RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

I0197 – INTRODUCING A PROCESS TO PROVIDE UPDATES DURING FAULT RESOLUTIONS

DOCUMENT VERSION	V2.0
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	TBC

RESPONSIBLE COMMITTEE	METERING EXPERT PANEL	**CHANGE PATH**	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	Consumers, Energy Suppliers, Meter Operator Agents, Metering Equipment Managers		

LEAD ANALYST	ASSURANCE LEAD (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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1 CHANGE OVERVIEW

Consumers who had mismatches in industry data or faulty meters for a prolonged period experienced negative impacts on their billing, due to inaccurate estimated bills and Settlements, which also prevented them from accessing specific tariffs. At that time, the REC only contained obligations relating to electricity meter faults, but there were no requirements for work to be carried out to address the faults. Therefore, this Issue was initially raised by REC Performance Assurance and originally proposed a maximum timeframe for metering faults to be resolved.

Following wider Code Manager discussions and assessment, this proposal was deemed unworkable as fault resolution was challenging due to impacts on timescales that were out of the control of REC Parties, for example requiring the Consumer to allow access to the property to complete any resolution work. Therefore, the scope was amended to focus on introducing a new process to provide updates amongst impacted Market Participants during fault resolutions.

As part of the updated scope, the REC Code Manager arranged a cross-code, dual review of the process for updating all impacted Parties and agents during a fault resolution. This was carried out by sending out an Information Request between November and December 2024. The Code Manager sought responses from all interested Parties to help focus on establishing the impacts,

reviewing them and, where needed, beginning to consider cross-code issues and solutions. After a review of the Information Request responses, the scope was further amended to include establishing clearer Service Level Agreements (SLAs) to cover both gas and electricity and all meter types and market segments. The scope of I0197 also included consideration of existing process gaps in both the electricity (including existing issues with the Market Messages D0001, D0002, D0005) and the gas resolution process.

To assist with further defining the scope of the Issue, and the subsequent solution analysis and development, the Code Manager formed a specific I0197 Working Group consisting of Consumer representatives, Energy Suppliers, Metering Equipment Managers and Meter Operator Agents, amongst others. This allowed impacted stakeholders to further input their experiences and suggestions, to help develop an understanding of possible solutions that would work for both processes, all impacted Parties, and was beneficial to the Consumer. Consequently, as this Issue progressed, the Code Manager continued to assess and update the cross-code impacts, priority status, and problem statement associated with I0197. Regular updates from the Code Manager have been provided to the Responsible Committee, REC Change Issues Group, and the Association of Meter Operators.

The I0197 Working Group has, to date, ran for four sessions, separated for the gas and electricity processes. Thanks to the engagement by working group members, the Code Manager is now able to complete the legal drafting for a proposed solution. Further working group sessions will be convened on an ad hoc basis should the Code Manager deem necessary as the Change Process progresses.

All working material and outputs from the I0197 Working Group can be found on the REC Portal, here.

2 CHANGE PLAN UPDATE

A previous Proposal Plan was approved by the REC Change Panel on 03 June 2025. This Proposal Plan only contained the solution analysis, solution development, and I0197 Working Group activities up until December 2025.

In December 2025, as a result of the progress achieved by the I0197 Working Group, the Code Manager was able provide a plan covering the remainder of the Change Process definition stage. This revised plan included legal drafting and review, a Party impact assessment, initially expected for January 2026, and a subsequent period for solution refinement following stakeholder engagement during the Party impact assessment

Due to the legal review taking longer than expected, the Code Manager is proposing a further update to plan. The updated plan retains all existing activities, including the Party impact assessment. The update to plan also allows this Party impact assessment to be extended, depending on the extent of the legal drafting and the operational capacity of Parties.

The updated plan, factoring in a longer than anticipated legal review, is shown below.

Milestone	Activity	From	To
Definition		**01 Nov-24**	**01 Jul-26**
	Solution Analysis	**Completed**	**Completed**
	I0197 Working Group	**Completed**	**Completed**
	Solution Development	**Completed**	**Completed**
	Legal Drafting and Review	December 2025	March 2026
	Party Impact Assessment	April 2026	June 2026
	Solution Refinement	June 2026	June 2026

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the update to plan for I0197; and
- **APPROVE** the update to plan for I0197.