RETAIL ENERGY CODE

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REFERENCE	RECCHIG_24_1107_04
STATUS	FOR DISCUSSION

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

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1 PURPOSE

The purpose of this paper is to provide a high-level overview of the new connections process from MPXN creation to requesting the meter install to facilitate Change Issues Group discussions.

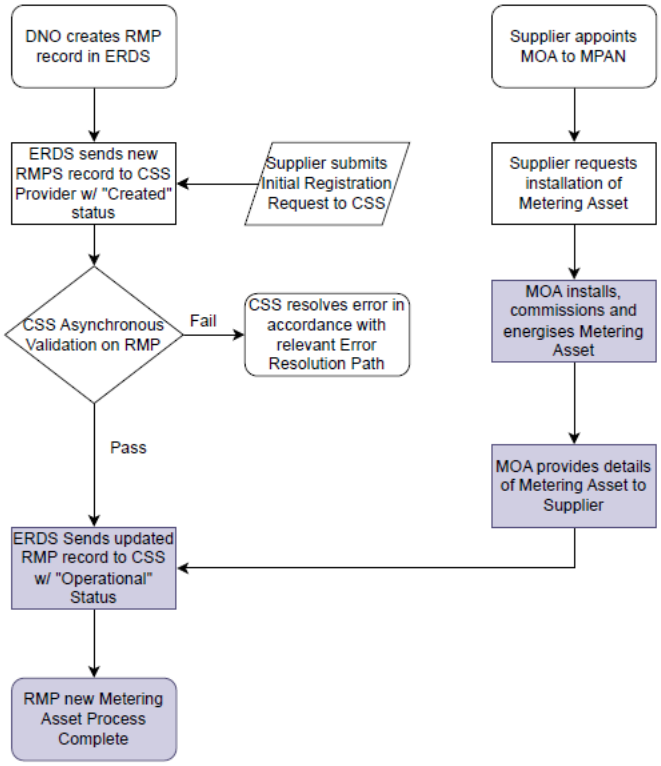
2 BACKGROUND AND SOLUTION

I0172 - End-to-End New Connections Process Review to Eliminate Issues Related to New Builds and Similar Situations has been raised by a Consumer, due to their poor experiences when moving into a newly built property. I0172 was discussed at the Cross Code Steering Group (CCSG) and it was agreed that the Issue would progress as a cross-code issue under the REC. This has allowed all aspects of the new connections process to be reviewed as one and will allow any changes to other codes to be raised with all the information from this group.

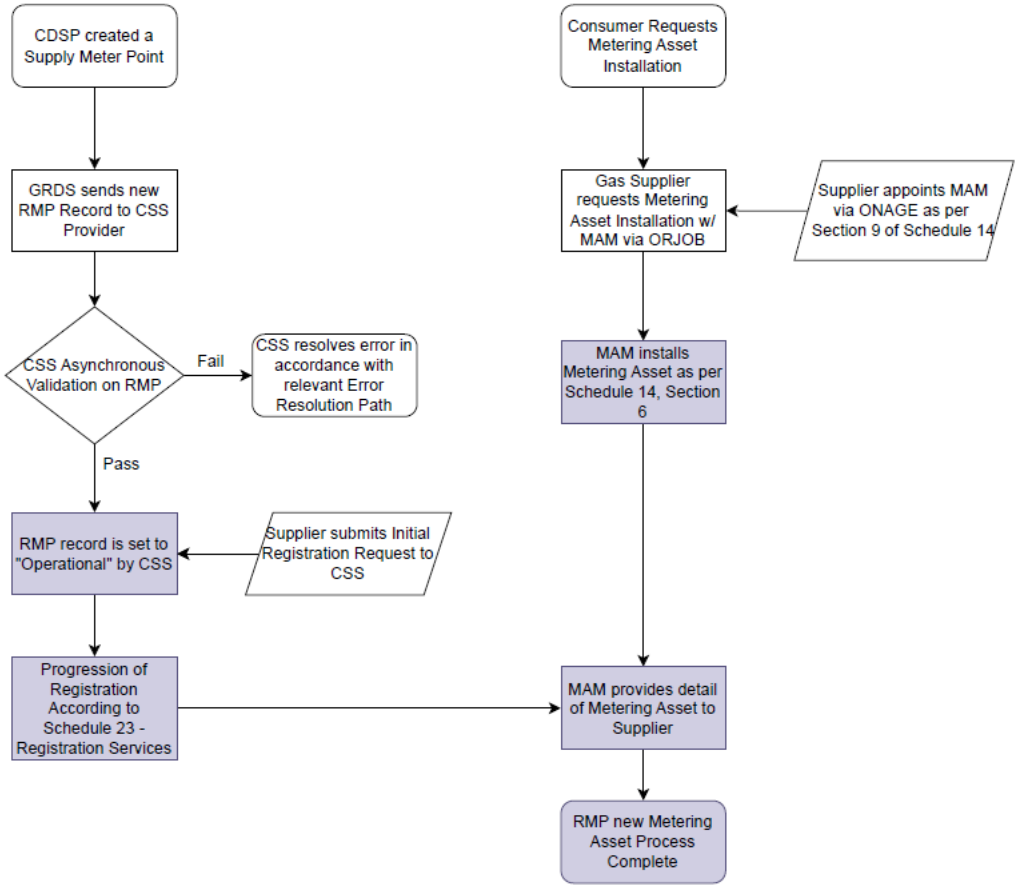
At the October Change Issues Group it was agreed that the Code Manager would bring forward sections of the new connections process for discussion in order starting with MPXN creation. The Change Issues Group is asked to review the process maps below and consider the questions in section 3.

Note that where possible the Code Manager has included IDNOs and DNOs together, using the term DNO. Not all areas will be discussed at the one meeting but are included here for ease of reading. The iGT map is for iGT MAM processes only.

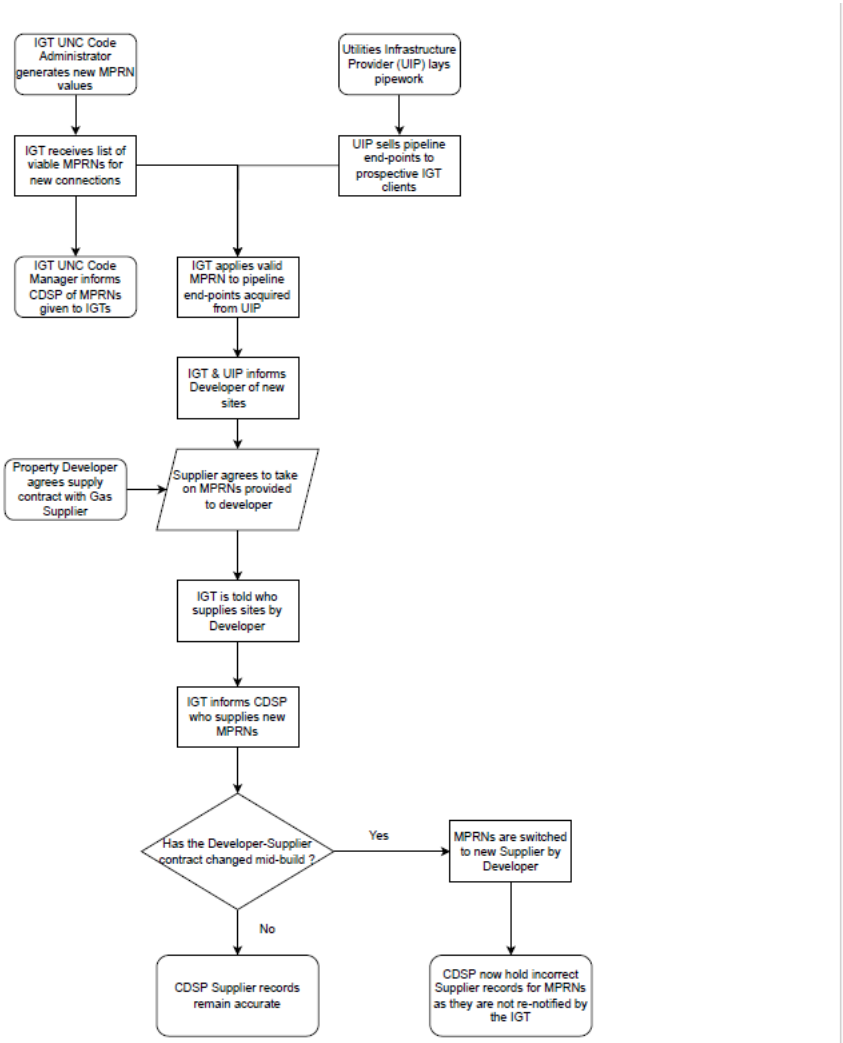
Current Process: Electricity NHH



Current Process: Gas (Non-IGT MAM)



Current Process: iGT MAM



Key things to note:

- There is no set time the MPXN should be registered at ahead of meter installation.
- There is no set time the MPXN should be created at – can be once agreement with developer is made or as phases of larger developments are started.

3 QUESTIONS FOR THE CHANGE ISSUES GROUP

The Code Manager would like the opinion of the Change Issues Group on the following questions:

- What are the main points that work well? Is there anything that could be adapted for other processes or fuels?
- What are the main points of failure:
    - Addresses
    - Incorrect number of MPXNs
        - Too many
        - Not enough
    - Shipper-less / supplier-less sites
    - Development not connected to the grid on time
    - Anything else?