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	V1.0
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.

CODE MANAGER MINDED TO POSITION

The Code Manager recommends that the Metering Expert Panel:

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

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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).

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

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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 I0244 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.

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

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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.

11 BUSINESS CASE ASSESSMENT

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.

11.1 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.

11.2 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 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
CONSOLIDATED IMPACT ASSESSMENT RESPONSES	Link

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.