RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

I0197 – INTRODUCING A PROCESS TO PROVIDE UPDATES DURING FAULT RESOLUTIONS

DOCUMENT VERSION	V3.0
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

The Code Manager proposes that I0197 is placed on hold to allow further consideration and refinement of the proposed solution. This follows the identification of a number of issues arising from the legal review, including the need to ensure that any resulting obligations are clear, proportionate, and enforceable within the REC.

The Code Manager will now work in collaboration with RECCo to reassess and refine the scope of the Issue, ensuring that the problem statement and intended outcomes are appropriately defined and aligned with existing REC arrangements. Further solution analysis will be undertaken to explore alternative solution options, including consideration of whether more or less prescriptive obligations may be required.

The Code Manager will also define and review the associated Performance Assurance requirements, including how any revised obligations would be reported, assured, and enforced. This will likely require the completion of detailed Service Provider impact assessments to ensure that any proposed changes are operationally feasible and proportionate by REC Performance Assurance. This activity will need to be discussed with RECCo and undertaken with consideration of the forthcoming transition to a new Performance Assurance Service Provider in September 2026, which may impact delivery capability, Proposal Plan timelines, and implementation lead times. Subject to the outcome of these activities, a further update and recommendation will be provided to the Metering Expert Panel as soon as possible.

The Code Manager will utilise the REC Change Issues Group, or reconvene the I0197 Working Group where appropriate, to facilitate further stakeholder engagement as required to support the progression of the Issue through the REC Change Process and to inform the development of an updated Proposal Plan once the Issue is in a position to be taken off hold.

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 to place I0197 on hold.