RETAIL ENERGY CODE

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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	**Final Recommendation**

CHANGE REPORT

R0244 C21 TO BE INTRODUCED INTO STIRG DOCUMENT

DOCUMENT VERSION	V2.0
PROPOSED IMPLEMENTATION DATE	27 February 2026
IMPLEMENTATION APPROACH	Big Bang

RESPONSIBLE COMMITTEE	Metering Expert Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	Medium	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	DNOs, MOAs		

LEAD ANALYST (SOLUTION LEAD)	SUBJECT MATTER EXPERT
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OVERVIEW

This change proposes to add a new category 3 asset condition code to the Guidance for Service Termination Issue Reporting (STIRG) document, to allow Meter Operator Agents (MOAs) to report to the Distribution Network Operator (DNO) where the meter supply neutral is fed via a shared additional N/E block without having to abort the meter work.

RESPONSIBLE COMMITTEE DECISION

On **09 July 2025,** the REC Metering Expert Panel voted to, in line with the Code Manager recommendation:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 27 February 2026.

RETAIL ENERGY CODE

CONTENTS

Responsible Committee Decision 1
1 Summary 3
2 Problem Statement 3
3 Impacts 3
4 Cross-Code Impacts 3
5 Proposal plan 4
6 Priority Status and Urgency 4
7 Proposed Solution 5
8 Draft Legal Text 5
9 Summary of Impact Assessment Activity 8
10 Risks, Assumptions, Issues and Dependencies 9
11 Business Case Assessment 9
12 Case for Change 10
13 Summary of Consultation Responses 10
14 Summary of Amendments Made Following Consultation 11
15 Appendix 13
16 Glossary 13

BACKGROUND

1 SUMMARY

Parties are having to unnecessarily abort electric meter installations where the meter supply neutral is fed via a shared additional N/E block, as the only asset issue reporting option for this in the STIRG document is B07 - DNO equipment issue preventing installation/replacement of meter tails. For several scenarios, there is no DNO work required for the MOA/EMO to continue their work. This may be affecting the radio teleswitch (RTS) removal program.

The introduction of C21 - Non-standard PME Connection Arrangement will allow MOAs to report this issue to DNOs but not require them to abort the work.

2 PROBLEM STATEMENT

Parties are having to unnecessarily abort installs where there is a non-standard PME connection arrangement as there is no category 3 asset issue reporting option within the STIRG document.

3 IMPACTS

CONSUMERS
Indirect

REC PARTIES AND SERVICE USERS
DNOs
MOAs

REC DOCUMENTS / PRODUCTS
Guidance for Service Termination Issue Reporting
Data Specification

MHHS DESIGN
No impact

MHHS DATA SPECIFICATION
Indirect impact

MHHS CODE DRAFTING
No impact

4 CROSS-CODE IMPACTS

The Cross Code Steering Group (CCSG) has been consulted on whether there are any cross-code impacts for this change.

It has been confirmed there is no impact to the Distribution Connection and Use of System Agreement (DCUSA), and the Code Manager is waiting for confirmation whether there is any impact to the Balancing and Settlement Code (BSC).

This possible impact is caused as while the Asset Condition Code Data Item (DI51121/J1824) is owned by the REC, it is used within two Market Messages which have BSC owned Scenario Variants. These are the Asset Condition Report Response / Clearance (MM00016/D0126) and Asset Condition Report (MM00023/D0135).

RETAIL ENERGY CODE

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**06-Feb-25**	**31-May-25**
	Solution Development	February	February
	Code Manager initial assessment	February	March
	Impact Assessment	April	May
Change Proposal		**01-Jun-25**	**12-Aug-25**
	Business Case Assessment	June	June
	Consultation	June	July
	Final Determination	July	August
Voting		**13-Aug-25**	**13-Aug-25**
	Appeal Window	14-Aug-25	29-Aug-25

6 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Direct	1	27	27
	Retail Markets Impact	Innovation and Market Arrangements	2	17	33
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		3	9	28
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	0	10	0
				Overall Priority Score (rounded)	115

Priority Status	MEDIUM
Change Proposal Type	STANDARD

RETAIL ENERGY CODE

SOLUTION

7 PROPOSED SOLUTION

The proposed solution is the introduction of C21 - Non-standard PME Connection Arrangement into both the STIRG document and as an enumeration value into the Asset Condition Code Data Item (DI51121/J1824).

8 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0244 can be found here.

The draft red-lining for the Asset Condition Code Data Item is below.

The only change made after impact assessment was changing connection arrangement to be lower case rather than capitalised in both the legal text for the STIRG document and for the name of Data Item.

No changes have been made to the proposed Data Specification post consultation. Changes made to the legal text post consultation has been captured in section 14 of this Change Report.

DI51121 - Asset Condition Code.

Data Item Information

Data Item Reference	DI51121
Item Description	A code to describe the asset condition characteristics
Local Catalogue Reference	J1824
Data Item Owner	Retail Energy Code Company
Logical Length	3
Decimal Length	0
Physical Length	3
Data Type	String
Data Type Format	Edifact Level B DTS Variant
Data Item Notes	

Data Item Enumeration

Enumeration Value	Enumeration Description
A01	DB equipment operating hot (signs of overheating)
A02	Only to be used by SFIC - Service cable currently operating hot
A03	Defective/weakened fuse carrier
A04	Physical damage to DB equipment requiring immediate action
A05	Sign of DB equipment burning, smoking or arcing

A06	Only to be used by SFIC - Audible sounds of arcing
A07	Exposed live conductor
A08	Only to be used by SFIC - Broken fuse carrier â€“ access to live components
A10	DB earthing issue at existing installation which presents an immediate risk to Customer/MO
A12	Damaged asbestos component in DB equipment
A14	Polarity identified as incorrect at DB equipment
A15	Immediate risk to the public or Customer due to current service position location
A17	Live unearthed DB metal-encased equipment
A19	Surface voltage found on plastic cut-out
B01	Fuse carrier welded in to cut-out base
B02	Cut-out loose
B03	Damaged/missing phase barriers in DB equipment
B04	Damaged/broken cut-out terminal including missing terminal screws
B05	Non-withdrawable fuse by design
B06	Only to be used by SFIC - Cut-out unable to accept 16mmÂ² meter tails
B07	DB equipment issue preventing installation/replacement of meter tails
B08	Unhinged metal cut-out cover over un-insulated conductors
B10	Unearthed DB metal-encased equipment
B11	Cut-out with a fused neutral
B12	DB owned CT metering equipment issue
C02	Signs of bitumen compound leaking
C03	Lower rating fuse or cut-out (less than 60A)
C06	Metal-encased cut-out
C07	DB equipment unable to be securely sealed
C11	Asbestos component identified in DB equipment

C14	Fed from distribution board â€“ local/remote from meter
C15	DB cable terminating into DB equipment is VIR/MICC
C16	DB equipment mounted on asbestos board
C17	Black plastic cut-out
C18	Rewireable cut-out fuse
C19	Single insulated DB conductor (phase or non-PME neutral)
C20	Missing combined neutral-earth cover on DB equipment
C21	Non-standard PME connection arrangement

RETAIL ENERGY CODE

PRELIMINARY ASSESSMENT

9 SUMMARY OF IMPACT ASSESSMENT ACTIVITY

9.1 SERVICE PROVIDER IMPACT ASSESSMENTS

No Service Provider impact assessment was required as part of this Change.

9.2 REC PARTY IMPACT ASSESSMENTS

A Party impact assessment was conducted from 03 to 29 April 2025. A total of four responses were received from two Energy Suppliers and two DNOs. The non-confidential responses have been published here.

ENERGY SUPPLIERS	• Both Energy Suppliers agreed with the proposed solution, believed it should be implemented and did not see any alternate solutions that would meet the needs of the problem statement. • One Energy Supplier agreed this Change accounts for the industry move to MHHS, the other did not respond to this question. • Both Energy Suppliers agreed with the proposed legal text and additional Data Item for the Data Specification. • One Energy Supplier confirmed they required six months between approval and implementation, and that they expected this change to cost them less than £10,000. The other responded confidentially, but their response has been considered by the Code Manager. • Both Energy Suppliers identified benefits to their business in a reduced number of aborted visits and an improved Consumer journey.
DISTRIBUTION NETWORK OPERATORS	• Both DNOs agreed with the proposed solution, believed it should be implemented and did not see any alternate solutions that would meet the needs of the problem statement. • Both DNOs agreed this Change accounts for the industry move to MHHS. • Both DNOs agreed with the proposed legal text and additional Data Item for the Data Specification. One DNO commented that connection arrangement should not be capitalised; the Code Manager has corrected this. • One DNO confirmed they required six months between approval and implementation, while the other only required two days. • One DNO confirmed they expected no costs from the implementation of this change. The other responded confidentially, but their response has been considered by the Code Manager.

	• Both DNOs identified benefits to their business in a reduction of B07 codes received, resulting in fewer DNO callouts on Sites that do not require any DNO work.

10 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

No risks, assumptions, issues or dependencies have been identified as part of this Change Proposal.

11 BUSINESS CASE ASSESSMENT

11.1 COSTS

There are no central system costs associated with this Change. Party costs are expected to be between £0 and £10,000, as confirmed by Parties who responded to the impact assessment.

11.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
REDUCTION IN UNNECESSARY DNO SITE VISITS	The introduction of this Asset Condition Code will allow on Site agents to report non-standard PME connection arrangements to the DNO without aborting the job and having to wait for a DNO Site visit before they can continue the work. This will reduce the number of unnecessary DNO Site visits, saving time and resource, and will improve the Consumer journey.
REDUCTION IN UNNECESSARILY ABORTED METERING JOBS	The introduction of this Asset Condition Code will allow on Site agents to report non-standard PME connection arrangements to the DNO without having to abort the job where it is safe to continue. This will reduce the number of unnecessarily aborted jobs and improve the Consumer journey.
IMPROVED CONSUMER JOURNEY	The Code Manager believes that both of the above benefits will lead to improved Consumer journeys, as any Consumer with a non-standard PME connection arrangement will not automatically have the job aborted for the DNO confirm if any work is required.

One Energy Supplier wrote in their impact assessment response they expected this change to greatly improve efficiency in the RTS removal programme. As this change is not able to be implemented before the RTS switch off occurs, the Code Manager does not believe this Change will directly impact that. However, it will improve the efficiency of the on-going Smart Meter roll out program.

11.3 COST BENEFIT ANALYSIS

There are no central system costs, the costs to impacted Party types are minimal and there are three intangible benefits associated with this Change Proposal. As such, the Code Manager believes there is a positive case for change.

12 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 minimal associated costs and has proportionate effort required for implementation;
- Should see a reduction in the number of unnecessarily aborted Site visits and unnecessary DNO Site visits; and
- Should improve the Consumer journey for anyone with a non-standard PME connection arrangement.

13 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 09 May 2025 to obtain views on the Change Report (For Consultation). In total six responses were received from three Energy Suppliers and three DNOs. These have been published on the REC portal here. The key themes from these responses have been summarised and set out below.

13.1 SUMMARY OF RESPONSES

The responses were overall positive, with Parties agreeing the Change Proposal should be implemented.

13.2 COMMENTS ON THE SOLUTION AND PROPOSED LEGAL TEXT

All respondents agreed with the proposed solution.

One respondent provided feedback that the legal text only showed the new C21 text, and not how it would sit within the STIRG document or be linked with other asset conditions codes – e.g. B07. The Code Manager has taken this feedback on board and provided a fully red-lined version of the STIRG.

This respondent also provided comments on other feedback that has been made to the REC previously. The REC Change Team has received no other feedback on the STIR under this change, or from the MEP as the responsible owner of the document and has advised the respondent to raise their proposed amendments with the REC Committees team or their representative on the MEP so these can be added onto the agenda and voted on. The REC

Change Team can then raise and implement the Category 3 Change Proposal once they have received an approved document from the MEP.

13.3 BENEFITS RELATIVE TO IMPLEMENTATION AND OPERATIONAL COSTS

All respondents agreed with the Code Manager's assessment of the costs and benefits of this change.

One respondent did say they believed this change will have little impact on the RTS removal project due to the proposed implementation date of February 2026. The Code Manager agrees and has already captured in the Change Report (For Consultation) section 11 their belief this Change Proposal will not impact the RTS removal program, but that it can still improve the efficiency of the on-going Smart Meter roll out program.

13.4 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

All respondents agreed with the Code Manager's recommendation that this Change Proposal be approved.

All respondents agreed with the Code Manager's assessment that this Change Proposal should be subject to Self-Governance approval by the REC Metering Expert Panel.

13.5 IMPLEMENTATION DATE AND APPROACH

All respondents agreed with the Code Manager's proposed implementation approach of a Big Bang implementation. One respondent did say the implementation approach needed to account for the required time to develop internal guidance, train field operatives and that the Code Manager needed to make the legal text available prior to implementation.

The Code Manager believes the six month gap between August 2025 voting (as set out in the Proposal Plan) and February 2026 release is large enough for these activities to take place. We have also confirmed that while the legal text will not be available in the STIRG before implementation, it will be available on the Change Proposal Page of the REC Portal.

Four respondents agreed with the Code Manager's proposed implementation date of 27 February 2026, with two requesting it be implemented sooner.

Based on responses received at both impact assessment and consultation with multiple Parties requesting six months between approval and implementation (which is standard for any changes impacting the Data Specification), the Code Manager believes 27 February 2026 is the most appropriate release date and has not amended this post consultation.

14 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

Based on the feedback received at consultation, the Code Manager has provided a fully red-lined version of the STIRG document rather than just the wording for the new C21 Asset Condition Code. These changes include:

- Addition of C21 Non-standard PME connection arrangement to the list of Category 3 Asset Condition Codes in section 4 of the STIRG;
- Addition of C21 Non-standard PME connection arrangement to list of reasons Operatives would not use the B07 Asset Condition Code; and
- Adding of C21 Non-standard PME connection arrangement to the list of Category C Asset Condition Codes in order of priority where this list appears throughout the STIRG.

The Code Manager has also taken this opportunity to amend references to MEM to MOA through the STIRG, to bring it in line with current REC terminology.

15 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
CONSOLIDATED IMPACT ASSESSMENT RESPONSES	Link
CONSOLIDATED CONSULTATION RESPONSES	Link

16 GLOSSARY

TERM	DEFINITION
Data Item	means the most granular level of data defining a specific attribute in respect of a data type, the permissible values for which are defined and controlled in the Data Item Catalogue.
Data Item Enumerations	means permitted values associated with specific Data Items.
Distribution Network Operator (DNO)	means a person holding an Electricity Distribution Licence.
Guidance for Service Termination Issue Reporting	means a guide for MOAs and EMOs on reporting and acting on DNO asset condition issues.
Meter Operator Agent (MOA)	means a Party which has Qualified in that role under the Qualification and Maintenance Schedule. Where used in respect of a particular Metering Point, it means the MOA Appointed by an Electricity Supplier in accordance with the Metering Operations Schedule. The MOA is accountable for the installation, replacement, repair and maintenance of electricity Metering Equipment (either itself or by an EMO), and the MOA must also therefore be Accredited under the Metering Accreditation Schedule.
Site	unless stated otherwise means the area around which the Metering Point is located, in respect of the relevant meter(s) in relation to which a MEM has been appointed to perform meter operation services.