RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

REFERENCE	**RECPAB_25_1028**
STATUS	**FOR INFORMATION**

REC PERFORMANCE ASSURANCE BOARD

ACTION LOG

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_24_1029_02	RECCo to seek legal guidance to clarify and reiterate the provisions within the Code for Parties and Service Providers to cooperate with the Code Manager and PAB in any assurance activities.	Jon Dixon, RECCo	17 December 2024, revised to target completion date of 1 April 2026	The PAB Chair explained that they are putting through a change proposal to address the main elements of the main body. This will be one single change, subject to legal review, to avoid many, smaller changes. The PAB Chair had discussed this with the BSC and SECCo PAB Representatives in terms of cross Code collaboration and will discuss this further with them. When complete, the PAB Secretary will upload a copy of the revised draft to the collaboration space for PAB Members to review and feedback on. This applies to both this action and RECPAB_24_1217_05 below.

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_24_1217_05	PAB Chair to seek legal view on how REC PAB can consider cross-code performance to enable coordinated action amongst Code Bodies against an underperforming Party.	Jon Dixon, RECCo	Deferred to 25 February 2025	Update as per the above action RECPAB_24_1029_02.
RECPAB_25_0429_01	Implications of the Data (Use and Access) Bill on the REC arrangements including Energy Data governed under the REC: • The PAB Chair will prepare a briefing for PAB once the Bill has been passed through Parliament and Ofgem's direction is clear. • An action was given by the Department for Energy Security & Net Zero (DESNZ) from the Smart and Secure Electricity System (SSES) programme as RECCo have been asked to be governance vehicle for tariff interoperability (which was included in the RECCo Forward Work Plan). The PAB Chair will provide an update on the project and the extent to which the legislation will underpin it.	Jon Dixon, RECCo	27 May 2025, deferred to 25 November 2025	The Data Use and Access Act 2025 (DUAA) has taken effect as of 19 June 2025. Further work is required to identify the implications of the final legal text and its impact on consumer consent projects and data access approaches. RECCo may also need to implement a consumer complaints process. The PAB Chair noted that RECCo has recently appointed a new Data Manager with whom they would like to discuss this. The PAB Chair will update the PAB after discussions with the new Data Manager.
RECPAB_25_0429_03	RECCo and DCC to provide an update on the current position with regards to incentivisation for DCC, following discussions with Ofgem.	Mollie DeCamp, (RECCo) and Bilal Ali (DCC)	27 May 2025, deferred to 27 January 2026	RECCo and DCC have requested clarity from Ofgem on this incentivisation, in line with the action from the April PAB, but not received a response on this matter. We will continue to track this until the next quarterly CRS Improvement Plan update.

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_25_0826_03	The PAB Chair to review RECCo's responsibility for data held on enquiry services and any potential liability if data accessed via enquiry services proves inaccurate. The review should also assess the level of accuracy, and the robustness of the data held within the enquiry service, as well as how users are informed about respective responsibilities for data held by the enquiry services. This review should also determine whether access agreements require additional indemnities to address these issues.	Jon Dixon, RECCo	30 September 2025, deferred to 25 November 2025	The PAB Chair advised that historically, the responsibility for data accuracy in the Enquiry Services lay with Parties who provided it. The PAB Chair noted that further consideration around data accuracy would be needed as part of the Open Data Policy and the requirement for regular data and digitisation plans, as per the recent Ofgem consultation. The PAB Chair noted that RECCo would submit the necessary Code Modifications to cover the proposals contained within the Ofgem consultation. A further update would be provided in due course.
RECPAB_25_0826_04	The Code Manager to update the PAB on the impact of the CSS Reporting Issue discussed under agenda item RECPAB_25_0826_04 on any PAB decisions and processes.	Vaishnavi Campbell-Sharma (Performance Assurance Manager)	25 November 2025	Further update provided in RECPAB_25_1028_03 – Service Provider Assurance Update.
RECPAB_25_0826_06	The BSC Representative to provide an update to the PAB in September on the MDD update issues impacting switching as detailed in RECPAB_25_0826_07.	Simon Waltho, BSC Representative	30 September 2025, deferred to 25 November 2025	The BSC Representative advised they have been unable to get a response from the relevant team due to demands on the team to support the recent MHHS Programme milestone. The BSC Representative will provide a further update to the PAB next month.

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_25_0930_02	The Code Manager to investigate steps that can be taken to further tighten up the communication and administration of the TDIS scheme.	Andrew Waghorn (Performance Assurance Analytics Lead)	25 November 2025	Work is underway, a further update will be provided at November PAB.
RECPAB_25_0930_08	The Code Manager to reflect on how the PAB could be updated on 'in-flight' Derogations, with a proposed plan to be brought back to a future meeting of the PAB.	Anton Moden (Performance Assurance Lead) and Eve Marriner (OAM)	25 November 2025	A paper will be brought to the November PAB to update PAB Members on 'in-flight' Derogations and Sandboxes. Following November PAB, it is the Code Manager's intention to bring this update quarterly.
RECPAB_25_1028_01	The PAB Secretary to consult PAB members on whether PAB Meetings should be moved where they coincide with school half-term holidays to ensure quoracy for decisions.	Bailey Robb (PAB Secretary, Performance Assurance)	16 December 2025	New Action.
RECPAB_25_1028_02	The PAB Chair to arrange for RECCo to provide an update to the PAB on the Service Evolution for the Enquiry Services, based on the feedback received during the RECCo Update on GES (RECPAB_25_1028_04)	Jon Dixon, RECCo	27 January 2026	New Action.
RECPAB_25_1028_03	The CSS Service Provider to provide the assumptions and risks used to define the CRS Improvement Plan activities and timeframes.	Bilal Ali (DCC)	25 November 2025	New Action.
RECPAB_25_1028_04	The CSS Service Provider to consider whether the upcoming workshop on CRS Address Matching can support remote attendance.	Bilal Ali (DCC)	15 November 2025	New Action.

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_25_1028_05	The Code Manager to bring an updated Sandbox Application to the November PAB Meeting which contains further information around how the Sandbox can be facilitated fairly for all Parties without unduly increasing the risk to the SDEP service.	Eve Marriner (OAM), Carl Dennis (OAM), and Rosalind Timperly (RTS)	25 November 2025	New Action.
RECPAB_25_1028_06	The PAB Chair to review the principles and processes around approving Sandbox applications and provide an update at the November PAB.	Jon Dixon, RECCo	25 November 2025	New Action.
RECPAB_25_1028_07	RECCo to review the requirements around Sealing Pliers, as well as the market position and supply chains of manufacturers, for retail and consumer risks.	Jon Dixon, RECCo to identify appropriate action owner.	16 December 2025	New Action.
RECPAB_25_1028_08	The Code Manager to reach out to the Supplier Administrator, when appointed, to provide them with further guidance on their responsibilities under the REC.	Vaishnavi Campbell-Sharma (Performance Assurance Manager)	25 November 2025	New Action.
RECPAB_25_1028_09	The Code Manager to write to the Administrator of the MEM in Administration to inform them about discussion at PAB in relation to: - The MEM's expulsion from the REC, and - The transfer of Sealing Plier as part of the TUPE to Next Generation Utilities	Vaishnavi Campbell-Sharma (Performance Assurance Manager)	25 November 2025	New Action.
RECPAB_25_1028_10	The Code Manager to provide guidance at a future PAB meeting on the SoLR process and which elements that the REC Code Manager are responsible for.	Shelley Rouse (OAM)	27 January 2025	New Action.

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_25_1028_11	Ofgem to clarify the potential impacts of retaining CSS access for a Failed Supplier until the portfolio transfer is complete in the event of a SoLR, as per Schedule 19 of the REC.	Cristina Ullastre, Ofgem	25 November 2025	New Action.
RECPAB_25_1028_12	The PAB Secretary to meet with the UNC Representative prior to the PAB on 16 December to provide an outline of the agenda, and to ensure that their views are presented to the PAB in the event of the representative and their alternate being unavailable.	Bailey Robb (PAB Secretary, Performance Assurance)	16 December 2025	New Action.