RETAIL ENERGY CODE

METERING CODES OF PRACTICE
USER GUIDE
June 2024

RETAIL ENERGY CODE

GO TO REC PORTAL

PREVIOUS

NEXT PAGE

WELCOME

This user guide outlines how various processes will be administered by the Code Manager, and highlights the key factors organisations need to comply with to adhere to the Metering Code of Practice.

RETAIL ENERGY CODE

GO TO REC PORTAL

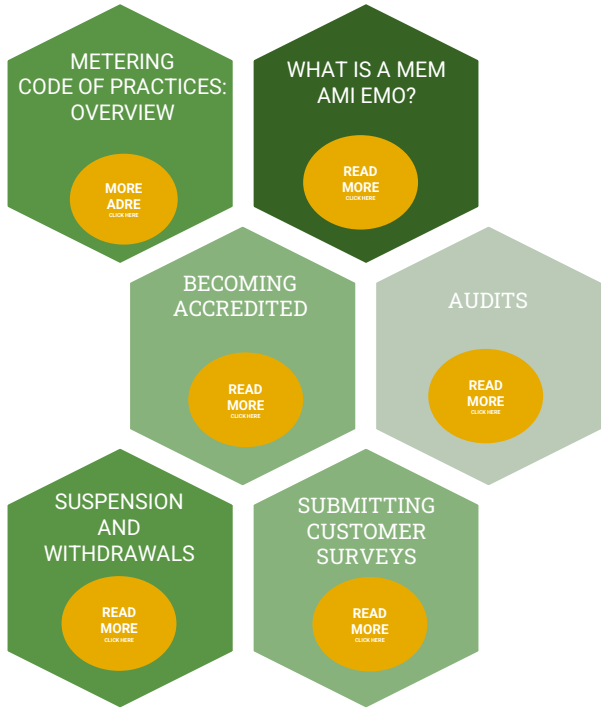
PREVIOUS

NEXT PAGE

CONTENTS

The Retail Energy Code (REC) is responsible for the Consolidated Metering Code of Practice (CoMCoP). This user guide outlines how various processes will be administered by the Code Manager, and highlights the key factors organisations need to comply with to adhere to CoMCoP.

Click on the links below to navigate to the relevant sections.



RETAIL ENERGY CODE

METERING CODE OF PRACTICES: OVERVIEW

The REC Performance Assurance Board (PAB) is the key oversight body for CoMCoP. Audits are carried out by a recognized scheme auditor working alongside the REC Code Manager for obtaining and maintaining your accreditation.

Gas MAMs and AMIs who would like to participate in the retail gas market.

Electricity MOAs and EMOs who would like to participate in the retail electricity market.

Consolidated Metering Code of Practice

An optional accreditation within the gas market for **Automated Meter Reading Service Providers**.

Smart Metering Installations conducted by gas and electricity suppliers of domestic and micro business consumers.

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WHAT IS A MEM, AMI, AND EMO?

The REC defines the term Metering Equipment Manager (MEM) as: 'means, as applicable, either: (a) for **electricity, a Meter Operator Agent** (MOA); or (b) for **gas, a Meter Asset Manager** (MAM).' Wider industry definitions for MAMs and MOAs are also included below.

An Approved Meter Installer (AMI) is defined in the REC as: 'means a Party which is approved (or which is seeking approval) as such under the Metering Accreditation Schedule, being the entity, which undertakes the **installation, replacement, repair and maintenance of gas Metering Equipment**'

An Electricity Metering Operative (EMO) is defined in the REC as: 'means a Party which is approved (or which is seeking approval) as such under the Metering Accreditation Schedule, being an entity which undertakes the **installation, replacement, repair and maintenance of electricity Metering Equipment**.)

Gas MAM

- The Ofgem Licence condition refers to MAMs as "(a) a person or a class or description of persons possessing the expertise satisfactorily to design, install, commission, inspect, repair, alter, reposition, remove, renew and maintain the whole or part of the Supply Meter Installation as defined in Section M, paragraph 1.2 of the Network Code as at 1 August 2007; or a person whose staff have such expertise; and (b) a person or a class or description of persons approved in accordance with the Retail Energy Code."

Electricity MOA

- The BSC's definition of a MOA is 'an agent 'to install, commission, test and maintain, and rectify faults in respect of, Central Volume Allocation (CVA) Metering Equipment and/or Supplier Volume Allocation (SVA) Metering Equipment.'

RETAIL ENERGY CODE

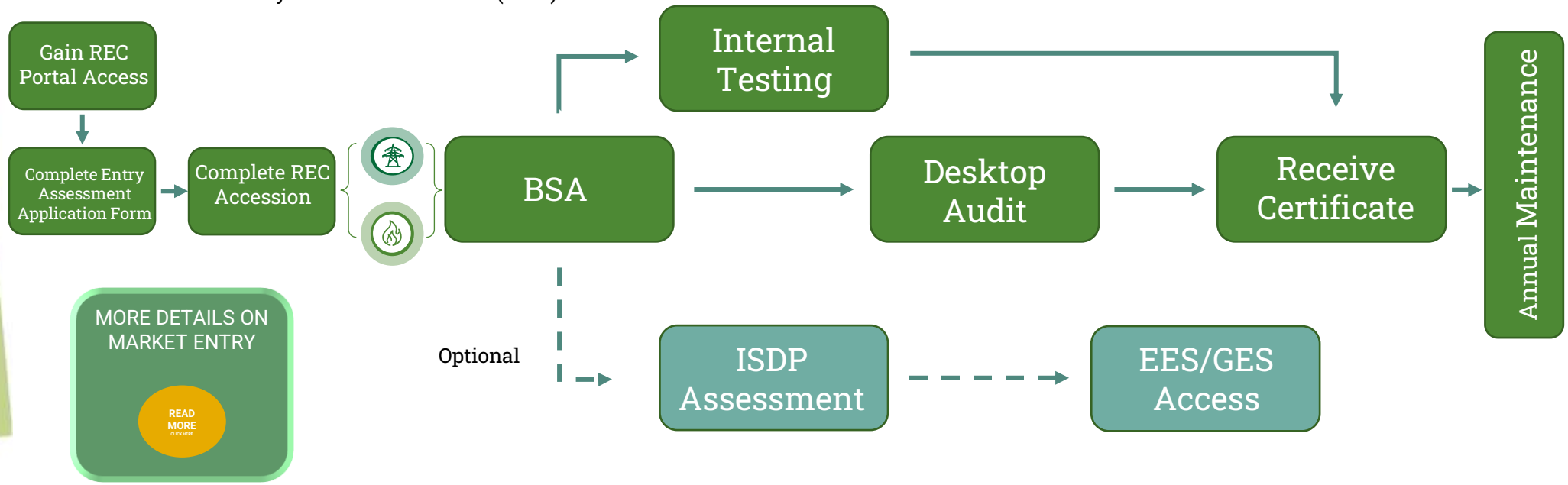
BECOMING ACCREDITED (MEM)

The first stage of the Entry Assessment is to complete a Business Solution Assessment (BSA) so that the Code Manager can understand how you will operate your business.

Then, you will likely need to complete internal testing to demonstrate you can meet your requirements under Schedule 14; this will involve you running tests to demonstrate your systems and process can operate against a defined list of market scenarios. At the same time as completing internal testing, you will complete a desktop audit to demonstrate you can meet your requirements under CoMCoP.

Once both the desktop audit and internal testing are complete, you will then receive a provisional one-year certificate. At the end of your first year of operating, you will then undertake both a desktop audit and a site audit before receiving a full two-year certification.

Additionally, if you want access to either the Electricity Enquiry Service (EES) and/or Gas Enquiry Service (GES), you will need to complete an Information Security and Data Protection (ISDP) form.



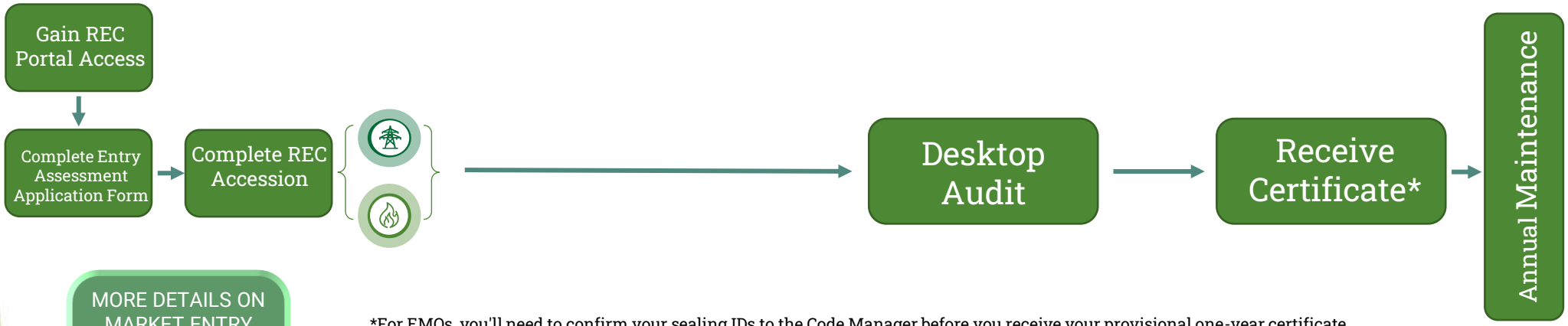
RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

BECOMING ACCREDITED (AMI & EMO)

In order to gain CoMCoP accreditation as an AMI or EMO, you will complete a desktop audit to demonstrate you can meet your requirements under CoMCoP.

Once the desktop audit is complete, you will then receive a provisional one-year certificate. At the end of your first year of operating, you will then undertake both a desktop audit and a site audit before receiving a full two-year certification.



MORE DETAILS ON MARKET ENTRY

READ MORE

*For EMOs, you'll need to confirm your sealing IDs to the Code Manager before you receive your provisional one-year certificate

RETAIL ENERGY CODE

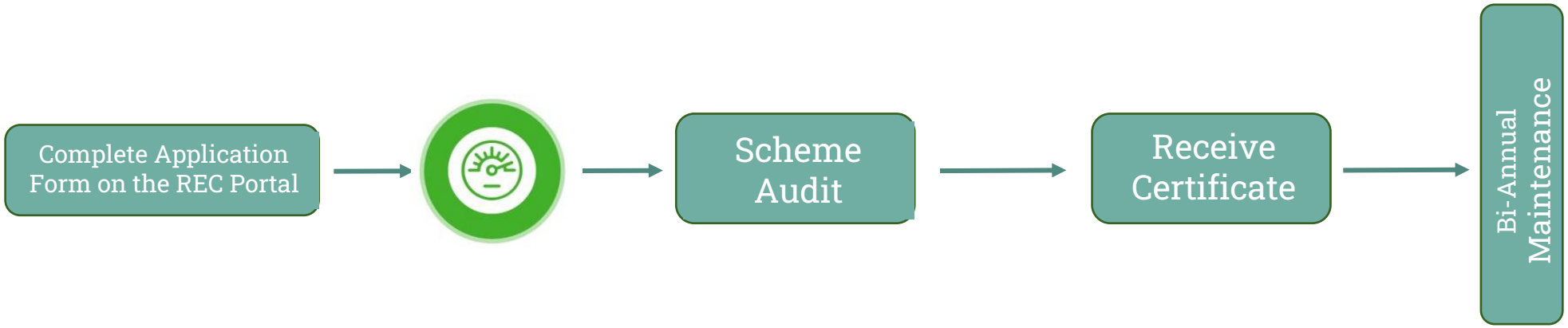
HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

BECOMING ACCREDITED (ASP)

Becoming an Automated Meter Reading Service Provider (ASP) in the gas market is voluntary and there are no specific regulatory obligations involved. Instead this accreditation is to inform best practice.

Upon initial accreditation your scheme will only comprise the desktop audit, and you will then receive a provisional one-year certificate . At the end of your first year of operating, you will then undertake both a desktop audit and a site audit before receiving a full two-year certification.

There is no requirement for ASPs to complete BSAs, ISDPs, any internal testing or any annual statements in respect of their ASP role. However, any organisation wishing to be registered as an ASP will be required to comply with a periodic audit to demonstrate their compliance with the ASP requirements under CoMCoP.



BECOMING ACCREDITED (SMI)

The provisions of the SMI requirements under CoMCoP are applicable to Energy Suppliers who install smart meters for Domestic Customers and Micro Business Customers. There is no formal requirement to become 'accredited' – by acceding to the REC, you are agreeing to the provisions for SMIs under CoMCoP, and will need to declare your compliance.

Gain REC Portal access → Complete Entry Assessment Application Form → Complete REC Accession

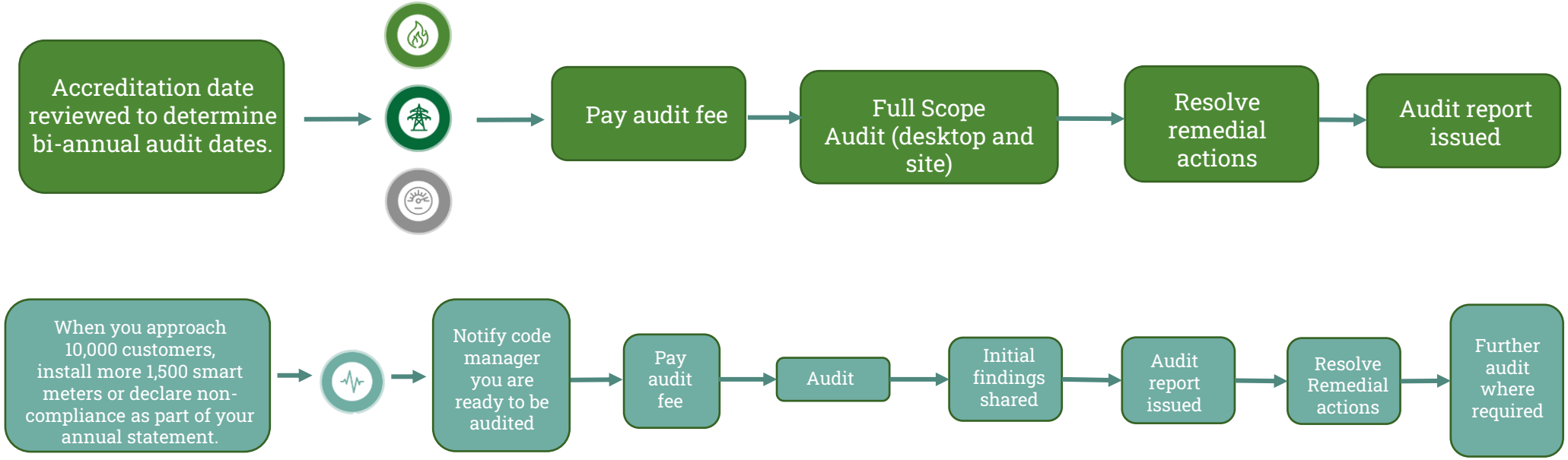
BSA	Annual Statement
As part of the market entry process, you will be required to provide specific evidence around your ability to meet Smart Meter Installation requirements under CoMCoP, including • Details of business processes around the installation of smart meters • Details of how you will maintain compliance with all relevant clauses of Smart Meter Installation under CoMCoP	As part your annual statement, you will be required to make a self declaration confirming that your organisation • Is compliant with the relevant clauses for Smart Meter Installation • The type of supplier you are (e.g. Large Supplier, Small Supplier or Micro Business Supplier)

RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

ONGOING AUDITS

Regular audits are required to monitor ongoing compliance with CoMCoP. Please note that it is your responsibility to pay the relevant audit fee to the scheme auditor – a failure to make payment could be escalated to the PAB and could result in you losing your accreditation. The scheme auditor will work with you to schedule and execute audits and report findings to the Code Manager.

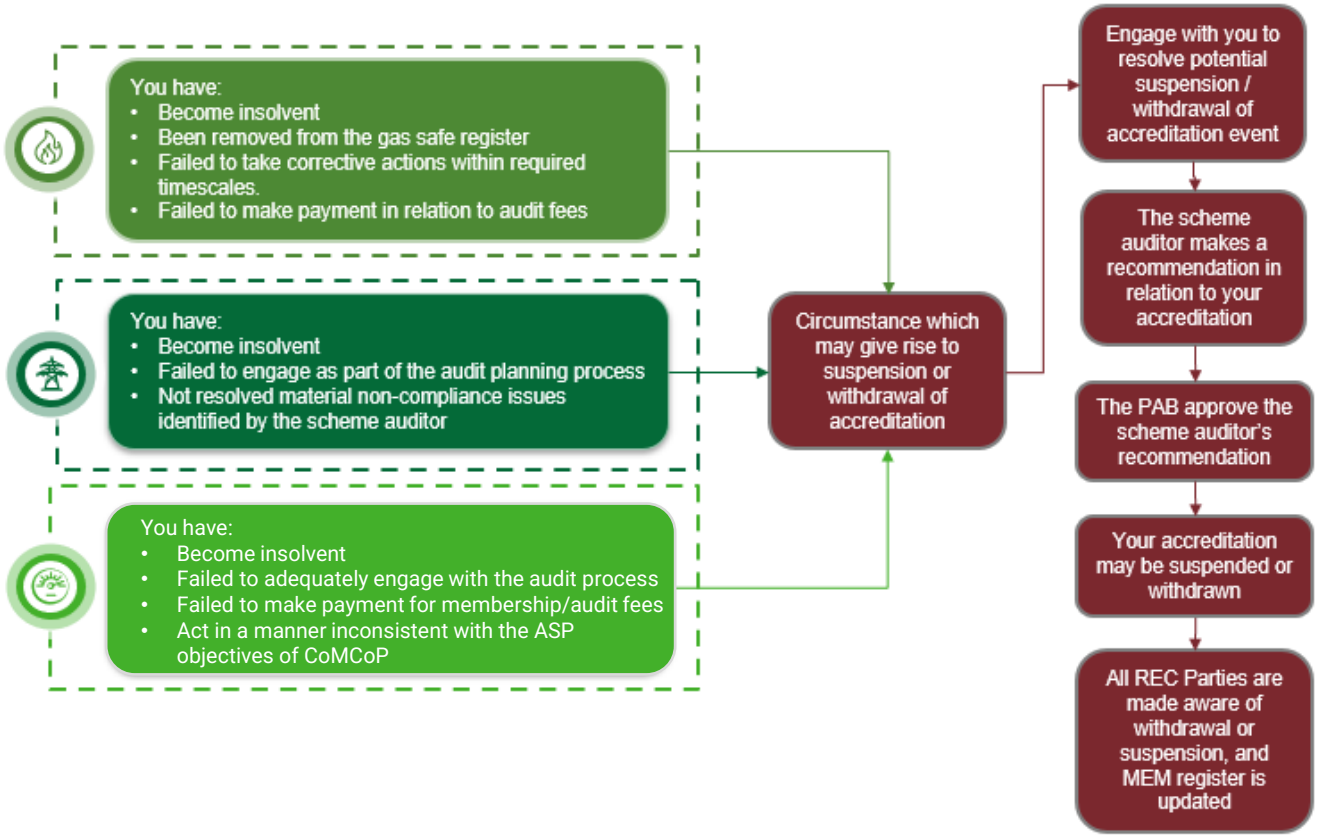


RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

SUSPENSION AND WITHDRAWALS

Accreditations across CoMCoP can be suspended or withdrawn in certain circumstances. In any of the circumstances, the Code Manager and the scheme auditor will work with you to resolve any non-compliance issues before the matter is escalated to the PAB.



Role of the PAB:

- Receive written representations relating to the suspension/withdrawal.
- Approve the decision recommended by the scheme auditor

PAB PROCEDURES DOCUMENT

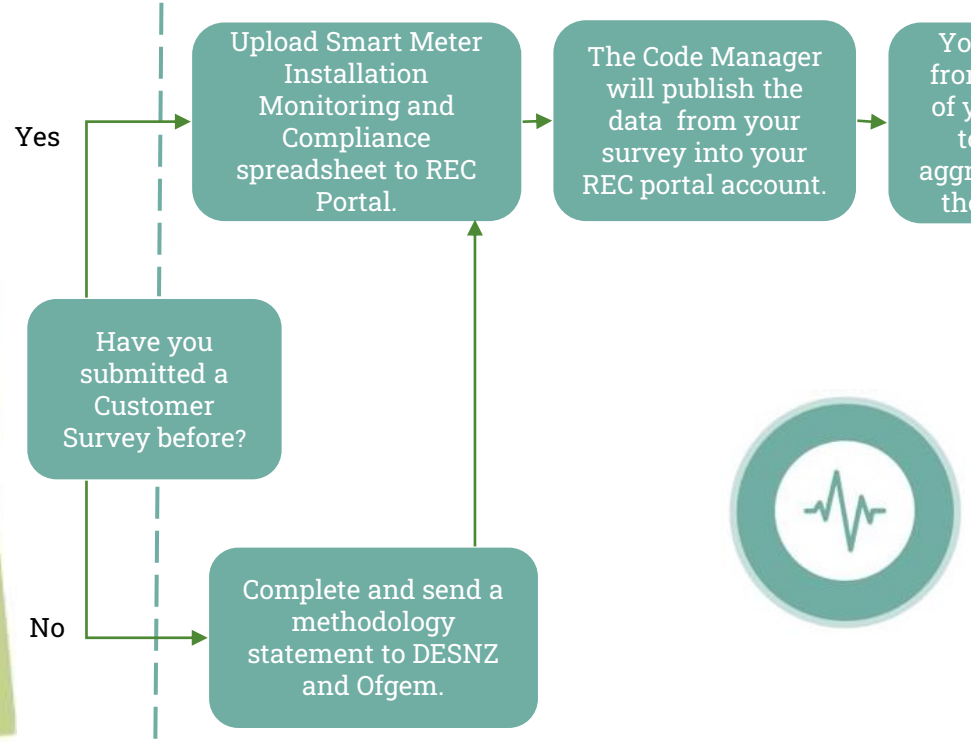
READ MORE

RETAIL ENERGY CODE

HOME | GO TO REC PORTAL | PREVIOUS | NEXT PAGE

SUBMITTING CUSTOMER SURVEYS

The REC requires those operating as SMIs to undertake quarterly surveys of Domestic and Micro Business customers. The questions can be found in CoMCoP. If surveys have not been received in line with the reporting submission deadline, you will be notified and the matter may be referred to the PAB or Ofgem as appropriate.



Calendar Quarter (CQ)	Relevant Reporting Period	Reporting Submission Deadline	Publication of Domestic Survey Results
CQ1	1 Jan to 31 Mar	No later than 30 WDs after 31 Mar	No later than last WD of Jun
CQ2	1 Apr to 30 Jun	No later than 30 WDs after 30 Jun	No later than last WD of Sep
CQ3	1 Jul to 30 Sep	No later than 30 WDs after 30 Sep	No later than last WD of Dec
CQ4	1 Oct to 31 Dec	No later than 30 WDs after 31 Dec	No later than last WD of Mar