RETAIL ENERGY CODE

ELECTRICITY OPERATIONAL METERING FORUM
MEETING NOTES

MEETING	**E-OMF_26_1111**
DATE	**11 November 2026, 14:00**
LOCATION	**By teleconference**

1. WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the Electricity Operational Metering Forum (E-OMF).

2. AUDIT UPDATE

ED provided an update on audit activity up to the end of October 2026. No major issues were reported. Consolidated Metering Code of Practice (CoMCoP) Rev 3 was now the primary audit, covering both gas and electricity. Registrations were reported to be in order, with no non-conformances, as they related only to remaining live ones on the register. Of the 56 electricity CoMCoP audits carried out, 30 had non-conformances, mostly in low numbers. The audits with the most non-conformances had been prioritised, and most of the outstanding responses had been received. The most common issue was a lack of evidence that documented procedures were being followed. Non-conformances were generally higher for new applicants or where personnel had changed. Parties were advised to involve more than one person in audit responses.

Of the 26 site audits, four had non-conformances, totalling 13. In all four cases, the operative did not have evidence on site of a valid DNO authorisation. Northern Powergrid asked whether these audits were in its area. ED agreed to check on a best-endeavours basis, noting that the network was not always recorded. ED also confirmed that operatives with electronic authorisations, who had signal issues, could move to an area with better signal or provide the evidence afterwards.

WL asked whether any meter operators were causing concern. RG clarified that performance assurance was outside the Auditor's remit and offered to ask REC Performance Assurance whether any non-confidential information could be shared. RG confirmed that all certified operating parties had resolved their non-compliances and that there were no active safety concerns. It was also noted that renewal audits could be brought forward within the tolerance set out in Schedule 15, and that certifications did not automatically expire.

A member asked whether a non-conformance would be raised if an operative had applied for a Northern Powergrid certificate but had not yet received it. ED confirmed that it would. Distribution Network Operative (DNO) representatives stressed that operatives must not work without a valid certificate. RG added that, if the certificate was still not in place after a reasonable period, the non-compliance would be escalated.

3. SMART METERING PRODUCT ISSUE AND INCIDENT RESOLUTION GUIDANCE

RE on behalf of the Department for Energy Security and Net Zero (DESNZ) presented an overview of the Smart Metering Product Issue and Incident Resolution Guidance. The guidance was advisory and

created no new obligations. It was intended to complement, not replace, existing frameworks such as PAS 7100 and PRISM. It covered significant product and procedural issues affecting consumers that could involve one or more parties. Company-specific issues with no consumer impact, localised issues and security incidents were out of scope. Security incidents should follow the relevant Smart Energy Code routes.

The process had seven steps, grouped into four phases:

- **Notification and communication:** Affected parties and DESNZ would be notified, and DESNZ would assess whether the issue was in scope. Manufacturers would inform all their customers, and other parties would notify the manufacturer. Early notification was particularly important for safety incidents. DESNZ would normally keep information confidential while the issue was investigated, unless sharing it was needed to protect consumers.
- **Impact assessment and reporting:** Impacted parties would assess the effect on consumers and industry, including safety and supply chain impacts. They would report their findings, corrective actions and resolution timescales to DESNZ. Suppliers would inform any parties that had taken on affected customers.
- **Remediation:** Impacted parties would remain responsible for resolving the issue. Manufacturers would be responsible for any product notices or recalls. DESNZ would monitor progress but would not decide remedies or liabilities.
- **Lessons learned:** DESNZ would review how the issue was handled and share an anonymised summary through the Smart Meter Operations Group (SMOG) and the Health and Safety Subgroup, where appropriate.

The guidance was available on the Metering Hub under Metering Training and Knowledge for organisations taking part in the soft launch. It would become available to all users when the new REC Portal went live on 18 November 2026.

A member asked when a party should start Step 1, for example where a single faulty isolator was found among thousands installed. The attendee suggested that manufacturers might be best placed to decide whether there was a wider batch issue. RE agreed that manufacturers played a key role in identifying issues. It was explained that DESNZ should be contacted once an issue met the scope criteria.

4. NEW METERING UK

MB introduced Metering UK formally known as the Association of Meter Operators (AMO). Following a celebration of its 30th anniversary they decided to rebrand to Metering UK. The rebrand reflected changes across the energy and metering landscape whilst the AMO's expertise and focus on health and safety remained unchanged. Metering UK had formally launched at its Annual General Meeting (AGM) and at a parliamentary event at the House of Commons, hosted by Wera Hobhouse MP.

Metering UK covered metering activity beyond the meter itself and worked alongside other trade associations, including UK Metering Forum (UKMF). Current work included a project with the Energy Network Association (ENA) to modernise service termination documents and contributions to the CoMCoP review. Metering UK also worked with the REC Code Manager, Institution of Gas Engineers and Managers (IGEM), Elexon, RECCo, SECCo and DESNZ, and provided industry health and safety data to DESNZ. It was represented on several industry panels and would sit on the new Stakeholder Advisory Forum (SAF). Its membership was growing to include safe isolation providers, with wider interests in water metering, hydrogen, battery storage and net zero technologies. Its forums covered electricity, gas, complex metering, net zero and water metering. A newly introduced Operational Safety Forum covered wider safety and welfare topics, including driving, wellbeing and mental health, and could feed into CoMCoP and REC metering bulletins. There were no questions from members.

5. NATIONAL ENERGY SYSTEM OPERATOR (NESO) – ENERGY INSIGHTS

The Chair summarised the latest energy insight of April 2026. Noting that a record of 98.8% zero-carbon electricity generation was achieved on 22 April 2026. The Chair also showcased that new solar generation records exceeded 15GW highlighting that these milestones demonstrate increasing system resilience with high renewable penetration.

The Chair presented the NESO Energy Insights for September 2026. The data displayed a varied mix of technologies and fuels across the energy system. The Chair noted that energy costs remained under pressure, with a possible rise in the price cap. Wind generated 36.3% of Great Britain's electricity and gas provided 20%, with the rest coming from imports, nuclear, solar, biomass and hydro. Most gas supplies came from UK and Norwegian gas fields. Gas was used by distribution networks, power stations, industry, exports and storage. Over the month, 22 TWh of electricity flowed through the network with peak electricity demand occurred at 6:00pm on 28 September 2026.

6. SAFETY AND TECHNICAL BULLETINS ON THE REC METERING HUB

RG updated members on Metering Hub engagement following the launch of the CoMCoP Mark at the end of September 2026. In October 2026, 215 unique users engaged with the Metering Hub, against a monthly average of about 152. CoMCoP Mark materials had been downloaded 76 times during October 2026 and 19 times on launch day, giving a total of 95. DNO information downloads had risen to more than 100, up from 17 in September 2026, and Frequently Asked Questions (FAQ) use had also increased. RG noted that major releases continued to drive noticeably higher engagement than normal day-to-day use. The Smart Metering Implementation Programme (SMIP) Product Issue and Incident Resolution Guidance was available on the Metering Hub to soft launch participants and would be formally published when the new REC Portal went live on 18 November 2026.

7. AOB

Metering Bulletins

The Chair confirmed that all bulletins on the Metering Hub had been checked and were currently relevant, and that an earlier mismatch had been corrected. The annual review was due in January 2027. The ENA would be asked to confirm most of the bulletins, and Metering UK would be asked to confirm three. Attendees were asked to tell REC Committees about any recent metering bulletins that were not yet on the Portal.

Operational Metering Forums Feedback Form

The Secretariat thanked attendees who had already completed the feedback form on future operational forums and shared the link in the chat and explained that the form would stay open until 18 November 2026. The Chair strongly encouraged everyone to respond, so that the new forums would be shaped by industry input.

Current Transformer (CT) Metering Defects

A DNO representative reported a significant rise in CT metering defects, which was probably linked to suppliers upgrading CT sites to half-hourly smart metering. B12 defect reports had risen from about 100 a year in 2018 to an expected 500 in 2026. This was putting pressure on resources that had not increased.

Much of the work involved CT metering of 200A and above, including HV, which needed different resources from standard service work. Some cases were also hard to resolve because customers were difficult to contact or sites would need to be shut down. Parties reporting defects were asked to provide good-quality information, including photographs and clear descriptions, which online reporting tools made possible, but the data flow route did not. Another DNO representative reported a similar trend. This included legacy single-phase CT equipment at rural sites that was registered as whole current, causing confusion for all parties. The issue was being discussed with Metering UK.

2027 Operational Metering Forum Dates

In response to a question, the Chair confirmed that the 2027 forum dates would be published in December. The forums would likely be held monthly on the second Wednesday of the month in the afternoon.

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APPENDIX A – ATTENDEES

Attendee	Initials	Company
Steve Brand (Chair)	SB	REC Code Manager
Presenters		
Eric Dodd	ED	Wilcock
Raymond Elliot	RE	DESNZ
Martin Brailsford	MB	Metering UK
Rebecca Griffiths	RG	RECCo
Attendees		
Edma Hyskaj	EH	REC Code Manager
Glenn Sheern	GS	REC Code Manager
Paul Morris	PM	UKPN
Richard Hill	RH	British Gas
David Jones	DJ	Althanco
Warren Lacey	WL	Northern Powergrid
Richard Brady	RB	National Grid
Matt Baker	MB	Energy Networks
Bilal Leli	BL	Energy Assets
Michael Turrington	MT	EDF Energy
Michael Gorewoda	MG	EON Energy
Tim Tawse	TT	Octopus Energy
Adam Deacon	AD	Calisen
Helen Clarke	HC	Stark
Nik Wills	NW	Stark