RETAIL ENERGY CODE

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NON-CONFIDENTIAL CONSOLIDATED INFORMATION REQUEST RESPONSES

I0297 METER MANUFACTURERS MAKE AND TYPE NOT POPULATED IN SMRS

On 23 January 2026 the Code Manager issued an information request to industry to seek feedback on the Issue Report I0297.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

DOCUMENT VERSION	V1.0
RESPONSE TYPE	Non-confidential
DATE ISSUED	17/03/2026
RESPONSIBLE COMMITTEE	REC Change Panel
LEAD ANALYST	Flo Monea

DATE INFORMATION REQUEST ISSUED	23/02/2026
RESPONSE DEADLINE	13/02/2026

Question 1:	Post MHHS Migration do any of your processes rely on the Meter Manufacturer's Make and Type (DI-048) provided by SMRS on the IF-006 'SMRS Notification of MTD Updates' Market Message for Smart Meters?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Mua Group (Distribution Network Operator)	No	Noted. Thank you for your response.
SP Energy Networks (Distribution Network Operator)	As a DNO we have no processes that rely on this information.	Noted. Thank you for your response.
National Grid Electricity Distribution (Distribution Network Operator)	Whilst we don't have any actual processes that wholly rely on this data set, currently this information is captured from the D0149/D0150 Market Message and sits within our registration system. We do find it useful to have a complete data set as it assists with query resolution.	Noted. Thank you for your response.
E.ON Group (Metering Equipment Manager)	Yes	Noted. Thank you for your response.
IMServ (Metering Equipment Manager)	While the capability to populate and store this information exists, there are no specific processes that depend on it.	Noted. Thank you for your response.
SSE Energy Supply Limited (Energy Supplier)	Yes	Noted. Thank you for your response.
Centrica (Energy Supplier)	Yes, we utilise the Meter Manufacturer's Make and Type provided by SMRS. We predominantly use this to support AMR and traditional meters but believe there is still a requirement from a Smart SMETS DCC point of view for data quality checking.	Noted. Thank you for your response.

Question 2:	If the answer to above is yes, please describe which processes and how the item is used in them?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Mua Group (Distribution Network Operator)		
SP Energy Networks (Distribution Network Operator)	N/A	
National Grid Electricity Distribution (Distribution Network Operator)	N/A	
E.ON Group (Metering Equipment Manager)	This data item is a key dependency for our Asset Management operations and Customer Operations. From an Asset Management perspective, our Asset Management System (portfolio information) and Triage tool utilise the data item to support multiple functions. It underpins our Asset Replacement Strategy (a forward view of workload activity we use to plan workforce strategy and report externally on) and helps support regulatory obligations such as distinguishing between recertifications and in-service testing reporting. The data item is used to plan such campaigns across our smart estate and improves the accuracy of our approach when used in conjunction with the Meter Type field, which can often be incorrect. This impact will be keenly felt when gaining non-commissioned meters, where we will be unable to read the DCC RSMI report to know the asset make and model to, in turn, inform our replacement campaigns, or inform our remediation activity correctly. The nature of resource	Noted. Thank you for your response.

	planning requires the business to have daily cuts of data, and the RSMI report is only made available weekly, which will have some impacts on data validity, but given the biggest risk in remediation activity is assets that will not appear on the RSMI report (install & leave and non-operating meters that churn into us), this will carry a bigger risk. As a result of not having this information it is likely to lead to increased costs following incorrect site visits and impacts to the customer journey. Our Smart Meter Health programme aims to maintain our industry obligations such as the impending Guaranteed Standards of Performance (GSOP) for operating smart meters by targeted faulty or non-communicating smart meters, given that the vast majority of these meters will not be visible in the RSMI Report (equating to ~9% of smart meters installed – DESNZ SMNOSMs report Q4 – '25) this will have sizeable impacts on our operations, but also how we report our operational fleet to DESNZ and OFGEM that will require changing. Not having the manufacturer and model is going to adversely impact this programme of work and ultimately our ability to maintain compliance. One particular area is regarding our process for obtaining and processing Install Keys from installing suppliers/MAPs into our Asset Management System for deployment. Finally, the data item is used by our customer service agents when handling calls from our customers. The data item is used for call handling, account maintenance, and triaging of any issues that the customer is reporting. Having this data on-demand is therefore important to accurately supporting and managing customer queries.	

	It's important to call out that the DCC RSMI report is not a supplier report, but a third party view of connected meters, so the assumption that suppliers can rely on this report for some of the above functions presents a lot of risks that, ultimately, suppliers would be responsible for.	
IMServ (Metering Equipment Manager)	N/A	
SSE Energy Supply Limited (Energy Supplier)	In Service Testing Portfolio – Suppliers have to provide annual figures to the Office for Product Safety and Standards of meter type and manufacture year to determine sample testing requirements. Safety Recall – Suppliers are responsible for the removal of any meters deemed to be unsafe or requiring a recall. Whilst this information should be provided by the MEM suppliers should have their own information to validate.	Noted. Thank you for your response.
Centrica (Energy Supplier)	As an example, where we have gained meters on supply where the meter type has not been populated with a SMETS variant or the wrong SMETs variant i.e. 'AD' and meter is 'ADE'. We have utilised the make/model data to correctly confirm the right meter type. We also have some reporting requirements with Non-Commissioned or Non-Communicating meters on COS and exception management. If we gain a meter that we are unable to communicate with the DCC on COS, we then fail to get the CPL Model code from SR8.2 inventory check. We have no idea what Make/Model of meter is installed on the site. This will then cause issues chasing Install Codes etc when attempting to get it communicating.	Noted. Thank you for your response.

Question 3:	Do you feel that the usability of the item is impacted by its type (free text string) and would you support the exploration of a valid set to be used in the IF-006?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
Mua Group (Distribution Network Operator)	None of our processes rely on the meter manufactures make and type.	Noted. Thank you for your response.
SP Energy Networks (Distribution Network Operator)	We are of the view that the fact that this data item is free text results in inconsistencies across the market, resulting in no clear view of the equipment installed, and as such would support the introduction of a valid set.	Noted. Thank you for your response.
National Grid Electricity Distribution (Distribution Network Operator)	We would support the exploration of a valid set to be used in the IF-006 as this would provide a more consistent approach, which would ultimately lead to a more accurate and useable log of data.	Noted. Thank you for your response.
E.ON Group (Metering Equipment Manager)	Yes. The free text string type of the data item has significantly contributed to its degradation in quality, but because this has been a historical problem, suppliers have been able to work with it to some degree of confidence. Although in many cases the correct manufacturer and model can be ascertained, the free text nature allows for many different combinations of a specific type of meter to be presented, we have 10.6k different combinations of this field (combination of classic and smart) mapped to 396 individual models. There are also many examples where it is entirely wrong or not universally understood. A uniform approach to this similar to as employed with the SEC CPL would greatly benefit this data item and its overall data quality.	Noted. Thank you for your response.
IMServ (Metering Equipment Manager)	Since this text is "free text," every Meter Equipment Manager (MEM) describes their installations differently; while the description might make sense to the installer, it can confuse others. Additionally, using a single	Noted. Thank you for your response.

	field for two distinct pieces of information 'Manufacturer and Type' is an inherently loose and unreliable approach. Given the controls in place for SMETS rollout assets, and the fact that all HH/AMR meters are governed by Elexon's COP approval and protocol testing, there is clearly scope for a new meter identifier code. To maximise benefits, this code should be used across both MSA and MSS MEM roles. However, we believe changes to legacy MTDs/D0312s should be avoided, i.e. the implementation should occur after the MHHS migration is complete, otherwise expensive and short-lived changes will be required to legacy systems.	
SSE Energy Supply Limited (Energy Supplier)	The meter type and description has to be used in conjunction with the meter serial number for confirmation. Standardising the description to a valid set will make identification between models easier for determining meter populations.	Noted. Thank you for your response.
Centrica (Energy Supplier)	We don't think that exploring a valid set is required for the IF-006. This will lead to invalid updates being excluded and due to the volume of makes and models in the market maintaining this list will be difficult and could become a barrier.	Noted. Thank you for your response.