

## QUESTIONS RAISED DURING COMCOP WEBINAR (01 MARCH 2023)

### GENERAL/EMAR

#### WILL CONSUMERS BE ABLE TO SEE THE WIKI ARTICLES WITHOUT LOGGING IN?

Yes, they will. You will not need a portal account to be able to see the wiki articles.

#### WHEN WILL WE HAVE SIGHT OF ANY SUBSTANTIAL CHANGES TO COMCOP?

It is going live in the EMAR pre-release on 10 March 2023. That is where you will have the view of the approved legal text and what the document will look like. If referring to the next iteration, we will have engagement throughout the change. We will have the party impact assessments in the consultation, but because of the changes around this, we would be looking to do additional engagement via the AMO, E-OMF, G-OMF and MEP as engagement points.

#### ARE SMART ENERGY GB HELPING WRITE THE CONSUMER GUIDES? THEY ARE GOOD AT MESSAGING FOR CONSUMERS.

The initial materials being created are to ensure we continue under the REC to make a copy of the code available, so Domestic and Microbusiness Suppliers can continue to provide a copy to the consumers upon request. This is in line with the licence and code requirements. However, we were signalling that it may be appropriate in the future to consider creating a more concise, consumer friendly guide outlining what consumers can expect in relation to a Smart Installation Visit, what will be offered and what they may need to do ahead of the visit. Along with interested parties, this could be developed in consultation with Smart Energy GB.

#### CAN THE FILTERED VERSION ON EMAR BE DOWNLOADED/PRINTED?

Not at present. We are looking to add a future iteration of EMAR but at the moment, it does not download with the filtering, no.

## AUDIT SCHEME

### WILL A COMPANY BE AUDITED IN ALL ITS ROLES AT THE SAME TIME?

We will endeavour to do so. It is aimed to bring as many audits together this year as possible. WCL will work closely with Parties to ascertain a schedule that best suits the needs of the organisation.

### IF ACTIVE IN GAS AND ELECTRICITY, APPROXIMATELY HOW LONG WILL EACH AUDIT TAKE?

A site audit on electricity and gas will take a day each. It also takes a day (and a little more) to go through the desktop audit. All evidence is provided remotely so how long it takes to complete the audit should not affect your operations.

### WHEN/HOW WE WILL BE TOLD THE DATE OF OUR FIRST AUDIT?

If you are a Gas MEM or a Gas MI and you are to be audited this year, then you should already have a target audit date.

With regards to electricity MEMs, we are currently working through these and will contact all the electricity MEMs due to be audited this year and give you a target date for an audit. Those expecting an audit in 2024 will also be contacted with a target date.

### CAN A COMPANY SEE ITS PREVIOUS AUDIT SUBMISSIONS ON THIS PORTAL?

The Party will not have access to the Auditform system. The Party will be issued a full copy of the audit as it is completed. If a Party requires copies of previous audits these can be supplied on the basis that WCL were the auditors responsible for the completion and they are held within Auditform.

If details are required for audits which took place prior to 01 April 2023, then please contact the Code Manager.

## **GAS MEM: IN NOV WE ARE DUE OUR YEAR 2 SURVEILLANCE AUDIT. DOES THIS MEAN A FULL AUDIT TO THE NEW COMCOP?**

Yes, there is no such thing as a surveillance audit in the new scheme. It will be a full audit against the new CoMCoP but it should also be remembered that you will wait two years before your next audit rather than being audited again in 2024.

## **HOW DO WE KNOW IF WE ARE IN THE FIRST OR LAST 50%?**

Predominantly, that would be based on the date of initial accreditation and the date of the last audit. With electricity MEMs, we are still working through those. We will be developing a plan going forward during the middle point of this year with regards to AMRs, Gas MEMs and Gas MIs. At this point, a time will be set and agreed with the REC code manager, we will contact all companies and let them know what that means to them.

## **FOR THE FIRST YEAR, CAN WE GET VISIBILITY OF THE GUIDANCE NOTES/ FORM MORE THAN 15 DAYS BEFOREHAND?**

We would be happy to share these with you. At the moment we are still working through the process of finalising the audit formats as we are dealing with the new CoMCoP and building this from scratch.

## **DO ALL OF THE CLAUSES WITHIN COMCOP NEED TO BE REFLECTED IN INTERNAL DOCUMENTS AS CURRENTLY THERE IS A DIFFERENCE IN EXPECTATIONS BETWEEN GAS AND ELECTRICITY?**

You do not need to refer to CoMCoP on this specifically in your internal documents. It will be down to you to provide the documents that you feel are appropriate. It will then be down to the skill of our auditors to understand if they are satisfactory and evidence your compliance.

## **WHO CAN I CONTACT ASK WHEN I WILL NEXT BE AUDITED ETC?**

All companies should have received an introductory document which provides contact details.

## **WHEN WILL THE NEW SITE AUDIT QUESTION FORMS BE AVAILABLE?**

We are currently working our way through these and hope to have them completed by the end of the month.



### **WILL DIFFERENCES IN COMMERCIAL CONTRACT ARRANGEMENTS (E.G WHO MAKES APPOINTMENTS) BE ALLOWED FOR DURING AUDITS?**

We expect a process to support this as long as the lines of communication between those making an appointment meets the requirement of the code.

### **WE ARE GOING THROUGH THE AUDIT PROCESS AS WE SPEAK, DOES THAT MEAN WE WILL BE AUDITED UNDER COMCOP IN 2 YEARS?**

Assuming you are a Gas MEM or a Gas MI, as of the 01 April 2023 we move to a process of a two-year cycle, so yes, it would be in two-years' time.

### **WERE THE AUDIT DATES FOR THIS YEAR SENT BY EMAIL?**

Yes, if you are a Gas MEM or Gas MI, emails should have been received at the end of last year. If you have not received this, please contact us and we will make sure you have full visibility. Electricity MEMs will receive their target audit dates before the 1<sup>st</sup> April. AMR Service Providers will receive their target audit dates in the final quarter of 2023 and Energy Suppliers will receive their target audit dates, once the notification for meeting the smart installation threshold has been submitted to the Code Manager.

### **IF WE UPGRADE TO BE A MEM WHAT WILL BE THE PROCESS?**

Assuming you are currently a Gas MI, if you upgrade to become a Gas MEM, you would have to go through a full accreditation process, followed by a first renewal audit a year after. Please contact the Code Manager for more details.

### **IF WE HAVE JUST PASSED AN MCoP AUDIT (THIS LAST WEEK), ARE WE NOW COMPLIANT FOR 2 YEARS, OR DO WE HAVE TO COMPLETE AN ADDITIONAL AUDIT FOR COMCOP?**

No, as of the 01 April 2023, if you are compliant with an MCoP audit, you are assumed to be compliant with CoMCoP. You will be notified of your next target audit date when plans to move all audits to a 2-year cycle are finalised.



### **DO YOU USE A WEIGHTING INDEX DEPENDING ON THE PREVIOUS NUMBER OF NON-COMPLIANCES OR OBSERVATIONS?**

No, we do not use a weighting index but we are aware of previous non-compliances or observations and will take this into account when completing the audit.

### **AS AN ELECTRICAL MEM WHEN WILL THE ANNUAL HQ AUDIT BE 2023 OR 2024?**

We cannot answer this at the moment, but we will be able to provide an answer by the start of April when we have all the current details from the supplier.

### **QUESTION FOR REC AOB - WILL WE EACH BE SENT PERSONALISED STATEMENT OF AUDIT DATES AND TYPES PLANNED FOR NEXT FEW YEARS?**

When the move to the two-year cycle is finalised and what that means to each company is understood, we will be writing to each company to let them know what that means and what their audit schedule will look like going forwards.

### **WILL THE CODE CHANGES BE AVAILABLE IN RED LINED VERSION?**

As the Consolidated Metering Code of Practice (CoMCoP) is a new document to the Code there isn't a redlined document however, these are [documents](#) that were presented for consultation.

### **THERE IS A BIT OF A TIME DELAY FOR MAKING CHANGES TO OUR CUSTOMER COMMS AND WEBSITE. CAN YOU HAVE THE LINK TO THE CONSUMER WIKI ARTICLE AS SOON AS POSSIBLE?**

We have reviewed the timeframes for the consumer wiki articles and the publish date will be 24 March 2023.

### **WILL WE BE ABLE TO DOWNLOAD A PDF VERSION OF THE DOCUMENT?**

Yes, this will be available on the REC Portal from the 10 March 2023. You will be able to locate it on the REC Release Information page under the April release.

## **SHOULD ENERGY SUPPLIERS RECEIVE THE INTRO DOCUMENTS TOO?**

Where it has been identified that a Supplier is nearing the threshold set out within CoMCoP 20.16, 20.2.1 and 20.2.2 they will receive an introductory email from the Auditor.

## **WE COMPLETED A FULL SCOPE MAMCOP/AMICOP LAST YEAR WHY ARE WE BEING ASKED TO DO A FULL SCOPE AGAIN THIS YEAR?**

Under the new scheme Gas MEM's, starting in 2024, will move to a 2-year audit cycle, the current audit schedule for 2023 is being completed as planned. Surveillance audits are no longer within the scope of the scheme with each audit now being a full renewal audit against the new CoMCoP, this will apply from the 01 April 2023.

## **THE LAST MOCOP AUDIT REQUIRED US TO UPLOAD DOCUMENTS, BUT YOUR INSTRUCTIONS WERE NOT ACCURATE, AND THERE WAS NO FEEDBACK FOR WEEKS. WILL THE PROCESS BE IMPROVED?**

There are clear timeframes indicated within the audit guidance document which will be sent out ahead of the audits, so Parties will be aware of what to expect and when.