RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 29/10/2024

Virtual Meeting (Teams)

This Headline Report provides summary of the matters discussed and a record of the decisions made by PAB Members at the PAB meeting on 29 October 2024.

1. REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 24 September 2024. PAB Members reviewed the open and overdue actions.

2. MAJOR SWITCHING INCIDENT ACTION PLAN UPDATE

The Code Manager provided background on the MSI Action Plan and invited questions on the paper presented to the PAB. On the PAB Chair's request, the Code Manager confirmed that all attendees including representatives from DCC and the Code Manager teams have had access to the paper presented to PAB.

PAB Members:

- **NOTED** the contents of the update.
- **RECOMMENDED** that RECCo, Code Manager and DCC mutually consider and agree how they complete the blocked actions and return to PAB in November with an agreed resolution.

3. SERVICE PROVIDER ASSURANCE

The Code Manager advised that in the paper they have suggested ways to improve the effectiveness of the periodic deep dives on REC Services at PAB. The Code Manager has proposed the Service under review is sent an Information Request that enables the Code Manager to assess the Service's performance and provide insights to PAB as part of the PAB deep dive. For the deep dive on CSS, the Code Manager has recommended focus on information security and address management. The Code Manager and DCC will discuss and agree the workplan and timetable for the review to manage the impact on DCC operations and resources while concluding the review and reporting to the PAB in an appropriate timeframe.

PAB Members:

- **APPROVED** the approach and Information Request for DCC to support the PAB deep dive, with the workplan and timetable discussed and agreed between DCC and the Code Manager.

4. MARKET SCHEME ASSURANCE

PAB Members were informed of the proposed methodology for assurance of market schemes. This methodology provides the overall framework for this type of assurance, with elements covering scheme design, systems, data, operations, reporting and compliance. Separate elements would be applied to future schemes based on the individual risk assessment and assurance needs for each scheme.

PAB Members:

- **NOTED** the contents of the paper.
- **APPROVED** the methodology set out within the paper.

5. MHHS UPDATE

The PAB was provided an overview of the paper, which sets out the impact of the delays to the MHHS Programme on the work of the REC PAB. The Code Manager highlighted a key decision in the paper relating to the impacts on the electricity approach to Meter Technical Detail (MTD) reconciliation. As the Code Manager has further developed the solution the Code Manager proposed to separate this from MHHS go live, so Parties can have greater certainty and assurance activities can commence as soon as reporting can be established. The BSC representative confirmed they were happy with these recommendations and the content of the paper.

PAB Members:

- **NOTED** the update on MHHS Programme Replan (CR055).
- **APPROVED** the actions proposed by the Code Manager to manage impacts.
- **APPROVED** the proposal to retain the approach and timelines for introducing MTD reconciliation for MOAs and separate this from the PARC solution for MHHS.
- **APPROVED** the actions proposed to manage dependency on the Data Interchange Platform governance for MHHS Qualification.
- **APPROVED** the updates to Market Entry documents in preparation for the introduction of MHHS arrangements.

6. REVIEW OF PERFORMANCE MEASURES FOR REC SERVICES

The Code Manager presented the paper on how it plans on reviewing performance measures and Key Performance Indicators (KPIs) for REC Services to identify improvements in their relevance and measurement. The paper also set out how this will be applied to the ERDS service in the first instance.

PAB Members:

- **APPROVED** the approach for the review of KPIs for REC Services.
- **APPROVED** the plan for the delivery of review for ERDS KPIs.

7. DEROGATIONS

The Code Manager presented two derogations, one RECDER_15 for which Xoserve presented, and the second a new derogation associated with RECDER_20 which the Code Manager presented.

PAB Members:

- **APPROVED** the extension of RECDER_15 until I0219 is resolved, including if I0219 results in an implemented change, or the matter is included in a different change that addresses the issue.

- **APPROVED** the derogation request related to Non-Domestic Theft Target Calculation using the information from the Domestic Premises Indicator.

8. R137 UPDATE

The Code Manager provided an update on R0137 and the alternative change proposal R0137A. This change is seeking to introduce a requirement for Energy Suppliers to only engage with TPIs who are accredited to meet the requirements set out in the REC TPI Code of Practice. The Code Manager asked if PAB recommend either the initial solution or alternative or choose to not express a preference.

The PAB Chair clarified the provision of multiple providers of accreditation was introduced based on steer from the Authority to address concerns around competition in response to which RECCo have conducted analysis and shared the insights with the Authority.

PAB Members:

- **NOTED** contents of the update.

9. DATA ACCESS REQUESTS

The PAB was presented with a Data Access Approval request. The PAB determines access requests because the PAB is responsible for specifying REC Party, Non-Party REC Service User and REC Service Provider information security and data protection requirements under the REC.

PAB Members:

- **APPROVED** the proposed alterations to the Electricity Data Access Matrix.
- **APPROVED** the proposed alterations to Appendix 1 of the Data Access Matrix.
- **APPROVED** the proposed alterations to the Service User Categorisation and Assessment Document.
- **APPROVED** the implementation date of these changes for 22 November 2024.

10. OPERATING PLAN

Taking the paper as read, the Code Manager summarised the two Performance Assurance Framework documents, Performance Assurance Methodology and Techniques (PAM&T) and Performance Assurance Report Catalogue (PARC), that have been reviewed and updated.

The Code Manager also gave an overview of the three-month look ahead on activities in the Performance Assurance Operating Plan (PAOP).

PAB Members:

- **APPROVED** the updated Performance Assurance Methodology and Techniques (PAM&T) document following the annual review where housekeeping changes have been identified.
- **APPROVED** the updated Performance Assurance Report Catalogue (PARC) following the annual review where housekeeping changes have been identified.

11. PERFORMANCE ASSURANCE UPDATE

The Code Manager set out the key matter contained in the paper, relating to a Supplier in breach of Controlled Market Entry (CME) Conditions. The Code Manager recommended that the CME condition relating to the cap on the meter points be increased to allow evidence of improvement with close monitoring of the Supplier's performance while under CME. The Code Manager also noted that the Supplier has made a significant change to their systems without informing the Code Manager as required and this omission would be followed up with the Supplier.

PAB Members:

- **DEFERRED** the decision to extend the CME cap, noting that it was important to communicate to the Supplier the importance of meeting their REC obligations and improving their performance.

12. NEXT MEETING DATE

The next meeting of the PAB will be held online on 26 November 2024.