RETAIL ENERGY CODE

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

INITIAL ASSESSMENT REPORT

R0053 - 24/7 EMERGENCY METERING SERVICE

DOCUMENT VERSION	2.0
DATE ISSUED	07/03/2023
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	CHANGE PANEL	CHANGE PATH	AUTHORITY DETERMINED
PRIORITY STATUS	MEDIUM	URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	TBC

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

Electricity Suppliers currently are not required to provide a 24/7 emergency metering service that enables a Consumer to speak to an agent and/or receive a visit from a field operative outside normal business hours when faced with a metering fault. This Change Proposal has been raised to assess and consider the options to address this issue.

	High Impact: Energy Suppliers, Metering Equipment Managers
	Medium Impact: N/A
	Low Impact: Distribution Network Operators

1 BACKGROUND

When a Consumer is experiencing a loss of electricity or an electricity related fault, they are provided with either a direct number to their Distribution Network Operator (DNO) or the power cut line number '105' that is managed by DNOs. When contacted, the DNO will investigate and potentially make a site visit to determine the cause of the power loss or fault.

Occasionally, the cause is due to a fault with the Metering Equipment, which is the responsibility of the Energy Supplier and their Appointed agents. These faults cannot be addressed by the DNO and therefore, time and resource are wasted in investigating and attending site for these faults.

More importantly, the Consumer fault is not fixed. This can result in Consumers remaining off-supply for an extended period, if the issue occurs at weekends, bank holidays or out of standard working hours.

This Change Proposal has been raised by a DNO who proposes that Energy Suppliers should provide a 24 hour, 7 days a week (24/7), metering service to Consumers to ensure that, where the fault is related to Metering, it can be addressed in a timely manner.

The intention of this Change Proposals is for any solution to be in addition to that of DCUSA Clause 30.5G.1 of Section 2A, the obligation for the Energy Supplier to provide emergency metering and follow-up points of contact to the DNO.

The Code Manager will work with Parties, to determine the most appropriate solution to address the problem statement.

2 PROBLEM STATEMENT

In situations where an Electricity Consumer experiences a loss of power, the DNOs who attend site to investigate and resolve the issues, are unable to do so when there is a meter fault, which is the responsibility of the Energy Supplier and it's Appointed agents. When an issue occurs out of hours, or when an Energy Supplier does not have an out of hours metering service in operation, Consumers can be left without power for an extended period, this can create a safety or health concern, particularly for vulnerable Consumers or vulnerable members of their household.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As an Energy Consumer, I want my metering fault to be identified and fixed as soon as possible, so that I am not left in a situation where I have no electricity for an extended period.
C2	As an Energy Consumer, I want to be able to contact the correct Party to fix my metering fault.
C3	As an Energy Consumer, I want my personal circumstances to be taken in to account when arranging for a fault to be fixed out of standard working hours.

MARKET PARTICIPANT USER STORIES	
M1	As a DNO, where there is a meter fault identified I want to be able to contact the Energy Supplier to rectify this, no matter what day or time this is identified, so that Consumers are not left without power for extended periods, during which time they may require ongoing help, support and communication.
M2	As an Energy Supplier, I want to provide my Customers with accurate and relevant Emergency contact information.
M3	As an Energy Supplier, I want to be able to respond to meter faults in a timely manner and not leave Consumers without power for an extended period.
M4	As a MEM, I want to be notified, in a timely manner, of faults that occur on Metering assets I am responsible for, so that I am able to rectify these without undue detriment being experienced by Consumers

4 IMPACTS

CONSUMERS
Domestic electricity Consumers
Non-Domestic electricity Consumers

REC SERVICE PROVIDERS
Electricity Enquiry Service (EES) provider

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
Energy Suppliers
Metering Equipment Managers (MEM)
Distribution Network Operators (DNO)

REC DOCUMENTS / PRODUCTS
Data Access Matrix (DAM)
Data Specification
Schedule 14 - Metering Operations

At this stage a fully formed solution has not yet been developed. It is expected that any solution will introduce new obligations, with impacts across a number of REC products.

This Change Proposal will require a period of solution analysis and development, to identify solution options for assessment and consideration.

Impacts of any proposed solution to REC Parties, REC Products and the Code Manager will be validated and confirmed after the solution development phase.

5 CROSS CODE IMPACTS

No Cross-Code impacts have been currently identified. However, the problem was raised with DCUSA prior to being raised under the REC. Depending on the proposed solution(s) there may

be a BSC or DCUSA impact, discussions will continue with BSC and DCUSA throughout the progression of the Change Proposal.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	AUTHORITY DETERMINED

RESPONSIBLE COMMITTEE	CHANGE PANEL

This change is likely to impact Schedule 14 – Metering Operations, which is the Responsibility of the Metering Expert Panel (MEP), as set out in the REC Baseline Statement. However, due to the potential new obligations that could be posed upon Energy Supplier and MEMs, the Change Path should be Authority Determined and the Responsible Committee should be Change Panel.

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	3	27	80
	Retail Markets Impact	Retail Risk(s)	0	17	0
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	3	7	20
		Legal and Regulatory Compliance	0	14	0
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)	128

Priority Status	MEDIUM

Change Proposal Type	STANDARD

This Change Type is deemed to be **Standard** with **a Medium** priority with an overall priority score of **128**, this score is based on:

Impacts

- Customer Impacts - a score of 3 as this Change Proposal delivers benefits to Consumers through improved experiences, safety and reduced detriment.
- Operational Effectiveness and Efficiencies - a score of 3 as this Change Proposal delivers operational efficiencies and improvements to REC Parties.

Resource

- Complexity/Effort/Duration - score of 2 (moderate) as this Change Proposal is a standard change with solution development and impact assessment.

Urgency

- Urgency - a score of 1 (minor) due to the Consumer Impact. The change has no specific timescale associated with it.

8 SUMMARY OF CHANGE PROPOSAL PLAN

The Change Proposal plan only covers the Code Managers activities to analyse and develop the solution for this Change Proposal.

The Code Manager will present the approach and activity needed to the Change Panel on 20 June 2023.

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/03/2023	26/05/2023

9 GLOSSARY

TERM	DEFINITION
Balancing and Settlement Code (BSC)	means the Balancing and Settlement Code, as defined in the Electricity Supply Licences.
Distribution Connection and Use of System Agreement (DCUSA)	means the agreement of that name maintained pursuant to the Electricity Distribution Licences.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
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 (REC)	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.