RETAIL ENERGY CODE

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REFERENCE	RECCHIG_25_1204_04
STATUS	FOR DISCUSSION

I0282 - RETURN OF LEGACY METERS

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1 PURPOSE

The purpose of this paper is to gather views and feedback from Distribution Network Operators (DNOs) and Energy Suppliers on whether there is a wider experience of issues with the return of non-smart electric (legacy) meters and establish whether there is a better way to proceed should there be industry wide challenges.

2 BACKGROUND

SP Electricity North West, a DNO and legacy Meter Asset Provider (MAP), is experiencing challenges with the return of legacy meters. Before progressing with this Issue, the Code Manager would like to assess whether this is an isolated case or an issue that is being experienced by other industry Parties.

SP Electricity North West is being contacted by approximately 6 different storage providers every week and is being asked to establish which meters they own from a list which can contain over 30,000 assets with a mixture of electricity and gas meters.

This causes a lot of time and effort on top of standard business activity as it requires the legacy MAP to do the following every time they receive a list from a storage provider:

- check serial numbers to establish whether they own the asset;
- notify the storage provider of the outcome;
- where appropriate take delivery of those assets; and
- arrange for disposal of the assets.

Over the years, company names have changed which adds a degree of difficulty for storage providers to identify the original owner of the asset. It is also worth noting that approximately two thirds of legacy meters have been replaced with smart meters which are operated by the DCC.

The Code manager engaged with the Community of Meter Asset Providers (CMAP) on 16 October to assess whether this was an issue experienced by current MAPs. CMAP members were of the view that this is not an issue as there is a longstanding industry process in place and an obligation for meters to be returned to the asset owner which is described in CoMCoP.

This process is facilitated by the UKMF Meter Returns Document which provides the contacts for returns of electricity and gas meters.

It is possible that the problem could originate from storage providers who may not receive the relevant details regarding the assets (the UKMF Meter Returns Document for instance) or may not have a way of accessing this information themselves (as they do not have access to the MAP ID).

3 ACTIONS FOR THE CHANGE ISSUES GROUP

To assist with the discussion, the Code Manager invites Change Issue Group attendees to take the following actions:

- **NOTE** the contents of the paper;
- **CONSIDER** whether this is an isolated case or an issue shared by other Parties;
- **REVIEW** any issues that may arise in this process; and
- **REFLECT** on possible solutions.

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.