RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

01	Initial Assessment Report
02	Preliminary Change Report
03	Final Change Report

INITIAL ASSESSMENT REPORT

R0006 – MISSING METER TECHNICAL DETAILS

DOCUMENT VERSION	1.0
DATE ISSUED	12/10/2021
DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL

RESPONSIBLE COMMITTEE	CHANGE PANEL

CHANGE OVERVIEW

The failure to provide Meter Technical Details on a Change of Supply where a new Metering Equipment Manager is appointed, creates problems with the correct set up of the customer account and billing record.

	High Impact: None
	Medium Impact: Suppliers, Metering Equipment Managers (Electricity only)
	Low Impact: Data Collectors

RETAIL ENERGY CODE

CONTENTS

1.	SUMMARY	3
2.	PROBLEM STATEMENT	3
3.	USER STORIES	3
4.	IMPACTS	4
5.	CHANGE PATH AND RESPONSIBLE COMMITTEE	4
6.	PRIORITY STATUS AND URGENCY	5
7.	SUMMARY OF CHANGE PROPOSAL PLAN	5
8.	GLOSSARY	6

LEAD ANALYST
Ann Perry
EMAIL

TECHNICAL LEAD
Beth Brown
EMAIL

ASSURANCE LEAD
Eliana Campbell
EMAIL

RETAIL ENERGY CODE

1 SUMMARY

On a Change of Supplier, with a concurrent change of Metering Equipment Manager (MEM), the Losing Supplier's MEM should provide the Meter Technical Details (MTD) to the Gaining Supplier's MEM, via the D0150 or D0268 Market Message. Where the MTD are not received the Gaining Supplier's MEM is able to request the provision of the MTD via the D0170 Market Message.

If the Losing Supplier's MEM doesn't receive or respond to the request for the MTD from the Gaining Supplier's MEM, the Gaining Supplier's MEM is unable to provide them to the Gaining Supplier.

In the absence of the MTD, the Gaining Supplier is unable to complete the setup of the customer's account and billing records, which means that the customer is at risk of not receiving their new bills until the issue is resolved.

The Losing Supplier may also not receive the final readings and may have to rely on an internally generated estimate, resulting in a possible challenge to that bill and further work to resolve and close the account.

For the Gaining Supplier, while the missing details are being chased, there could be a delay in producing the first and possibly subsequent bill, which may result in a customer having difficulty in affording a large bill once the issue has been resolved. The Gaining Supplier may also have to provide additional support for the customer while they assess and respond to the customer's ability to pay.

All of this results in a poor onboarding process for the customer with their new Supplier – the customer's perception of the failure is of the Gaining Supplier's inability to set up and bill their account in an accurate and timely manner, which may negatively affect their ongoing relationship with their new Supplier and reduce their engagement in the switching process.

For Data Collectors this can also impact their ability to set an appropriate meter reading schedule, impacting Supplier Meter Read and/or Settlement Performance.

The Change Proposer has highlighted that there is currently no defined escalation process available to Suppliers, enabling them to chase for missing MTD following a Change of Supply (CoS).

Missing MTD is a long-standing industry issue. With the introduction of the Retail Energy Code, and the accession of Metering Equipment Managers, this has created an opportunity to review and analyse the performance levels, identify underlying causes and determining the appropriate mechanisms to address these.

2 PROBLEM STATEMENT

On a CoS the new MEM and Supplier need to receive the MTDs from the previous MEM to complete the setup of the customer's account and billing records. Where MTD are not sent there is no dispute or escalation process to resolve this. This prevents the new Supplier from setting up the customer's account and issuing a timely and accurate bill.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Consumer I want my new Supplier to set up my account in a timely manner, ensuring that I receive timely and accurate bills.
C2	As a Consumer I want to receive my final invoice from my old Supplier in a timely manner
C3	As a Consumer I want to my meter to be read regularly to ensure I receive accurate bills
MARKET PARTICIPANT USER STORIES	
M1	As a Losing Supplier I want to agree a closing meter reading to allow me to produce a final invoice and collect any outstanding payments
M2	As a Gaining Supplier I want to set up the energy account correctly for the consumer, receive an opening reading and produce a timely first invoice
M3	As a Gaining Supplier's MEM I want to receive the MTD to enable me to update my data and trigger the necessary Market Messages to the new Supplier, new DC and DNO
M4	As a new Data Collector I want to receive the MTD to enable me to set up the correct meter reading schedule and collect meter readings.

4 IMPACTS

REC PARTIES AND SERVICE USERS
Energy Suppliers
Data Collectors (NHHDC and HHDC)
Metering Equipment Managers (MEM)

REC SERVICE PROVIDERS
Secure Data Exchange Service

CONSUMERS
Electricity Consumers

REC DOCUMENTS / PRODUCTS
Schedule 17 - Secure Data Exchange
Schedule 14 - Metering Operations

RECCO AND REC CODE MANAGER
Performance Assurance

The impacts identified are based on the proposed solutions from the Change Proposer. Following the analysis phase, the impacts of all potential solutions would need to be re-assessed.

The Change Proposer has suggested potential solutions including:

- An update to Schedule 14 - Metering Operations to introduce an escalations process, potentially using the Secure Data Exchange Portal

- Utilising SDEP for the escalation and resolution of missing Meter Technical Details

4.1 CROSS CODE IMPACTS

No cross code impacts have been identified at this time, based on the potential solutions proposed by the Change Proposer.

If different solution options are identified during the analysis phase, the impacts on other Codes will be reassessed.

5 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	SELF-GOVERNANCE
RESPONSIBLE COMMITTEE	CHANGE PANEL

The Change Proposal Plan sets out the approach and activities to assess Performance Data and complete a Performance Assurance assessment in the first half of 2022.

The Performance Assurance Board will review the outcome of the Performance Assurance assessment, and review any recommendations presented by the Code Manager.

Following the period of Performance Assurance activity, where it is deemed appropriate to progress changes to the REC, the Change Panel would be the appropriate Responsible Committee as any solution is likely to have impacts to Category 1 or 2 products.

6 PRIORITY STATUS AND URGENCY

PRIORITY STATUS	LOW
URGENCY	STANDARD

The Priority Status for this Change Proposal is ‘Low’ based on a ‘Weighted Significance’ score of ‘1’ and an ‘Urgency’ score of 0. This is broken down as below:

Significance:

Strategic Direction – a score of 2 as the proposed approach of utilising Performance Assurance Techniques to mitigate Retail Risks, ahead of defining changes to the Retail Energy Code processes and products, is aligned to the REC Strategic Objectives.

Consumer Impacts – a score of 2 to reflect a moderate improvement to the consumer experience. While this Change Proposal does not define a solution, the resolution of the problem statement through the application of Performance Assurance Techniques or changes to the Retail Energy Code would improve the consumer experience and reduce any detriment for those impacted consumers.

Operational Efficiency – a score of 1 to reflect an expected minor improvement to the operational process followed by Energy Suppliers and Metering Equipment Managers with the introduction of solutions to address the problem statement.

Urgency:

This Change Proposal has been given an urgency score of 0 to reflect there are no urgent requirements or dependencies for the change to be progressed. A standard timeline is therefore appropriate for this Change Proposal.

RETAIL ENERGY CODE

PRIORITISATION MATRIX

Significance	Score	Weighting
Legal/Regulatory Compliance	0	30
Strategic Direction	1	20
Cost Benefits / Value	0	10
Consumer Impacts	2	30
Operational Efficiency	1	10

Urgency				
3	N/A	13	23	33
2	02	12	22	32
1	01	11	21	31
0	00	10	20	N/A
				Significance

Weighted Significance Score	1
Urgency	0
Overall Priority Score	**10**

Effort	1 - Moderate

Priority Score	Priority Status
23 - 33	Critical
13 - 22	High
11 - 21	Medium
00 - 10	Low

PRIORITY STATUS
Low

7 SUMMARY OF CHANGE PROPOSAL PLAN

As part of the Code Manager's planned Performance Assurance activity, as set out in the Performance Assurance Operating Plan (PAOP) and Retail Risk Register, we are looking at timelines of the Market Message for 'D0170 Request for Metering System Related Details', 'D0150 Non Half-hourly Meter Technical Details' and 'D0268 Half-hourly Meter Technical Details'. We therefore propose allowing time to monitor the timeliness of these stated Market Messages, and where issues arise, apply Performance Assurance Techniques under the PAF, rather than progressing improvements through a change to the code in the first instance.

As issues are identified the Performance Assurance Team would consider whether there are appropriate Performance Assurance Techniques (PATs) to apply to mitigate Retail Risks. With the accession of MEMs to the REC, this is the first opportunity for MEMs to be directly engaged in Performance Assurance activity associated with the provision of Meter Technical Data.

As Retail Risks are monitored, further analysis will be completed to determine if there are wider changes needed to address the root cause of the issue, which could include changes to the Retail Energy Code.

In order to allow time for this Performance Assurance activity to take place, this Change Proposal will remain within the Code Manager's Forward Work Plan and the Change Proposal will be added to the Codes Roadmap to ensure the visibility of planned analysis. The Change Proposal will therefore be presented to a future Change Panel in line with the Forward Work

Plan, once this PA activity has taken place and when there are recommended next steps for the Change Panel to consider.

	FROM	TO
PERFORMANCE ASSURANCE ACTIVITY	04/01/2022	30/06/2022
PERFORMANCE ANALYSIS	01/07/2022	26/07/2022
UPDATED PLAN PRESENTED TO CHANGE PANEL FOR DECISION	02/08/2022	02/08/2022

8 GLOSSARY

TERM	DEFINITION
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.
Meter Technical Details (MTD)	means all the relevant information about Energy meters required by the Registered Energy Supplier, Supplier Agents, Distribution Network Operator and/or Gas Transporter to carry out its duties as such under this Code and other Energy Codes.
Non-Half Hourly Data Collector (NHHDC)	means, a Data Collector which retrieves, validates and process metering data from Non-Half Hourly Meters
Half Hourly Data Collector (HHDC)	means, a Data Collector which retrieves, validates and process metering data from Half Hourly Meters
Retail Energy Code (REC)	means this Code, including its Schedules and the Technical Specification, maintained pursuant to the electricity supply licences granted under the Electricity Act 1989 and the gas supply licences granted under the Gas Act 1986, as such code is modified from time to time in accordance with its provisions
Metering Equipment Manager (MEM)	means, as applicable, either: (a) for electricity, the Meter Operator Agent (as defined in the BSC) appointed by an Electricity Supplier; or (b) for gas, the Meter Asset Manager (as defined in the UNC) appointed by the Gas Supplier.
Retail Energy Code Company (RECCo)	The Retail Energy Code Company means the company established under Clause 5 of the main body of this Code.
Market Message	means a structured communication sent between two Market Participants in the form and with the content required (and as otherwise specified) by the Data Specification.
Secure Data Exchange Portal (SDEP)	means the portal of that name which forms part of the Secure Data Exchange Service.

Secure Data Exchange Portal (SDES)	means the service described in the SDES Service Definition.
Performance Assurance Techniques (PAT)	means any provision or process that may be employed by the REC PAB and/or the Code Manager in order to mitigate Retail Risks in accordance with the Performance Assurance Schedule.
Performance Data	means the data utilised by the Code Manager to assess a REC Service User's or REC Service Provider's compliance with this Code, including from Performance Reports
Performance Assurance Framework (PAF)	means the Performance Assurance Schedule and the documents, processes and arrangements established pursuant to the Performance Assurance Schedule, for the purposes of (or in relation to) the monitoring and assurance of roles and obligations undertaken by REC Service Users and REC Service Providers pursuant to this Code.
Performance Assurance (PA)	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.
Retail Risk	means a risk that retail energy consumer outcomes and the effectiveness of the retail market are measurably and significantly degraded by a failure by a REC Service User or REC Service Provider to meet the objectives, standards and core processes under this Code.