RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	**Consultation**
04	Final Recommendation

CHANGE REPORT

R0306 REC CHANGE TO ALIGN WITH DCP467 ASSET CONDITION REPORTING

DOCUMENT VERSION	V1.1
PROPOSED IMPLEMENTATION DATE	06 November 2026 or the next release following Authority Decision
IMPLEMENTATION APPROACH	Big Bang

RESPONSIBLE COMMITTEE	Metering Expert Panel	**CHANGE PATH**	Authority Determined
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	DNOs, Electricity Suppliers, MOAs, SIPs		

LEAD ANALYST (SOLUTION LEAD)	**SUBJECT MATTER EXPERT**
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OVERVIEW

DCUSA change DCP467 has been raised to propose that Category A and B defects reported currently using the Asset Condition Report (MM00023 / D0135) or via phone call to the Distribution Network Operator (DNO), should instead be reported via an online reporting tool where the DNO has one available. This is expected to have impacts to the REC.

RESPONSIBLE COMMITTEE DECISION

On **13 May 2026,** the REC Metering Expert Panel voted to:

- **APPROVE** that this Change Report contains sufficient information to proceed to Consultation, noting the Code Manager Minded-to Position below.

The Code Manager Minded-to Position is to recommend that the REC Metering Expert Panel recommend to the Authority to:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach;
- **APPROVE** the proposed implementation date of 06 November 2026 or the next release following Authority Decision.

This minded-to position is subject to amendment following the outcome of DCUSA voting, to ensure the REC and DCUSA recommendations are aligned.

As R0306 is part of a cross-code change, where the DCUSA is the lead code, any approval would be subject to approval of DCP467. In the event DCP467 is rejected by the Authority, R0306 would also need to be rejected by the Authority.

RETAIL ENERGY CODE

CONTENTS

Responsible Committee Decision 1
1 Summary 4
2 Problem Statement 4
3 Impacts 4
4 Cross-Code Impacts 5
5 Proposal Plan 5
6 Stakeholder Engagement 5
7 Priority Status and Urgency 6
8 Proposed Solution 7
9 Draft Legal Text 8
10 Summary of Impact Assessment Activity 9
11 Risks, Assumptions, Issues and Dependencies 11
12 Business Case Assessment 12
13 Case for Change 15
14 Appendix 17
15 Glossary 17

BACKGROUND

1 SUMMARY

The Distribution and Use of System Agreement (DCUSA) holds obligations for Meter Operatives on Site to report a Category A Situation or Category B Situation to the relevant DNO.

Under the DCUSA, these are defined as “a situation in which the Company's Electric Lines or Electrical Plant does (or is likely to) pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property” and “a situation in which the condition of the Company's Electric Lines or Electrical Plant prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A Situation” respectively.

The current obligations require a Category A situation to be reported via telephone, and a Category B situation to be reported by sending the Asset Condition Report Market Message (MM00023 / D0135). These obligations extend to an Energy Supplier reporting the situation if their on-Site operative has made them aware of such an issue.

A change proposal has been raised under the DCUSA as DCP467 Online reporting tools for Category A and B defects, which proposes that if the DNO has their own online reporting tool it would be mandated that Category A and Category B Situations would be reported via this rather than current methods (with current obligations remaining unchanged where such a tool is not present).

This will have consequential impacts the REC, with updates being required to the Guidance for Service Termination Issue Reporting (STIR) document and to the Asset Condition Report (MM00023 / D0135) and Asset Condition Report Response / Clearance (MM00016 / D0126) Market Message flow notes. Although the STIR is a Category 3 Product, it cannot be amended under the Category 3 Change Proposal process in this instance as it makes changes to the obligations of Parties.

2 PROBLEM STATEMENT

Where DNOs have online reporting tools for Category A or Category B situations, it is not mandatory for Parties to submit reports using this method. This may lead to a detrimental Consumer experience, as it is limited what information can be provided over the telephone or via Market Message (e.g. it is not possible to provide photographs of the situation).

3 IMPACTS

CONSUMERS
Electricity Consumers

REC PARTIES AND SERVICE USERS
Energy Suppliers
MOAs

REC DOCUMENTS / PRODUCTS
Guidance for Service Termination Issue Reporting
Data Specification

SIPs
DNOs

MHHS
There are no impacts to MHHS from this Change Proposal.

4 CROSS-CODE IMPACTS

This is a cross-code change with DCP467 Online reporting tools for Category A and B defects, with DCUSA acting as the lead code.

These change proposals will be required to be implemented in the same release.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**12 Jan 26**	**27 Mar 26**
	Code Manager Initial Assessment	January	January
	Solution Development	January	February
	Impact Assessment	February	March
Change Proposal		**28 Mar 26**	**07 July 26**
	Business Case Assessment	March	April
	Consultation	April	May
	Solution Refinement	May	June
	Final Determination	June	July
Voting		**08 July 26**	**08 July 26**
	Issue for Authority Determination	09 July 26	09 July 26

This Proposal Plan has been discussed with the DCUSA Secretariat to align impact assessments, consultations and submission to the Authority.

6 STAKEHOLDER ENGAGEMENT

This Issue is mostly being developed under the DCUSA work group, but the Code Manager will use the Change Issues Group as and when required.

Documents and minutes for the DCUSA work group can be found here.

RETAIL ENERGY CODE

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	1	27	27
	Retail Markets Impact	Innovation and Market Arrangements	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	0	14	0
Resource	Complexity / Effort / Duration		3	9	28
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		0		0
Urgency *(The need to progress a change to meet a targeted date)*		Cross Code Activity	2	10	20
				Overall Priority Score (rounded)	123

Priority Status	MEDIUM
Change Proposal Type	STANDARD

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SOLUTION

8 PROPOSED SOLUTION

The proposed solution under the REC updates the flow notes and Market Message description of the Asset Condition Report (D0135 / MM00023) and Asset Condition Report Response / Clearance (D0126 / MM00016) Market Messages, and the STIR document.

The STIR document has been updated to add in the requirement to use an online reporting tool where one has been provided by the DNO for Category A and B Situations, with a link to the full version of the legal text available in section 9 of this Change Report. Changes to the proposed solution made after Party impact assessment are detailed in section 10.3 of this Change Report.

The changes to the Market Messages are shown below:

Asset Condition Report (D0135 / MM00023):

Market Message Reference	MM00023
MM Description	A report to the System Fault Information Centre of a concern with the Service Termination Equipment which does not require emergency attention
Local Catalogue Reference	D0135
Version	002
Notes	~~Assumed that~~ Uurgent safety issues, ie immediate danger, ~~would~~ should be subject to report via an online reporting tool if one is provided by the DNO or individual telephone call direct to SFIC. Nature of defect to be shown in additional data field. Though all of the address data items included in this flow are defined within the structure as being optional, the address itself is mandatory and must be included in the flow. The use of any individual address item cannot be made mandatory as, in the absence of an agreed address structure for all flows, an address may be constructed from any combination of the Address Line and Postcode items. This flow is only used to report Category B where the DNO has not provided an online reporting tool and, all Category C asset condition reports to the SFIC. Category A reports will be made by via an online reporting tool if one is provided by the DNO or otherwise by telephone.

Asset Condition Report Response / Clearance (D0126 / MM00016) Market Messages:

Market Message Reference	MM00016
MM Description	The System Fault Information Centre is informing the Supplier and MOP of the outcome of an investigation into a report of a Category A or B report by an online reporting tool, Category A report by telephone, or a Category B report by a D0135 flow
Local Catalogue Reference	D0126

Version	001
Notes	This flow shall be sent for all Urgent Actions reported, i.e. Category A and B issues. The Distribution Business will send the D0126 to the Supplier and Meter Operator registered within MPAS on the day the ~~flow is sent~~report is received. This may not be the Supplier or Meter Operator reporting the issue. Where "Asset Condition Clearance Code" (J1823) is populated with 'D' (Disputed – no defect identified that prevents meter installation), 'R' (Resolved – defect cleared but Asset Condition Category less serious than reported) or 'U' (Unable to Resolve), the Distribution Business must provide an explanation of why the code has been used within "Additional Information" (J0012).

9 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0306 can be found:

- Market Messages – here; and
- STIR document – here.

RETAIL ENERGY CODE

PRELIMINARY ASSESSMENT

10 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

10.1 SERVICE PROVIDER IMPACT ASSESSMENTS

No Service Provider impact assessment was required as part of this Change Proposal.

10.2 REC PARTY IMPACT ASSESSMENTS

A Party impact assessment was conducted from 06 February to 27 February 2026. In total four responses were received from two Energy Suppliers and two DNOs. The non-confidential responses have been published here.

ENERGY SUPPLIERS	• Both Energy Suppliers had reservations about the proposed solution and did not believe it should be implemented, with one calling out in particular they did not feel an online portal should be mandated over the use of a telephone call. • Both Energy Suppliers confirmed they saw having separate processes for DNOs who do and don't have online portals as likely to create confusion for industry, and that a better solution would be to mandate a single online portal for use by all Market Participants rather than each DNO operating its own portal. • One Energy Supplier confirmed they saw no other impacts to the REC not already identified by the Code Manager and that they agreed the solution accounted for MHHS and Non-MHHS Metering Points. The other Energy Supplier provided no comments to these questions. • Neither Energy Supplier saw any risks to their MHHS Qualification or migration plans. • One Energy Supplier confirmed they would require six months between approval and implementation. The other did not confirm a specific timescale, as it would depend on how many online portals were available at the time of implementation. • Both Energy Suppliers foresaw costs to implement this Change Proposal but were unable to provide details at this time. • Neither Energy Supplier identified any benefits to their organisation from the implementation of this Change Proposal. One confirmed they saw changing fault reporting as a potential health and safety risk.
DISTRIBUTION NETWORK OPERATORS	• One DNO confirmed while they do not currently have such an online portal, they were supportive of the Change Proposal and raised no comments on the proposed legal text or Market Message changes. The other confirmed they were provisionally supportive but wanted more information from DCUSA and DCP467 before committing entirely. They also queried what happens if the Meter Operative cannot connect to the online

	portal due to a technical issues or lack of signal, which the REC have passed back to DCUSA as the lead code to consider. • Both DNOs agreed the proposed solution addresses the problem statement, with one caveating they required more information from DCUSA and DCP467 before committing entirely. • One DNO did not think there were any alternate solutions that would better meet the needs of the problem statement. The other raised concerns around losing a telephone call in the case of Category A Situations to ask specific questions. • Both DNOs confirmed they believed all impacts to the REC have been identified. One DNO confirmed they believe the solution appropriately accounted for both MHHS and Non-MHHS Metering Points, with one not providing a response to this question. • One DNO confirmed they would require no lead time between approval and implementation for this Change Proposal, the other confirmed they would require three weeks. • One DNO confirmed this Change Proposal would have no costs to implement, the other confirmed their costs as less than £10,000 (towards the lower end). • Both DNOs confirmed they currently do not offer an online reporting tool so saw no immediate benefits to their business from implementing this Change Proposal. However, one confirmed they hoped to implement one soon and so saw benefits of it being mandatory when that went live. They did specify they saw photographs as a benefit, and the Code Manager has clarified DNOs would not be able to mandate photographs under this solution. The other DNO confirmed they may consider offering an online portal if this Change Proposal was implemented.

10.3 SUMMARY OF AMENDMENTS MADE FOLLOWING IMPACT ASSESSMENT

The following amendments have been made to the solution post Party impact assessment.

DOCUMENT	SECTION	AMENDMENT	REASON
All	All	"Enhanced communication method (e.g. online portal)" to "online reporting tool"	Amended to be identical to the language used within DCP467 legal drafting which has now been circulated, so REC is aligned to DCUSA.

STIR	All	DB / Distribution Business to DNO / Distribution Network Operator	Amendment of DB to the current REC term of DNO – other than where referenced within the name of the Data Item Enumeration Values (e.g. the names of Asset Condition Codes), so these remain identical to the EMDS.
STIR	1.4 Principles of Reporting	Addition of "Online reporting tools provided by the DNO should not make any items mandatory that are not mandatory within the Asset Condition Report Market Message"	Amended to ensure that data requested to be provided via online reporting tools is aligned to the D0135 Market Message, and that any changes to data being requested via these online reporting tools are subject to appropriate governance checks.

11 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

11.1 RISKS AND ISSUES

NO.	RISK	NOTES	MITIGATION
R01.R0306	Online reporting tools have mandatory requirements that differ to the D0135 Market Message.	This could lead to misalignment between any online reporting tools and the D0135, and differing requirements for Meter Operatives who work in more than one DNO area (or on a mix between DNO and IDNO equipment in the same area). It could also create a risk that changes are made to information requested via online reporting tools that do not have an appropriate governance route to go through.	Addition of "Online reporting tools provided by the DNO should not make any items mandatory that are not mandatory within the Asset Condition Report Market Message" to section 1.4 Principles of Reporting of the STIR document.

There are no issues identified with this Change Proposal.

11.2 ASSUMPTIONS AND DEPENDENCIES

There are no assumptions identified with this Change Proposal.

NO.	DEPENDENCY	NOTES	STATUS
D01.R0306	R0306 must have the same decision as DCP467 from the Authority.	DCUSA is the lead code for this cross-code Change Proposal. If DCP467 is approved or rejected, R0306 must have the same decision.	Open.
D02.R0306	R0306 and DCP467 must be implemented within the same release.	To be monitored via on-going engagement between REC and DCUSA and via the Cross Code Steering Group (CCSG).	Open.

12 BUSINESS CASE ASSESSMENT

12.1 COSTS

Two DNOs at Party impact assessment confirmed they saw either no costs, or costs being under £10,000 (towards the lower end of this spectrum). Two Energy Suppliers confirmed they foresaw costs but they unable to provide details.

INTANGIBLE COSTS	COSTS DESCRIPTION
DELAY IN REPORTS REACHING DNOS IF METER OPERATIVES ARE UNSURE WHICH DNO OWNS THE ASSET	The Code Manager believes there is a risk in this Change Proposal, where a Meter Operative does not know which DNO owns the asset they need to report an issue with (for example, they do not know the equipment is owned by an IDNO and assume it belongs to the DNO who operates that geographic region), and so accidentally raise the report via the wrong DNO online reporting tool. There are currently 41 Qualified DNOs on the REC Party Register, meaning there could eventually be this many individual online reporting tools. Although they should receive a rejection message from the online reporting tool, this may not be immediate and could lead to delays while the Meter Operative investigates which DNO they need to raise the report with. This could ultimately lead to issues around Consumer safety, if there is a delay on issues with dangerous Site problems (particularly Category A situations) reaching the correct DNO.

METER OPERATIVES USE THE INCORRECT REPORTING METHOD IN ERROR	With this solution, DNOs will have different ways of working and it will require Meter Operatives to know which method of reporting (online reporting tool or otherwise) to use for each DNO. Although it is likely the majority of Meter Operatives will work predominantly in one DNO geographic area, this does not account for any IDNO equipment they may encounter without realising. This could lead to the Meter Operative reporting a condition via the telephone or via Market Message in error, when they were meant to use an online reporting tool.
INABILITY TO ASK QUESTIONS ON CATEGORY A SITUATIONS	Currently, Category A Situations must be reported by phone call which allows the DNO to ask further questions to the Meter Operative on Site and gain additional information. If a Category A Situation is reported by an online reporting tool, the DNO will not be able to ask further questions of the Meter Operative.
DUPLICATED SPEND AND DEVELOPMENT EFFORT ACROSS DNOS	With DNOs having to provide their own online reporting tool if they wish for one to be used, there could be a lot of duplicated spend across DNOs. A single, centralised option would see this spend happen across the industry only once and ultimately reduce costs for Consumers.

12.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
INCREASED QUALITY OF REPORTS	The Proposer of DCP467 noted that they saw an increase in quality from the use of their online reporting tool, as there will not be the same character limit restraint for additional information that there is with the Market Message. They also particularly noted the ability for the on-Site Meter Operative to upload photographs of the situation at Site to the online reporting tool. The Code Manager would like to add alongside this benefit, it will not be mandatory for photographs to be provided as part of this online reporting tool, and so this part of the benefit would be limited to where the Meter Operative has been able to/elected to take a photograph. There have been discussions within the DCUSA Working Group around codifying how these online portals are due to work, so they are identical across DNOs. This has been asked as a consultation question under DCUSA. This benefit is limited to DNOs who choose to operate an online reporting tool.

REDUCED NUMBER OF ABORTED SITE VISITS	The Proposer of DCP467 noted that they see around 40% of first jobs booked to rectify a Category B Situation aborted due to issues/information that could not be included in the current Market Message. The ability for a larger free text additional information field and the ability of upload photographs within their online reporting tool had seen the number of instances of having to rebook a second Site visit reduce. This is ultimately a benefit for the Consumer, as the work required at their property happens faster and allows the Meter Operative to continue their work as soon as possible. Although no data has been provided on if the Proposer has seen a reduction in aborted Site visits for Category A situations, on the assumption there has been this benefit is expanded as dangerous Category A situations could be resolved faster. This benefit is limited to DNOs who choose to operate an online reporting tool, and to Consumers who's DNO have chosen to operate an online reporting tool.
ENCOURAGE MORE DNOS TO INVEST IN ONLINE REPORTING TOOLS	Discussions at the DCP467 Working Group established that the Proposer of DCP467 is the main DNO to date who has invested in an online reporting tool for the reporting of Category A and B Situations. They hope that by mandating the use of these online reporting tools where available, this will encourage more DNOs to similarly invest in this technology and allow the benefits seen by the Proposer to be seen across the Market.
KEEP REC ALIGNED WITH DCUSA	This Change Proposal is a consequential change to DCP467, of which DCUSA is the lead code. The DCP467 solution has consequential impacts to the REC, with the STIR document, D0135 and D0126 Market Messages requiring updates. Without this Change Proposal, the full solution of DCP467 could not be realised and REC would fall out of alignment with DCUSA, causing mismatched obligations around asset condition reporting between the two codes.

12.3 COST BENEFIT ANALYSIS

The Code Manager has identified minor financial costs to Parties, four intangible costs and four intangible benefits associated with this Change Proposal. These costs and benefits are identified with the whole solution across both DCUSA and REC Change Proposals, other than keeping the REC aligned with the DCUSA which is the main benefit associated wholly with R0306.

The Code Manager agrees with the assessment made by Energy Suppliers who responded to the Party impact assessment, that the benefits for this Change Proposal could be strengthened

by proposing a single, central online portal for the reporting of Category A and B Situations which would be mandatory for use by all DNOs, Energy Suppliers and on-Site Meter Operatives.

This would remove the concerns of confusion for the on-Site Meter Operative as all DNOs would be following the same process, and all would be using the same online portal so there would only be one front end/login required. It would also further strengthen the benefit of the reduced number of aborted Site visits, as all rather than some Market Participants would be using this.

It would also allow stronger governance over this online reporting tool as it would be required to be owned by a central body, such as a Code. This would ensure all DNOs are requesting and getting the same information from Energy Suppliers and on-Site Meter Operatives, and provide a clear change process for any amendments to the online reporting tool or changes to mandatory data requested by Parties. It would also centralise costs for implementation of an online reporting tool between the Parties of the Code who developed it, centralise costs for changes and prevent DNOs duplicating spend when developing their own portals.

Lastly, it would also provide a central database for reporting and monitoring of Category A and B Situations, so hot spots of faults and DNO resolution speed could be monitored at a central level.

12.4 CODE MANAGER RECOMMENDATION

As this is a cross-code Change Proposal where the REC is not the lead code, the Code Manager is unable to make a recommendation on the solution as a whole, which would be to reject it in its current form and explore a centralised solution. The Code Manager does however hope that the Authority will take this view and the costs and benefits identified by the Code Manager into consideration when making their decision on both DCP467 and R0306.

As this is a facilitating Change Proposal to allow the solution under DCP467 to be fully realised, the Code Manager believes they can only recommend that R0306 is approved if DCP467 is approved by the Authority or R0306 is rejected if DCP467 is rejected by the Authority.

13 CASE FOR CHANGE

R0306 by itself has a neutral impact on all REC Objectives as it is a facilitator for DCP467, and has no impacts on the REC objectives.

The Code Manager believes that R0306 and DCP467 together facilitates the following REC Objectives in the following ways:

OBJECTIVE	IMPACT TYPE	DESCRIPTION AND JUSTIFICATION
1: To ensure the REC operates and evolves in a manner that facilitates	Neutral	RECCo's mission is to "facilitate the efficient and effective running of the retail energy market, including its systems and processes through promoting innovation, competition, and delivering positive customer outcomes".

the achievement of its mission statement[1]		The Code Manager believes the implementation of R0306 would have a neutral impact on this REC Objective. This is due to the introduction of inefficiency that will be seen by the implementation of this Change Proposal (please see further reasoning next to objective three). It is also due to the impact to Consumers assessed as being neutral due to the mix of costs and benefits (please see further reasoning next to objective 2).
2: To ensure customers interests and data is protected in the operation of the REC	Neutral	The Code Manager believes the implementation of R0306 would have a neutral impact on this REC Objective. While there will likely be Consumer benefit where the DNO has provided an online reporting tool in a reduced number of aborted Site visits, this will not be the case for all Consumers as not all DNOs will be providing an online reporting tool immediately. The Code Manager also believes there could be a delay in reports reaching the DNO if the Meter Operative is unsure which DNO they need to report to or which reporting method they need to use. Based on this positive and this negative, the Code Manager has assessed the overall impact to be neutral.
3: To drive continuous improvements and efficiencies in the operation of the REC and the central systems and communication infrastructures it governs	Negative	The Code Manager believes the implementation of R0306 would have a negative impact on this REC objective, as it will introduce inefficiency into the REC with having on-Site Meter Operatives having to follow different processes dependent on which DNOs equipment they are working on/near. The Code Manager has also identified an inefficiency in requiring all DNOs to develop their own online reporting tool will lead to duplicated spend across the Industry as a whole. The Code Manager is of the opinion that a single, central online portal used by all DNOs, Energy Suppliers and on-Site Meter Operatives would have a positive impact on this REC objective as all Market Participants would be following the same process, allow for more information to provided to the DNO compared the current Market Message and not have the identified duplicate spend.

[1] REC Mission Statement

14 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	STIR Market Messages
CONSOLIDATED IMPACT ASSESSMENT RESPONSES	Link
RELATED CHANGE(S)	DCP 467 Online reporting tools for Category A and B defects

15 GLOSSARY

TERM	DEFINITION
Category 3 Change Proposal	means a proposal to change Category 3 Products in line with the Category 3 Change Process as set out in Section 28 of the Change Management Schedule.
Category 3 Product	refers to the operational documents and RECCo guidance which are required to support, but do not place obligations upon, market participants and as such will be maintained by the Responsible Provider.
Category A Situation	a situation in which the Company's Electric Lines or Electrical Plant does (or is likely to) pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property.
Category B Situation	a situation in which the condition of the Company's Electric Lines or Electrical Plant prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A Situation.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
Guidance for Service Termination Issue Reporting	means a guide for MOAs and EMOs on reporting and acting on DNO asset condition issues.
Market Message	means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification.

Meter Operative	means an individual who attends a Site as an employee, agent or subcontractor acting on behalf of a MEM, AMI, EMO, SIP, ASP or DNO
Site	unless stated otherwise means the area around which the Metering Point is located, in respect of the relevant meter(s) in relation to which a MEM has been appointed to perform meter operation services.