RETAIL ENERGY CODE

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

CHANGE PROPOSAL PLAN

R0043 – COMMISIONING OF WORKS BY THE CROWDED METER ROOM COORDINATOR (CMRC) TO RESOLVE ISSUES IN CROWDED METER ROOMS

DOCUMENT VERSION	5.0
DATE ISSUED	22/09/2023
DOCUMENT APPROVAL STATUS	APPROVED BY REC CHANGE PANEL

RESPONSIBLE COMMITTEE
CHANGE PANEL

LEAD ANALYST
Gemma Dixon
EMAIL

TECHNICAL LEAD
Ryan Dale
EMAIL

ASSURANCE LEAD
Eliana Campbell
EMAIL

CHANGE OVERVIEW

This Change Proposal is to introduce new processes which will allow a Crowded Meter Room Co-ordinator (CMRC) to contract with a REC accredited Metering Equipment Manager (MEM) to act on behalf of the CMRC, so that they may resolve issues in a Crowded Meter Room (CMR) on behalf of all Registered Suppliers within that meter room.

The MEMs undertaking this work on behalf of the CMRC will be referred to as the Crowded Meter Room MEM (CMRM).

KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	22/08/2022	20/10/2022
PRESENT APPROACH TO RESPONSIBLE COMMITTEE	15/11/2022	15/11/2022

1 RE-BASELINE ACTIVITY

This change has a dependency on R0132 due to the Crowded Meter Room MEM (CMRM) requiring a new Role Code. Consultation responses on R0043 were predominantly supportive of the solution, however expressed concern that R0132 has much bigger impacts than R0043 on parties. With this in mind, the Code Manager proposes to push out the final decision from 03 October to 19 December. This will allow R0132 to progress to Impact Assessment and Consultation so that an informed decision can be made. Should an alternative role code solution be obtained for the CMRM, the Code Manager will bring the decision date forward to a November Change Panel.

The new plan dates are provided in the following table:

	APPROVED DATES		PROPOSED DATES	
	FROM	TO	FROM	TO
IMPACT ASSESSMENT WINDOW	09/06/2023	21/07/2023	Complete	Complete
PRELIMINARY CHANGE REPORT PUBLISHED	04/08/2023	04/08/2023	Complete	Complete
PRESENTED TO RESPONSIBLE COMMITTEE	15/08/2023	15/08/2023	Complete	Complete
CONSULTATION WINDOW	18/08/2023	11/09/2023	Complete	Complete
FINAL CHANGE REPORT PUBLISHED	26/09/2023	26/09/2023	**08/12/2023**	**08/12/2023**
RESPONSIBLE COMMITTEE DECISION	03/10/2023	03/10/2023	**19/12/2023**	**19/12/2023**

2 SCOPE

2.1 IN SCOPE

This document outlines the plan for the analysis and development of a solution for this change proposal.

2.2 OUT OF SCOPE

At this stage we do not have a defined solution, therefore, the plan only outlines the activity up to Impact Assessment stage.

Once we have completed solution development and have a proposed solution which can be taken forward, we will refine the plan.

3 PROJECT STRUCTURE AND ORGANISATION

3.1 POINTS OF CONTACT

LEAD ANALYST	Gemma Dixon	EMAIL	02038909062
TECHNICAL LEAD	Ryan Dale	EMAIL	n/a
ASSURANCE LEAD	Eliana Campbell	EMAIL	01132921340
SUBJECT MATTER EXPERT	Colette Baldwin	EMAIL	02077706785

3.2 REQUIRED ACTIVITIES

3.2.1 SOLUTION DEVELOPMENT

This change will require an extensive period of Solution Development to ensure that we capture all aspects of the changes to REC services, Products and documents. We will undertake this work with both internal assessment and feedback from external Subject Matter Experts (SME).

Legal Framework – As part of the development of this solution the Code Manager will obtain legal advice on whether the Alt HAN Co, in its proposed new capacity as the CMRC, will need to accede to the REC to ensure that the relationship between the CMRC, the CMRM, the Supplier and the Supplier Agent is explicit within the REC.

The Suppliers who are relying on the CMRC will need to have appropriate confidence that they are protected from the consequences of any damage or injury caused during the CMRC undertaking any work.

Scope of CMRM Work – The solution should also consider whether there is a need to clarify the scope of eligible activities the CMRM will be permitted to undertake and whether this should be defined and set out in the REC. This includes understanding the types of Consumers and Suppliers impacted, for example, there could be micro-businesses attached to Multiple Dwelling Unites (MDUs) which share the same meter room. In addition, Alt HAN Co have indicated that the intention is to not install new Smart Meters, however in cases of the CMRM identifying aged or faulty equipment they will replace that equipment. The Code Manager will work with Alt HAN Co to fully assess the scope of CMRM work and its impacts.

Performance Assurance - We will need to consider whether the role of a CMRM introduces additional risks that will need to be considered by the REC Performance Assurance Board (REC PAB). We will need to determine whether any additional Performance Assurance or audit requirements should be introduced to mitigate any risk introduced through the implementation of this Change Proposal.

The Code Manager will need to review if any clarification is required to the activities of a MEM to account for the extended role of a CMRM and if any specific risk is created that requires consideration under the REC Assurance arrangements.

Priority Services - The solution will need to determine how Priority Service information will be obtained from occupiers and shared with the CMRM ahead of any work being carried out and any requirement to feedback this information to the Registered Supplier.

The solution will consider the General Data Protection principles during its development to ensure protection of Consumer Data.

Safety - The development of the solution will need to understand the CMRMs responsibility to report any evidence of meter tampering and/or interference to notify the Registered Supplier/DNO of any unsafe situations. This will include:

- any situations that go beyond the remit of the work they are contracted to undertake
- the CMRM communicating with the Registered Supplier and their MEM (where relevant) and/or DNO
- the need of the CMRM to communicate information about leaving a site De-energised (where the site has been left De-energised for safety reasons).

Market communications - The development of the solution will determine how these communications will be achieved and whether:

- it is possible to use existing Energy Market Messages or the Secure Data Exchange Portal (SDEP) to send information to the Registered Supplier and or DNOs
- The approach used by MEMs to communicate with the DNO or Registered Supplier through dedicated points of contact (such as those Market Messages used for MEM to DNO notifications related to danger, damage or interference with equipment)
- Identifying who or what are the appropriate points of contact for such messages from CMRM to the Registered Supplier.

The Code Manager will also consider the requirements for the sending and receiving of relevant Market Messages, and if this results in a new Role Code being required for the CMRC/CMRM to communicate with Suppliers and their agents.

The Code Manager, along with Distribution & Connection Use of System Agreement (DCUSA) and Alt HAN Co, will explore the use of the Sandbox to facilitate an early trial of Alt HAN Co's proposal to resolve CMR issues. The lessons learnt as part of this process would also feed into the solution prior to publication of the Preliminary Change Report.

3.2.2 IMPACT ASSESSMENT

A full Impact Assessment will be issued once the Code Manager has a view of the solution and legal text has been drafted for this change, this will validate the impacts we have identified.

3.3 STAKEHOLDER ENGAGEMENT PLAN

3.3.1 CROSS CODE ENGAGEMENT

We will refer this change to the Cross-Code Steering Group (CCSG) for their assessment, this will confirm any cross-code impacts or combined engagement if or where required.

3.3.2 WIDER STAKEHOLDER ENGAGEMENT

We anticipate later in the process of this Change Proposal that further industry engagement may be required to resolve Party queries such as webinars or similar engagement activities. However, at this point such activity is currently out of scope of this plan.

3.4 RAID

3.4.1 ASSUMPTIONS AND DEPENDENCIES

No.	ASSUMPTION	NOTES	HOW/WHEN TO VALIDATE
A1	CMRM will only be able to work on whole current metering.	n/a	Solution Development
A2	Where an individual Consumer does not provide their consent, this will not prevent all work being carried out	If any Consumer withholds consent that Consumer's meter will be left untouched and energised, and the rest of the work will proceed as planned.	Solution Development/Impact Assessment
A3	CMRC Cost Recovery - any costs incurred by the CMRC whilst carrying out		CCSG (SEC) Engagement

	its new role will be recovered through existing mechanisms.		

No.	DEPENDENCY	NOTES	STATUS
D1	If DCP400 is not approved by the Authority this change will not be able to progress due to the CMRC not having the permissions to undertake any works.		Open – Will monitor DCP400

3.5 DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS

The deadline for submission of alternative change proposals will be determined once we plan Preliminary Assessment Activity.