RETAIL ENERGY CODE

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REC ISSUE GROUP
MEETING NOTES

DATE	**10 November 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 three AOB items were raised prior to the meeting, no further AOB items being raised at this time. Later in the session, RIG members noted the following AOB item for discussion:

- R0037 – Prepayment Credit Balance & Debt Transfer Process
- Introduction to ERIN
- R0121 and Proposed Special SDEP RIG

2 DATA CLEANSE UPDATE

2A DATA CLEANSE REPORTING

The Code Manager Lead Analyst presented the monthly data cleanse reporting updates, via a REC portal dashboard. It was noted that the Smart Meter data cleanse report volumes are increasing month on month as is the No Meter MTC – No MSN data cleanse report. The Code Manager Lead Analyst advised the volumes in the Meter Type Mismatch data cleanse report are reducing on a monthly basis and have been since April 2023.

The Code Manager Lead Analyst mentioned that the current data cleanse sprint is nearing a close, ending in December 2023. The findings of the sprint will be concluded in January 2024.

The Code Manager Lead Analyst confirmed they attended the CMAP forum recently and requested the provision of data from MAPs to help parties resolve their invalid MAP ID issues. The Code Manager Lead Analyst noted at the end of the review exercise, they will be issuing the reports to Suppliers who had items in the invalid MAP ID reports. A RIG member suggested that the process needs to start with the MAPs, therefore instead of sending the reports to Suppliers, it would be more beneficial to send them to the MAP's

and request them to start the process. The Code Manager Lead Analyst advised the reports will still be sent to Suppliers, but they will ensure they are also sent to MAPs.

The Code Manager Lead Analyst noted that a review of the Performance Assurance dashboards was being undertaken and that a survey seeking user feedback had been published. The Chair advised a link to the survey can be added to the notes here.

*Post meeting note: a link to the REC Performance Assurance dashboard survey was published in the REC Weekly Bulletin (13/10/23).

3 METERING WORKSHOPS

The Code Manager Lead Analyst presented their plans to run Metering Workshops, which can be found on slides 7-9 of the pack here. The aim of this discussion is to gather RIG members feedback on Metering process maps and processes and where improvements can be made.

The Code Manager Lead Analyst also confirmed that this review is firstly being undertaken in gas, due to the code obligations not being as tight as they are in electricity and that MHHS is going to make changes in the electricity sector, which will drive improvements and visibility.

The Code Manager Lead Analyst advised that this was also discussed at the REC Metering Expert Panel.

The Chair mentioned they had received a question from a party who couldn't attend this RIG session, around the scope of the data which will be included in this review. The Code Manager Lead Analyst confirmed the start will be with data that's already existing. The Code Manager Lead Analyst elaborated they already have evidence of CDSP and gas flows, which will be used to engage with parties, as part of the process mapping.

A RIG member asked whether when the data is being presented, there is a way to show which data items are being compared and which are a cause for concern. The Code Manager Lead Analyst advised that they would share the previous communication on the MEM/CDSP reconciliation outcomes. and will share the initial findings to gather feedback.

Action: The Code Manager to share with RIG members the outputs of the CDSP reconciliation.

Action: The Code Manager to share the asks and the key areas being focused on in advance of the first Metering Workshop.

Another RIG member commented they thought this was a good initiative. They further elaborated that a fundamental problem in the non-domestic Gas market, is determining which meters are remotely read and which aren't as an AMR Service Provider could install AMR equipment and the MEM does not know this has happened. They asked that as from a code governance point of view, only MEMs who are subject to the code would AMR providers be included in the scope. The Code Manager Lead Analyst confirmed the role of the AMR Service Provider will be considered in the scope of this and any other party types who require involvement.

Action: The Code Manager to consider the role of AMR Service Providers in the scope of this.

The Chair confirmed any RIG members who wish to express their interest in attending the Metering Workshop on 20 November 2023, can do so by emailing enquiries@recmanager.co.uk.

4 R0094 – CLARIFY OBLIGATIONS ON GAS METER EXCHANGES THAT OCCUR CLOSE TO COS

The Code Manager Lead Analyst provided an overview of R0094 – Clarify Obligations on Gas Meter Exchanges That Occur Close to COS, which can be found on slides 11-19 of the pack here.

A RIG member highlighted out of the three main scenarios causing issues in R0094, only scenario one is allowed in the electricity sector. They elaborated investigation might need to happen to stop the other two scenarios from occurring. The Xoserve representative mentioned scenario three is a niche scenario and realistically shouldn't be occurring. They elaborated this was allowed to happen when RGMA was first introduced, due to parties wanting to ensure their own meter was installed from the first day of their supply period. They further elaborated the code allows a party to install the meter from the point of unconditional transfer.

The Xoserve representative mentioned scenario two isn't considered or expected by the code, however there will be circumstances where a Supplier has lost the site, but they are unable to call back the work from the MEM. A RIG member highlighted in electricity it's very clear that parties send data flows based on their appointment period. They elaborated if parties conduct any work in their period of appointment, regardless of if they have since become de-appointed, they are still responsible for sending the data flows. The Xoserve representative confirmed there is a principle for data flows being accepted from parties, with the work date being in their ownership period.

A RIG member mentioned a switch is confirmed after 5pm or D-1. They elaborated this should stop parties going out in the morning on D-1, which they shouldn't be doing. They

further elaborated putting it into the evening only, might discourage parties from putting meters on before they start the supply period. The Xoserve representative explained this could cause a few challenges in receipts of times but agreed to consider this when deciding on solution development.

The Xoserve representative mentioned these three solution options have been identified very specifically around switch. They elaborated specifically around scenario three, the validation being applied would be specific to switches. They further elaborated there's reasonable detail within the UNC, around allowing a Supplier to install a meter on the first day of registration, provided the Supplier has submitted the necessary registration flows.

The Chair confirmed RIG members can contact the Code Manager Lead Analyst with any feedback or questions on R0094.

5 R0092 – DCC SWITCHING LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

The Code Manager Lead Analyst provided an overview of R0092 – DCC Switching Level Agreements for the Switching Incentive Regime, which can be found on slides 21-27 of the pack here.

The Code Manager Lead Analyst confirmed the Impact Assessment closes at midnight on 10 November 2023. The Code Manager Lead Analyst asked if RIG members can respond to the Impact Assessment before the deadline and if there are any issues, they can contact the REC Change team.

No comments were raised by RIG members on R0092.

6 R0148 AND THE METADATA CATALOGUE

The Code Manager Lead Analyst provided an overview R0148 and the Metadata Catalogue, which can be found on slide 29 of the pack here. The aim of this discussion is to consider how R0148 should be impact assessed and for how long.

The Code Manager Lead Analyst provided a demonstration of the Metadata Catalogue, which can be found on the REC portal. The Code Manager Lead Analyst advised there are three tabs they wanted to show RIG members. The Code Manager Lead Analyst confirmed these were the Data Classification, Data Catalogue (EES) and Data Catalogue (GES) tabs. The Code Manager Lead Analyst highlighted at the end of all of the columns, extra columns have been added for Parties to confirm if they agree with the classification of the data items, which includes a drop down of Yes or No.

The Code Manager Lead Analyst asked if RIG members thought that the additional two columns at the end of each data item would be the best way to gain the feedback required. A RIG member asked if they could liaise internally to look at resource and then advise on if they agree this is the best approach. The Code Manager Lead Analyst confirmed they were happy for RIG members to investigate internally before providing feedback to the Change Management team.

Another RIG member asked if there had been any legal input into this change. The Code Manager Lead Analyst confirmed RECCo have worked through this with other code bodies. The Code Manager Lead Analyst elaborated legal teams have looked at it and although this is only at the draft stage, lawyers will be included in the review.

Another RIG member mentioned the proposed closure date of 12 January 2024 could cause issues. They elaborated their DPO has other demands on them, therefore it could be quite difficult to prioritise this. Another RIG member agreed with this, especially with Christmas coming up shortly. They elaborated staff take A/L over the Christmas period, which needs to be taken into consideration for the proposed closure date.

The Code Manager Lead Analyst thanked RIG members for their feedback and confirmed this will be bought back to the next RIG in December. The Code Manager Lead Analyst mentioned RIG members can provide feedback before then, by contacting the Change Management team.

7 RETURN OF MPRN FROM POSTCODE SEARCH ON GES

The Code Manager Lead Analyst provided an overview of Return of MPRN From Postcode Search on GES, which can be found on slides 31-33 of the pack here.

The Code Manager Lead Analyst advised that this Change Proposal hasn't been accepted yet and following presentation at last month's meeting had been bought back today for further consideration.

The Code Manager Lead Analyst asked RIG members for their thoughts on aligning the functionality in EES and GES. A RIG member commented the same data should be available in both enquiry services, and asked if this will be picked up in future development. The Code Manager Lead Analyst confirmed they will investigate to see if this has already been flagged and in the pipeline.

The Xoserve representative mentioned one of the search criteria on the web access for GES is the MPRN, which is available to users. Another RIG member noted the Proposer is using the API when a consumer visits their website, inputs their details and then the API will find the information and present an address back to the consumer.

The Code Manager Lead Analyst thanked RIG members for their thoughts on this.

8 SCHEDULE 30 & RISK DRIVER 5.8

The Proposer provided an overview of Schedule 30 & Risk Driver 5.8, which can be found on slides 35-40 of the pack here.

A RIG member mentioned under the MRA, MRA Agreed Procedure (MAP) 08 included a lot more detail than what is currently in Schedule 30. The RIG member elaborated when it was converted to a REC Schedule, a lot of the vital information wasn't included. They further elaborated that changes of this nature could occur further in the future, where Parties are looking to find a particular process, but the Schedule is missing vital information which was previously in the MAP.

The Proposer commented there might be the need for a user guide to sit alongside the Schedule if the level of detail for processes doesn't need to be in the Schedule.

A RIG member highlighted there may be a similar case for Risk Driver 12.8, which is around resolving erroneous switches following a rejection. The RIG member noted it's worded in a very similar way, however it's more difficult to hit the threshold to trigger an RFI. The Proposer confirmed they will be submitting a Change Proposal on erroneous switches, therefore looking at Risk Driver 12.8 will help with that. Another RIG member mentioned a lot more detail in that was included in MAP 10.

The Chair noted an issue can be raised around the provision of guidance documents to support particular processes, as the MAP's under the MRA used to, which the REC can facilitate. The Chair advised if there is overwhelming support that guidance documents are missing under the REC, the RIG can look to have these documents created or transferred, which will help to support the code. A RIG member mentioned if users can read the REC and know how to operate the process without any further information, the REC is adequate. The RIG member elaborated if there is not enough information in the REC to help Parties build an IT system, it's inadequate and therefore the information written in the old MAP is required.

Another RIG member noted if processes are split out between different codes, it was deemed those processes would sit within the code bodies. The RIG member elaborated the problem is tracking the issue across from a REC Schedule to another code procedure.

Another RIG member advised they are currently having issues with the EAC and AA process. The RIG member commented they are struggling to identify a contact within each business who looks at the EAC and AA process. The RIG member elaborated they could work alongside the Proposer to progress these issues.

9 AOB

9A R0037 – PREPAYMENT CREDIT BALANCE & DEBT TRANSFER PROCESS

The Code Manager Lead Analyst provided an overview of R0037 – Prepayment Credit Balance & debt Transfer Process, which can be found on slide 43 of the pack here.

The Code Manager Lead Analyst highlighted a proposed solution and associated documents will be presented at the next RIG. The Code Manager Lead Analyst asked RIG members if they could come to the next RIG prepared with ideas and solution input. The Code Manager Lead Analyst elaborated any feedback RIG members wish to raise prior the next RIG can be sent to the Change Management team.

9B INTRODUCTION TO ERIN

The Code Manager Lead Analyst provided an overview of Introduction to ERIN, which can be found on slides 45-47 of the pack here.

No comments were raised by RIG members on this AOB item.

9C R0121 AND PROPOSED SPECIAL SDEP RIG

The Code Manager Lead Analyst mentioned there was a special SDEP RIG meeting held on 20 October 2023, however the meeting ran over time and the subject of reporting wasn't discussed. The Code Manager Lead Analyst confirmed another special RIG has been scheduled for 24 November 2023, with invites being sent out shortly.

The Code Manager Lead Analyst advised at the last special RIG, concerns were raised around general queries going to escalations. The REC is very explicit around escalation process types, with restrictions to specific scenarios of non-compliance and that allowing the new system functionality to escalate from a general query, isn't in line with the CP. The Code Manager further elaborated the intention is to remove the escalation requirement as part of R0121, which will allow other parts of R0121 to progress without delay. The Code Manager Lead Analyst commented the resolution of general queries is still a concern, and the Code Manager is open to taking this through a separate Change Proposal, as part of the wider review of the REC.

The Chair asked for confirmation on the topic of discussion for this proposed special RIG meeting. The Code Manager Lead Analyst confirmed the topic of discussion will be SDEP reporting.

No further business was discussed. The Chair thanked attendees for their input and closed the meeting.

The Chair confirmed the special RIG will go ahead on 24 November 2023, with the next usual RIG scheduled for 08 December 2023.