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REC CHANGE ISSUES GROUP – I0197 WORKGROUP 03 (GAS)

MEETING MINUTES

MEETING	**RECCHIG_25_1970302**
DATE	**12 August 2025, 13:30**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Vaishnavi Sharma	REC Code Manager	VS	Performance Assurance Lead
James Hardy	REC Code Manager	JH	Lead Analyst / Chair
Lorna Mallon	REC Code Manager	LM	Subject Matter Expert
Harry Firth	REC Code Manager	HF	Secretariat

Full attendee list available upon request.

1. WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the I0197 Workgroup 3 – Gas specific session.

The Chair asked attendees for comments on the previous set of minutes from the I0197 Workgroup 2 – Gas specific session. No comments were raised, and the minutes were formally accepted as an accurate recording of the meeting.

2. CAPTURING CONSIDERATIONS

The Chair outlined the structure of the meeting, which would focus on three key themes derived from previous feedback. These themes were designed to guide the discussion toward identifying challenges, dependencies, and potential solutions within the electricity metering process.

The Chair led the main discussion of the meeting, which was structured around four guiding questions:

- Who is responsible for resolving issues?
- What dependencies exist?
- What barriers prevent timely resolution?
- What should be considered when developing solutions?

The Workgroup discussed the need for a standardised process to identify, investigate, and resolve meter faults in the gas sector. Currently, fault resolution is handled through bespoke, bilateral arrangements, which lack consistency and transparency.

Responsibility for resolving faults typically lies with the Meter Asset Manager (MAM), but complications arise when MAMs are contracted directly by customers. In such cases, Suppliers may have limited influence, prompting suggestions that MAMs should carry direct obligations under the Retail Energy Code (REC). A Supplier representative asked whether MAMs were involved in these discussions, and the Chair confirmed they had been engaged throughout the process.

Several dependencies were highlighted. Industrial and Commercial (I&C) sites often require certified engineers and have strict access protocols. A Supplier representative noted that remote locations, such as Scottish islands, can pose seasonal access challenges. They also explained that large meters, like rotary or turbine types, are bespoke and have long lead times for replacement.

Data accuracy was another concern. Incorrect meter details or cross-metering can trigger unnecessary fault investigations. A Supplier representative questioned why these issues would fall under fault processes, and the Chair clarified that while the equipment may not be faulty, such discrepancies still require investigation and resolution.

Communication barriers were also discussed. Not all MAMs support RGMA flows via IX, limiting the use of standardised messaging. A Supplier representative pointed out that this undermines efforts to streamline processes.

Barriers to resolution include failed site visits due to blocked access, lost keys, or lack of parking. A Supplier representative shared examples of locked meter housings and missing access instructions. Cost-related delays were also noted. Another Supplier representative raised concerns about off-market testing, explaining that customers often demand tests but refuse to pay if the meter is found accurate.

To address these challenges, the group supported developing a standardised process with clear steps, mandatory data fields (e.g. site visit dates), and defined roles for all stakeholders. The Chair asked who should be informed at each stage, and a Supplier representative responded that suppliers, shippers, MAMs, CDSP, and possibly Meter Asset Providers should be included.

Flexibility for complex sites, improved data reconciliation, and clearer customer contact protocols were also recommended. Transparency around costs and guidance on customer communication were seen as essential to avoid disputes and delays.

3. NEXT STEPS AND DATE AND TIME OF NEXT MEETING

Attendees were reminded of the electricity session that took place on 07 August, with meeting minutes to be published by 14 August.

The next gas working group meeting date was not confirmed during the session. The Chair confirmed that a poll will be circulated following the upcoming gas process session to identify a

suitable date. JH asked attendees to confirm if they would have availability for a potential Workgroup meeting in September, noting that there may be strains with the planned MHHS go-live date. The Workgroup confirmed that they were happy for a meeting to be held in September.

4. AOB

The Chair asked attendees for any further items to be raised. No items were raised, and the Chair closed the meeting.