

R0101 – SAFE ISOLATION PROVIDER FAQ'S WEBINAR EVENT 09 MAY 2023

WITH RESPECT TO R0021, WHY HAS IT TAKEN SO LONG TO DEFINE AND AGREE THE NEW DATA FLOW?

We apologise for the late identification of the errors and omissions in the Market Messages, and have put in additional steps going forward to ensure there are additional checks being carried out before documents are published.

WHEN WILL THE NEW MARKET MESSAGE ID / DATA FLOW NUMBER BE RELEASED FOR R0021?

This will be available in the Pre-Release information published on the 30 May 2023

FOR R0021, IS IT JUST THE CODE CHANGES BEING INTRODUCED RATHER THAN THE ACTUAL DATA FLOWS?

Yes, and no. The obligations come in with R0021, and this includes the sending and receiving of all the relevant Market Messages, with the exception of the D0002 from the Supplier to the SIP. R0101 clarified the errors in the R0021 Market Messages and addressed the omission of the D0002 Supplier to SIP variant, that were introduced by the obligations in R0021.

WHAT IS THE PROCESS IF THE SIP GO TO CONNECT THE SMART METER UP AGAIN AND IT DOESN'T WORK OR CONNECT?

The SIP should make all reasonable efforts to re-connect the communications on re-energising the Metering Point. If the SIP is unable to do so, they should telephone the Supplier for them to action the reconnection and advise the tenant that they have done so. The Supplier will then resolve the matter independently with their customer.

A DCUSA CP 383 Guidance note prepared for circumstances when the DNO might move a supplier's meter could be usefully applied here too. It offers guidance on what should be checked to confirm the customer's meter connectivity.

On the smart meter communications hub there are five connectivity indicators (SW, WAN, MESH, HAN, GAS). The SIP should check which of these are in use prior to de-energising the meter and check that they are all returned to the same state when re-energising. Any differences identified will be notified to the Supplier on completion of the works if the Communications cannot be re-established. (A photograph may prove useful to confirm the pre and post status) .

FOR CLARITY, WILL R0101/D0021 HAVE ANY IMPACT ON MEMS NOT INTENDING TO BECOME SIP ACCREDITED I.E. ARE THERE ANY SYSTEM/FLOW CHANGES FOR NON-SIP MEMS.

It will be a decision for any MEM to make as to whether they need to make changes to their systems to allow for the new scenario variants being sent between SIPs and Suppliers and DNOs, if they do not intend to operate as a SIP.

WHY HAS IT TAKEN SO LONG FOR THE PRE-RELEASE TO COME OUT IF DELIVERY FOR THIS CHANGE IS PLANNED FOR JUNE, AND FINITE DELIVERY BY NOVEMBER 3RD?

We appreciate and apologise that this has taken longer than is usual. Under normal circumstances the pre-release information would be provided further ahead that is happening for R0021. The delay has been caused by the need to raise R0101 to correct errors and omissions from R0021.

UNDER REC SCHEDULE 14 D139S ARE SENT FROM DNO TO BOTH SUPPLIER AND MEM SO SEEM SENSIBLE FOR THE R0021 SOLUTION TO MIRROR THIS

We have considered both scenarios, where the solution requires the D0139 to be sent to the MEM and one that doesn't. Given the consequential changes that would be needed to MEM's internal processes to manage exception routines that may be needed, and the infrequent expectation that this process will actually be used, it was felt it was more pragmatic to not include the requirement to send the D0139 to the Supplier's MEM. We have committed to undertaking a Post-Implementation Review and consider whether this decision needs to be revisited.

PHASED IMPLEMENTATION

- A) WHAT IS THE INTERIM PROCESS FOR PARTIES WHO ARE NOT READY FOR JUNE? WHERE CAN WE FIND WHAT IS EXPECTED OF US AND HOW WILL SIP COMMUNICATE TO PARTIES?**
- B) CAN I ASK WHAT ARE THE SIP TO SUPPLIER/MEM COMMS METHODS FOR BETWEEN JUNE TO NOVEMBER? (ASSUMING R101 GETS APPROVED THAT IS!!) & WHAT ARE THE CONSIDERATIONS AND IMPACTS OF PARTIES THAT RECEIVE NEW FLOW OR VARIANTS WHO HAVE NOT GONE LIVE AT THAT TIME (DUE TO EARLY SIP TRAILBLAZERS).**
- C) IS THERE A PARTIAL IMPLEMENTATION APPROACH BETWEEN JUNE TO NOVEMBER?? –**

We have produced a document setting out the proposed workarounds on the REC Portal, on the Change Proposal page. You can find a link to that paper [here](#).

IS THERE A 'NARROW' TYPE OF MEM QUALIFICATION TO SUPPORT THIS? OR DO I HAVE TO ACHIEVE FULL MEM ACCREDITATION, EVEN IF I INTEND TO ONLY DO SIP WORK?

Only fully accredited MEMs can become SIPs.

IS THERE ANY WAY IT CAN BE CONFIRMED EXACTLY WHICH FLOWS NEED TO BE SENT AS A SIP AND WHICH ONES NEED TO BE RECEIVED IF NOT BEING A SIP?

The new REC Market Messages are:

INSTANCE	TO SUPPLIER	TO SIP	TO DNO
Work Complete by SIP	New Flow to confirm Work complete	-	-
Report of Dangerous Situations (Cat A) by SIP	By Telephone	-	By Telephone
Report of Hazardous Situation (B & C) by SIP	D0002	-	D0135
Report of Interference identified by SIP	D0136	-	-
Report of De-energisation by SIP	D0139	-	-
Report of re-energisation by SIP	D0139	-	-
Report of DNO Fault Resolution from DNO	-	D0126	-
Report of Supplier Metering Fault resolution from Supplier	-	D0002	-

METER READING COULD BE ESSENTIAL FOR SUPPLIERS WHERE SITE IS NOT EASILY ACCESSIBLE. THESE CAN BE IMPACTFUL FOR SETTLEMENT.

Agreed, which is why we have provided guidance on re-establishing communications with smart meters, and a requirement to report any issues to the Supplier.

WHEN WILL WE KNOW A DATE OF THE PRE-RELEASE? GIVEN THE IMPLEMENTATION DATE, WE ARE BEING LEFT WITH MINIMAL TIME TO DO ANY WORKS FOR THIS CHANGE?

The Pre-Release information will be published on the REC Portal on 30 May 2023.

IT DOESN'T FEEL RIGHT THAT IT'S NOT BEING INTRODUCED AT THE SAME TIME, PHASED IMPLEMENTATION IS MESSY.

We agree that it's not ideal to introduce phased implementation, however, it was decided that there were significant benefits from introducing the change as planned and it was felt there were not sufficient detriment to delaying the delivery of the change.

DCP 394 LEGAL TEXT ONLY OBLIGES SIP TO PRE-NOTIFY DNOS IF A NEW FLOW OR APP WAS MADE AVAILABLE. IF NEITHER IS AVAILABLE, THE OBLIGATION FALLS AWAY.

That is correct. A new DCUSA modification has been raised (DCP419 which may facilitate the pre-notification).

IT SEEMS IT HAS BEEN RUSHED SO SIPS CAN ENTER THE MARKET RATHER THAN CAREFULLY PLANNED CHANGE WITH FULLY ALIGNED CHANGE?

The change has been in development both in DCUSA and subsequently in the REC since the Autumn of 2021, and therefore, it cannot be claimed to have been rushed. We have been receiving regular feedback from premise owners who are waiting for the change to be available to them to get access to these much needed services.

DOES THIS MEAN THEN THAT IF ACCESSION TO DCUSA IS IN PLACE BEFORE JUNE THEN SIP'S CAN CONTINUE AS NORMAL?

SIPs cannot start work until all accession and role codes activity are completed. Once all the administration is completed, then SIPs will be able to begin work, only after 30 June 2023.

IMPLEMENTATION IS ALSO TIED TO THE DCUSA CHANGE, AND MEMS HAVE INVESTED TIME AND MONEY INTO THEIR APPLICATIONS TO DCUSA TO BECOME SIPS.

We welcome the applications for MEMs to become Safe Isolation Providers.

WHAT IS THE BSC ROLE CODE FOR A SIP?

Role Code "Y" is to be =SIP

ARE WE ONLY ABLE TO APPLY TO BECOME A SIP UNTIL THE END OF JUNE?

NO, DCUSA opened the accession process as of the 1st March, and the BSC Role code was approved by the BSC in April. So, MEMs can begin the process as soon as they are ready.

WHAT DO WE DO AS A SUPPLIER IF WE DO NOT HAVE A DEDICATED PHONE LINE AND INSTEAD NEED THE INFORMATION PROVIDED IN A DIFFERENT WAY?

We do need a phone number from Suppliers to help provide important information that Suppliers will need to receive, such as notifications of dangerous metering faults, hazardous metering situations, potential instances of theft, as well as the need to leave a site de-energised beyond the end of the working day. We believe the instances will be infrequent, and we do not intend for this information to be made publicly available to anyone other than the SIP operational contacts.

HOW MUCH IS SIP ACTIVITY EXPECTED TO IMPACT THE NON-DOMESTIC MARKET?

We don't have any forecasts on any likely take-up in the non-domestic market.

WHEN ARE THE MEETINGS FROM OAM'S EXPECTED TO STAR? THERE MAY BE DEPENDENCIES WHICH MAY PREVENT US KNOWING A 'READY' DATE FOR THE NEXT FEW WEEKS.

We are expecting OAM discussions to start as soon as the change is approved.

WE ARE STRUGGLING WITH FAULT CATEGORIES - THE DCUSA ACCESSION EXPLICITLY STATES SIP MUST BE ABLE TO COMMUNICATE THESE SO WHY NOT VIA THE D0126 FOR B/C FAULTS?

The SIPs will follow the Service Termination Issues Reporting GUIDANCE AND will send the appropriate flows for Cat B & C faults to the DNO.

SO THE NEW FLOW THAT IS YET TO BE NAMED WILL NOT NEED TO BE USED UNTIL THE END OF NOVEMBER? WHY DO WE NEED IT AT ALL IF THE WORK CARRIED OUT IS COMPLETED?

The new flow should be used between Parties who are able to receive the new flow, from the point at which the Change is implemented. For those parties who need to adopt a phased implementation, the new flow will not be sent to Suppliers until they have fully implemented the Market Message solutions.

ARE THERE REC PARTIES WHO HAVE APPLIED TO BE A SIP THAT DO NOT CURRENTLY USE SEALING PLIERS? WHAT IS IN PLACE TO ENSURE INDUSTRY COMPLIANCE FOR LAST AT SITE?

Sealing Pliers are supplied to the MEM and the SIP will use the sealing pliers they have been issued with. The REC Audit and assurance regime will deal with any non-compliance issue

WHAT IS THE GOVERNANCE AROUND SIP COMPLETING MORE WORK THAT SIP IS EXPECTED TO DO? HOW WILL REC MANAGE THIS

The SIP work is subject to the MEM audit process and any compliance issues will be managed through the REC Audit and Assurance regime.

METER READINGS WILL BE ESSENTIAL FOR SUPPLIERS WHEN METER IS DE-ENERGISED FOR SETTLEMENTS. ESPECIALLY IF THIS TAKES MORE THAN 1 DAY AND IS FOR A LARGE BUSINESS.

We agree and the D0139 includes the meter reading information.

JUST FLOWS IN PLACE FOR SIP TO BE LIVE, IS THERE A COP TO BE COMPLIED WITH AUDITED ON ETC WILL A SIP NEED DSRS OR DOES BEING A MEM COVER ALL THIS.

As the SIP is first and foremost a MEM, the audit and assurance regime will address all of this.

WHAT PROTECTIONS ARE THERE AGAINST SIPS RE-ENERGISING METERS (IN COMMERCIAL CONTEXTS) WHERE THEY HAVE BEEN DE-ENERGISED BY SUPPLIER IN DEBT RECOVERY CASES?

This is strictly prohibited. If the SIP attends a site and the meter is de-energised on arrival, the SIP must abort the work.

SOLUTION OVERVIEW DOCUMENT

A) IS THERE ANY WAY A NEW OVERVIEW CAN BE PROVIDED OF WHAT THE END-TO-END PROCESS WILL LOOK LIKE? INCLUDING FLOWS FOR SIPS AND FLOWS FOR SUPPLIERS?

B) PLEASE CAN YOU PUBLISH THE SOLUTION OVERVIEW DOCUMENT AS I CANNOT FIND IT ON THE REC CHANGE PORTAL

C) WHERE IS THE SOLUTION DOCUMENT YOU ARE TALKING ABOUT

Yes, the Solution Overview document which is part of the Change Paperwork is available on the Change Page of the [REC Portal](#). Once the Change Proposal has concluded, this document will be transferred to the REC WIKI and will be available as future guidance to anyone entering the market.

TO CLARIFY, THERE ARE NOT NEW VERSIONS ON THE D0139 AND D002 BEING CREATED. JUST NEW SCENARIO VARIANTS IN PLACE SO A SIP CAN ISSUE TO A NON-APPOINTED SUPPLIER?

That is correct.

HOW LONG DOES IT TAKE TO BECOME A REGISTERED SIP FROM START TO FINISH?

This can vary, depending on the applicant. The DCUSA and BSC processes follow each other, and each requires Panels to approve accession and applications.

IS THE SIP CAN VERIFY AN A CODE, WHY ARE THEY NOT CALLING THE DNO DIRECT?

They will report DNO Category A faults by telephone to the DNO.

WHAT IF THE SIT CONNECTS THE WRONG TAILS TO THE METERS IN CROWDED METER ROOMS THAT CAUSES CROSSED METERS & IMPACTS CUSTOMER BILL & INCREASED WORK FOR SUPPLIERS

The SIP is a qualified MEM and their work is subject to the same audit and assurance regime as those MEMs appointed by the Supplier, so there is no reason to assume the SIP will be reckless in completing any work.

DOES THIS MEAN REC WILL DO ON SITE AUDITS IN THE FUTURE?? - SEEMS THE ONLY WAY TO BE SURE SIP IS WORKING UNDER IT'S REMIT.

Yes, the SIP is subject to the same audit and assurance regime as the MEM.

THINGS LIKE SEALING FALL UNDER BSC COP & ITS TAA REGIME - SO SUPPLIER WOULD BE LIABLE.

The MEM is also accountable under the REC in respect of Sealing. Schedule 14 – Metering Operations, paragraph 2.13

ARE THERE SLA'S FOR INCIDENT INVESTIGATION?

That would be a commercial matter between the SIP and the Premise owner and isn't addressed under the REC.

HOW CAN SUPPLIERS BE OBLIGED TO PROVIDE TELEPHONE CONTACTS FOR METERING EMERGENCIES TO SIPS WHO COULD WORK AT ANY POINT (E.G OVERNIGHT/ 24/7) WITHOUT R0053??

Suppliers will be asked to provide contact details to report emergency faults.

WHERE COMMS ARE LOST ON GAS ONLY SMART INSTALLATIONS THE SIP SHOULD ALSO NOTIFY THE GAS SUPPLIER

The SIP will contact the relevant supplier.

ASSUME THE PHASING IN OF SUPPLIERS READINESS WILL BE MANAGED ON A WEEKLY BASIS RATHER THAN DAILY AS WILL BE DIFFICULT TO MANAGE FOR SIPS.

We haven't published a readiness process yet, but it is unlikely that it will be on a Weekly basis. We are hoping that there will be sufficient advance notice provided by the Suppliers in terms of their readiness, that a regular update will be sufficient.