RETAIL ENERGY CODE

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REC CHANGE ISSUES GROUP
MEETING MINUTES

MEETING	**RECCHIG_25_0605**
DATE	**05 June 2025, 10:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Paul Witton-Dauris	REC Code Manager	PWD	Chair
Harriet Truss	REC Code Manager	HT	Lead Analyst
James Hardy	REC Code Manager	JH	Lead Analyst
Lorna Mallon	REC Code Manager	LM	Subject Matter Expert
Keisha Patel	REC Code Manager	KP	RTS Associate Consultant
Beth Brown	REC Code Manager	BB	Senior Consultant
Holly Law	REC Code Manager	HL	Release Manager
Jonny Moore	RECCo	JM	Operations Consultant
Harry Firth	REC Code Manager	HF	Secretariat

Full attendee list available upon request.

1. INTRODUCTIONS

The Chair welcomed attendees to the REC Change Issues Group (CHIG) meeting.

2. CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting and added an item on the upcoming REC Release Webinar. No further items were raised.

3. APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes from the meeting which took place on 01 May 2025. HF advised that no comments had been made prior to the meeting. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4. R0122 - SDEP REVIEW IMPROVEMENTS (USABILITY)

KP provided an overview of the Change Proposal to attendees. KP presented the Code Manager's proposal to improve the SDEP system, which is now being revisited after being previously placed on hold due to the MHHS Code Freeze. They introduced new statuses such as unread, solved, unsolved, in progress, response sent, escalated to code manager, and raised incorrectly, and provided an overview of the requirement descriptions for each new status or a change to an existing status. KP advised that the enhancements to the SDEP system included improved filtering and email notifications, as well as enhanced reporting with high-level, detailed, and message-level reports.

KP advised that the Code Manager has issued the Preliminary Impact Assessment to the Service Provider. KP added that in order to confirm the requirements, interested parties and users are invited to submit comments on the REC Portal before 26 June, particularly any requirements that parties feel are no longer necessary as any new ideas could further delay the implementation of this Change Proposal.

A Supplier representative asked if there are any steps needed to be taken by SDEP users prior to implementation. BB responded that the Code Manager will issue an updated user guide and also a party impact assessment closer to the implementation date to explore any additional needs required by SDEP users. Another Supplier representative asked if there would be a webinar arranged to train SDEP users with the new functionality. HL responded that there will be a standard release webinar, but once R0122 has been approved for implementation, they could arrange a standalone webinar for this Change Proposal and the changes to SDEP.

5. I0172 - END-TO-END NEW CONNECTIONS PROCESS REVIEW

JH provided an overview of the Issue to attendees. JH advised that to progress the solution development, the Code Manager has decided to separate the gas and electricity meter installations process, and each fuel type will be reviewed individually from consumer request to registration, starting with electricity. A Supplier representative asked about the type of Consumers this Issue will affect. LM responded that it will affect domestic new connections only.

LM presented process maps to illustrate the full electricity meter installation process. A Metering Equipment Manager representative raised concerns about address mismatches during the new connections process, which can lead to crossed MPANs. LM responded that there will be a separate issue on addresses.

A Supplier representative raised concerns about communications between Suppliers and MOAs, particularly on the choice of metering equipment. A Third Party Intermediary representative asked if this process will be repeated for non-domestic and commercial new connections. LM responded that the current focus is on Classes 1-4 where smart metering will be prevalent and added that any issues with non-domestic consumers with smart meters could

be raised. The TPI intermediary raised concerns about developments where the number of gas and electric meters do not align. LM responded that this may be captured as part of the address review but added that they would take a look into this. A Code Manager representative asked about whether the location of the meter should be considered, specifically focusing on accessibility. LM responded that this is out of scope for this Issue.

A Supplier representative added a new scenario to the process map, where there is a second visit to the property to commission the meter after the initial install. LM responded that they would take an action with JH to review this and see how they would want this scenario to be covered as part of the review and will feedback when I0172 is next on the Change Issues Group agenda. There was a discussion on D0312 rejection codes and MHHS alignment.

6. I0197 – UPDATES DURING FAULT RESOLUTIONS

JH provided an overview of the Issue to attendees. JH advised that the original proposal for SLAs was deemed unworkable due to consumer access dependencies. They added that following an Industry Information Request, the 16 responses were reviewed by the REC Performance Assurance team, and now the new focus was on improving communication and defining clearer SLAs. JH advised that a new Issue will also be raised so the gas and electricity processes are separated.

JH advised that the next steps are to form a working group, with the first session scheduled for 18 June 2025, with a proposed time of 14:00-15:30. They added that any parties interested in attending this working group should contact enquiries@recmanager.co.uk .

7. I0205 – PROVISION OF HALF-HOURLY CONSUMPTION DATA FOR ADVANCED METER ERRONEOUS SWITCHES

JH provided an overview of the Issue to attendees. They advised that approval of this Issue would place an obligation for the losing supplier to provide half-hourly data to the gaining supplier following a successful Erroneous Switch repatriation. JH advised that a Party Impact Assessment is due to be issued on 20 June and added that they would like attendees to review the legal text in this meeting before it is issued. A Supplier representative responded that the legal text could be made clearer to highlight the milestone by when the losing Supplier is obliged to provide the data. This was supported by attendees.

A Supplier representative asked if the losing Supplier does not have the half-hourly consumption data, will it be expected for a new return to be submitted. JH responded that a question may need to be added to the party impact assessment. GS added that they believed the standard template does allow for a zero but added that the difference between a zero-read and not having a read may need to be distinguished. JM added that this Issue would only be implemented after the MHHS go live date, so in most circumstances, the Supplier should have some form of half-hourly data to provide.

A Supplier representative asked about potential half-hourly data provisions coming from Elexon. JH responded that the Code Manager are aware of this data that could form a long-term solution, but this is still a couple of years away and this proposed solution would probably be short-term.

JH presented two proposed reporting templates to attendees, one provided by the Code Manager and one by the Proposer. They advised that both templates would be included in the party impact assessment.

JH advised that the next step would be a legal review of the proposed text, incorporating the comments raised by attendees in this meeting. They added that the Change Report (Impact Assessment) and an update to the Proposal Plan will be presented to REC Change Panel on 17 June, with the Party Impact Assessment open between 20 June and 11 July.

8. I0240 – DATA ALIGNMENT OF METER INFORMATION THROUGH MHHS MIGRATIONS

HT provided an overview of the Issue to attendees. HT advised that this Issue has been raised to address where meter updates are made whilst a migration is underway, and the Registration Service will not receive updates. They added that this Issue will impact Forward and Reverse Migration. HT advised that this misalignment could result in out of date Meter Technical Dates being received, which would require intervention to correct this discrepancy.

HT advised that the proposed solution would be for the Gaining MOA to update MTDs once Migration is complete via IF005, although the mechanism for informing the gaining MOA needs to be decided. They added that any non-emergency jobs on a pending Migration should be avoided.

HT advised that there is a guide for meter updates being produced that will be out for consultation soon. They asked attendees if a Code update is required. There were no comments provided by attendees.

HT advised that there is currently no provision for updating the energisation status in the Registration Service and that the Code Manager intend to include this within I0240. A Supplier representative asked if the D0139 flow will be rejected alongside the D0205 flow when the energisation status is changed. JM responded that there would not be a reason for D0139 to be rejected as it is sent by the party changing the status. The Supplier representative asked if there is a change in energisation status prior to a Migration event, could there then be a potential D0139 rejection. JM responded that it would not be D0139 that would be sent.

9. CODE MANAGER TRACKER UPDATE

CF provided attendees with an update of several Issues currently being progressed by the Code Manager. The full list of updates is available to view on the meeting slides on the REC Portal.

10. AOB

The Chair invited attendees to provide AOB.

The Chair advised attendees that the REC Release Webinar is taking place at 2pm on 10 June 2025.