RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**14 July 2023, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Issue Group (RIG).

The Chair confirmed the agenda, asking for Any Other Business (AOB) to be raised at this time. The Chair highlighted that two AOB items were raised prior to the meeting, with a further AOB item being raised at this time. Later in the session, RIG members noted the following 3 AOB items for discussion.

AOB items were as follows:

- Gas Supply Disconnection Process
- Domestic Premise Indicator view in the Electricity Enquiry Service Portal
- Update on R110

2 DATA CLEANSE UPDATE

2A REPORT AR3F

The Code Manager Lead Analyst provided an overview of the report AR3F; which can be found on slide 5 of the pack here. The Code Manager Lead Analyst noted that the Report AR3F will not be produced for July, following identification of an issue with the Population of the Domestic Premier Indicator (DPI) within the source data used to produce the report. The Code Manager Lead Analyst advised the previous month's figures will still show in the dashboards. A Change Proposal has been raised by the EES Service Provider to address this issue.

2B SMART METER TYPE/MTC MISMATCH REPORT

The Code Manager Lead Analyst provided an overview of the Smart Meter Type/MTC Mismatch report; which can be found on slide 6 of the pack here. At last month's RIG meeting, members took an action to provide feedback on the report. No feedback has been received.

2C NO METER MTC REPORT

The Code Manager Lead Analyst provided an overview of the No Meter MTC Report; which can be found on slide 7 of the pack here. The Code Manager Lead Analyst sought views from RIG members as to whether the No Meter MTC report still needed to be produced.

A RIG member raised a concern regarding EES allowing invalid topline combinations, which doesn't reflect what's in the MDD. They elaborated to say this causes more mismatches, which doesn't have a benefit.

Another RIG member highlighted that they find the reports to be useful, especially since it has been split into 2 versions. They added that it would be even more useful if the reports included a no related meter flag, as this needs to be pulled manually.

Another RIG member noted it might be helpful for a Consultation to be issued, to gain parties feedback on whether particular reports are worthy of continuation or not. Several RIG members agreed with this suggestion.

Action: The Code Manager to investigate the possibility of issuing a Consultation on whether particular reports are worthy of continuation or not.

Another RIG member advised that under MHHS, there is currently a draft data cleanse plan out for Consultation, which may cause an overlap. The Code Manager Lead Analyst highlighted that conversations are currently taking place to understand where certain processes will sit and to ensure there is no duplication of work. As part of that program, the MTC will be removed as a data item.

2D DATA CLEANSE UPDATE

The Code Manager Lead Analyst provided an overview of the Data Cleanse Results. It was highlighted that there has been an increase in the report AR3A, however this could be due to fewer exemptions being raised recently. The Code Manager Lead Analyst noted that a bigger increase than expected was found in the report AR3E. This appears to be the same for report MTC 4A, this report is increasing at a slower rate, but still bigger than expected. The Code Manager Lead Analyst advised that there has been a decrease starting to show in report MTC 6A.

REC ISSUE 18 – MONTHLY ONJOB AND ONPUD SUBMISSIONS

The Chair highlighted than an issue has been raised, surrounding the monthly ONJOB and ONPUD submissions. It was agreed that this issue will be moved to the next RIG meeting to allow the Issue Raiser to attend.

3 UPDATE ON P1 SWITCHING INCIDENT

The Code Manager Lead Analyst encouraged Parties to engage with the Switching Operator Issue Forum (SOIF), if they want to obtain information on the P1 Switching Incident.

Daily updates on progress of the incident are available on the REC Portal here.

The Code Manager Lead Analyst highlighted this issue has caused missing messages and would have had a range of impacts on Parties. The aim of this discussion is to understand the nature of the impact and how severe it has been.

A RIG member asked if a decision will be made soon on which option (of the 2 being developed by the CSS provider) and what the mechanism would be used for deciding these options. The Code Manager Lead Analyst advised these discussions are taking place in the SOIF meetings and they were conscious not to have multiple forums discussing it. The RIG member agreed to reach out to the SOIF and ask to be added to the attendees list.

The Code Manager Lead Analyst sought views on the appropriate way to gather feedback on the impact of the issue and what the appropriate questions would be. A RIG member suggested it would be useful for Parties to be sent a survey, asking for guidance on the appropriate information the Code Manager should gather. Following that, the answers will then be discussed at the next RIG meeting and Parties can share their feedback.

4 REC SWITCHING SERVICE MANAGEMENT SCHEDULE REVIEW

The Code Manager Lead Analyst advised that there is an annual requirement for the delivery of Switching Service Management Schedule to be reviewed. The Code Manager Lead Analyst advised that this review may be delayed to focus on considering the impacts of the current P1 incident.

5 GUIDANCE ON REC REQUIREMENTS FOR ANNULMENTS AND OBJECTIONS

The Code Manager Lead Analyst provided an overview of the Annulments and Objections Process; which can be found on slides 14-18 of the pack here. The aim of this discussion is to test this guidance with RIG members, before circulating it to all Parties.

A RIG member asked if the slides could be circulated to RIG members, enabling them to review them in further detail before providing any feedback. The Chair agreed that these slides can be circulated after the meeting.

It was requested that Parties provide feedback on the guidance and highlight if there is anything else they believe should be included in both of the processes.

The Chair agreed to keep this item on the agenda for next months RIG meeting, which will give Parties the opportunity to raise any points they have. The Code Manager Lead Analyst highlighted that Parties can provide feedback directly before the next RIG meeting, which will then be incorporated in the discussion next month.

6 CHANGE PLAN AND CHANGE IMPROVEMENT PROJECT

The Code Manager Lead Analyst provided an overview of the Change Plan and Change Improvement Project; which can be found on slide 20 of the pack here.

The Code Manager Lead Analyst advised two special RIG meetings, would be held to discuss, gather feedback and consider next steps on groups of changes that are related to the same themes. The first two topics for discussion would be Changes to Legal text and SDEP changes.

A RIG member asked that if there is an issue with the Legal Text of a Change Proposal, would that not be better being discussed with the Proposer. The Code Manager Lead Analyst advised these changes were previously seen as low priority but can be looked at differently through the discussion groups. The plan is to progress these changes quickly, which includes engaging with the Proposers. A RIG member raised a concern with prioritisation, suggesting that low priority changes should not be delayed further and arguably if they had not been progressed for some time should be reprioritised.

Another RIG member asked if the special RIG will be specifically to discuss the SDEP changes that have been raised, or will they be discussed under a restricted timeslot at the next arranged RIG meeting. The Code Manager Lead Analyst advised the intention is to hold a special RIG just for SDEP related change proposals, but it hasn't yet been determined how long the session will be. The RIG member noted that Parties use SDEP on a daily basis, therefore it is important for them to be fully engaged on these changes.

Another RIG member requested that the scope of the meetings are shared ahead of the meeting so they can start formulating their views, which can then be shared at the meeting. The Code Manager Lead Analyst confirmed Parties will be provided with initial thoughts, as to how they can be progressed, but the main detail will need to come from users of the system.

Another RIG member highlighted when the previous SDEP workshops took place last year, they were broken into groups who looked at certain areas, without the opportunity to feed into all. The RIG member asked if the previous approach could be changed, so that all Parties can share their thoughts on all of the changes. The Code Manager Lead Analyst thanked the RIG member for their feedback and confirmed this will be worked on.

The Code Manager Lead Analyst confirmed the scope of the sessions will be shared in advance and it will be clear what is needed from those who attend.

At this point the Chair agreed to allow discussion of the AOB raised at the start of the meeting, as the REC Change Manager was on the call.

The AOB related to provision of a progress update of CP R110. The Code Manager Lead Analyst mentioned that this Change Proposal has been assigned to a Change Analyst, who was currently working on the Initial Assessment Report and Change Proposal Plan. The Impact Assessment will be submitted to Xoserve accordingly. A RIG member noted they had discussed this Change Proposal and it is expected to be implemented in November 2023.

7 RIG ISSUE 17 - NEW CONNECTIONS - DELAYS IDENTIFIED BETWEEN AGREEING SUPPLY CONTACT WITH CONSUMERS IN NEW BUILDS AND CONNECTION OF THESE TO THE NETWORK

The Chair highlighted this issue was raised at last months RIG meeting, and the ask was for Parties to ascertain if this was affecting their businesses, on top of the issue raiser. No feedback was provided, and The Chair agreed to close this action.

8 AOB

8A GAS SUPPLY DISCONNECTION PROCESS

A RIG member presented slides on an issue identified with the Gas Supply Disconnection process. These can be reviewed here.

It was noted that this was an initial presentation to share the issue with RIG members and that there would be a full discussion at the August meeting. The RIG member invited Suppliers to check their processes on how they handle these types of queries ahead of next month's meeting, which will help support the discussion.

8B DOMESTIC PREMISE INDICATOR VIEW IN THE ELECTRICITY ENQUIRY SERVICE PORTAL

The RIG member provided an overview of this AOB item; which can be found on slide 26 of the meeting pack here. It was noted that currently, DNO's and Suppliers have a different view, due to their access permissions. If a DNO and a Supplier are looking at the same MPAN, they will be seeing different Domestic Premise Indicators. The Service Provider Lead Analyst mentioned that the simplest way to resolve this, is to allow the DNO to have access to the same DPI item in the Enquiry Service that Suppliers do.

Several RIG members advised they didn't have an issue with DNO's having the same view of the DPI as Suppliers. With DNO's not having the same view as Suppliers, this is causing more detriment than them having the same access.

A RIG member noted that the mismatch in the AR3F report caused by this would need to be flagged. With DNO's viewing different data to Suppliers, part of the review needs to include where the data for the AR3F report is being drawn from. The Service Provider Lead Analyst mentioned that RPA obtain the data to include in their data cleanse reports from the Enquiry Service, meaning the reports will also be incorrect, similar to the view in the Enquiry Service.

It was agreed that the next steps will be the Proposer speak to the Service Provider to work on how best to progress with this, while also speaking to the Change Team to ensure there is no crossover with any current change.