RETAIL ENERGY CODE

Metering Operations

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SCHEDULE 14

Metering Operations

Version: 7.1 Effective Date: 07 November 2025

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	N/A
Metering Equipment Managers	Mandatory
Approved Meter Installer	Mandatory
Electricity Metering Operative	Mandatory
Non-Party REC Service Users	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Initial draft for December 2020 consultation
2.0	1 September 2021	Incorporating respondents comments
2.1	31 January 2022	R0012
2.2	30 June 2022	R0019
3.0	18 July 2022	Switching SCR Modification R0041
3.1	4 November 2022	R0018, R0031, R0036
3.2	1 April 2023	R0047
4.0	30 June 2023	R0015, R0021, R0101
4.1	03 November 2023	R0017
5.0	28 June 2024	R0043, R0064
6.0	23 August 2024	R0121, R0181
6.1	06 September 2024	R0192
6.2	08 November 2024	R0094, R0150
6.3	28 February 2025	R0239
6.4	01 April 2025	R0217
7.0	22 September 2025	R0209
7.1	07 November 2025	R0157, R0279

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RETAIL ENERGY CODE

PART A – General Provisions

1 Introduction

1.1. This REC Schedule sets out the obligations on Metering Equipment Managers, Energy Suppliers, Distribution Network Operators and Gas Transporters in respect of metering operations, including:

(a) the requirements relating to the appointment of Metering Equipment Managers by Energy Suppliers;

(b) general requirements on Energy Suppliers and Metering Equipment Managers regarding the accuracy of Meter Technical Details; and

(c) operational processes used by Metering Equipment Managers to carry out work including appointment changes, sharing Meter Technical Details, installing and removing Metering Assets and the associated process controls such as commissioning, testing and fault resolution.

1.2. This REC Schedule should be read in conjunction with:

(a) the Qualification and Maintenance Schedule and Metering Accreditation Schedule, which define the overall entry assessment provisions which apply to 30.8.13 Metering Equipment Managers;

(b) the Consolidated Metering Code of Practice (CoMCoP), which defines obligations on gas and electricity Metering Equipment Managers;

(c) the Data Specification, which defines the format and content of each specific transaction referenced within the operational processes and includes the gas Meter Model Table or Converter Model Table;

(d) the BSC, which defines the technical metering specifications and testing requirements for electricity Metering Assets, specifically the BSC Metering Codes of Practice and BSCP601;

(e) the UNC and IGT UNC which define the requirements relating to UNC communications between the Shipper and CDSP; and

(f) the DCUSA, which amongst other things, governs the electricity Metering Point disconnection activities that are provided by Distribution Network Operators.

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1.3. This REC Schedule defines requirements applicable to both gas and electricity Market Participants. Operational processes have been separated with Part C containing gas processes and Parts D and E containing electricity processes – Part D for MHHS Metering Points and Part E for Non-MHHS Metering Points. For electricity, provisions are applicable to all types of Metering Asset unless explicitly limited to Traditional Metering Assets, Smart Metering Assets or Advanced Metering Assets.

1.4. As set out in Part D of this REC Schedule, Electricity Suppliers and Meter Operator Agents (MOAs) shall be required to send certain Market Messages via the Data Integration Platform (DIP). When transacting via the DIP, Electricity Suppliers and MOAs shall populate DIP Market Messages in accordance with the applicable rules set out in the Data Specification, and shall implement monitoring to identify where expected responses are not received within expected timescales.

1.5. The sending of the DIP Market Messages and those Market Messages used to exchange data with the CDSP is mandatory. It is not necessarily mandatory to send the other Market Messages defined in this REC Schedule, which shall be used as the default for communications, unless there is a bilateral commercial arrangement in place which stipulates an alternate approach. Where another method of transfer is agreed between the relevant parties, the information transferred, shall nevertheless reflect the content of the relevant Market Message(s) and be transferred within the required timescales.

1.6. Where DIP Market Messages are used to send information to a Distribution Network Operator from the relevant Supplier Meter Registration Agent, the Distribution Network Operator shall subscribe to receive the relevant DIP Market Message or, access the information via internal communication channels.

1.7. Where the CDSP provides files to Shippers on behalf of the Gas Transporter as defined in this REC Schedule, the Gas Transporter shall ensure that the CDSP is compliant with the processes and timescales set out within this REC Schedule. Information provided to or by the CDSP in accordance with the gas processes defined in this REC Schedule will be deemed to have been provided to or by the relevant Gas Transporter.

1.8. To support population of electricity meter configuration data by Electricity Suppliers and MOAs, the Code Manager shall maintain, and make available, a Meter Configuration Table; and shall define procedures to enable Electricity Suppliers to propose changes to this valid set of data.

2 General Obligations

Energy Suppliers

2.1 Except for gas Metering Assets for which the Consumer is the Gas Act Owner, Registered Suppliers shall ensure that they Appoint a Metering Equipment Manager to act as their Supplier Agent in providing metering related services for the entire period during which they remain the Registered Supplier for the RMP.

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2.2 Where Energy Suppliers are required to Appoint a Metering Equipment Manager, the Energy Suppliers shall issue Appointment requests for their Metering Equipment Manager(s) within a timescale sufficient to ensure that the Metering Equipment Manager is Appointed by the Supply Effective From Date.

2.3 Where Energy Suppliers are required to Appoint a Metering Equipment Manager, they shall ensure that the Metering Equipment Manager is Qualified in accordance with the Qualification and Maintenance Schedule.

2.4 Where Energy Suppliers receive data from their Metering Equipment Manager or Shipper under this REC Schedule, they shall ensure that invalid and/or inaccurate information, which prevents the relevant process being undertaken, is identified promptly and communicated back to the Metering Equipment Manager or Shipper, as applicable.

2.5 Any Gas Supplier who wishes to de-energise and re-energise an electricity supply in order to install, remove or maintain a Communications Hub, must have already either become a signatory to the DCUSA or put in place appropriate arrangements with the relevant Distribution Network Operator.

2.6 When remotely retrieving any reading(s) from Metering Assets of type SMETS 2 version 3.1 or above (or for other Metering Asset types where there is known to be a difference between the number of digits held in the internal register and those displayed on the Metering Asset), the Energy Supplier shall ensure reading(s) are consistent with the number of register digits displayed on the display of the Metering Asset. In the event where an internal reading is retrieved (e.g. remotely or via a handheld device), the leading digits from the reading should be truncated or padded such that the number of digits are consistent with the display of the Metering Asset. In addition, for gas Metering Assets where the reading received has more than five register digits, the reading should be truncated or padded to ensure consistency.

Electricity Suppliers Only

2.7 Where the same electricity Metering Asset is being utilised for the measurement of the Import and/or Export for more than one Metering Point the Registered Supplier(s) for Import / Export Metering Points shall ensure that the same MOA is Appointed for all the Metering Points involved.

2.7A Where the same electricity Metering Asset for a Smart Metering Asset is being utilised for the measurement of Export and / or Import by two or more Electricity Suppliers, any of the Electricity Suppliers may raise queries about the functioning of communications equipment with the other Electricity Supplier(s) via the Secure Data Exchange Portal (SDEP) using Market Message PT0079 Smart Metering Communications Issues General Query (Elec).

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2.8 Where the same electricity Metering Asset is being utilised for the measurement of Import by Metering Points registered in the Supplier Meter Registration Service and Export by Metering Points registered in the Central Meter Registration Service, the same MOA shall be Appointed to all of the Import and Export Metering Points. The party which is the registrant of the Metering Point in the Central Meter Registration Service shall secure that the same person is Appointed as MOA in relation to the Metering Point registered in the Central Meter Registration Service as is Appointed in relation to the Metering Point registered in the Supplier Meter Registration Service. This MOA shall be qualified for operations in relation to both markets in accordance with the BSC and this Code.

2.9 Where a Shared SVA Metering System arrangement is in place, in accordance with the provisions in BSC section K and BSCP550, the Registered Supplier(s) shall ensure that the same MOA is Appointed for all impacted Metering Points.

2.10 The Registered Supplier for a Metering Point shall ensure that the installed Metering Asset is compliant with the relevant BSC Metering Code(s) of Practice and that the Metering Asset has been commissioned and tested in accordance with BSC Metering Code of Practice 4 and BSCP601, as applicable.

Metering Equipment Managers

2.11 Each Metering Equipment Manager shall comply with all the relevant provisions within the CoMCoP, as applicable to gas and / or electricity (depending upon whether they are Qualified as either or both a Meter Asset Manager (MAM) and / or a Meter Operator Agent (MOA).

2.12 Each Metering Equipment Manager shall perform any responsibilities and obligations against a specific RMP, for the entire period for which it is Appointed by the Energy Supplier.

2.13 Each Metering Equipment Manager shall be accountable for the installation, commissioning, testing, maintenance, rectification of faults and provision of a sealing service in respect of Metering Assets (including if applicable associated Communications Equipment) in accordance with this REC Schedule, the relevant parts of the CoMCoP and any relevant BSC Metering Codes of Practice. The Metering Equipment Manager must either undertake this work itself or must arrange for an Approved Meter Installer (AMI) or an Electricity Metering Operative (EMO) to undertake this work, as further described in the CoMCoP.

2.14 Each MOA shall take all reasonable steps to ensure that the Communications Equipment for each electricity Advanced Metering Asset is active and maintained to provide continuous remote access to electricity consumption data, from no later than the start of the window during which Electricity Suppliers are obliged to migrate

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Metering Points with Advanced Metering Assets to the arrangements established via MHHS Implementation (as defined in the BSC).

2.15 Each Metering Equipment Manager shall maintain Meter Technical Details for installed Metering Assets and provide such details to the Registered Supplier and other Market Participants in accordance with the processes set out in Parts C, D and E of this REC Schedule.

2.16 The Losing Metering Equipment Manager must be able to send a valid Market Message containing Meter Technical Details to the Gaining Metering Equipment Manager in accordance with Parts C, D and E of this REC Schedule and the Data Specification.

2.17 The Gaining Metering Equipment Manager must be able to accept and act upon a valid Market Message containing Meter Technical Details sent to it by the Losing Metering Equipment Manager in accordance with Parts C, D and E of this REC Schedule and the Data Specification. The Gaining Metering Equipment Manager shall investigate where Meter Technical Details are not received within the expected timescales.

2.18 Unless the Consumer is the meter owner, the Metering Equipment Manager shall provide information as defined in this REC Schedule and the Data Specification to the relevant Meter Asset Provider:

(a) on installation or removal of Metering Asset;

(b) on Appointment as the Metering Equipment Manager, whether as a result of a Switch or change of Metering Equipment Manager; and

(c) on de-appointment as the Metering Equipment Manager.

2.19 Metering Equipment Managers shall record Consumer Contact Data and Priority Services Data provided by the Energy Supplier in accordance with this REC Schedule and / or the Transfer of Consumer Data Schedule, and shall delete or obfuscate such data following receipt of data updates or de-appointment.

Electricity MOAs Only

2.20 Each electricity MOA shall ensure that the Import or Export of electricity at the Metering Points for which it is Appointed is accurately recorded by the applicable Metering Asset and that the time control and load switching devices are calibrated, installed and maintained in compliance with the relevant BSC Metering Code(s) of Practice.

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2.21 Except in an emergency, the electricity MOA for MHHS Metering Points shall give the Advanced Data Service Agent sufficient notice of the installation, repair, removal, reprogramming, energisation or de-energisation of any meter associated with Advanced Metering Assets, to enable the Advanced Data Service Agent to recover the data required for Settlement using its normal method of data collection.

2.21A Except in an emergency, the MOA for Non-MHHS Metering Points shall give the Appointed Half Hourly Data Collector sufficient notice of the installation, repair, removal, reprogramming, energisation or de-energisation of any meter associated with HHDC-Serviced Metering Assets, to enable the Half Hourly Data Collector to recover the data required for Settlement using its normal method of data collection. In the case of Supplier Serviced Metering Assets, the MOA shall give such notice to its associated Energy Supplier.

2.22 MOAs shall obtain Industry Standing Data and Market Domain Data update notifications via the appropriate interface, in accordance with the BSC, and if required take necessary steps to obtain refreshed Industry Standing Data / Market Domain Data, maintain their records accordingly and reference / utilise Industry Standing Data / Market Domain Data as appropriate.

2.23 Where Meter Technical Details include the population of Data Items J0454 'CT Ratio' and/or J0455 'VT Ratio' then the populated value must conform to the valid set published by the Balancing and Settlement Code. Where a MOA receives a value that is invalid (missing from the valid set) it shall set the value to 'unknown' for a VT Ratio and 'unknwn' for a CT Ratio and contact the Distribution Network Operator and BSCCo for resolution.

2.24 For MHHS Metering Points, only the Appointed MOA may update the Metering Asset information held by the Supplier Meter Registration Service, except for a 10 Working Day period following de-appointment where the previous MOA may still submit updates so as to allow for delayed information. After this 10 Working Day period, the previous MOA shall liaise with the Appointed MOA directly if updates are required. Where a Metering Asset change occurs in the Appointment of one MOA, but the Metering Asset update is not notified to the Supplier Meter Registration Service until a different MOA is Appointed, the Supplier Meter Registration Service will provide updates to both sets of Supplier Agents / Electricity Suppliers.

2.25 MOAs shall maintain an archive of all relevant transactional data for 40 months where the Settlement Day is prior to the M16 Milestone (as defined in Annex S-4 of the BSC) and for 24 months for Settlement Days later than or equal to the M16 Milestone date.

2.26 For MHHS Metering Points, MOAs shall obtain updates to the following data items via the appropriate interface, in accordance with BSCP706, and maintain their records as appropriate:

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(a) Metering Point Location Address;

(b) GSP Group Id;

(c) Domestic Premises Indicator;

(d) Related Metering Point association;

(e) Energy Direction;

(f) Metered Status;

(g) SMSO Id;

(h) Import / Export association;

(i) Profile Class;

(j) Standard Settlement Configuration; and

(k) Connection Type.

Complex Sites (Electricity)

2.27 When the MOA sends Meter Technical Details and identifies a Complex Site, they shall also provide all required information, via the Complex Site Supplementary Information Form to each recipient of the Meter Technical Details, to enable collection of data from the Metering Asset.

2.28 Where there is a change of status to one or all feeders, the MOA shall send an updated Complex Site Supplementary Information Form to each recipient of the Meter Technical Details.

2.29 In all cases, when sending a Complex Site Supplementary Information Form, the MOA shall also include a Single Line Diagram. This can be included as part of the Complex Site Supplementary Information Form or included as a separate document.

2.30 The Code Manager shall publish a copy of the Complex Site Supplementary Information Form on the REC Portal.

Gas ~~Annual~~ Portfolio Reconciliation

2.31 Gas MAMs shall participate in a~~n annual~~ portfolio reconciliation exercise. Gas MAMs shall provide the ~~Annual~~ Reconciliation Data Items (as defined in the Data

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Specification), for each Supply Meter Point for which a meter is installed, to the CDSP within 15 Working Days following the agreed extract dates of 1 April and 1 October each year.

2.32 The gas MAM shall take a snapshot of the relevant Data Items on the extract dates and provide this data to the CDSP in a format and via the means set out in the Data Specification. The CDSP will carry out a reconciliation of MAM data against data in the Central Gas Register and report to the Code Manager and the relevant Gas Suppliers and MAMs using contact details provided by the Code Manager in accordance with the Service Definition for CDSP Further Services.

2.33 Where the gas MAM is informed of any inconsistencies identified through the ~~annual~~ portfolio reconciliation exercises, it shall review the issue and support resolution of the inconsistency within any timescales specified by the REC Performance Assurance Board.

General Requirements

2.34 In the event Energy Suppliers, Metering Equipment Managers, Shippers, Meter Asset Providers, Electricity Retail Data Agents, Distribution Network Operators or the CDSP validate data provided in accordance with this REC Schedule, they shall identify exceptions using the response codes defined within the Data Specification.

2.35 Energy Suppliers, Metering Equipment Managers, Shippers, Meter Asset Providers, Electricity Retail Data Agents, Distribution Network Operators and the CDSP shall monitor flow rejections received in accordance with Paragraph 2.34, and either resend the information in valid Market Messages, or otherwise resolve the exception.

2.36 Where the Gas Transporter, Distribution Network Operator, Metering Equipment Manager or Energy Supplier is the Data Master for a Data Item, it is responsible for ensuring it holds valid and accurate information in relation to that Data Item. To the extent it becomes aware that information in relation to that Data Item is invalid or inaccurate, it shall send valid and accurate information to other parties, as specified in this REC Schedule, as soon as reasonably practicable using the relevant update flows.

2.37 Valid information as referred to in this Paragraph 2 is that information which complies with the Data Specification. Accurate information as referred to in this Paragraph 2 is information that reflects the reality of the situation. Inaccurate information is information that does not reflect the reality of the situation.

2.38 Where the Gas Transporter, Distribution Network Operator, Metering Equipment Manager or Energy Supplier is made aware of valid changes to information relating to Data Items for which it is not the Data Master, it shall update its records accordingly

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and send this updated information to other parties, as specified in this REC Schedule, as soon as reasonably practicable using the relevant update flows.

2.39 In the event the Gas Transporter, Distribution Network Operator, Metering Equipment Manager or Energy Supplier has reasonable grounds for assuming the information referred to in Paragraph 2.38 to be inaccurate, it shall notify the Data Master of this.

2.40 On change of Metering Equipment Manager, the Losing Metering Equipment Manager shall cooperate with the Gaining Metering Equipment Manager, and any subsequent Gaining Metering Equipment Manager, to correct any errors relating to data associated with the Losing Metering Equipment Manager's period of Appointment. In all cases, the Gaining Metering Equipment Manager will retain an auditable record of any changes to the data for a period of 12 months.

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