RETAIL ENERGY CODE

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CHANGE PROPOSAL PLAN

R0053 - 24/7 EMERGENCY METERING SERVICE

DOCUMENT VERSION	1.0
DATE ISSUED	28/02/2023
DOCUMENT APPROVAL STATUS	NOT YET APPROVED

RESPONSIBLE COMMITTEE	METERING EXPERT PANEL

CHANGE PATH	SELF GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	TBC

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Electricity Suppliers currently are not required to provide a 24/7 emergency metering service that enables a Consumer to speak to an agent and/or receive a visit from a field operative outside normal business hours when faced with a metering fault. This Change Proposal has been raised to assess and consider the options to address this issue.

KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	27/03/2023	26/05/2023

1 SCOPE

1.1 IN SCOPE

This document details the plan for the analysis and solution development stage of this Change Proposal.

1.2 OUT OF SCOPE

The intention of this Change Proposals is for any solution to be in addition to that of DCUSA Clause 30.5G.1 of Section 2A, the obligation for the Supplier to provide emergency metering and follow-up points of contact to the DNO.

Gas Metering is out of scope of this Change Proposal as it is covered under the Gas Emergency Procedure.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1.1 CROSS CODE ENGAGEMENT

No Cross-Code impacts have been currently identified. However, the problem was raised with DCUSA prior to being raised under the REC. Depending on the proposed solution(s) there may be a BSC or DCUSA impact, discussions will continue with BSC and DCUSA throughout the progression of the Change Proposal.

2.1.2 ANALYSIS AND SOLUTION DEVELOPMENT

Prior to submitting the Change Proposal Plan the Code Manager has submitted a Request for Information to REC Parties to gather information regarding their current Metering fault provisions. That information will support the Code Manager in the analysis and solution development of this change.

The Code Manager will engage with the REC Issues Group and the Electricity Operational Metering Forum as part of the analysis and solution development of this change.

The Proposer has suggested the following as potential solutions, which will be explored by the Code Manager along with any alternatives:

- Require Meter Equipment Managers to provide a 24/7 Emergency Metering Service
- Energy Suppliers to establish a shared 24/7 Emergency Metering Service
- DNOs to be permitted to work on Metering equipment
- DNOs to be permitted to complete a temporary meter bypass

2.2 RAID

2.2.1 RISKS AND ISSUES

No risks or issues have been currently identified.

2.2.2 ASSUMPTIONS AND DEPENDENCIES

No assumptions or dependencies have been currently identified.