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Safe Isolation Provider

frequently asked questionS

Change Proposals - R0021 & R0101 Webinar 09 May 2023

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1. BACKGROUND

During the development of the change proposal that related to the creation of this role (R0021 & R0101), there were three webinars hosted by the REC Code Manager – the first on 04 July 2022 during the development of R0021, the second on 02 March 2023 as parties prepared to implement R0021, and the final webinar was held on 09 May 2023 as parties prepared to implement R0101. This document summaries all the questions asked and responded to and should be read in conjunction with the Safe Isolation Provider guidance available in the REC Wiki.

1. BECOMING A SAFE ISOLATION PROVIDER

What is a Safe Isolation Provider (SIP)?

A SIP is someone who can provide safe isolation services to premise owners outside of the Supplier Hub arrangements.

How do you BECOME a SIP?

A REC MEM must also accede to DCUSA and maintain their REC accreditation before they can work as a SIP (which includes accepting any contracts from Premise Owners to install Isolations or facilitate the installation of Low & Zero Carbon technologies).

How will we know that a SIP has acceded to DCUSA?

DCUSA will inform the REC Code Manager via the REC Service Desk when DCUSA accession is complete. This information will then be added to the REC Party Register which is found on the REC Portal.

When can you start the DCUSA accession process to become a SIP?

The DCUSA Panel agreed to open the application process on 01 March 2023. The application process is now live. More details are available here: [Safe Isolation Provider (SIP) Party Accession - Applications Open - DCUSA](https://www.dcusa.co.uk/2023/03/safe-isolation-provider-sip-party-accession-applications-open/)

Will a publicly available list of SIPs with contact information be available on REC portal for DNOs to pass on to customers if they enquire about isolation?

Once a Party has successfully acceded to DCUSA, confirmation will be sent to the REC Service Desk by DCUSA, and the REC Party Register will be updated with the new role.

Who can SIPs work for?

SIPs are contracted directly with Premise Owners – such as the Local Authorities, Social Housing Associations, Private Landlords, or individual owner occupiers.

This seems to be pitched to existing MEMs, not new companies doing this - can new ones become a MEM if want to do EV installs for example?

The pre-requisite for becoming a SIP is that you are a MEM first and have the ability to send Market Messages via the Data Transfer Network using your allocated Market Participant Identified (MPID). You must be acceded to the REC as a MEM before you can accede to the DCUSA as a SIP. If you lose your REC accreditation or cease to be an acceded REC MEM Party, you are not qualified to be a SIP.

1. permitted works for the SIP

What can a SIP do?

The role of the SIP is defined separately from that of the REC MEM, and they should not be conflated. They have a very narrow scope of activities that they can undertake:

(a) De-energise that Metering Point.

(b) (if reasonably necessary) adjust the terminals of the meter and associated equipment and re-make the connection to them to make safe and remedy any disturbance of the connection that may have occurred.

(c) If required, terminate replacement customer tails into the Suppliers Meter, customer tails having been presented and tested by the electrical contractor as part of their works

(d) Re-energise that Metering Point.

What can’t a SIP do?

When the SIP attends the premises under a contract with the Premise Owner, they cannot perform any other metering related activity that would be reserved to the supplier and their MEM under their contractual relationship. For example, they cannot move or exchange a meter.

What was the background as to why the MEM role wasn't expanded to cover these new processes rather than introduce a new industry role/participant?

The MEM role has been expanded; the change is specifically to allow the MEM to undertake work independently of the Supplier, as a SIP. It’s a requirement that the SIP is first and foremost an acceded and appropriately qualified MEM.

Equally, the Supplier can still accept requests from their customers for the Supplier’s appointed MEM to undertake the work a SIP is being allowed to do for a premise owner.

Does the SIP need the consent of the Supplier before they can work on the supplier’s asset?

No, the SIP is authorised to work on the Supplier’s equipment, to the extent permitted by the accession terms within DCUSA. The scope of the work is intentionally very narrow and is to provide a service to premise owners which is not typically provided by the Supplier to Landlords, since the Landlord is rarely the Supplier’s customer. The expectation is that this will help reduce the instances where this work is done without the necessary authority.

Does the SIP need the consent of the Distributor before they can work on the DNO Asset?

No, the SIP is authorised to work on the Distributor’s equipment, to the extent permitted by the accession terms within DCUSA.

What type of properties and meters can a SIP work on?

The solution only applies to Whole Current Meters. The proposed solution doesn’t stipulate what type of property a SIP can work on; however, the SIP may not work on a meter for which they are not qualified under their REC MEM accreditation.

**If a company wants to be a SIP to allow for other work onsite i.e., installing an Electric Vehicle charger, do they still have to complete the whole MEM application process?**

In order to work for the Premise Owner and undertake Safe Isolation Works, the SIP must first and foremost be qualified and acceded as a MEM under the REC. They must be able to send Market Messages via the Data Transfer Network using their allocated Market Participant Identified (MPID). As a MEM they can then apply to accede to DCUSA as a SIP. Once acceded to DCUSA, the permitted SIP activities are set out in relevant sections of DCUSA. If a SIP wishes to undertake other electrical work that they are qualified for, that does not come under the preserve of the Electricity Supplier’s MEM - such as replacing a meter, they are free to engage in other appropriate commercial electrical works (i.e., installing an electric vehicle charging point, or fitting an isolator), under a normal commercial agreement.

Does SIP need to use different sealing pliers to those it uses as a MEM?

No, the SIP will use their normal sealing pliers, issued to them as a MEM. The SIP is first and foremost a MEM, it’s a pre-condition to their ability to operate as a SIP. However, when they are at the site under a contract with the premise owner rather than the Registered Supplier, their work is restricted to the activities set out in their DCUSA accession (and set out in the response to question above regarding what a SIP is permitted to do).

**To confirm - can a MEM act in the capacity of both a MEM and a SIP at the same time on the same job?**

In the event that the SIP is also the Registered Supplier’s MEM for the particular site they are working at, they will be able to accept instructions from the Registered Supplier to undertake any work normal MEM work, however, if they are not the Registered Supplier’s MEM for that particular Meter Point, they must not undertake any work that a MEM would normally perform. In terms of communication requirements, the SIP should follow the requirements of the SIP role, sending the Supplier or the DNO the relevant Market Messages related to the Safe Isolation Works. If the SIP as a MEM undertakes MEM activities – repairing a fault, replacing a meter, they should follow their normal MEM obligations, sending the relevant market messages as a MEM.

**How does a SIP know the person requesting the work is the Premise Owner?**

The SIP will ask the Contracting Party for assurance that they are the Premise Owner and are authorised to ask for the work to be undertaken.

1. ON-SITE ACTIVITIES

**How will the dno know that a sip is going to carry out work?**

The DNO’s are providing a mechanism for the SIP to pre-notify their planned works via the DCUSA website.

**What is the proposed notification process and timescale for the SIP to attend a site? Is a notification required prior to site visit?**

One working days’ notice to the DNO is required before you can begin work on site. Obviously, completed risk assessments and evidence of consent to disconnect have to be verified before the SIP can undertake any work. The requirements relating to the mechanism by which SIPs must provide advance notification of visits to DNOs are set out in DCUSA Clause 52Z.8.

**There might be jobs for SIPs where they won’t get 24 hours’ notice to notify DNO about their visit. Does it mean they can’t attend this job?**

The SIP cannot undertake work without giving 1 business days’ notice to the DNO before commencing work. This pre-notification is a requirement before any work is commenced.

should the mem carry out risk assessments?

Yes, Risk Assessments should be a normal feature of any work being performed by someone who is qualified as a REC MEM, and when on site as a SIP the same is expected.

Additionally, the SIP will require the Contracting Premise Owner to have conducted their own risk assessments and provide appropriate evidence before commencing work. This will include confirmation of consent by the tenant to the work being undertaken, and that the tenant’s vulnerabilities have been considered (see below).

How will the tenant know this work is being done?

The Landlord will need to provide evidence to the SIP that they have given notice to the tenant, that the work is planned, and that they have gained the consent of the tenant for the work to be progressed.

What if the tenant has already asked their supplier to do the work?

The Premise Owner must give the tenant advance notice of the intention to carry out the work and obtain their consent. It is unlikely that a Local Authority or Social Housing Organisation tenant will have requested the same service - at the same time as their landlord. Given also that this is usually a chargeable service, and a landlord would usually expect to have to give permission for any work to be carried out at their premises, this is not expected to be a problem.

What about Vulnerable tenants?

Before a SIP can begin any work, the Landlords will have to provide evidence to the SIP that they have gathered relevant information from the tenants, specifically about whether their supply can be interrupted, or if a third-party presence is required - for example:

* having electricity dependent medical equipment (such as stair lifts, bath hoists, home dialysis, etc) that will be impacted by the de-energisation of the metering point;
* for homes where an additional person is needed to provide support to the occupier (age related, language related or other un-specified need), the Landlord should expect to give the tenant advance notice of when the work will be commenced to allow for the tenant to make suitable arrangements.

The Landlord will need to record the data and gain the tenant’s consent to provide that to the SIP and the Registered Supplier. The Landlord and the SIP should have regard to the Data Protection Principles. The SIP will forward the Additional Needs Information to the Registered Supplier when work is complete.

Would the SIP leave a site de-energised for an electrician to resolve?

No, If the SIP de-energises the meter both the DCUSA and the REC require the SIP to complete the re-energisation within the same working day.

The only exception to this would be where a fault has been reported to the Supplier or the DNO and the SIP was unable to undertake the SIP Works but leaves the site in a safe condition – this would be in relation to danger or damage to either the DNO or the Supplier’s equipment. If the DNO or the Supplier’s MEM remedy the fault, they may complete the re-energisation. If the Safe Isolation Works were not completed the SIP will return to site and undertake Safe Isolation Works when they’ve been notified of the fault remediation.

**What happens if the supply is interrupted already?**

If the SIP attends the Site and finds that the flow of electricity through the Metering Point has been interrupted (and remains interrupted) they may not carry out any work to re-energise the metering point and the job will be aborted.

**What will the sip do if there is evidence of interference with the meter?**

If the SIP finds either

* there has been interference with any electricity metering equipment that has prevented such metering equipment from correctly registering the quantity of electricity supplied; and/or
* the electricity metering equipment otherwise presents a danger,

then the SIP should promptly notify the same to the Registered Supplier (or the UKRPA if the Supplier’s identity is unknown).

The SIP should provide any evidence (such as photographs) to support the notification, if available/requested.

**What if the SIP finds evidence of danger or damage that requires the attention of the DNO?**

The Normal Category A and Category B notices that a MEM would usually send to the DNO should be sent by the SIP to the DNO, so that the DNO may take the appropriate steps.

**What if an emergency off-supply situation occurs while the SIP is on-site?**

The SIP’s role is very specific and in his capacity of a SIP he cannot act outside of the remit of his permitted activities.

**what provisions will be in place for the sip to test the meter to ensure it is working correctly?**

The SIP is a qualified MEM and will ensure that when the site is re-energised, it is left working correctly.

**Is there a process noted for the replacement of a meter found to be deficient? Such as broken or heat damaged terminals.**

The SIP should adopt the normal process a MEM would in respect of finding a fault on site and report it to the Supplier or DNO (as relevant). The normal Category A, B or C notices should be sent from the SIP (in accordance with the Service Termination Guidance document) or using the Market Message MM00013)/Data Flow D0002 Data Flow to the Supplier.

The SIP is not permitted to undertake work outside the scope of their Permitted Activities – unless they are also the Registered Supplier’s Appointed MEM and are instructed to do any work by the Registered Supplier. In all other instances, the SIP must make safe (where necessary) and wait for the DNO or the Supplier to confirm the necessary work has been completed.

**So, if we do not report the category B, for example a welded fuse cut out on a SIP visit, it seems a wasted journey then for a MEM visit for a meter exchange.**

You have to send Cat A, B and C notifications by the same mechanism as you would if you were the MEM on site. You cannot undertake any work outside the scope of the SIP activities, unless you are the appointed MEM for the Registered Supplier and have been asked by them to carry out work.

**Will there be an obligation for the SIP, to report Distribution Business asset conditions as per the service termination Reporting Issues guidance?**

Yes, these are referenced as Category A, B or C notifications required to the DNO. The SIP should report these in the same manner that they would if they were on site operating as a MEM.

**If the SIP de-energises and re-energises the meter on the same day, would they send the D0139 flow twice to notify of both changes?**

No, the intention of the proposal was to only send details of the De-energisation and subsequent Re-energisation if the property is disconnected and left de-energised beyond the end of the working day. This is to ensure that the Supplier can address any settlement issues if the site is left de-energised for an extended period. This is based on the approach that it wouldn’t be expected normally that a change of energisation status would be issued during general electrical working at the premise with re-energisation upon successful completion of any general electrical work.

1. cOMMUNICATION

**hOW WILL PARTIES COMMUNICATE WITH SUPPLIERS AND THE dno?**

The solution for the changes requires the communication between parties to be by Market Messages/Data Flows, except where the SIP identifies that the Distribution or Metering Equipment is in a dangerous condition. Suppliers will need to provide an enduring contact number for use by the SIP to report immediate danger. MEM’s already have access to the DNO contact numbers to report Category A dangerous incidents.

Unless telephone is defined as the method of communication in the legal text, the use of Market Message/Data Flows will be the appropriate mechanism. However, due to the late changes to the flows that were addressed by R0101, there may be some parties who cannot be ready for implementation on 30 June 2023. For those parties, it has been recommended that Registered Suppliers and DNO’s provide an operational contact who can receive information from and provide responses to the SIP until the Registered Supplier and DNO have fully implemented the proposals, when the temporary telephone support will fall away.

The REC Code Manager will maintain a contact list for each party who is operating the workarounds until they confirm that they have implemented the change fully. All parties must be capable of sending and receiving Market Messages/Data Flows by 03 November 2023.

**How will a Supplier’s MEM know that a SIP has carried out work?**

The SIP will use their own Sealing Pliers, which may be different to those of the Appointed MEM. The SIP will have given advance notice to the DNO before attending the site, and on completion of the Safe Isolation Works, the SIP will send a communication to the Registered Supplier of the Metering Point.

**what obligations or expectations are on the supplier?**

The supplier will receive telephone calls or Market Messages from the SIP regarding faults/damage found, potential interference, or the failure to re-initiate communications with smart meters. The Supplier will need to follow up on any notifications received. If the SIP cannot carry out the requested work by the Landlord until the Supplier has remedied issues for which they are responsible, the Supplier will have to notify the SIP that the fault/damage has been rectified.

**has there been engagement with the ukrpa regarding provision of tip offs from the sip?**

Yes, the UKRPA has confirmed that they will accept the reports and pass them to the relevant supplier.

**If abstraction of electricity is found at the time of the visit by the SIP, what is the agreed process?**

If the identity of the Registered Supplier is known, the SIP will notify the Registered Supplier of the suspicion of theft, using “MM00029/DCP0136 - Report to Supplier of Possible Irregularity”. If the SIP does not know the identity of the Registered Supplier, they are to report the suspected theft to the UKRPA using the following link: [Who to Contact - UKRPA](https://ukrpa.co.uk/report-energy-fraud/who-to-contact/) or report the issue to CrimeStoppers on 0800 023 2777.

**How will a SIP identify the Supplier or the appointed MEM?**

The MEM already has access to EES at a Community level and can identify the Registered Supplier and their Appointed MEM from that system.

**How will the SIP know if the Network Operator is an IDNO?**

The IDNO Distributor ID in the MPAN Number will fall in the range between 24 and 38, whereas the geographical based DNO IDs ranges are between 10 and 23.

**Should tamper flags be ignored for smart meters when the SIP is working?**

The SIP will notify the Supplier if they see evidence of apparent interference with the meter and will use the “MM00029/DCP0136 - Report to Supplier of Possible Irregularity”.

**What happens if the SIP cannot re-establish the communications with a smart meter, Will the SIP be trained to identify if the meter won’t connect and are set up correctly on the smart meter?**

SIPs are first and foremost MEMs who have the appropriate qualifications, skills and experience necessary to operate as a MEM.

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 smart comms 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) .

**What other processes are triggeREd subsequent to re-energisation over 1 day – e.g., requirement for D00010 following change of energisation status.**

Given that the scenarios, where the de-energisation and re-energisation are not achieved within the same day, should be exceptional, we have not specified any process beyond notifying the Supplier within the Safe Isolation Works solutions, so no other activities are expected.

**Who is the responsible party to set the re-energisation status if work completion takes longer than 1 day?**

If the site is to remain de-energised for more than 1 day, the SIP will need to advise the Supplier of the change in energisation status. Once the site is re-energised, the SIP will need to send the appropriate communication regarding the re-energisation status to the Registered Supplier.

**When does the SIP send the new message (SIP Event Completed)? Is it in addition to the D0139? Only when PSR data is collected?**

The new SIP Event Completed flow will be sent to the Supplier at the completion of Safe Isolation Works at the premises. This means, if the work is completed within the day, only the new flow will be sent. If the site is to be left de-energised, beyond the end of the working day, to be re-energised following other activities (such as fault rectification), the D0139 will be sent. When the SIP returns to complete the Safe Isolation Works, the SIP will issue the new flow and a new D0139 when the site is re-energised. The data regarding vulnerability observed which is either related to medically dependent electricity needs, or third party presence required, will be included in this flow (not a separate D0225).

**Where is the new obligation in REC for SIP to send the D0139 or the new message?**

The legal text provided include changes to the Metering Operations Schedule states that:

*21.4 The expectation is that the SIP Works at each premises will be completed in one day, so that the connection is de-energised and re-energised on the same day. If, however, the connection is not de-energised and re-energised on the same day, then the SIP shall notify the Registered Supplier (electricity) using the Change of Energisation Status Market Message. In such cases, the SIP shall send a further update once the connection has been re-energised.*

**Should the SIP send the D0139 to the Supplier, MEM or both? If the latter two it makes the whole process simpler for suppliers as this is what happens today.**

No, The SIP will only send the information to the Registered Supplier, to ensure they were aware that the site is being left de-energised or, so that the Registered Supplier could address any settlement issues that might arise. When the solution was developed, there was no request to include any SIP to MEM communications.

**If the SIP only sends the D0139 to the supplier how are suppliers supposed to notify the MEM as there is no DTN flow to do this?**

This was not identified as a requirement during solution development. It was felt that the instances where this flow is required are likely to be infrequent, and that the MEMs might need to build exception routines to discard flows where other works have taken place before the SIP returns to site, which would make it more onerous on MEMs.

**When will the market message/data flow reference number be confirmed?**

They will be provided in the Pre-Release information issued by the Code Manager when the R0101 change is added to the Release. This is the normal approach to the provision of this information.

1. liabilities

**If a Data Collector/supplier reports a data issue to MEM which turns out to have been caused by a SIP- does the MEM need to resolve this?**

Yes, The SIP is a qualified MEM, and the scope of work the SIP can undertake are purposefully narrow, so as not to cross over into the supplier’s responsibilities. So, if the DC or Supplier receives a fault report, the Supplier’s MEM should resolve the issue.

In the event that the cause of the fault rests with the SIP, the DCUSA legal text covers indemnities for the Supplier and the DNO for third party claims arising from work undertaken by the SIP, and that process should be followed.

**if a sip causes damage, how will third party claims be managed?**

The DCUSA legal text covers indemnities for the Supplier and the DNO for third party claims arising from work undertaken by the SIP.

The SIP and the Premise Owner will have commercial agreements that cover their responsibilities. Tenants should first contact their Landlord in respect of any claim for damages.

**If the SIP is tightening METER TAILS, how do we ensure the competency of the SIP?**

The SIP is a qualified MEM who is subject to assurance and audit that applies to all MEMs.

**If the sip makes an error, would it be another sip that remedies those errors?**

The SIP is a qualified MEM, and the scope of work the sip can undertake are purposefully narrow so as not to cross over into the supplier’s responsibilities. The SIP will be in a contract with the Premise Owner and resolution of any errors with their work will rest between the contracting parties.

**Willthe SIP activities cause Suppliers more metering work?**

There are a large number of isolation works being performed illegally now that are not being performed by the Supplier or the DNO which cause issues for the Supplier and there is no visibility, traceability or action the supplier can take if there are problems.

Local Authorities and Housing Associations and other private landlords need a legitimate solution, provided by competent qualified meter workers, because they have been unable to obtain an isolation service from their tenant’s supplier at an individual premise level, and there are no solutions that work effectively for refurbishment projects which don’t involve trying to co-ordinate multiple suppliers and the Supplier’s MEMs. This solution should not make the situation worse and should give Suppliers the reassurance that the work is being carried out by appropriately qualified parties, subject to the same assurance as their own MEMs .

**Will the SIP fund the re-connection cost if the meter doesn’t reconnect communications?**

No, because we have kept the scope of the works the SIP can carry out as very narrow (so as not to interfere with the Supplier’s/MEM’s responsibilities) the actions the SIP can take are also necessarily limited, and therefore they cannot mitigate this risk.

Communications fail as a business-as-usual activity – whether for planned or unplanned reasons, and where this happens after a de-energisation and re-energisation, in many cases the Supplier will be able to re-establish communications remotely.

If it becomes clear (supported by evidence) that site visits are regularly necessary following a SIP’s work, then the question can be revisited.

**Who picks up the Early Replacement Charges if the meter is “bricked” as a consequence of the SIP’s work?**

This would be an extremely unlikely outcome because of de-energising and re-energising the supply to allow the installation of Isolations or L&ZCT equipment and should be no different to an off-supply event where the meter re-establishes communication after a power outage. However, if the Supplier has evidence that the SIP has in some way caused the meter to become redundant, they would address this via a third party claim for damage.

1. Assurance

**Will there be reporting to monitor the performance of the SIP and DNO Message Performance?**

This is a matter for the Performance Assurance Board to consider, based on the level of risk that this may create. No changes have so far been proposed to the REC Risk Register.

**How are Supplier’s system and process changes being funded?**

The changes are expected to be relatively light, since we are proposing to use existing processes and messages, but to extend their use by the SIP.

Taking wider benefits into consideration,

* Suppliers will be able to focus their MEM resources on the roll out of Smart Meters and will not need to provide services to landlords directly, this is an obvious benefit to both consumers and suppliers.
* Local Authorities and Housing Associations report that they cannot adequately access this service through their tenant’s supplier, and that there is no process to co-ordinate refurbishment projects that include these improvements across multiple suppliers and MEMs. This change removes the need for an additional solution for a wider programme approach to refurbishments or L&ZCT installation projects

We therefore consider it appropriate that suppliers meet their own costs.

1. Audit

**Is there a process for audit fails, post SIP visit?**

The SIP’s work will subject to the same REC audit arrangements as when they undertake any MEM activities. Any non-conformities will be addressed with the SIP directly, and remediation required. Should there be a need to escalate any non-compliance, these will follow the established audit escalation processes applicable to any MEM.

**Are post completion audits to be carried out on the SIP? If so, whose responsibility is this?**

The SIP is first and foremost a MEM and any works they undertake as a REC accredited MEM (including their SIP activities) will be subject to the normal audit arrangements.

**Who is responsible to audit the SIP? The MEM, Supplier or REC as part of CoMCoP?**

The same audit arrangements that apply to MEM’s apply to SIPs. The REC Auditors will carry out the audit activities related to the SIP work.

**How do we get visibility of the audit results for our customers and notification of any incidents that may be found?**

The escalation process for any audit issues will be to the Performance Assurance Board, there is no expectations of any reference to the relevant Supplier for any affected Metering Point.

1. other issues

**Will the SIP be responsible for reporting ESQCR incidents volumes to BEIS Or will these need to be reported by the supplier?**

No, ESQCR incident reporting is not a requirement for the SIP. ESQCR requirements fall on the Generator Operators, Transmission Operators, DNOs, Suppliers, and MEMs who install, maintain or remove metering equipment. The SIP is not attending the site in any of those capacities and is therefore not required to undertake any ESQCR reporting. Here is additional Guidance “[Who should make a report? - ESQCR - HSE](https://www.hse.gov.uk/esqcr/who-should-report.htm)”

**Could a clear visual indicator onsite of who fitted the Isolation – e.g., a luggage tag similar to the one used for meter installations?**

A new Market Message is being introduced to provide an audit trail of what SIP has been on site. This will be sent to the Registered Supplier by the end of the following Working Day when work was completed. The DNO will also be advised in advance of works being undertaken.

1. Implementation

It has been decided not to defer implementation of the R0021 solution, and that R0101 should have a phased implementation approach.

The benefits identified as the reason to implement the changes are seen as greater than the impact of manual workarounds being introduced in a phased implementation. The activities are currently being undertaken without the permissions of the relevant parties, without transparency by the Suppliers and without any assurance or liabilities frameworks in place to safeguard REC Parties and Consumers.

**When will the market message/data flow reference number be confirmed?**

They will be provided in the Pre-Release information issued by the Code Manager when the R0101 change is added to the Release. This is the normal approach to the provision of this information.

**Will the flow version number of existing flows be changing? E.G:D0139 is currently V2, if it changes to V3 this could affect these parties: MEM, NHHDC, HHDC, Distributor & Supplier (+SIP)**

There will not be any changes to flow version numbering to any of the flows used in the solution. This is because the structure of the flow is not being changed, and we are only adding new scenario variant routes for SIPs to send and receive these detailed flows.

**Regarding Flows - will there be a mandatory requirement to take meter readings or is that flow item not mandatory?**

The new flow requires meter readings only if the site has a change of energisation status. The reading will be included in the Change of Energisation Status notification to the Supplier, not in the Completion of Work new flow.

**You said new flow would say what they have done but that is not included in the new flow, so what is the point of the new flow?**

The purpose of the new flow is to provide an audit trail that a SIP has de-energised and re-energised a metering point – outside of the Registered Supplier to MEM relationship. This will ensure that the Registered Supplier has confirmation that the SIP attended the site and the date on which that occurred. Additionally, if the SIP observes vulnerability related to electricity dependent medical needs or the requirement for a third party to be present during the carrying out of any work, this will be shared with the Registered Supplier, so that the Registered Supplier can take whatever action they deem necessary.

The scope of the work the SIP undertakes is very specific and purposefully narrow, and therefore does not need to be further detailed.

**Can the SIP send industry flows to the DNO e.g., D0135 reporting issues with the cut out?**

Yes, the SIP will send the flows prescribed in the solution.

**Ref - A SIP leaving site de-energised - Can you confirm that this action would only be allowed under Cat A issues?**

No, the SIP will not intentionally de-energise a site with the expectation that it will be left de-energised beyond the end of the working day. However, the SIP may subsequently find that it is not appropriate to re-energise the site until remedial work has been completed. They will notify the Supplier and the DNO (as appropriate).

**Is there a route for reporting B and C codes and a way of providing visibility of the DNO action?**

The Normal Category A, B and Category C Notices that a MEM would usually send to the DNO should be sent by the SIP to the DNO, so that the DNO may take the appropriate steps. The response files indicating resolution of Category A & B notices will be sent from the SFIC (DNO) to the SIP using the D0126.

Unfortunately, the resolution report faults reported to the Supplier was not included in the original solution for this change. A new Change Proposal will include the response files variants from the Supplier to be sent to the SIP when the fault has been rectified.

**Which D flows have the new variants? The final change report and redlined text aren't consistent. Some in the FCR state 'possible/further review/feedback required”.**

None of the flows mentioned in the solution will have new flow version. All of the flows that form part of the solution with only have scenario variants for communication to include the SIP, the structure of the flow will remain as is.

There were possible flows included in the FCR solution (but not the legal text) but should have been removed from the Report are:

* MM00001 – D0001 Request Metering System Investigation
* MM00168 – E0005 Instruction on Action
* MM00257 – D0010 Meter Readings
* MM00156 – D0268 Half Hourly Meter Technical Details

1. Phased Implementation Approach

**Why has it been decided to use a phased implementation approach?**

R0021 was approved by Ofgem for implementation on the 30 June 2023. Following a number of questions raised by Parties as they were preparing to implement the Change, an implementation webinar was hosted by the Code Manager on 02 March 2023.

It became clear that a number of issues were identified that needed to be clarified, and so a decision was made to raise a further Change Proposal – R0101 to address the clarifications and change the new Market Message being introduced by R0021. Business process Maps were revised to a lower level to improve clarity, and a number of potential Market Messages that had been considered originally when the solution was developed were clarified as not required.

Finally, It was originally intended that the implementation date for R0021 be moved to 03 November, 2023, however, following further developments, the Code Manager is now progressing with a Self-Governance Change Proposal which will see a Phased Implementation approach being used to deliver R0021 and R0101.

**What are the proposed Workarounds between 30 June 2023 and 03 November 2023?**

A document has been prepared setting out the approach. This can be found at the following link on the Change Proposal page of the REC Portal - [here](https://recportal.co.uk/documents/20121/0/R0021+%26+R0101+-+Phased+Implementation+Approach+v1.0.pdf/11bdf42c-7fc9-9ab4-00f2-9ea903d79e08?t=1682694611750).