RETAIL ENERGY CODE

1. Existing References to Fax or Facsimile in the REC

Document Name	Clause Reference	Clause Text						
Metering Operations	6.9	If required and no valid meter register reading received within 10 WD of the installation of the Metering Asset.	Request initial meter register reading.	NHHDC	MEMElectricity Supplier			Post, fax, email
Metering Operations	8.8	If no valid meter register reading(s) received 10WDs of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final meter register reading.	NHHDC	MEM Electricity Supplier			Post / Fax / Email
Metering Operations	8.8	If no valid meter register reading(s) received 10 WD of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final readings.	NHHDC	Electricity Supplier			Post / Fax / Email
Metering Operations	15.7	If required and no valid meter register reading received within 10 WD of notification of change to energisation status	Request initial meter register reading.	NHHDC	MEM / Electricity Supplier			Post / fax / email
Metering Operations	15.8	If required and no valid meter register reading received within 10 WD of notification of change to energisation status.	Request final meter register reading.	NHHDC	Electricity Supplier / MEM			Post / Fax / Email
Metering Operations	18.8	If required and no valid initial meter register reading received 5WDs after problem rectified.	Request initial meter register reading.	NHHDC	MEMElectricity Supplier			Post, fax, email
Green Deal Arrangements	13.3	Following 13.3.12 and within 3 WDs of 13.3.9.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. that a Green Deal Plan application has been made against the Metering Point for which they are the electricity account holder; b. the corresponding Green Deal Plan ID; and c. details of where the Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.	Electricity Supplier	Green Deal Bill Payer	Not defined	Email, fax or post	
Green Deal Arrangements	14.3	Following 14.3.14and within 3 WDs of 14.3.11.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. the corresponding Green Deal Plan ID; b. the first Green Deal Charge Start Date; c. the first Green Deal Charge Start Date; d. the Green Deal Plan End Date;e. the amount of the Daily Green Deal Charge for the first charge period; f. an explanation that payments for energy efficiency improvements to the property are to be payable from the first Green Deal Charge Start Date; and details of where that Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.	Electricity Supplier	Green Deal Bill Payer	Not defined	Email, fax or post	
Green Deal Arrangements	15.2	Prior to the change in Green Deal Charging Data.	Send statement including: the corresponding Green Deal Plan ID; the relevant Green Deal Charge Start Date; and the amount of the new Daily Green Deal Charge.	Green Deal Provider	Green Deal Bill Payer	Not defined	Email, fax, post	
Green Deal Arrangements	16.3	Where the period of the Erroneous Switch continues without resolution for a period of more than 6 months after the relevant Green Deal Provider is notified under 16.3.6.	Provide an explanation for the delay in resolution of the Erroneous Switch.	Losing Supplier89	Green Deal Provider	Not defined	Email, fax or post	
Green Deal Arrangements	17.2	Within 10 WDs of becoming aware of the new Default Bill Payer's name and address.	Send a statement setting out:a. the corresponding Green Deal Plan ID; b. how its Personal Data is used in connection with the Green Deal Plan; c. details of where the new Default Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address; and details of when they are required to pay the Green Deal Charges for the Green Deal Premises for which they are the Default Bill Payer.	Green Deal Provider	New Default Bill Payer	Not defined	Email, fax or post	
Green Deal Arrangements		Reminder Notices	Send the Green Deal Bill Payer a reminder by telephone, email, fax or post, if no payment is received within ninety (90) calendar days of a bill being sent to that Green Deal Bill Payer.	98% of all cases.	Loss of Quarterly Payment			

Existing References to Fax, Facsimile, and e-mail in the Retail Energy Code as of January 2024

Metering Operations	6.9	6.9.13	If required and no valid meter register reading received within 10 WD of the installation of the Metering Asset.	Request initial meter register reading.	NHHDC	MEM Electricity Supplier		Post, fax, email
Metering Operations	8.8	8.8.12	If no valid meter register reading(s) received 10WDs of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final meter register reading.	NHHDC	MEM Electricity Supplier		Post / Fax / Email
Metering Operations	8.8	8.8.31	If no valid meter register reading(s) received 10 WD of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final readings.	NHHDC	Electricity Supplier		Post / Fax / Email
Metering Operations	15.7	15.7.6	If required and no valid meter register reading received within 10 WD of notification of change to energisation status	Request initial meter register reading.	NHHDC	MEM /Electricity Supplier	-	Post / fax / email
Metering Operations	15.8	15.8.14	If required and no valid meter register reading received within 10 WD of notification of change to energisation status.	Request final meter register reading.	NHHDC	Electricity Supplier / MEM	-	Post / Fax / Email
Metering Operations	18.8	18.8.14	If required and no valid initial meter register reading received 5WDs after problem rectified.	Request initial meter register reading.	NHHDC	MEM Electricity Supplier		Post, fax, email
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Green Deal Arrangements	13.3	13.3.17	Following 13.3.12, and within 3 WDs of 13.3.9.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. that a Green Deal Plan application has been made against the Metering Point for which they are the electricity account holder; b. the corresponding Green Deal Plan ID; and c. details of where the Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.	Electricity Supplier	Green Deal Bill Payer	Not defined	Email, fax or post
Green Deal Arrangements	14.3	14.3.21	Following 14.3.14and within 3 WDs of 14.3.11.	Using impartial language and unaccompanied by any marketing or promotional material, send a statement with the following information: a. the corresponding Green Deal Plan ID; b. the first Green Deal Charge Start Date; c. the first Green Deal Charge Start Date; d. the Green Deal Plan End Date;e. the amount of the Daily Green Deal Charge for the first charge period; f. an explanation that payments for energy efficiency improvements to the property are to be payable from the first Green Deal Charge Start Date; and details of where that Green Deal Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address.	Electricity Supplier	Green Deal Bill Payer	Not defined	Email, fax or post
Green Deal Arrangements	15.2	15.2.1	Prior to the change in Green Deal Charging Data.	Send statement including: the corresponding Green Deal Plan ID; the relevant Green Deal Charge Start Date; and the amount of the new Daily Green Deal Charge.	Green Deal Provider	Green Deal Bill Payer	Not defined	Email, fax, post
Green Deal Arrangements	16.3	16.3.39	Where the period of the Erroneous Switch continues without resolution for a period of more than 6 months after the relevant Green Deal Provider is notified under 16.3.6.	Provide an explanation for the delay in resolution of the Erroneous Switch.	Losing Supplier89	Green Deal Provider	Not defined	Email, fax or post
Green Deal Arrangements	17.2	17.2.2	Within 10 WDs of becoming aware of the new Default Bill Payer's name and address.	Send a statement setting out:a. the corresponding Green Deal Plan ID; b. how its Personal Data is used in connection with the Green Deal Plan; c. details of where the new Default Bill Payer can find impartial advice and information about its Green Deal Plan, including a telephone number and website address; and details of when they are required to pay the Green Deal Charges for the Green Deal Premises for which they are the Default Bill Payer.	Green Deal Provider	New Default Bill Payer	Not defined	Email, fax or post
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Existing References to Fax, Facsimile, and e-mail in the Retail Energy Code as of January 2024

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Green Deal Arrangements			Reminder Notices	Send the Green Deal Bill Payer a reminder by telephone, email, fax or post, if no payment is received within ninety (90) calendar days of a bill being sent to that Green Deal Bill Payer.			98% of all cases.	Loss of Quarterly Payment			
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Metering Operations	8.8		8.8.12	If no valid meter register reading(s) received 10WDs of the replacement / reconfiguration and initial and / or final reading required.	Request initial and / or final meter register reading.	NHHDC	MEM Electricity Supplier		Post / Fax / Email
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Existing References to Fax, Facsimile, and e-mail in the Retail Energy Code as of January 2024

RETAIL ENERGY CODE

Document Name	Clause Reference	Clause Text				
Consolidated Metering Code of Practice (CoMCoP)	21.23	21.3.2 Any document (including, but without limitation, any representation, objection or report), notice or other communication may be delivered to the relevant person or sent by first class pre-paid letter, facsimile transmission or electronic mail to the address, facsimile transmission number or electronic mail address of that person specified by that person for the time being as being that person's address or facsimile transmission number and must be effectual notwithstanding any change of address or facsimile transmission number which is not notified by that person.	ASP			
Consolidated Metering Code of Practice (CoMCoP)	21.23	21.3.3 Each such document, notice or other communication must be treated as having been given or made and delivered, if by letter two (2) Working Days immediately following posting, if by delivery when left at the relevant address, and if by facsimile transmission or electronic mail, upon receipt by the addressee of the complete text of the document, notice or other communication in a legible form.	ASP			

Identifier	Local Reference	Message Name
DI50237	J0491	Contact Fax Number
DI92293	XoS0281	CONTACT_FAX_NUMBER

Data Item Enumeration

Enumeration Value	Enumeration Description
EMAIL	E-Mail
FAX	Facsimile
MOBIL	Mobile Phone
PAG	Pager
POST	Letter sent land/sea/airmail; This allows the contact mechanism to be used to provide instructions on how to contact the customer, rather than just to identify the Contact Mechanism Value provided.
TEL	Telephone
TEX	Telex
VISIT	Visit

Data Item Enumeration

Enumeration Value	Enumeration Description
3G	3rd Generation Mobile Telephony Standard
CD	Caller Display or Caller Line Identifier modem on PSTN
CS	Circuit Switched Data (CSD)
GF	GSM Fax
GP	General Packet Radio Service (GPRS)
GS	Global System for Mobile Communications (GSM)
GV	GSM Voice comms
HP	Permanent Hand Held Reads
HT	Temporary Hand Held Reads
HY	Hybrid

Existing References to Fax, Facsimile, and e-mail in the Retail Energy Code as of January 2024

2. References to Electronic Mail that are referred to as “e-mail”.

Identifier	Local Reference	Message Name
DI92516	XoS0498	E-MAIL_ADDRESS

Document Name	Clause Reference	Clause Text						
Electricity Enquiry Service (EES) Service Definition	10.1	User Detail Report	Where required	A user with the 'user reports' system function can download this report which contains information relating to all the actual searches that have been performed by the EES by Authorised Person for the time period, where a Metering Point has been selected. The user running the report shall be able to search by an individual username as well as by the whole EES User. The report shall provide details of the Electricity Supplier and address of the Metering Points viewed; and the user detail information such as the e-mail address, phone number and place of work.				
Electricity Enquiry Service (EES) Service Definition	10.1	User Detail Report	Where required	A user with the 'user reports' system function can download this report which contains information relating to all the actual searches that have been performed by the EES by Authorised Person for the time period, where a Metering Point has been selected. The user running the report shall be able to search by an individual username as well as by the whole EES User. The report shall provide details of the Electricity Supplier and address of the Metering Points viewed; and the user detail information such as the e-mail address, phone number and place of work.				
Consolidated Metering Code of Practice (CoMCoP)	22.2	22.2.3 Where the Gas Supplier cannot supply the identity of the owner and the MEM has not been able to obtain it through other reasonable means, the incoming MEM shall send an e-mail to all MEMs providing details of the meter and/or meter installation component and requesting confirmation of the identity of the owner. The MEM shall prepare and keep an auditable record of the steps it has taken to identify the owner.			MEM			C1, C2, C3, C4
Consolidated Metering Code of Practice (CoMCoP)	22.2	22.2.4 The incoming MEM shall hold any removed meter and/or meter installation component in secure, weatherproof storage (pending instructions from the owner) for at least 30 days from the date it notified the owner of the removal (or, where the incoming MEM has sent an e-mail to all MEMs to identify the owner in accordance with clause 22.2.3, for at least 30 days from the date the e-mail was sent).			AMI, MEM			C1, C2, C3, C4