RETAIL ENERGY CODE

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REC CHANGE ISSUES GROUP
MEETING MINUTES

MEETING	**RECCHIG_26_0402**
DATE	**02 April 2026, 10:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Paul Witton-Dauris	REC Code Manager	PWD	Chair
Florentina Monea	REC Code Manager	FM	Lead Analyst
Harriet Truss	REC Code Manager	HT	Lead Analyst
James Hardy	REC Code Manager	JH	Lead Analyst
Jonny Moore	Retail Energy Code Company	JM	Operations Consultant
Edma Hyskaj	REC Code Manager	EH	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. No items were raised by attendees.

3. APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes from the meeting which took place on 05 March 2026. EH 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. I0187 - SCHEDULE 8 REVIEW AND BEST PRACTICE GUIDANCE DEVELOPMENT

JH provided attendees with an update on the Issue. JH explained that following extensive discussion through the Theft Issues Group, the Code Manager, with support from RECCo, is finalising the legal drafting of the amended Schedule 8. Final reviews and sign-off are expected to take place this month, with the intention to issue the drafting for an extended Party Impact Assessment in early to mid-May. It was confirmed that the Party Impact Assessment period is expected to run for six to eight weeks, reflecting the scale of the review. JH invited parties to flag any anticipated capacity constraints once the legal drafting is published, noting that the timeline could be adjusted if required.

JH noted that an updated plan for I0187 will be issued shortly. The current plan only covers up to solution development, and a full proposal plan will now be developed to cover the remainder of the Issue. This will assist Parties in planning internal capacity and stakeholder engagement, particularly in advance of the impact assessment.

JH confirmed that further updates will be provided through the Change Issues Group and standard communication channels when the Party Impact Assessment is issued.

5. I0297 - METER MANUFACTURERS MAKE AND TYPE NOT POPULATED IN SMRS

JM provided attendees with an overview of the Issue. JM explained that the Issue was identified during Market Half-Hourly Settlement (MHHS) Early Life Support, where it became apparent that although Manufacturer Make and Type is required within MHHS data flows, it is not populated in the Supply & Meter Registration Service (SMRS) database for MHHS-migrated smart meters. As legacy MTD flows that previously carried this data are no longer sent post-migration, there is a risk that existing values will be lost and defaulted to null.

JM added that while the Issue does not present a direct risk to MHHS migration itself, an Information Request (RFI) confirmed that several parties plan to continue using Manufacturer Make and Type data in Supplier and metering processes post-migration, meaning the loss of this data could have a material impact.

JM outlined the proposed solution, which was previously discussed at the MHHS Expert Group. The preferred approach is for the incoming Meter Operator Agent (MOA) to update Manufacturer Make and Type in SMRS post-migration where the information is known, most likely in cases where the same MOA is retained. In addition, following the end of MHHS migration (M15), a one-off data population exercise is proposed to populate blank values using the last known data held via the Data Transfer Service (DTS), supported by reporting from Project NEXUS. Several alternatives were considered but rejected. Legacy data-population processes were dismissed because they cannot be maintained. Updating D0132/0313 during migration was also discounted, as was removing the data item altogether. Although D0313 will not be used after migration, the RFI confirmed that the data flow is still needed.An attendee recalled a solution option of changing the data field from free text to limited enumerations and asked if this has been discounted. JM confirmed that this option had been discounted from

I0297 due to complexity reasons but could be considered as part of a future data cleanse or consolidated exercise post-migration.

Two polls were issued to assess attendees' views on the current status of I0297. The first poll returned unanimous support from 14 votes for the proposed approach. The second poll, asking whether attendees believe that a formal obligation to update the Manufacturers Make and Type post MHHS Migration should be placed on MOAs or would this be best achieved via guidance, returned 15 votes, with 86% (13) in favour of an obligation on MOAs. JM thanked attendees for their views and advised that the Code Manager would look to raise a Change Proposal to introduce this obligation but potentially could provide improved guidance as well in the meantime.

6. I0318 – INTRODUCTION OF CONSUMER CONSENT SOLUTION

HT provided attendees with an update on the Issue. HT advised that the CCS Design Consultation had closed on 25 March, and RECCo had received 30 responses. They added that the RECCo project team are currently working through these responses, and plan to share some emerging themes from these responses at the next CCS Solution Group meeting on 09 April.

HT advised that these Solution Group meetings take place on a fortnightly basis, with focus on a particular topic each meeting. HT advised that any interested parties should contact consumerconsent@retailenergycode.co.uk or register their interest on the RECCo website. HT added that there are also Engagement Webinars scheduled for every six weeks. They advised that the next Webinar will take place on 16 April and interested parties can sign up here. HT added that further information can be found on the Consumer Consent Hub on the REC Portal.

7. I0314 - CROSSED METERS PROCESS: CLARIFICATIONS AND SUPPORT

FM provided attendees with an overview of the Issue. They explained that the Issue was raised following feedback received during analysis of I0172 End-to-End New Connections Process Review, where multiple parties highlighted gaps and inconsistencies in the application of the crossed meters process. On that basis, Change Issues Group attendees agreed at the January meeting that a separate Issue should be raised to explore the matter in more detail.

FM outlined that feedback indicates the existing crossed meters process is not consistently understood or applied across the industry, with particular confusion around roles, responsibilities and process steps. They also noted that the current guidance is not sufficiently clear or accessible, and that parties have requested further support, including clearer explanations and practical examples.

The scope of I0314 will therefore include an end-to-end review of the crossed meters process, engaging with parties to identify areas of misunderstanding, gaps in the current process, and any need for additional guidance or support materials. FM also highlighted that the Issue will be progressed in close coordination with I0200 Improving Address Management Targets, recognising that address accuracy is a key dependency for the effective operation of the crossed meters process.

An attendee queried whether the Code Manager would be reviewing specific crossed-meter scenarios, noting that they had expected a more detailed discussion based on the meeting papers. FM clarified that I0314 is still at an early stage and is currently focused on initial assessment and planning, including technical, assurance and process considerations. They confirmed that detailed scenario-based discussions would follow at a later stage and invited parties to share examples of where the process has not worked, either via email or through bilateral discussions.

The attendee highlighted that there are a significant number of crossed-meter cases across the market, particularly in relation to mismatches between smart meter data and legacy metering service data. They suggested that there should be a proactive way to identify such mismatches before customers raise them and noted that current approaches vary between suppliers, leading to inconsistent outcomes.

The Chair queried whether the Change Issues Group could be used as a forum for broader discussion on crossed meters. The attendee confirmed that they would find this useful and explained that he had expected a more extensive discussion at this meeting. They reiterated that, while the current process is understood, there are shortcomings in how issues are resolved and in achieving consistent outcomes, particularly in a smart metering context.

Another attendee supported this view, describing crossed meters as a significant operational issue for Suppliers and consumers. They suggested either using the Change Issues Group or establishing a dedicated working group. They also proposed issuing an RFI to Suppliers to gather common crossed-meter scenarios, including complaint drivers, to ensure a comprehensive understanding of market issues before formal discussions take place. They emphasised the importance of allowing Suppliers time to consult internally with operational teams. Another attendee supported the proposal for a separate workshop, highlighting recurring issues where parties request address changes instead of correcting crossed-meter technical details, which they described as an inappropriate approach. They emphasised the need for a clearer, end-to-end process covering both investigation and resolution stages.

FM confirmed that the Code Manager intends to issue an RFI to gather detailed scenarios and identify gaps and clarity issues. They also acknowledged the value of establishing a dedicated working group and confirmed that engagement would build on feedback already provided under I0172. FM noted that no detailed plan has yet been finalised but confirmed that all feedback would be taken on board and that further engagement with contributors would follow.

8. TARIFF INTEROPERABILITY UPDATE

JH provided a brief update on the Tariff Interoperability (TI) project, which has recently been communicated via RECCo bulletins. They explained that the project has been led by RECCo with support from DESNZ, who led on the recent consultation in collaboration with RECCo.

JH outlined that the TI arrangements will introduce an obligation on electricity Suppliers to make pricing data available in a standardised format. This government-led initiative is intended to support consumer-led flexibility by enabling energy smart appliances to automatically respond to price signals and optimise energy use.

JH confirmed that the TI consultation has now closed and that initial stakeholder feedback was previously shared at the February Tariff Interoperability Working Group. The next key milestone is the publication of the government response, which is expected in mid-May.

Subject to government decisions, JH noted that the outcome is expected to introduce a new electricity supply licence condition and an associated REC Schedule to establish the framework for phase one of the project, covering tariff pricing data. JH highlighted that further information is available on the RECCo website and confirmed that additional updates will be provided once the government response is published.

9. CODE MANAGER ISSUE TRACKER UPDATE

FM 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. There were no items raised, and the Chair closed the meeting.

The Chair encouraged attendees to submit any feedback on how the Change Issues Group could be improved for future meetings by emailing committees@recmanager.co.uk or paul.witton-dauris@recmanager.co.uk.