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REC SUPPLIER OF LAST RESORT (SOLR) WORK GROUP
MEETING 4 - MEETING NOTES

DATE	**16 April 2026 (10:00 – 11:00)**
LOCATION	**Via Microsoft Teams**

Presenter	Representing	Initials	Role
James Hardy	REC Code Manager	JH	Chair / Senior Change Lead

Full attendee list available upon request.

1. INTRODUCTIONS

The Chair welcomed attendees to the fourth and final scheduled meeting of the Supplier of Last Resort (SoLR) Process Improvements Working Group.

JH reminded attendees that this session was intended to consolidate the outputs from the previous three meetings, confirm areas of consensus, and outline next steps before the Code Manager progressed further work with service providers, Ofgem, and other relevant stakeholders.

JH explained that the purpose of the meeting was to recap all SoLR requirements and issues identified across the Working Group sessions, confirm the Group's understanding and agreement on the outcomes reached to date, provide a final opportunity for attendees to raise any additional considerations, outline the proposed contents of an interim SoLR Best Practice Guidance Document, and explain the Code Manager's proposed next steps, including how and when formal REC Issues would be raised.

2. AGREEMENT OF LAST MEETING NOTES

Minutes from Meeting 3 (12 March 2026) were circulated in advance of the meeting.

No comments or amendments were received, and the notes were approved without change.

3. CONSOLIDATED REVIEW OF SOLR REQUIREMENTS AND OUTCOMES

JH led a structured review of the 22 SoLR-related requirements identified throughout the Working Group, summarising the position reached and the intended follow-up for each thematic area (slides 5-10).

Following discussion, there was strong consensus that data availability, accuracy and timeliness should be treated as the highest priority areas, even where implementation may be technically complex.

Attendees emphasised that failure to address data issues risks undermining improvements elsewhere in the SoLR process. The Code Manager confirmed that prioritisation would inform sequencing of further work and REC Issues.

Attendees also asked whether the group would reconvene in the future with JH confirming that where required, this working group will be reconvened, and additional sessions can be held.

4. ERRONEOUS SWITCHES AND SOLR

The Working Group discussed how Erroneous Switches should be treated where they intersect with a SoLR event.

Key considerations included the stage at which the Erroneous Switch is identified, the absence of a viable "return" supplier where the original supplier has failed, Consumer choice, billing accuracy and risk of detriment. It was broadly agreed that in many scenarios, remaining with the SoLR-appointed supplier may be the least detrimental outcome, subject to appropriate Consumer protections.

JH confirmed that these considerations will be reflected in the guidance document and aligned with REC Issue I0237 (Erroneous Switch Review).

5. SOLR BEST PRACTICE GUIDANCE DOCUMENT

JH outlined the proposed structure of a SoLR Best Practice Guidance document (slides 13-15). JH confirmed that the following topics would be covered:

- Purpose, scope and status of the document.
- Regulatory and REC context.
- Roles and responsibilities of all parties.
- End-to-end SoLR timelines.
- Data sources, reporting and common pitfalls.
- System access, MAU arrangements and SDEP.
- Switching and complex operational scenarios.
- Consumer experience and communications.
- Payments, transactions and financial responsibilities.
- Escalation, support routes and key contacts.
- Practical lessons learned and best practice summaries.

JH explained that the document is currently being drafted by the Code Manager and that attendees will be invited to review, comment, and provide further feedback once the document

has been fully drafted. JH also confirmed that the draft will be circulated to all workgroup attendees via email.

6. CODE MANAGER ACTIONS AND NEXT STEPS

JH provided an overview of the outstanding Code Manager actions (slide 17) and provided information on how and where the action will be covered.

JH confirmed that the REC Code Manager will continue to provide updates on the progression of the SoLR work via the Change Bulletin, the REC Portal, and via email. JH explained that if you would like to join the SoLR Process Improvement working group mailing list, please contact us at change.management@recmanager.co.uk.

Actions	Where/How it will be covered
Explore the feasibility of codifying Supplier of Last Resort (SoLR) processes across CSS, MHHS, Smart and traditional industry systems.	Formal REC Issue to be raised.
Draft a REC Supplier of Last Resort Best Practice Guidance Document and provide updates to the Workgroup.	Code Manager to draft and circulate to working group and publish on the REC Portal.
Review and consolidate SoLR reporting requirements, including identifying and incorporating missing requirements (e.g. MHHS migration reporting).	Formal REC Issue to be raised.
Investigate discrepancies between Ofgem-provided SoLR portfolio data and data available via Enquiry Services (EES and GES).	Code Manager to facilitate closed, separate session.
Review REC drafting and historical arrangements with EES to determine how to formalise a reliable reporting route for electricity meter point data.	Formal REC Issue to be raised.

7. AOB AND CLOSING

The Chair thanked all attendees for their sustained contribution across the Working Group series and confirmed that engagement would continue as work progresses. JH also confirmed that an output document will be published in the near future recapping all the work, discussions, and output from the SoLR working group series.

Attendees thanked the Code Manager for the structured and collaborative approach taken throughout the working group. It was noted that the process represented a positive example of effective industry engagement on complex issues.

No further items of AOB were raised and the Chair brought the meeting to a close.