RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW TO ELIMINATE ISSUES RELATED TO NEW BUILDS AND SIMILAR SITUATIONS

DOCUMENT VERSION	V2.0
PROPOSED IMPLEMENTATION DATE	TBD
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	CHANGE PANEL[1]	CHANGE PATH	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	URGENCY	STANDARD
IMPACTED STAKEHOLDERS	ENERGY SUPPLIERS, DNOS, GTS, MEMS		

LEAD ANALYST (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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OVERVIEW

This Issue seeks to explore where problems arise during the entire new connections process, from supply point creation to the Change of Occupier to the end Consumer, and will include the Crossed Meter processes. The Code Manager will initially conduct a cross-code analysis to explore where these problems occur, and then how to resolve them.

[1] Provisional Responsible Committee

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BACKGROUND

1 SUMMARY

The new connections process encompasses everything from a supply point being designated and fitted during the construction of a property (at the earliest stage), all the way through to the creation of a billing record for the new occupier of the property. Whilst there are a variety of new connection scenarios, for example, one such being the creation of a new Metering Point Administration Number (MPAN) for an extension of an existing property, this Issue seeks primarily to explore new connections in the context of “new-build” property developments. In this scenario, MPANs and Metering Point Reference Numbers (MPRNs) are created en masse as multiple properties are plotted and constructed.

This Issue seeks to explore reported problems within the new connections process as outlined above. It has been suggested that there are inconsistencies in terms of approach and regulatory design surrounding new connections oversight that result in poor Consumer outcomes. This Issue will explore the entirety of this process in order to determine where changes are required to improve new connections performance.

The Code Manager will use this Issue as a means to examine the entire new connections process to explore where problems are arising that result in poor Consumer outcomes. As the new connections process spans the entire lifecycle of a supply point, the solution analysis phase of this Issue is being conducted on a cross-code basis. The Code Manager will work with other industry codes to determine where issues occur in the new connections process, and then deploy modifications accordingly.

2 PROBLEM STATEMENT

Reported inconsistencies in the application of elements of the entire new connections process result in poor Consumer outcomes. Whilst the new connections process spans multiple processes owned by different Codes, the REC Code Manager is conducting an exploratory initial analysis, owing to our place as a dual-fuel, Consumer facing Code. This analysis is expected to yield multiple modifications across multiple Codes that will result in improvements to the new connections process.

3 IMPACTS

CONSUMERS
All

REC SERVICE PROVIDERS
ERDA & GRDA
CDSP

REC DOCUMENTS / PRODUCTS
TBD

REC PARTIES AND SERVICE USERS
Suppliers
DNOs & GTs
MEMs
Non-REC Party Service Users

MHHS DESIGN
TBD

MHHS DATA SPECIFICATION
TBD

MHHS CODE DRAFTING
TBD

At this stage, based on the size and scope of the problems being explored in this Issue, the Code Manager anticipates that the majority of REC Parties will be impacted in some way. This includes Suppliers, Distribution Network Operators & Gas Transporters, and Meter Equipment Managers, as well as non-REC Party Service Users. Due to the undefined scope of the Issue at this stage, it is not clear which REC Products will be affected; this will be confirmed and validated as the Issue progresses.

Additionally, whilst the Code Manager cannot confirm at this stage, there is potential scope for impact on the MHHS Programme – However, this will be determined as the Issue progresses.

4 CROSS-CODE IMPACTS

This Issue is being conducted on a cross-code basis. Issues within the new connections process (and subsequent Smart Meter commissioning activities) span multiple Codes, such as the Balancing & Settlement Code, the Uniform Network Code (UNC) (and the Independent Gas Transporters UNC), the Smart Energy Code, and the Distribution Connection and Use of System Agreement. This is because the new connections processes being explored in this Issue span the entire life cycle of a supply point, from meter point creation to Smart Meter commissioning.

The REC is conducting the initial investigations as it is well placed to do so as a dual-fuel Code, and it is expected that modifications that arise from solution analysis may fall under any of the aforementioned Codes.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**01 Aug 24**	**31 Dec 25**
	Solution Analysis	August	June
	Information Request	August	September
	Solution Development	June	December
	Change Issues Group Engagement	June	December

Please note, an update to the Proposal Plan was approved by the REC Change Panel on 17 June 2025. The updated Proposal Plan is shown above.

6 STAKEHOLDER ENGAGEMENT

The Code Manager is working with industry to understand their experience and perception of the problems present within the new connections process. To date, the Code Manager has published an information request to gain an initial understanding on the scale of the issues being explored.

This Issue has been discussed at the REC Change Issues Group, and is expected to be discussed there again on a recurring, as-needed basis. Additionally, the Code Manager does not exclude the possibility of discussing this as needed at any and all available industry forums or workgroups.

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	2	27	53
	Retail Markets Impact	Retail Risk(s)	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	2	14	28
Resource	Complexity / Effort / Duration		1	9	9
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)*		Other Planned Activity	0	10	0
				Overall Priority Score (rounded)	146

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	MEDIUM
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

This Issue has been given a priority status of Medium, based on a score of 146. This score is reflective of the broad scope of this Issue, the substantial opportunities a solution represents for improvements to market processes for both Parties & Service Providers, and the Consumer impact also.

8 APPENDIX

CHANGE PROPOSAL	Link

9 GLOSSARY

TERM	DEFINITION
Meter Point Administration Number	means the unique reference number used to identify electricity Metering Points.
"Meter Point Reference Number	means the unique reference number used to identify gas Supply Meter Points.
Crossed Meter	means that a meter installed at a Consumer's premises is associated to an RMP for another premises.
Metering Asset	shall have the same meaning as Metering Equipment.
Registrable Measurement Point	means a Supply Meter Point or Metering Point identified in the Central Switching Service.
Supply Number	has the meaning given in the Data Specification.