RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0314 – CROSSED METERS PROCESS: CLARIFICATIONS AND SUPPORT

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

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	ANTON MODEN	TIM NEWTON
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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.

CHANGE PANEL DECISION

On 21 April 2026, the REC Change Panel:

- **APPROVED** the Proposal Plan, including the Responsible Sub-Committee, Change Path, Priority Status, Urgency and timetable.

RETAIL ENERGY CODE

CONTENTS

1 Summary 3
2 Problem Statement 3
3 Impacts 4
4 Cross-Code Impacts 4
5 Proposal Plan 4
6 Stakeholder Engagement 5
7 Priority Status and Urgency 5
8 Appendix 6
9 Glossary 6

RETAIL ENERGY CODE

BACKGROUND

1 SUMMARY

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 Energy 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.

During the solution analysis for I0172 End-to-End New Connections Process Review, REC Parties have informed the Code Manager that although a formal Crossed Meters process is already defined in Schedule 30 Resolution of Consumer Facing Switching & Billing Issues, this process is not always being followed 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.

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 Energy 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.

2 PROBLEM STATEMENT

The inconsistent understanding and application of the Crossed Meters process is giving rise to a number of material impacts across the market. These impacts include delays in the resolution of Crossed Meter cases, increased operational effort for both Market Participants and the Code Manager, and inconsistent Consumer outcomes—most notably a heightened risk of billing inaccuracies and debt accumulation. Collectively, these issues contribute to a reduction in overall market efficiency.

This Issue seeks to address the underlying gaps and inconsistencies within the existing process that give rise to these outcomes.

3 IMPACTS

CONSUMERS
All Consumers

REC SERVICE PROVIDERS
No impact

RECCO / REC CODE MANAGER
REC Code Manager

REC PARTIES AND SERVICE USERS
Distribution Network Operators
Energy Suppliers
Gas Transporters
Metering Equipment Managers
Third Party Intermediaries

REC DOCUMENTS / PRODUCTS
Schedule 30 Resolution of Consumer Facing Switching and Billing Issues

MHHS
No impact.

4 CROSS-CODE IMPACTS

No cross-code impacts have been identified at this stage. If any impacts are identified during the progression of this Issue, the Code Manager will seek to provide a resolution.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**31 Mar-26**	**TBD**
	Solution Analysis	March	July
	Solution Development	July	October

6 STAKEHOLDER ENGAGEMENT

The proposed plan for this Issue focuses on targeted engagement with the Parties during solution analysis. This will be done through Change Issues Group meetings to fully understand how the existing Crossed Meters process is being interpreted and applied in practice.

This engagement will 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.

The Code Manager is currently conducting an Information Request to gather data and information from Parties on 'pain points', gaps and inconsistencies with the Crossed Meters process.

If additional 'informal' stakeholder engagement is required ahead of an impact assessment being published, we will provide details of what and when.

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	Innovation and Market Arrangements	1	17	17
	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		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		0	17	0
	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	1	10	10
				Overall Priority Score (rounded)	140

Priority Status	MEDIUM
Change Proposal Type	STANDARD

8 APPENDIX

CHANGE PROPOSAL	Link
RELATED CHANGE(S)	I0172 – End-to-End New Connections Process Review

9 GLOSSARY

TERM	DEFINITION
Crossed Meter	means that a meter installed at a Consumer's Premises is associated to an RMP for another Premises.
Customer	means, for the purposes of the CoMCoP, the party paying for the equipment and service. (This may for example be by the Consumer, Shipper, Gas Transporter, DNO, energy broker, energy management company or Supplier).
Metering Point	Has the meaning given to it in the Electricity Distribution Licence, which for the time being means: "the point, determined according to the principles and guidance given in the MRA Transition Schedule to the Retail Energy Code, at which a supply of electricity taken into or conveyed from the licensee's Distribution System: (a) is or is intended to be measured; or (b) where Metering Equipment has been removed, was or was intended to be measured; or (c) in the case of an Unmetered Supply, is treated as measured."
Premises	Is to be interpreted in accordance with the Gas Act and the Electricity Act.