RETAIL ENERGY CODE

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REFERENCE	RECPAB_24_0827_01
STATUS	FOR INFORMATION

REC PERFORMANCE ASSURANCE BOARD

ACTIONS LOG

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_24_0227_01	RECCo and the MHHS Programme to confirm the MHHS Design includes processes associated with incident resolution and the avoidance of data loss and there is assurance that central systems, including the Registration Service (MPRS), will not experience data loss where there is a DIP incident, thus preventing downstream impacts on REC Services such as CSS and EES.	Jason Brogden	(Deferred to) 29 October 2024	PAB has determined to keep this action open until MHHS Programme can demonstrate the steps it is taking to mitigate risks introduced by MHHS Design on REC arrangements, which have been raised by REC PAB as a risk (R829) within the MHHS Programme RAID log. We will continue to track this action and provide updated to REC PAB on how MHHS Programme is mitigating the risk raised by REC PAB.
RECPAB_24_0430_01	DCC to provide an update on if they are able to identify and differentiate between what is received via the manual workaround route to avoid misalignment in data in address management.	Bilal Ali	28 May 2024	Overdue (deferred to August PAB)
RECPAB_24_0528_05	The Code Manager and DCC agreed to prepare a joint paper to the PAB on the implications for the determination of CRS Performance Charges in the interim period.	Anton Moden	24 September 2024	Open, we are in discussions with DCC on this matter.

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RECPAB_24_0625_02	The REC PAB request the BSC representative to raise the following matter at the BSC PAB meeting on 03 July 2024: Where MHHS arrangements go live without a process to correct data misalignment between the Central Switching Service (CSS) and the Registration Services, there is significant risk to REC arrangements, as flagged to the Programme in R829 by the REC PAB. The MHHS Design removes processes currently in use to keep data within Registration Services aligned with CSS. Within the MHHS arrangements, there is greater reliance on Registration Services holding the correct information as it is responsible for processing agent appointments in a timely manner. Therefore, having processes to fix data alignment issues becomes more significant. As this also introduces risk to Settlement, REC PAB would like to understand how BSC PAB are managing the associated risk, so it can consider any opportunities for a joint approach.	Simon Waltho	27 August 2024	This was raised at the BSC PAB in June and BSCCo are currently looking into the impacts. Further update will be provided once the work in progress is concluded. We will keep this action open.
RECPAB_24_0730_03	RECCo and the Code Manager should provide further training and guidance to C&C on Electricity Enquiry Services (EES) impact assessment steps, particularly that the provisional impact assessment includes the ability to agree the time needed for more detailed work. All constructive suggestions should be considered and implemented where necessary. This should be tracked as a PAB action.	Anton Moden to identify owner within RECCo and the Code Manager	24 September 2024	Open
RECPAB_24_0730_04	Following the delayed EES release, it was identified that there were delays between REC Change approval and RECCo Commercial approval. Changes to RECCo's processes to enable this should be tracked as a PAB action.	Anton Moden to identify owner within RECCo	24 September 2024	Open, a brief verbal update will be provided.
RECPAB_24_0827_01	The Principal Change Analyst to confirm what cross sector analysis has been carried out to support understanding of what best practice in the change process looks like more broadly	Lorna Mallon	24 September 2024	New Action

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RECPAB_24_0827_02	The Code Manager to explore the reasons on why the User Support ticket volumes for the ERDS in July were significantly higher than those for GRDS and report back to PAB.	Anton Moden	24 September 2024	New Action
RECPAB_24_0827_03	The Code Manager to address the broken link to the Data Protection Impact Assessment on the REC Portal.	Anton Moden to identify owner within the REC portal team	24 September 2024	New Action