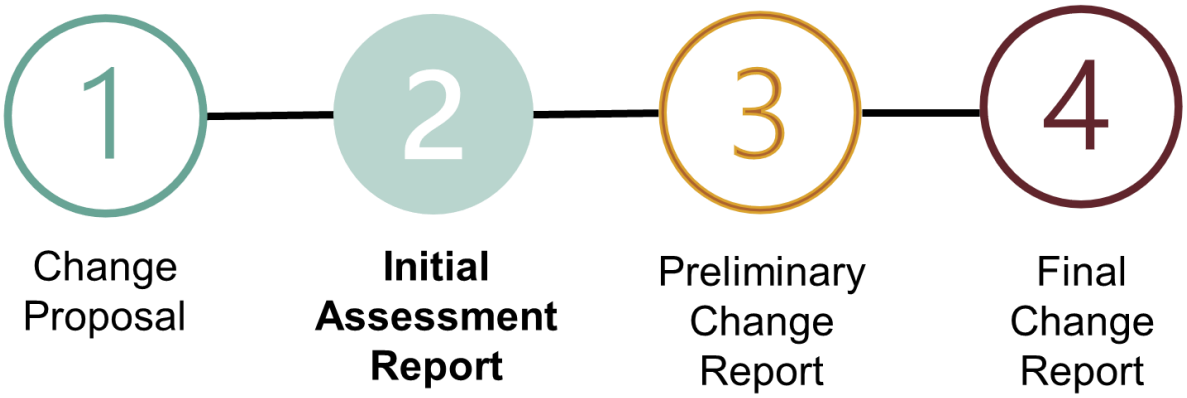
RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

INITIAL ASSESSMENT REPORT



PURPOSE:	This is a written report from the Code Manager setting out their initial assessment of the Change Proposal and planned next steps for progressing the proposal.
NOTES:	The Initial Assessment Report is accompanied by a Change Proposal Plan, which describes the Code Manager's plan for progressing this Change Proposal. The solution will not be finalised until the publication of the Preliminary Change Report.
NEXT STEPS:	The Change Proposal Plan will set out the next steps for progressing this Change Proposal. The Code Manager will either propose additional activities to develop and/or assess the solution, or immediately prepare and publish the Preliminary Change Report.

RETAIL ENERGY CODE

01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0033 – MICRO-BUSINESS SMART METER INSTALLATION REPORTS

DOCUMENT VERSION	1.0
DATE ISSUED	25/03/222
DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL
RESPONSIBLE COMMITTEE	CHANGE PANEL

CHANGE OVERVIEW

This Change Proposal seeks to introduce the Micro-Business Smart Meter installation consumer survey reports under the Retail Energy Code (REC) and for retrospective reports to be produced for intervening quarters since REC V2.0 go live.

	High Impact: N/A
	Medium Impact: N/A
	Low Impact: REC Code Manager, Energy Suppliers, RECCo

RETAIL ENERGY CODE

CONTENTS

1.	SUMMARY	4
2.	PROBLEM STATEMENT	4
3.	USER STORIES	4
4.	IMPACTS	5
5.	CHANGE PATH AND RESPONSIBLE COMMITTEE	5
6.	PRIORITY STATUS AND URGENCY	5
7.	SUMMARY OF CHANGE PROPOSAL PLAN	6
8.	GLOSSARY	8

LEAD ANALYST
Ann Perry
EMAIL

ASSURANCE LEAD
Cristina Bermudez Alvarez
EMAIL

RETAIL ENERGY CODE

1 SUMMARY

Under the REC, each Energy Supplier must procure the services of an external market research agency to carry out Smart Meter installation surveys for their Domestic and Micro-Business Smart Meter installations.

The results of these surveys are provided to the REC Code Manager in the pre-agreed format, on a quarterly basis. The Code Manager collates the results for Domestic and Micro-Business installations and publishes the quarterly Domestic Consumer Survey Reports on the REC Portal.

The Smart Meter installation consumer survey report is designed to establish whether the obligations and standards set out in the Smart Meter Installation Schedule are being followed by Energy Suppliers (or their Appointed agents) during the smart metering installation process. It supplements Energy Suppliers' own compliance monitoring activities.

Prior to REC v2.0 go live, both the Domestic and Micro-Business Smart Meter installation consumer survey reports were published on a quarterly basis. Under REC governance, only the Domestic Consumer Survey Reports have continued to be published.

This Change Proposal seeks to re-introduce the Micro-Business reporting under the REC and for retrospective reports to be produced for intervening quarters since REC V2.0 go live.

2 PROBLEM STATEMENT

Energy Suppliers do not currently have the ability to assess their Micro-Business Smart Meter installation performance relative to other Energy Suppliers through Consumer Survey Reports, therefore may not take any appropriate action to address any areas of underperformance or respond to trends in Consumer feedback, wider than their own Consumer base. This could affect the Smart Meter installation service received by Micro-Business Consumers.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Micro-Business Consumer, I want my Energy Supplier to complete my Smart Meter installation in line with, or above, the standards of service provided by other Energy Suppliers, so that the installation of the Smart Meter has minimal disruption to my business.
MARKET PARTICIPANT USER STORIES	
M1	As an Energy Supplier to Micro-Business Consumers, I want access to Consumer feedback from across the industry, to enable me to assess my performance relative to other Micro-Business Energy Suppliers and identify areas of under or over performance, enabling me to take appropriate actions to increase or maintain my performance.

4 IMPACTS

REC PARTIES AND SERVICE USERS
Energy Suppliers (Micro-Business)

RECCO AND REC CODE MANAGER
REC Code Manager – Performance Assurance
Retail Energy Code Company (RECCo)

CONSUMERS
Micro-Business

REC DOCUMENTS / PRODUCTS
Schedule 16 - Smart Meter Installation

The Smart Meter Installation Schedule sets out the obligations on Energy Suppliers in relation to the submission of consumer survey results and on the REC Code Manager regarding the publication of associated reports.

It is anticipated the introduction of Micro-Business consumer survey report publication (for retrospective reports since REC v2.0 go live and future reports) would require legal text changes to the Smart Installation Schedule.

The introduction of a new Micro-Business report would result in changes to the REC Code Manager (Performance Assurance) processes and may potentially result in contractual changes to the service provision, which would be confirmed following Service Provider impact assessment.

4.1 CROSS CODE IMPACTS

No cross-Code impacts have been identified.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE
RESPONSIBLE COMMITTEE	CHANGE PANEL

This Change Proposal proposes updates to Schedule 16 – Smart Meter Installation, which is under the responsibility of the Change Panel, therefore, we propose that the Responsible Committee for this Change Proposal should be the Change Panel.

6 PRIORITY STATUS AND URGENCY

PRIORITY STATUS	LOW
URGENCY	STANDARD

RETAIL ENERGY CODE

PRIORITISATION MATRIX

Significance	Score	Weighting
Legal/Regulatory Compliance	1	30
Strategic Direction	0	20
Cost Benefits / Value	0	10
Consumer Impacts	1	30
Operational Efficiency	0	10

Urgency				
3	N/A	13	23	33
2	02	12	22	32
1	01	11	21	31
0	00	10	20	N/A
				Significance

Weighted Significance Score	1
Urgency	0
Overall Priority Score	**10**

Effort	0 - Minimal

Priority Score	Priority Status
23 - 33	Critical
13 - 22	High
11 - 21	Medium
00 - 10	Low

PRIORITY STATUS
Low

The Priority Status for this Change Proposal is 'low' based on a 'Weighted Significance' score of 1 and an 'Urgency' score of 0. This is broken down as follows:

Significance:

- Legal/Regulatory Compliance – a score of 1 to reflect the introduction of the proposed changes will supplement Energy Suppliers' own compliance monitoring activities for Smart Meter installations.
- Consumer Impacts – a score of 1 to reflect that minor improvement to Consumer experience would be seen through the implementation of this change, enabling Energy Suppliers to assess their performance relative to other Energy Suppliers, to address any areas of underperformance.

Urgency:

- This Change Proposal has been given an urgency score of 0 to reflect there is no dependency or requirement for this change to be progressed in the immediate future.

7 SUMMARY OF CHANGE PROPOSAL PLAN

We deem the solution for this Change Proposal to be simple; to update the legal text within Schedule 16 – Smart Meter Installation, therefore, no solution analysis or development is required.

The Change Proposal Plan allows time for the drafting of the legal text changes, the impact assessment by the Code Manager and industry consultation.

Based on the simplicity of the solution we propose the Preliminary Change Report will be issued for a standard 15 Working Day consultation on 01 July 2022, without first being presented to the Change Panel for review.

We consider that there is no urgency to progress this Change Proposal to due to its low prioritisation status. Based on the Code Manager's forward work plan, it is proposed that this Change Proposal should begin progression through the change process on 02 May 2022.

	FROM	TO
LEGAL TEXT DRAFTING	02/05/2022	16/05/2022
SERVICE PROVIDER IMPACT ASSESSMENT	20/05/2022	14/06/2022
PARTY IMPACT ASSESSMENT	20/05/2022	14/06/2022
DEADLINE FOR ALTERNATIVE CHANGE PROPOSAL SUBMISSION	01/07/2022	01/07/2022
PRELIMINARY CHANGE REPORT ISSUED	01/07/2022	01/07/2022
CONSULTATION	01/07/2022	22/07/2022
FINAL CHANGE REPORT ISSUED	05/08/2022	05/08/2022
RESPONSIBLE COMMITTEE DECISION	16/08/2022	16/08/2022

8 GLOSSARY

TERM	DEFINITION
Appointed	means, in respect of a Supplier Agent and for a particular RMP, that the Supplier Agent is recorded against that RMP under this Code (or the BSC or UNC, as applicable); or, in respect of a period of time, that the Supplier Agent is or was so recorded during that period. "Appoint" and "Appointment" shall be interpreted accordingly.
Code Manager	means the person described in Clause 7 of the main body of this Code.
Domestic Consumer	means a Consumer at Domestic Premises.
Domestic Consumer Survey Reports	means the report on Smart Meter Installation Customer Surveys to be published by the Code Manager on the REC Portal.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Micro-Business Consumer	means a 'Micro-Business Customer', as defined in the Energy Supply Licences.
Performance Assurance	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.
Retail Energy Code	means this Code, including its Schedules and the Technical Specification, maintained pursuant to the electricity supply licences granted under the Electricity Act 1989 and the gas supply licences granted under the Gas Act 1986, as such code is modified from time to time in accordance with its provisions
Retail Energy Code Company (RECCo)	means the company established under Clause 5 of the main body of this Code.
Smart Meter	means a meter which conforms (or is intended to conform) with the SMETS.