RETAIL ENERGY CODE

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REC ISSUE GROUP
MEETING NOTES

DATE	**12 July 2024, 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 no further AOB items being raised at this time. Later in the meeting, RIG members noted the following AOB items.

- R0121 – SDEP Review Improvements (1) – Process Types
- Terms of Reference for the RIG

2 ACTIONS LOG

RECRIG_24 0614_03_01 – The Code Manager to provide an update on the PAOP engagement plan at the next RIG.

The Code Manager Lead Analyst -advised that a paper was published ahead of the meeting, which outlined the performance strategy and planning for the PAOP engagement plan. Input was sought from industry at a webinar in June, and parties were asked to respond to an industry priority survey. They confirmed a finalised PAOP will be presented at a webinar in September, with information around how to sign up to the webinar being issued in weekly bulletins shortly.

RECRIG_24 0614_04_01 – The Code Manager to investigate whether the scenario of a Supplier receiving a rejection when trying to de-energise a meter which is already showing as disconnected is documented under the REC.

The Code Manager Lead Analyst provided an update on this action, which can be found on slide 6 of the pack here.

A RIG member advised they have seen instances within the energised no meter report of an RMP showing status as terminated, which means the DNO has disconnected the MPAN, however they are showing as energised and are included in the data cleanse reports. They explained under the REC, when a Supplier receives a notification of a disconnection, they can do one of two things. A Supplier can agree the meter was disconnected correctly, and send a deregistration request to CSS, which will shut down the MPAN.

The RIG member highlighted if the Supplier disagrees with the disconnection notification from the DNO, the REC states they should raise this as an SDEP case to query why the MPAN has been disconnected. They explained if the DNO and the Supplier agree the meter should have been disconnected, the Supplier can send the deregistration, however if they agree it should not have been disconnected, the DNO needs to investigate the disconnection. They noted the REC currently does not have a timescale for

the Supplier to query the disconnection request, or to deregister the site. It was confirmed Schedule 27 – RMP Lifecycle sets out this process but does not include timeframes for a response.

Another RIG member highlighted they had been trying to deenergise certain meters; however, they were receiving rejections from CSS. They noted the rejections were not very specific, however they assumed it was because it wasn't energised. They commented they are struggling with the process, the volumes they have are not particularly high, but they are causing problems.

Another RIG member explained they have seen certain scenarios where they have received a flow into LDSO to disconnect an MPAN, however they are waiting for the Supplier to send their notification into CSS. They mentioned this causes concern as if a deenergised meter is still showing as secured active in CSS, it can churn and change Supplier.

Another RIG member commented that MHHS may provide a solution as when a disconnection is processed, MPRS will automatically deenergise the meter.

The Code Manager Lead Analyst highlighted a REC issue would need to be raised to address this and propose a solution.

Action: RECRIG_24_0712_02_01 – The Chair to raise the issue of deenergising a disconnected meter as formal REC issue.

RECRIG_24 0614_06_01 – The Code Manager to re-issue the communication to REC Contract Managers, including the template for setting up the SDEP user permissions.

The Chair confirmed the communication was re-issued to REC Contract Managers immediately after the last RIG and members can ask any questions directly to their OAM.

RECRIG_24 0614_06_02 – The Code Manager to confirm whether the guidance is proposing the CMGQ not to be used going forward.

The Code Manager Lead Analyst highlighted the CMGQ was not originally in the schedules, the user guide just contained one line on how to use it. They noted the original feedback was that Contract Managers did not want the CMGQ to be used for low level or miscellaneous type queries. with the final levels of escalation going to the Contract Manager. Guidance has been updated, based on the discussions at the last RIG meeting and will be sent to REC parties for their feedback.

3 GAS UNREGISTERED SITES

The RECCo representative provided an overview of an issue which had been raised to them regarding Gas Unregistered Sites, which can be found on slides 8 & 9 of the pack here.

A RIG member asked if this applies to IGT's, as well as GT's. The RECCo representative confirmed it will be across both GT's and IGT's.

Another RIG member highlighted the guidance should be limited to sites where it has been confirmed there is a meter on site. They mentioned it should be going to the Supplier who initially registered the MPRN to register them. They noted a data cleanse pot could be created to work through the volumes.

Another RIG member advised they obtain a list of shipperless non-registered pot of sites from the CDSP which identified a large number of sites where MPRN's have been created, but no gas is flowing through the site. They highlighted scenarios have risen in the past around customers not being able to contract with Suppliers, which causes significant issues. They noted, historically, industry discussed trying to enforce a Supplier of Last Resort process, however this takes away the element of customer choice.

They confirmed they would welcome a process to reduce the pot, however it would need to be made clear what would fall into the Gas Transporters pot, the Shippers pot, and the Supplier pot.

Another RIG member advised within the electricity market, once an initial Supplier has been registered to an MPAN, the site has a Supplier until the MPAN is disconnected and deregistered. They explained this is slightly different in the gas market, as a Supplier can withdraw from an MPRN. They commented it would be useful for gas to follow the same life cycle, with a Supplier/Shipper associated to it throughout.

Another RIG member highlighted there are some very marked differences between electricity and gas. They explained all meter points need a Shipper and a Supplier appointed, which is an added element different to the electricity market. They mentioned it could be beneficial for a working group to be created, to brainstorm ideas on how this can be resolved. They highlighted although Shippers are not REC parties, they would need to be involved in the discussions.

It was agreed that RIG members can contact RECCo directly or go through their OAM if they wish to raise any further comments on this.

4 ANNUAL RATINGS

The Code Manager Lead Analyst provided an overview of the Annual Ratings, which can be found on slide 11 of the pack here. A paper was published as part of the pre-meeting papers ahead of the meeting, which outlined the criteria and the next steps for the Annual Ratings.

The Code Manager Lead Analyst confirmed the annual rating score for parties will be available for them to view through their PA dashboard on 23 July 2024.

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

5 RISK REGISTER UPDATE

The Code Manager Lead Analyst provided an overview of Risk Register Update, which can be found on slide 13 of the pack here. A paper was provided as part of the pre-meeting papers ahead of the meeting, which outlined the proposed updates to the Risk Register.

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

6 DATA CLEANSE REPORT CATEGORISATION

The Code Manager Lead Analyst provided an overview of Data Cleanse Report Categorisation, which can be found on slide 15 of the pack here.

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

7 DATA CLEANSE SPRINT 3 SCOPING

The Code Manager Lead Analyst provided an overview of Data Cleanse Sprint 3 Scoping, which can be found on slide 17 of the pack here.

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

8 DATA CLEANSE UPDATE

The Code Manager Lead Analyst explained there are approximately 200 left in the Invalid MAP ID pot. And that the energised no MSN pot has dropped by over 50% since the start of sprint 2. They noted REC parties would have been contacted to confirm they are on or above target in reducing their pot.

The Code Manager Lead Analyst advised a drop-in session is scheduled for 25 July for REC parties to attend who are behind on their targets. They highlighted this will give parties an opportunity to discuss any challenges they are facing with cleansing the reports.

A RIG member asked how they can receive an invite for the drop-in session. The Code Manager Lead Analyst explained an email was sent w/c 01 July to parties who were deemed to be in the category of needing to attend, as they were falling behind target. They noted if any RIG members did not receive that email but would like to attend the drop-in session, they can email the Performance Assurance mailbox and will receive an invite accordingly.

9 THEFT DETECTION INCENTIVE SCHEME 2023/24 END OF YEAR ACTION

The Code Manager Lead Analyst provided an overview of Theft Detection Incentive Scheme 2023/24 End of Year Action, which can be found on slide 20 of the pack here.

The Chair asked if a party raises a potential correction or query to their theft numbers in advance of 18 July, would they be addressed as they are raised, or after the deadline. The Code Manager Lead Analyst explained the queries will be addressed as they are raised. They advised the tickets raised by parties will fall under the normal SLA timescales. They noted the final deadline for all queries to be raised is 18 July.

The Chair asked if a Party number needs to update their numbers, how long it takes for the dashboards to be refreshed. The Code Manager Lead Analyst advised the dashboards will be updated within a week or two weeks of the numbers being corrected.

10 AOB

10A R0121 – SDEP REVIEW IMPROVEMENTS (1) – PROCESS TYPES

The Code Manager Lead Analyst provided an update on the activities related to R0121, which will be implemented under the REC Release on 23 August 2024.

The Code Manager Lead Analyst explained the permissions exercise had been instigated, due to the eleven new process types being implemented. They commented any parties who wish to submit their user permissions will need to do this before 17 July 2024. They highlighted two different pieces of guidance has been communicated to REC Contract Managers and MAU's. They noted the updated user guide now includes a table in the appendix, which includes guidance on the standard use cases for the existing and new process types. They mentioned the other guidance is a slide pack, which details the changes being implemented and the best practice for using SDEP, which will help parties with their own internal training material.

The Code Manager Lead Analyst confirmed the user guide is still in draft, however it will formally go live as part of the August release, when the functionality has been implemented into the system.

10B TERMS OF REFERENCE FOR THE RIG

The Chair provided an overview of the Terms of Reference for the RIG, which can be found on slide 24 of the pack here.

No comments were raised by RIG members on this item.

No further business was discussed. The Chair thanked attendees for their input and closed the meeting. The Chair confirmed the next meeting is scheduled for 09 August 2024.