RETAIL ENERGY CODE

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

CHANGE REPORT

R0177 – CHANGE SMART METER INSTALLATION CONSUMER SURVEY SPECIFICATION SURVEY QUESTIONS TO A REC CATEGORY 2 DOCUMENT

CHANGE REPORT	PRELIMINARY
DOCUMENT VERSION	1.0
ISSUED DATE	04/07/2024
DOCUMENT APPROVAL STATUS	PUBLISHED FOR CONSULTATION

RESPONSIBLE COMMITTEE	CHANGE PANEL	CHANGE PATH	SELF GOVERNANCE
PRIORITY STATUS	LOW	URGENCY	STANDARD

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	05/07/2024

LEAD CHANGE ANALYST



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CHANGE OVERVIEW

To allow REC Parties, in particular Energy Suppliers, to raise Change Proposals or issues against the Smart Meter Installer Domestic and Micro-Business Customer Surveys, a change has been submitted to make these documents Category 2 in the REC Baseline Statement.

	High Impact: N/A
	Medium Impact: N/A
	Low Impact: Energy Supplier

CODE MANAGER'S RECOMMENDATION

The Code Manager recommends Change Proposal R0177 is **APPROVED** for implementation on 06 September 2024.

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BACKGROUND

1 BACKGROUND

As part of R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP) solution development discussions, it was raised that the mandatory Smart Meter Installer survey questions have not been reviewed since they went live at the start of the Smart Meter rollout several years ago. It was agreed that a review of those questions could not sit under the scope of R0152 as the questions are not held in CoMCoP. This prompted questions about how Suppliers could trigger a review of the questions as they are not anywhere in the REC Baseline Statement. This issue was taken to the REC Issues Group for further discussion and Suppliers were given the opportunity to raise potential solutions.

Feedback from these sessions resulted in the suggestion that the best way for this to be addressed was for the Smart Meter Installer Domestic and Micro-Business Customer Surveys to be added to the REC Baseline Statement as category 2 documents. This will allow anyone to raise changes or issues against these questions and there be a defined change process to follow.

2 PROBLEM STATEMENT

The Smart Meter Installation Consumer Survey Specification questions are mandatory for Energy Suppliers to use, but there is no mechanism for Energy Suppliers to raise changes or issues against the questions as they are not held in the REC Baseline Statement.

3 USER STORIES

REF.	USER STORIES
CONSUMER USER STORIES	
C1	As a Domestic or Micro-Business Consumer, I want the Smart Meter Installation survey questions to have robust governance, so I have confidence the right KPIs are being monitored.
MARKET PARTICIPANT USER STORIES	
M1	As an Energy Supplier, I want the Smart Meter Installation survey questions to be governed by the REC Change Process, so I can suggest and provide feedback on changes to them.

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PROPOSAL

4 SUMMARY OF ANALYSIS UNDERTAKEN

Speaking with Parties after this was raised during R0152 work group and at the REC Issues Group, it was determined the Code Manager would raise this change to make the surveys category 2 documents. It was also suggested that they could be made appendices to CoMCoP, but this was decided not to be the optimum route as then the Performance Assurance Board could not be made the responsible committee.

5 PROPOSED SOLUTION

The proposed solution is to upgrade the Smart Meter Installer – Domestic Customer Survey and the Smart Meter Installer – Microbusiness Customer Survey documents to category 2 documents.

It is proposed they will sit in the Operational Documents section of the REC Baseline Statement and have the Performance Assurance Board as their responsible committee.

No changes to the documents or questions will be made under R0177.

6 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0177 can be found here.

7 DELIVERY AGAINST CHANGE PROPOSAL PLAN

To date, all activities have been completed within the required timescales. The Change Proposal Plan can be found here.

8 KEY RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

No risks, issues, assumptions or dependencies have been identified for this change.

9 PROPOSED IMPLEMENTATION DATE AND APPROACH

PROPOSED IMPLEMENTATION DATE	06/09/2024

PROPOSED IMPLEMENTATION APPROACH	BIG BANG

In order to get this change implemented as soon as possible, the Code Manager has elected for an extraordinary release. We anticipate there being no impact to Parties from this but will validate as part of consultation.

10 BUSINESS CASE ASSESSMENT

10.1 COSTS

There are no anticipated costs associated with the implementation of R0177.

10.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
PARTIES CAN RAISE ISSUES/CHANGES AGAINST THE SURVEY QUESTIONS	The Smart Meter Installer – Domestic Customer Survey and the Smart Meter Installer – Microbusiness Customer Survey becoming category 2 documents means that anyone (REC Party or otherwise) can raise a change or issue against them. They will also be subject to the documented Change Process under the REC meaning impacted Parties will be given the opportunity to provide feedback via Party impact assessment and/or consultation for Code Manager review on any raised changes/issues.
EASE OF LOCATING THE SURVEY QUESTIONS	Other feedback received alongside the inability of Parties to raise changes/issues against the questions was often it was difficult to locate where they are within the REC Portal. This change will move them into the Operational Documents section alongside CoMCoP and the Performance Assurance Report Catalogue (PARC), both of which reference the Smart Meter Installation survey questions. Having these documents grouped together hopefully provides a more logical place for them to sit on the REC Portal and makes it easier for Parties to locate them.

10.3 COST BENEFIT ANALYIS SUMMARY

There are no costs associated with this Change Proposal and numerous intangible benefits, so the Code Manager believes there is a positive case for change. Having the Smart Meter Installer – Domestic Customer Survey and the Smart Meter Installer – Microbusiness Customer Survey documents as category 2 means they are subject to the REC Change Process and increases confidence there is adequate governance over them.

11 CASE FOR CHANGE

The Code Manager considers there is a positive case for change for implementing this Change Proposal on the basis that the proposed solution:

- Is both viable and implementable, and effectively resolves the problem statement;
- Has no associated costs and has proportionate effort required for implementation; and
- Balances the need for Parties to be able to raise changes against mandatory obligations, with the governance provided by the REC Change Process to ensure that the best outcomes are provided for Consumers.

12 CODE MANAGER'S RECOMMENDATION

Based on sections 10 and 11 of this report, the Code Manager considers that a positive case for change can be made for implementing this solution.

The Code Manager recommends that the Change Panel:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 06 September 2024.

13 CONSULTATION PLAN AND NEXT STEPS

The consultation on this Preliminary Change Report for R0177 will be published on the REC Portal by 05 July 2024 and closes on 26 July 2024.

Following consultation, the Code Manager will produce an updated version of this Preliminary Change Report (referred to as the Final Change Report). This will include the outcome of the consultation, setting out a summary of the consultation submissions and the Code Manager's response.

The Final Change Report will be issued to Change Panel to make its determination.

14 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link

15 GLOSSARY

TERM	DEFINITION
Consolidated Metering Code of Practice (CoMCoP)	means the code of practice against which relevant ASPs, MEMs and MIs are assessed pursuant to the metering Accreditation Schedule.
Consumer	means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP).
Domestic and Micro Business Customer Survey Templates	means a document of that name published by the Code Manager from time to time on the REC Portal.
Energy Supplier	means a person which is either or both an Electricity Supplier and/or a Gas Supplier.