RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW

DOCUMENT VERSION	V2.0
PROPOSED IMPLEMENTATION DATE	N/A
IMPLEMENTATION APPROACH	N/A

RESPONSIBLE COMMITTEE	CHANGE PANEL	**CHANGE PATH**	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	ENERGY SUPPLIERS, DISTRIBUTION NETWORK OPERATORS, GAS TRANSPORTERS, METERING EQUIPMENT MANAGERS		

LEAD ANALYST (SOLUTION LEAD)	SUBJECT MATTER EXPERT
JAMES HARDY	TIM NEWTON
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1 CHANGE OVERVIEW

This Issue seeks to explore where problems arise during the entire new connections process, from supply point creation to the Change of Occupier and to the end Consumer, including Crossed Meter processes. With support from the Change Issues Group, the Code Manager will initially conduct a cross-code analysis to explore where the problems occur and then work with industry on any required resolution.

2 CHANGE PLAN UPDATE

A Proposal Plan for I0172 was previously approved by the REC Change Panel on 10 January 2025 and updated on 17 June 2025. The plan set out activities for initial solution analysis/development to take place between August 2024 and December 2025. These activities have seen the Code Manager engage with the industry to understand their experience and perception of the problems present with the new connections process.

To date, the Code Manager has completed the following:

- An industry information request to gain an initial understanding on the scale of the issues being explored in the new connections process;
- Engagement with the Cross-Code Steering Group (CCSG) to determine cross-code impacts with the new connections process (and subsequent Smart Meter commissioning activities) for the Balancing & Settlement Code (BSC), the Uniform Network Code (UNC) (and the Independent Gas Transporters UNC), the Smart Energy Code (SEC), and the Distribution Connection and Use of System Agreement (DCUSA); and
- Presentations and discussions at the Change Issues Group. The Code Manager has to date led discussions on the process from MPXN creation to meter installation. Most recently the Code Manager has separated the gas and electricity processes for meter installations to allow Parties to make sure they have the most appropriate resources taking part. All presentations have the aim of highlighting any existing gaps or areas that could be open to misinterpretation.
- Published the process maps from the Change Issues Group discussions on the REC Portal to allow stakeholders to review, and reference, where required, and to assist with their understanding of their obligations and processes to follow.
- All meeting materials from the REC Change Issues Group discussion on I0172, including the process maps, slides, and meeting minutes, have been made available on the REC Portal, here.

As of December 2025, the Code Manager is close to completing the end-to-end review of the new connections process with stakeholders. At present, stakeholder engagement has confirmed that the current processes are appropriately set up and no changes to the processes have been identified. As such, following a meeting between the REC Code Manager and the Proposer on 08 December 2025, it has been proposed that the Code Manager proceeds with resolving this Issue, rather than progressing I0172 into a Change Proposal. However, it is worth noting that the Address Management issues identified in I0172 will still continue to be investigated, but instead under the scope of I0200 – Improving Address Management Targets.

The Code Manager will complete the end-to-end review and clarify the resolution following engagement with stakeholders at the REC Change Issues Group meetings in January and February 2026. The Proposal Plan has been updated to include these final activities ahead of the Issue being resolved.

The Code Manager will still take into consideration, and complete work on, the issue of crossed meters. At present, it is the Code Manager's understanding that the crossed-meters process function correctly, but Parties require further guidance or clarity on the process. During the engagement in January and February 2026, the Code Manager will ask stakeholders what

guidance, or changes, they believe are required for the crossed-meters process. Following this engagement, the Code Manager will determine if crossed meters can be addressed and/or resolved under I0172, or whether a new REC Issue will be required.

The Code Manager will continue to provide further regular updates on the progression of this Issue to the Responsible Committee, and the Change Issues Group ahead of the expected Issue resolution.

Please note, if crossed meters are addressed under I0172 post-February, the Code Manager will provide a further update to plan to set out the expected activities and dates. If crossed meters are addressed via a new Issue, the Code Manager will inform the Responsible Committee during an update detailing the Issue resolution.

Milestone	Activity	From	To
Definition		**01-Aug-24**	**27-Feb-26**
	Solution Analysis	August 2024	June 2025
	Information Request	August 2024	September 2025
	Solution Development	June 2025	February 2026
	Change Issues Group Engagement	June 2025	February 2026
	Issue Resolution	February 2026	February 2026

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the update to plan for I0172; and
- **APPROVE** the update to plan for I0172.