RETAIL ENERGY CODE

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MEETING MINUTES

MEETING	**RECPAB_25_0325**
DATE	**25 March 2025**
LOCATION	**In Person**

Attendee	Representing	Initials	Role
Jon Dixon	RECCo	JD	PAB Chair
Dorcas Batstone	Independent Member	DBa	PAB Member
Steve Arthur	Independent Member	SA	PAB Member
Steve Verdon	Independent Member	SV	PAB Member
Angela Joyce	Supplier Representative	AJo	PAB Member
Oorlagh Chapman	Supplier Representative	OC	PAB Member
Anne Jackson	UNC Representative	AJa	PAB Member
David Brown	MEM Representative	DBr	PAB Member
Paul Everett	Supplier Representative	PE	PAB Member
Fungai Madzivadondo	DNO Representative	FM	PAB Member
Marina Papathoma	GT Representative	MP	PAB Member
Andrew Waghorn	Code Manager	AWa	Performance Assurance Analytics Lead
Vaishnavi Sharma	Code Manager	VS	Performance Assurance Manager
Walter Carlton	Code Manager	WC	Performance Assurance Partner
Anton Moden	Code Manager	AM	Performance Assurance Lead
Tanya Mason-Hawes	Code Manager	TMH	PAB Secretary
Tom Stewart	Code Manager	TS	Performance Assurance Analytics Manager
Sodiq Lawal *(Attended for item 4)*	Code Manager	SL	Service Provider Assurance
Anna Weeks	RECCo	AWe	RECCo
Shelley Rouse	Code Manager	SR	Operational Account Manager
Eve Marriner *(Attended for item 2)*	Code Manager	EM	Operational Account Manager
Elise Hardy *(Attended for item 3)*	Code Manager	EH	Release Manager
Bradley Baker *(Attended for item 4)*	DCC	BB	Regulatory Business Partner
Harriet Truss *(Attended for item 5)*	Code Manager	HT	Senior Change Lead

1. REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The Chair welcomed attendees to the meeting of the PAB. He also welcomed Beth Procter (Senior Performance Assurance Manager at SECCo) as an observer at the meeting whilst her appointment as the SEC PAF Representative for PAB is being finalised. There were no attendees from Ofgem or Citizens Advice.

NEW ACTION: Code Manager to review REC PAB terms of reference (TOR) to include that REC PAB now has representation from SEC Performance Assurance, and also how PAB can help facilitate cross-code collaboration.

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 25 February 2025. PAB Members reviewed the open and overdue actions. Two actions were closed following information provided via a verbal update. Please refer to the Action Log for a full status update. The actions **APPROVED** by the PAB to close were:

- RECPAB_24_1217_06
- RECPAB_24_1217_04

The Code Manager provided an update on the remaining nine actions.

2. DEROGATION APPLICATIONS

EM joined the meeting.

The Code Manager presented two Derogation Applications received on 06 March 2025 and 14 February 2025 from Utilita Field Services Limited and Morrison Energy Services Limited respectively. The Derogations relate to permitting the transfer of the existing sealing pliers (and Qualification in the case of Morrison Energy Services). Both were grouped together due to the similarities in the requests, however Utilita Field Services Limited requested a temporary derogation until new Sealing Pliers could be ordered, whereas Morrison Energy Services requested for the existing Sealing Pliers to remain with the current operatives throughout the restructuring and beyond.

PAB Members discussed the need for allowing reasonable time for such applications, as well as the importance of Change of Ownership being documented and easily accessible.

NEW ACTION: Following the Derogation Applications with regards to sealing pliers, the Code Manager is to manage communication on the below items:

- To both Parties on the criticality of Change of Ownership and this being communicated proactively to the Code Manager;
- Require that Utilita Field Services Limited request new pliers within the next month (and evidence this), noting the derogation exists until pliers are received;
- With the Metering Auditor to ensure they remind meter installers of the importance of early engagement for these types of change;
- Reiterate the importance of early Party communication on such cases.

PAB Members:

- **APPROVED** two Derogation Applications, including the timescales and recommended conditions.

EM left the meeting.

3. DATA ACCESS REQUESTS

EH joined the meeting.

The Code Manager presented new Data Access Requests for altering the name of the existing Service Provider to Local Authority or Housing Association Category which was created for an organisation providing change of occupier, void property management, debt removal and restoration of asset services to Local Authorities and Housing Associations. This change aims to widen the purpose of the category to allow more service providers to onboard. The changes will be implemented after a 10-working day consultation period, with the expected implementation date being 25 April.

The Code Manager confirmed that the name of the Category would be 'Service Providers' with a purpose of what that captures, which was noted in Appendix 1. PAB Members noted that the naming of the Category was not fully clear and made suggestions for the papers to be clarified going forwards. The Code Manager took this on board

PAB Members:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Gas Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to Appendix 1 of the Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document;
- **APPROVED** the Code Manager's implementation date of these changes for 25 April 2025.

EH left the meeting.

4. CRS PERFORMANCE CHARGES 2025-26

SL and BB joined the meeting.

The Code Manager presented a paper setting out the amount of maximum Performance Charges which can be applied to the Centralised Registration Service (CRS) Provider in respect of each Quarter of the Financial Year 2025/26 for the approval of the PAB. This was based on the methodology published by Ofgem and used in previous years.

PAB Members queried why DCC's operating costs had reduced significantly after three years of operation. The DCC Representative stated the need to take this away to consult with their Finance team to better explain the rationale. The Code Manager explained that DCC and RECCo agree the annual operating costs. This year, a decision was made to move costs DCC incurs for services procured from Netcompany out of operational costs to an on-demand service model. PAB members also queried whether Ofgem had responded to the paper when it was shared for their comment to which the Code Manager confirmed they did respond asking for further clarification to be included with regards to DCC's right to appeal, but did not query the amount set out for approval.

NEW ACTION: Code Manager to confirm responsible person at RECCo and DCC to provide an update to PAB on why the operational cost has reduced and the rationale for those decisions.

PAB Members:

- **APPROVED** the amount of the maximum Performance Charges which can be applied to the CRS Provider in respect of each Quarter of the given Financial Year (2025/26), as well as the full table of charges on condition that further clarification is provided from RECCo and DCC next month regarding the scrutiny of the operating costs. The Code Manager will publish this information after the meeting.

SL and BB left the meeting.

5. QUALIFICATION

HT joined the meeting.

The Code Manager presented a Change Plan for REC Change Proposal R0202 Performance Assurance Report Catalogue Updates for MHHS for it to be progressed to consultation, which adds two new reporting requirements to the PARC:

1. PARC item 860 for MOAs to provide a monthly assurance report detailing key MTD and attributes for reconciliation with central system.
2. PARC item 861 for MOAs to provide a monthly portfolio report.

The Code Manager updated the PAB on the responses to the consultation, drawing attention to a specific concern around the meter location data item. This related to questions on the need for MEMs to capture this, and the obligations on Suppliers for it to be populated. The Code Manager noted that this is not directly related to the change, as the requirement to populate this data item has existed since 2023. The Code Manager noted that they are engaging with the organisation that raised this to address the wider concern, but that this should not impact the decision on the change.

PAB Members:

- **APPROVED** R0202 to be released for consultation in line with the updated Change Plan presented.

HT left the meeting.

The PAB Chair asked if PAB members would benefit from a knowledge session to help them understand the changes MHHS is going to introduce. The Code Manager suggested RECCo, and the Code Manager team are planning upskilling sessions for the wider Code Manager team and suggested extending the invitation to PAB Members. Other PAB Members agreed that this would be beneficial.

NEW ACTION: Code Manager and RECCo to include PAB Members in RECCo's MHHS upskilling plan for operational readiness.

PAB Members queried the number of applications that are in progress, and whether this was at the level expected through MHHS. The Code Manager clarified that the numbers presented cover the current market entry applicants – with the key observation that there is an increasing variety and volume of users interacting with REC Services, thus requiring PAB to adapt to the changing risk landscape they oversee.

The Code Manager presented an update with regards to the REC Assessment Criteria for MHHS Qualification. These had previously included non-functional requirements for interacting with the Data Integration Platform (DIP). However, these have not been included in the REC, and are therefore the responsibility of the DIP Manager to assure.

The DIP Manager has now reviewed those requirements and set out an assessment criteria similar to the ones defined by BSC and REC for their code requirements. On that basis the REC assessment criteria have been updated to remove this duplication, cross-referring to the DIP criteria where appropriate.

The Code Manager also gave an update on enhancements to the PAB dashboard. This now holds improved information that has previously been included in the Qualification and Metering papers. The

Code Manager proposed using this information Dashboard to reduce the volume of detail reported in the papers.

PAB Members welcomed the work to innovate and improve committee meetings and requested that there is appropriate signposting within papers so that PAB Members are aware of what information to review.

PAB Members:

- **APPROVED** the 'REC Assessment Criteria for MHHS Qualification v3.1' for publication.

6. PARTY ASSURANCE

The Code Manager provided an update on the Party who has been under a Specific Condition PAT since 04 March 2025, and advised that they would be attending PAB in April to update the PAB on progress made and how they will ensure they operate within the customer number limit set by PAB. The Code Manager and PAB Members noted a concern that the Party had continued to acquire new customers, even though a limit had been communicated to them. This could result in customers who were expecting to switch that would then be blocked, and therefore the lack of effective compliance management by this Supplier had created additional unnecessary consumer harm.

New Action: The Code Manager to reach out to the Ofgem representative to discuss the Party currently under the Specific Condition PAT.

The Code Manager also provided an update on the next Data Cleanse Sprint which will focus on energisation status, invalid top line, new technical details, and gas meter asset provider data. These areas were identified as needing further attention to improve data quality. The Data Cleanse Sprint was approved, and the activities will commence on 1 April. The sprint will run for six months, with regular reviews to track progress and address any issues. Engagement with Parties will continue to ensure they understand the requirements and are able to meet the targets set for the data cleanse sprint. Further, the Code Manager and PAB Members discussed the aim of ensuring the methodology is more transparent and that Parties don't always understand what the current pressing priority is, but for this to improve it needs to get to a point where the Data Cleanse is at a more manageable level. The Code Manager noted that they have started engaging with Parties as there is some reporting which will no longer be relevant as MHHS progresses.

PAB Members:

- **APPROVED** the content of Data Cleanse Sprint 4 and the associated targets, as set out in Section 6 of the paper.

7. SERVICE PROVIDER UPDATE

The Code Manager presented the key points from the paper, noting the improvement in DCC performance overall, alongside an increase in SLA failures from the Gas Enquiry Service (GES) due to a major incident that occurred in February. The performance of the Centralised Registration Service (comprising of CSS, CSS CA and SO) was below target as SO failed 4 metrics. Electricity Enquiry Service (EES) and Gas Retail Data Service (GRDS) continue to perform well while Electricity Retail Data Service (ERDS) continue to perform at similar level to the previous month.

The Code Manager reported issues with GES, including a service degradation incident in February. The team plans to cover these issues in the next meeting, with a deep dive into the service performance and improvement plans.

Issues with CSS were also discussed, particularly focusing on the low rates of priority 2 tickets. The Code Manager described that they had investigated priority 2 tickets in detail, identifying that many of them had been miscategorised and related to certificate renewals in test environments, which are not critical to users of the system and should have a lower priority score. The CRS Improvement Programme led by RECCo is looking to address these issues, both are to have better prioritisation and improved resolution.

Improvement plans for GES and CSS will be discussed in the next meeting as part of the GES Deep Dive and the update from RECCo on CRS Improvement.

New Action: The Code Manager to provide further information on GES performance and PATs applied to drive improvement as part of the Service Deep Dive scheduled for April.

PAB Members:

- **NOTED** the update.

8. STAKEHOLDER MANAGEMENT

The Code Manager presented an analysis of the effectiveness of stakeholder engagement activities within the REC, including proposed future initiatives. Closer collaboration with RECCo was discussed along with improvements in stakeholder engagement. This involves sharing feedback on Party engagement and supporting direct engagement between RECCo and REC Parties.

The Code Manager also discussed an option of a "Party-lite" role for non-REC parties to formalise engagement activities and provide access to certain parts of the Code for important stakeholders that will interact with the REC. Examples of organisations that could fit into this category include TPIs, Energy Consultants, Load Controllers and organisations using the Consumer Consent solution.

PAB Members commended the Code Managers for their good work on Stakeholder Management, and their focus on collaboration and engagement.

The Code Managers discussed the suite of engagement tools available, and the aim is to make it a more face-to-face engagement, with plenty of digital options, ensuring there is more choice.

PAB Members:

- **NOTED** the update.

9. OPERATING PLAN

The Code Manager provided key updates on the Performance Assurance Operating Plan, and noted that many of the updates were included in the relevant papers.

PAB Members:

- **NOTED** the update.

10. ANNUAL REPORT

The Code Manager presented the REC Performance Assurance Report which focuses on the key Performance Assurance activities, challenges and reflections during the previous period. This report covers the period between 1 September 2023 and 31 March 2025, to align with the cycle of the REC Forward Work Plan.

PAB Members discussed ways of improving the report to cover more aspects on the achievements throughout the period and to consider the dual audience (both for Board members and the general public), as well as making it less procedural.

New Action: The Code Manager to provide a draft version of the Performance Assurance Annual Report to the RECCo Board, and update PAB Members at the April PAB.

PAB Members:

- **APPROVED** the report and considered whether all key Performance Assurance activities during the period have been considered.

11. ROLE OF THE PAB – INTERACTIVE SESSION

The PAB Chair opened up a discussion on the role of the PAB with regards to the three areas below where PAB Members discussed:

Harmonisation of Assurance across codes

- PAB Members emphasised the need for harmonisation across codes to improve efficiency. This involves aligning processes and reducing duplication of efforts.
- It was also suggested that sharing risk registers among Code Managers could be helpful as this collaborative approach helps identify and address industry risks more effectively.
- PAB Members also discussed the importance of working together to address industry risks, including regular communication and joint initiatives to mitigate risks and improve market performance.

Stakeholder representation and transparency

- PAB Members discussed the importance of having diverse stakeholder representation in decision-making processes to ensure the interests of all market participants are considered.
- The need for robust consumer protections, particularly with the introduction of new market participants and time-of-use tariffs. This includes ensuring that vulnerable customers are not adversely affected, and that they have the necessary information and support to make informed decisions.

Futureproofing the PAB's role

- PAB Members discussed the need to future-proof the market by anticipating and addressing emerging trends and challenges by proactive planning and adaptation.
- There was an emphasis on the importance of building trust with consumers, ensuring transparent communication and demonstrating the value and reliability of market services.
- PAB Members proposed adopting a principles-based approach to new areas of the industry to focus on achieving desired outcomes rather than prescribing specific methods.

It was suggested to map the purposes and responsibilities of market participants to help identify gaps and overlaps in governance to ensure that all areas are adequately covered, as well as a need for a functional split in governance involving creating dedicated groups for specific issues like security and theft to ensure focused and effective management.

PAB Members also discussed the importance of risk management and compliance, emphasising the need for a more positive and opportunity-focused approach. They suggested focusing on outcomes and driving improvements rather than just compliance. They suggested that successful Parties share their processes and improvements to benefit the entire industry.

Further, PAB Members discussed the need for more collaboration with Ofgem to ensure that proposed changes align with regulatory priorities and emphasised the importance of Ofgem's participation in the development of new ideas and improvements.

The PAB Chair suggested future workshops on the different areas covered above to discuss them in further detail and develop suggestions for improving the role of the REC going forwards.

NEW ACTION: PAB Chair to confirm with PAB Members that they are happy for their details to be shared in order for them to be added to the Competition Act course.

12. AOB

The Code Manager informed the PAB about recent issues where MDD updates from Elexon which were causing incorrect rejections from CSS. The updates are passed via the REC Code Manager Technical Services team and are fed into CSS. Some DNOs highlighted that some updates made to the MDD which were incorrect, and as a result some MPID/Role combinations were rejected by CSS. The Technical Services team looked into this and identified that Elexon had sent an update to add an 'effectiveTo date' against the combination, before a subsequent update to add a new 'effectiveFrom date' against a separate company. Elexon have since remedied the situation but due to the incident, the Code Manager was looking for further assurance that sufficient validations occur prior to the updates to CSS being passed.

NEW ACTION: BSC representative to give REC PAB Assurance on how MDD updates are validated by Elexon before passing those onto CSS/REC Code Manager to prevent repeat of issues within REC processes.

PAB Members:

- **NOTED** the update.

13. NEXT MEETING DATE

The next meeting of the PAB will be held online on 29 April 2025.