RETAIL ENERGY CODE

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# CHANGE PROPOSAL EXTENSION TO PLAN

## I0314 – CROSSED METERS PROCESS: CLARIFICATIONS AND SUPPORT

| | |
|---|---|
| **DOCUMENT VERSION** | V1.0 |
| **PROPOSED IMPLEMENTATION DATE** | TBD |
| **IMPLEMENTATION APPROACH** | Big Bang |

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|---|---|---|---|
| **RESPONSIBLE COMMITTEE** | Change Panel | **CHANGE PATH** | Self-Governance |
| **PRIORITY STATUS** | Medium | **URGENCY** | Standard |
| **IMPACTED STAKEHOLDERS** | DNOs, Energy Suppliers, GTs, MEMs, TPIs | | |

| LEAD ANALYST (SOLUTION LEAD) | TECHNICAL LEAD | ASSURANCE LEAD | SUBJECT MATTER EXPERT |
|---|---|---|---|
| FLO MONEA | POPPY PARK | KAT HIGBY | TIM NEWTON |
| Click to send an email | Click to send an email | Click to send an email | Click to send an email |

## 1 OVERVIEW

This Issue seeks to solve the gap between the documented REC Crossed Meters process and how it is being applied operationally. The aim is to ensure all Parties fully understand the process, apply it consistently, and have the support necessary to achieve timely, correct resolution of Crossed Meter cases.

## 2 CODE MANAGER RECOMMENDATION

On 30 October 2026, REC Change Panel approved the Extension to Plan for I0314 via ex-committee decision.

## 3 CHANGE PLAN UPDATE

| Milestone | Activity | From | To |
|---|---|---|---|
| **Definition** | | **31 Mar 26** | **28 Feb 27** |
| | Solution Analysis | March | July |
| | Solution Development | July | February |
| | Change Issues Group | June | December |
| | Guidance Document Drafting and Review | October | December |

The REC Change Panel approved the above Proposal Plan for I0341 on 21 April 2026. An Information Request was then issued as part of the solution analysis activities. In total nine responses were received. Responses indicated that the Crossed Meters process is currently functional but is hindered by unclear responsibilities, inconsistent evidence requirements, fragmented communications and multi-party dependencies and the Code Manager should focus on clearer guidance, better communication tools and more consistent processes to reduce delays and Consumer harm. Following the information request, the Code Manager determined key areas for further discussion with industry, including common pain points, lack of clarity around Party obligations, lack of clarity between address issues and Crossed Meter scenarios and 'quick-win' solutions. I0314 was then presented to the Change Issues Group in June and July for Party review.

The Code Manager is currently drafting a guidance document on the Crossed Meter process and will provide another update a future CHIG session. At this moment, the Code Manager has not yet determined whether I0314 will be closed following publication of the guidance document or will require the creation of a separate working group. The extension to plan is required to finalise the guidance document, ahead of stakeholder review and publication. This extension would also allow time for the mobilisation of the REC Stakeholder Advisory Forum and awarding and commencement of the REC Code Manager Licence to RECCo.