RETAIL ENERGY CODE

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REC ISSUE SUBMISSION FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	James Hardy
COMPANY *(Optional)*	REC Code Manager
COMPANY TYPE *(Optional)*	
TELEPHONE NUMBER *(Optional)*	
EMAIL ADDRESS *(Mandatory)*	James.hardy@recmanager.co.uk

2 ISSUE SUMMARY

ISSUE TITLE *(Mandatory)*	Crossed Meters Process: Clarifications and Support
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	A Crossed Meter refers to an issue where the Energy Meter recorded for a Premises is associated with another Metering Point, which can result in the Customer being billed for the energy usage at another Premises. Crossed Meters only occur when more than one Premises is involved and different Suppliers are responsible for the different Metering Points. The Suppliers of the affected Metering Points are responsible for investigating and resolving Crossed Meters efficiently and completely. Although a formal Crossed Meters process is already defined within the REC parties have informed the Code Manager, during the solution analysis for I0172, that the process is not always being followed in practice. Feedback indicates that:

	• The existing process is misunderstood by some Parties, particularly regarding roles, responsibilities, and required steps. • There is inconsistency in how Parties interpret and apply the documented process, leading to delays and avoidable back-and-forth. • Some Suppliers and Network Operators have expressed that the current guidance is not sufficiently clear or accessible, resulting in differing expectations around evidence, communications, and ownership. • Parties have asked for additional support materials, examples, and clarification to help them follow the process correctly and resolve cases more efficiently. Therefore, the issue seeks to solve is 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.
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	The inconsistent understanding and application of the Crossed Meters process is resulting in several material impacts across the market: **1. Delayed resolution of Crossed Meter cases** When parties misunderstand or do not follow the documented process, cases take significantly longer to resolve. This leads to extended periods of incorrect billing, disputed reads, and customer confusion. **2. Increased operational effort for parties and the Code Manager** Varying approaches generate repeated back-and-forth communications, additional evidence requests, and unnecessary escalations. The Code Manager also receives more clarification queries than expected, adding to administrative overhead. **3. Inconsistent Consumer outcomes** Consumers affected by Crossed Meter issues are experiencing variability in how quickly and effectively issues are resolved. Some cases progress smoothly,

	while others stall due to inconsistent process interpretation, resulting in frustration and reduced trust. **4. Higher risk of billing inaccuracies and debt build-up** Where the process is not followed correctly, incorrect meter allocations, erroneous consumption data, and inaccurate settlements can persist, causing financial detriment to Consumers, suppliers, or both. **5. Misalignment between Parties leads to disputes** Different interpretations of responsibilities (e.g. who should investigate first and what evidence is required) create confusion and, in some cases, formal disputes or breakdown in market collaboration. **6. Reduced efficiency in market operations** A process that works in theory but is not consistently followed undermines overall market efficiency. The benefits intended by the REC Crossed Meters process are not fully realised.
WHAT DO YOU CONSIDER TO BE AN EFFECTIVE SOLUTION? *(Mandatory)*	This Issue would involve targeted engagement with the Parties most affected to fully understand how the existing Crossed Meters process is being interpreted and applied in practice. This engagement should focus on: • Exploring the current REC process in detail with impacted stakeholders to identify the specific steps or requirements that are unclear or being interpreted inconsistently. • Understanding where and why the process may not be followed accurately, including any operational challenges, gaps in knowledge, or misaligned expectations between Parties. • Assessing the scale and materiality of the issue, including how frequently non-compliance occurs, what types of cases are most affected, and the level of Consumer or Party impact. • Determining whether changes to the REC or associated operational processes are necessary, based on evidence gathered through stakeholder engagement. • Identifying what additional support and guidance may be required from the Code Manager—such

	as guidance documents, worked examples, process maps, or webinar sessions to help Parties follow the process consistently and effectively.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE ISSUE THAT WOULD BE USEFUL? *(Optional)*	During the solution analysis for REC Issue I0172 – End-to-End New Connections Process Review, several Parties highlighted that one of the most significant challenges they experience relates to Crossed Meters. Through subsequent engagement at the Change Issues Group, Parties advised the Code Manager that, although the Crossed Meters process is well-defined and works in principle, it is not always being followed correctly or interpreted consistently in practice. The Change Issues Group therefore supported raising a separate Issue to examine the Crossed Meters process in more detail, identify any blockers preventing accurate application, and explore whether additional clarifications or supporting materials from the Code Manager would help Parties apply the process more effectively. Additionally, as part of the I0172 process, an Information Request was issued to Parties regarding the New Connections process. Although the request focused on New Connections, many of the responses also highlighted challenges and concerns relating to Crossed Meters. These Information Request submissions were provided on a confidential basis and have not been published by the Code Manager. However, the common themes identified across the responses will help shape the scope of this Issue and inform which areas of the Crossed Meters process should be prioritised for further review and clarification.
DOES THIS ISSUE RELATE TO AN EXISTING ISSUE RAISED OR AN EXISTING CHANGE PROPOSAL? IF SO, PLEASE PROVIDE DETAILS OF THE ISSUE OR CHANGE PROPOSAL.	I0172 – End-to-End New Connections Process Review

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3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS ISSUE? *(Mandatory)*	☒ All ☐ Electricity ☐ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS ISSUE HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☒ Billing accuracy ☒ Trust and confidence ☐ Safety ☐ Security of supply ☒ Ability to pay ☒ On site experience ☐ Achieving Net Zero ☐ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	

DOES THIS ISSUE CONTRIBUTE TO THE ACHIEVEMENT OF NET ZERO? *(Mandatory)*	No
ADDITIONAL INFORMATION *(Optional)*	

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4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☒ Schedule 1 - Interpretations and Definitions Schedule ☐ Schedule 3 - Accession Agreement ☐ Schedule 4 - Company Governance ☐ Schedule 5 - Change Management ☐ Schedule 6 - Performance Assurance ☒ Schedule 7 - Energy Theft Reduction ☐ Schedule 8 - Unbilled Energy Code of Practice ☐ Schedule 9 - Qualification and Maintenance ☐ Schedule 10 - Charging Methodology ☒ Schedule 11 - Prepayment Arrangements ☐ Schedule 12 - Data Access ☐ Schedule 13 - Transfer of Consumer Data ☒Schedule 14 - Metering Operations ☐ Schedule 15 - Metering Accreditation ☐ Schedule 17 - Secure Data Exchange ☐ Schedule 18 - Green Deal Arrangements ☐ Schedule 19 - Market Exit and Supplier of Last Resort ☐ Schedule 22 - Market Stabilisation Charge ☐ Schedule 23 - Registration Services ☐ Schedule 24 - Switching Data Management ☐ Schedule 25 - Central Switching Service ☐ Schedule 26 - Switching Service Management ☐ Schedule 27 - RMP Lifecycle Schedule ☐ Schedule 28 - Related Metering Points ☐ Schedule 29 - Address Management ☒ Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues ☐ Schedule 31 – Prepayment Method Levelisation Reconciliation ☐ Schedule 32 - Electricity Supply to Hydrogen Electrolysers ☐ Schedule 33 - Non Domestic Change of Occupier
ADDITIONAL INFORMATION *(Optional)*	

OPERATIONAL DOCUMENTS *(Optional)*	☒ Consolidated Metering Code of Practice (CoMCoP) ☐ Cross Code Steering Group Terms of Reference ☐ Performance Assurance Board Terms of Reference ☐ Performance Assurance Report Catalogue ☐ REC Change Panel Terms of Reference ☐ Smart Meter Installer Domestic Customer Survey ☐ Smart Meter Installer Microbusiness Customer Survey
ADDITIONAL INFORMATION *(Optional)*	

SERVICE SPECIFICATION *(Optional)*	☒ Central Data Service Provider Further Services Service Definition ☐ Central Switching Service Definition ☐ CSS Certificate Authority Service Definition ☒ Electricity Enquiry Service - Service Definition ☐ Electricity Retail Data Service Definition ☐ Gas Enquiry Service Definition ☐ Gas Retail Data Service Definition ☐ Green Deal Database Service Definition ☒ Secure Data Exchange Service Definition ☐ Switching Operator Service Definition
ADDITIONAL INFORMATION *(Optional)*	

API TECHNICAL SPECIFICATION *(Optional)*	☐ EES API Technical Specification ☐ GES Meter Asset Enquiry API Technical Specification ☐ GES Supply Point Switching API Technical Specification ☐ GES Supply Point Enquiry API Technical Specification
ADDITIONAL INFORMATION *(Optional)*	

THE DATA SPECIFICATION *(Optional)*	☐ Data Access Matrix ☒ Data Item Catalogue ☒ Market Message Catalogue ☐ Standards Definition ☐ Supply Number Format
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Central Data Service Provider Further Services ☐ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Electricity Enquiry Service ☐ Electricity Retail Data Service ☐ Electricity Theft Tip Off Service ☐ Gas Enquiry Service ☐ Gas Retail Data Service ☐ Green Deal Central Charging Database ☐ Secure Data Exchange Service ☐ Switching Operator
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☐ AMR Service Providers ☐ Data Aggregators ☐ Data Collectors ☐ Data Services ☐ Smart Meter Data Retrievers ☐ DCC ☒ Distribution Network Operators ☒ Energy Suppliers ☐ EES Users ☒ Gas Transporters ☐ GDCC Users ☐ GES Users ☐ Green Deal Finance Parties ☐ Green Deal Providers ☐ Meter Asset Providers ☒ Metering Equipment Managers ☐ Shippers

	☒ Third Party Intermediaries ☐ Virtual Lead Party ☐ Other (please provide details in the Additional Information box)
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☒ Balancing & Settlement Code (BSC) ☒ Distribution Code Use of System Agreement (DCUSA) ☐ Smart Energy Code (SEC) ☐ Uniform Network Code (UNC) ☐ Independent Gas Transporter Uniform Network Code (IGT UNC) ☐ Data Integration Platform (DIP) Rules
ADDITIONAL INFORMATION *(Optional)*	Whilst this Issue only intends to review and provide support on the REC Crossed Meter Process, Crossed Meters can be impacted by BSC and DCUSA and the Code Manager may engage with these Codes and/or raise cross-code changes should they be determined as required.

DOES THIS ISSUE IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	

5 ISSUE PROGRESSION

DO YOU BELIEVE THIS ISSUE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	No

ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OF THIS ISSUE? *(Option)*	No
ARE THERE ANY REQUIRED TIMESCALES FOR THE IMPLEMENTATION OF THIS ISSUE? *(Option)*	No
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THIS ISSUE WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	No

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	N/A