RETAIL ENERGY CODE

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| REFERENCE | RECCHIG_25_0605_05 |
|---|---|
| STATUS | FOR DISCUSSION |

# I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW

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## 1 PURPOSE

The Code Manager will provide an update on the progress of I0172 – End-to-End New Connections Process Review at the Change Issues Group meeting on 05 June 2025. Here the Code Manager will also begin to review the current processes and will provide a walkthrough of a process map. The purpose of this paper is to provide attendees with an update on the progress of I0172, and further details of the planned discussion, ahead of the meeting.

## 2 UPDATES AND CHANGE ISSUES GROUP DISCUSSION

To assist the progression of the solution analysis for I0172, the Code Manager has made the decision to separate the gas and electricity meter installations process. The process for each fuel type will now be reviewed individually.

At the June Change Issues Group meeting, the Code Manager will review the electricity process. This will cover electricity metering installations from the point the Consumer requests the meter installation to the update of the Energy Supplier, their agents, and all Central Systems. The aim at the meeting is to review this as the current process, and as per the MHHS process, wherever possible. During the Change Issues Group discussion, the Code Manager will walk through each step of the process, highlighting any existing gaps or areas that could be open to misinterpretation.

## 3 ACTIONS FOR THE CHANGE ISSUES GROUP

To assist with the discussion, we recommend Change Issues Group attendees consider their current involvement in the process ahead of the meeting, including, but not limited to:

- How do Energy Suppliers determine the required metering configuration?
- Rescheduled appointments
- Failed appointments
- Interactions with the SEC process(es)
- D0312 validation

If you have any additional areas, or points of consideration, you would like the Code Manager to include in the discussion, please share these through contacting the Lead Analyst or via the REC Service Desk ahead of the meeting where possible.