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

R0145 – SERVICE TERMINATION ISSUE REPORTING

DOCUMENT VERSION	1.0
DATE ISSUED	05/09/2023
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	METERING EXPERT PANEL	CHANGE PATH	SELF GOVERNANCE
PRIORITY STATUS	HIGH	URGENCY	URGENT

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	08/09/2023

LEAD CHANGE ANALYST



Colette Baldwin

Click to send an email

020 77706785

CHANGE OVERVIEW

This Change Proposal updates the Categorisation of this REC document to a Category 2 document. It is currently classified as a Category 3 document – which are used for guidance documents that have no material impacts on REC Parties. The REC obligates compliance with this document through Schedule 14 – Meter Operations and the Consolidated Metering Codes of Practice.

	High Impact Electricity Suppliers/MEMs/DNOs
	Medium Impact: N/A
	Low Impact: N/A

1 BACKGROUND

The Service Termination Issue Reporting Guidance document was introduced into the REC from MOCOPA when the REC was designated in September 2021. The document was previously under the control of MOCOPA where the Distribution Network Operators (DNOs) had a right of veto over any changes raised to it.

2 PROBLEM STATEMENT

Compliance with the CoMCoP and the Metering Operations Schedule includes obligations on the MEMs to report incidents of danger, damage, or interference with the DNO Equipment in accordance with the requirements set out in the document. Failure to comply with these requirements will leave the MEM subject to permission to work on the DNO's equipment being revoked, which will have consequences on their ability to work as a REC MEM more widely.

3 USER STORIES

REF.	USER STORIES
MARKET PARTICIPANT USER STORIES	
M1	As a DNO I want to ensure that the MEMs who work on my network have the requisite skills and experience and that they will follow the instructions relating to reporting incidents of danger, damage, or interference with the DNO Equipment, as set out in the Service Termination Issue Reporting document.
M2	As a Supplier I want any MEM I employ to have clear instructions on how to report incidents of danger, damage, or interference with the DNO Equipment.
M3	As a MEM I want information on what actions I need to take where there is danger, damage, or interference with the DNO Equipment at site, so that issues can be safely addressed in the appropriate timescales.
M4	As the Code Manager, I want clarity on the governance and for change processes of the document to be appropriate, for the subject matter and relevant affected parties.

4 IMPACTS

REC PARTIES AND SERVICE USERS
Suppliers
DNOs
MEMs

REC DOCUMENTS / PRODUCTS
REC Baseline Statement
Schedule 14 – Metering Operations
Consolidated Metering Code of Practice

RECCO / REC CODE MANAGER
Code Manager (RPS)

5 CROSS CODE IMPACTS

There are no cross-code impacts related to this change.

6 CHANGE PATH AND RESPONSIBLE COMMITTEE

CHANGE PATH	Self-Governance

RESPONSIBLE COMMITTEE	Metering Expert Panel

The change is a self-governance change which will be followed by a Category 3 Change Proposal to remove the equivalent Category 3 document once the decision is made to implement this Change Proposal. This is primarily a document related to operational activities under metering work, and therefore the Metering Expert Panel (MEP) should be the appropriate Responsible Sub-Committee to make decisions on the document.

7 PRIORITY STATUS AND URGENCY

RETAIL ENERGY CODE

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	1	27	27
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	1	7	7
		Legal and Regulatory Compliance	3	14	43
Resource	Complexity / Effort / Duration		3	9	28
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	3	10	30
				Overall Priority Score (rounded)	167

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

Priority Status	HIGH
Change Proposal Type	URGENT

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

This Change is deemed to be Urgent because the document is incorrectly categorised as a Category 3 document which are classed as guidance documents that are non-material or not binding on REC Parties. Now that the REC Legal Representative has confirmed there is an error in categorisation, we need to address the status of the document urgently as there are changes that are required to be progressed, however, the correct change process needs to be in place before we can make those changes.

8 SUMMARY OF CHANGE PROPOSAL PLAN

in this Change Proposal, we intend only to change the status of the document from a Category 3 document to a Category 2 document. The Service Termination Issue Reporting document will remain under the MEP as the responsible Sub-Committee. Consequently, we are not proposing to go out for any party impact assessment, and as it doesn't impact central systems, nor are we

conducting Service Provider impact assessments either. We intend to progress straight to consultation following approval of the Preliminary Change Report by the MEP.

	FROM	TO
PRELIMINARY CHANGE REPORT ISSUED	08/09/2023	08/09/2023
RESPONSIBLE COMMITTEE REVIEW (Ex-Committee)	11/09/2023	15/09/2023
PRELIMINARY CHANGE REPORT AND CONSULTATION ISSUED	22/09/2023	22/09/2023
CONSULTATION	22/09/2023	13/10/2023
FINAL CHANGE REPORT ISSUED	20/10/2023	20/10/2023
RESPONSIBLE COMMITTEE DECISION	08/11/2023	08/11/2023
APPEAL WINDOW CLOSURE	22/11/2023	22/11/2023

9 GLOSSARY

TERM	DEFINITION
Category 3 Product	refers to the operational documents and RECCo guidance which are required to support, but do not place obligations upon, market participants and as such will be maintained by the Responsible Provider.
Category 3 Change Proposal	means the document of that name published on the REC Portal by the Code Manager.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
DNO Equipment	means the DNO-owned equipment, for example cut-out, CT/VTs, associated wiring up to and including the test terminal block, associated metering panel and upstream distribution network.
Metering Equipment Managers (MEM)	Means, as applicable, either: (a) for electricity, the Meter Operator Agent (as defined in the BSC) Appointed by an Energy Supplier' or (b) for gas, the Meter Asset Manager (as defined in the UNC) Appointed by the Gas Supplier.
MOCOPA	Meter Operator Code of Practice Agreement – Association now redundant, documents and processes handed over to the Retail Energy Code on 01 September 2021.
REC Baseline Statement	means the document of that name setting out: a) a list of documents that make up the Code and the Responsible Committee for approving changes to each document; and b) a list of Category 3 products and the Responsible Provider responsible for maintaining each product.