MANAGER |
| --- |
| REC Performance Assurance |

| REC PARTIES AND SERVICE USERS |
| --- |
| Energy Suppliers |
| Metering Equipment Managers |
| Meter Operator Agents |

| REC DOCUMENTS / PRODUCTS |
| --- |
| Schedule 14 – Metering Operations Schedule |

| MHHS DESIGN |
| --- |
| Indirect impact. |

| MHHS DATA SPECIFICATION |
| --- |
| Indirect impact. |

| MHHS CODE DRAFTING |
| --- |
| Indirect impact. |

This Issue is likely to impact Schedule 14 – Metering Operations, however it is not expected to be implemented prior to the MHHS Programme go-live. The Code Manager will further review the impacts on MHHS design, data specification, and code drafting once a solution has been developed.

## 4 CROSS-CODE IMPACTS

This Issue is expected to have cross-code impacts with the Balancing and Settlement Code (BSC). In particular, this Issue is likely to align with BSC Issue 112 – Clarifying Half Hourly Data Collector (HHDC) Obligations within BSCP502 Regarding the Fault Investigation Process. The Code Manager will continue to engage with the BSC on this Issue and hold discussions with the Cross-Code Steering Group.

## 5 PROPOSAL PLAN

| Milestone | Activity | From | To |
|---|---|---|---|
| **Definition** | | **01 Nov-24** | **31 Dec-25** |
| | Solution Analysis | November | June |
| | Solution Development | June | December |
| | I0197 Working Group | June | December |

## 6 STAKEHOLDER ENGAGEMENT

After this Issue had been raised, the Code Manager engaged with stakeholders via an industry Information Request to gain understanding of existing gaps and problems occurring during fault resolutions. The Information Request received 16 responses across gas and electricity Parties which have helped the Code Manager gain a further understanding of the issues currently affecting the metering resolution process.

The Code Manager engage further with stakeholders to assist with defining the scope and the solution development. To achieve this, the Code Manager intends to form a Working Group series of meetings, beginning in June, which will be open to all interested Parties. This will allow Market Participants to further input their experiences and suggestions, to help develop a solution, or solutions that work for both processes, all impacted Parties, and is beneficial to the Consumer.

An I0197 Working Group will begin by addressing these immediate considerations:

- Defining the term “Metering Fault”
- What is the current process that Parties are following? What issues are they faced with?
- Short term vs long term – how do we redesign the process? What can we currently not resolve?
- What does a good solution look like? What is the most appropriate way to address the gas process vs the electricity process?

Once a solution has been developed, further stakeholder engagement will take place via a Party impact assessment and a standard industry consultation.

## 7 PRIORITY STATUS AND URGENCY

### PRIORITISATION MATRIX

| Category | Significance / Resource impacts / Urgency | Further selection / breakdown | Score (0-3) | Weighting | Weighted Score |
|---|---|---|---|---|---|
| Impacts | Consumer Impact | Direct | 2 | 27 | 53 |
| | Retail Markets Impact | Innovation and Market Arrangements | 1 | 17 | 17 |
| | RECCo / REC Party / REC Service Provider Impact | Operational Effectiveness and Efficiencies | 2 | 7 | 13 |
| | | Legal and Regulatory Compliance | 2 | 14 | 28 |
| Resource | Complexity / Effort / Duration | | 1 | 9 | 9 |
| Strategic Alignment | Contribution to/ Alignment with the objectives of the REC | | 1 | 17 | 8 |
| | Contribution to/ Alignment with RECCo's Forward Work Plan | | 1 | | 8 |
| Urgency *(The need to progress a change to meet a targeted date)* | | Other Planned Activity | 0 | 10 | 0 |
| | | | | Overall Priority Score (rounded) | 138 |

| | |
|---|---|
| Priority Status | MEDIUM |
| Change Proposal Type | STANDARD |

This Issue has been given a priority status of medium based upon a weighted prioritisation score of 138.

## 8 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

No risks, assumptions, issues or dependencies have been identified by the Code Manager at this stage.

## 9 APPENDIX

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|---|---|
| **CHANGE PROPOSAL** | Link |
| **RELATED CROSS-CODE CHANGE** | BSC Issue 112 – Clarifying Half Hourly Data Collector (HHDC) Obligations within BSCP502 Regarding the Fault Investigation Process |
| **USEFUL LINKS** | Schedule 14 – Metering Operations<br>Market-Wide Half-Hourly Settlement Hub |

## 10 GLOSSARY

| TERM | DEFINITION |
|---|---|
| Balancing and Settlement Code (BSC) | means the Balancing and Settlement Code, as defined in the Electricity Supply Licences. |
| Central Data Service Provider (CDSP) | means the 'Central Data Service Provider' appointed by Gas Transports pursuant to standard special condition A15 (Central Data Service Provider) of the Gas Transporter Licences. |
| Market Message | means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification. |
| Meter Operator Agent (MOA) | means a Party which has Qualified in that role under the Qualification and Maintenance Schedule. Where used in respect of a particular Metering Point, it means the MOA Appointed by an Electricity Supplier in accordance with the Metering Operations Schedule. The MOA is accountable for the installation, replacement, repair and maintenance of electricity Metering Equipment (either itself or by an EMO), and the MOA must also therefore be Accredited under the Metering |
| Metering Equipment Manager | means, as applicable, either: (a) for electricity, a Meter Operator Agent (MOA); or (b) for gas, a Meter Asset Manager (MAM). |
| Service Level Agreements (SLA) | means the same as Performance Levels. |