RETAIL ENERGY CODE

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MEETING MINUTES

MEETING	**RECPAB_26_0127**
DATE	**27 January 2026**
LOCATION	**Virtual**

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
Paul Saker	Supplier Representative	PS	PAB Member
Paul Everett	Supplier Representative	PE	PAB Member
Anne Jackson	UNC Representative	AJa	PAB Member
David Brown	MEM Representative	DBr	PAB Member
Fungai Madzivadondo	DNO Representative	FM	PAB Member
Shiv Singh	GT Representative	SS	PAB Member
Simon Waltho	BSC Representative	SW	PAB Member
Beth Procter	SEC Representative	BP	PAB Member
Faye Brookes Lewis	Citizens Advice Representative	FBL	PAB Alternate
Shelley Rouse	Code Manager	SR	Operational Account Manager Representative
Scott McPhillimy	Ofgem	SMcP	Ofgem Representative
Walter Carlton	Code Manager	WC	Performance Assurance Partner
Anton Moden	Code Manager	AM	Performance Assurance Lead
Andrew Waghorn	Code Manager	AWa	Performance Assurance Analytics Lead
Vaishnavi Campbell-Sharma	Code Manager	VCS	Performance Assurance Senior Management
Daniel Rodgers	Code Manager	DR	Performance Assurance Manager
Bailey Robb	Code Manager	BR	PAB Secretary
Alex Halkyard	Code Manager	AH	Performance Assurance Team Member
Aleksandra Maczka	Code Manager	AMa	Performance Assurance Team Member
John Brignell (*for Item 2 only)*	RECCo	JB	Head of IT Services
Andrew Wallace (*for Item 3 only*)	RECCo	AnW	Operations Consultant

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Attendee	Representing	Initials	Role
Chris Stock (*for Item 3 only*)	RECCo	CS	Senior Business Analyst
James Hardy (*for Item 7 and 8 only*)	Code Manager	JH	Senior Change Lead

1. APPROVAL OF PREVIOUS MINUTES AND REVIEW OF ACTION LOG

The Chair welcomed attendees to the meeting of the PAB. Apologies were received for Anna Weeks, RECCo Service Manager.

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 16 December 2025. PAB Members reviewed the open and overdue actions. Ten actions were closed following information provided in the meeting papers or via a verbal update. Please refer to the Action Log for a full status update.

2. RECCO UPDATE ON EES/GES AND SDEP SERVICE EVOLUTION

JB joined the meeting.

The PAB considered an update from RECCo on the Digitalisation Strategy following an action (RECPAB_25_1125_02) raised at November PAB. The report provided an update on how RECCo's digitalisation strategy is addressing failure demand that has contributed to Sandbox requests for bespoke SDEP robotics.

RECCo acknowledges the number of robotics Sandbox applications that have been received and that they are happening in response to user pain points related to the slowness of interactions. The new API gateway will enable machine-to-machine interactions and Parties will not have to rely on workarounds such as robotics to have a smooth, quick experience. RECCo also noted the timelines including July 2027 for GES go-live and July 2028 for EES go-live, both of which are the earliest dates that the systems would be operational with users onboarded fully.

The PAB Chair acknowledged that the PAB has previously approved two Sandbox applications for Robotics and suggested that the way forward would be to understand if those Parties are happy to wait for this change to come into effect, or if they want to continue with their Sandboxes.

Supplier PAB Members observed that for those who have applied for the Sandboxes, this would be another push in the timeline that is not ideal, and it should be up to the Parties if they wish to continue with the Sandbox while the wider improvement work is ongoing. They hoped that RECCo and PAB may learn from the Sandbox exercises that would, in turn, be beneficial for the implementation of the API gateway and launch of the new system.

The Code Manager advised that, as a way forward, it may be appropriate to connect with the two Parties that have had their Sandboxes approved to understand where their Sandboxes may fit in. The PAB

Chair confirmed that the decision of the PAB to approve the two Sandbox applications still stands but that these Parties may wish to revisit them as there is new information to be taken into account.

RECCo agreed that the Digitalisation Strategy needs to be more widely shared with Parties so they are properly informed.

PAB Members concurred with the PAB Chair and the Code Manager that the matter should be concluded as soon as possible, with an update to the PAB on the way forward to fully address the approved Sandbox applications and to provide both the PAB and Parties with clarity on next steps.

The PAB:

- **NOTED** the update;
- **NOTED** that Sandbox requests for SDEP robotics reflect underlying user pain points and failure demand;
- **NOTED** RECCo's strategic direction to remove root causes through an API-first, machine-to-machine (M2M) integration enabled by the API Gateway, rather than screen-led automation; and
- **NOTED** the key milestones of: REC Portal Relaunch go-live in September 2026, Enquiry Services go-lives for GES in July 2027 and EES in July 2028.

JB left the meeting.

NEW ACTION: RECCo and the Code Manager to provide a further update on the Robotics Sandbox Applications previously approved by the PAB, insofar as these are impacted by the Digitalisation Strategy.

3. TARIFF INTEROPERABILITY

AnW and CS joined the meeting.

The PAB considered a paper from RECCo setting out the background to the Tariff Interoperability (TI) Arrangements that are being facilitated through changes to the REC and a new Electricity SLC. The paper included the policy overview, proposed timescales, and current proposals for performance assurance. RECCo advised the PAB that detailed proposals would be brought forward at the February 2026 PAB meeting.

RECCo highlighted the two routes that tariffs will be going through, either TI (public) or RTI (consumer-specific data access). TI users will access public information, whereas RTI users will provide consent to be given tariff specific information to themselves.

On Performance Assurance for Suppliers, RECCo are proposing to develop a monitoring tool for direct testing. To supplement this, RECCo will require Suppliers to provide monitoring information on their performance and TI arrangements. It was noted that the initial consultation provided strong feedback that daily reporting would be excessive and that there was a preference for monthly reporting. RECCo advised the PAB that they will come back to the February PAB with detailed proposals before seeking

approval later in 2026 to update the PARC. The PAB will be required to assure future changes, applying sanctions where appropriate, and implementing PATs based on TI arrangements.

A PAB Member queried what the likely take up of the service would be and the proportionality of daily monitoring. They wondered if it would be immediately implemented or how fast RECCo expect TI to be picked up. RECCo advised that they had received a good level of responses from various working groups that developed the proposal and from TI users. However, it was difficult to say how this would develop. In terms of reporting, RECCo agreed to consider other REC reporting obligations to ensure workload is proportionate and considered. The PAB Member noted their concerns over consumer harm, how immediate it may be, and the best approach to mitigate with a response.

The PAB:

- **NOTED** the contents of the paper and provided comments on any concerns identified, ahead of detailed PARC proposals being provided to the PAB at its February 2026 meeting.

AnW and CS left the meeting.

4. PARTY ASSURANCE UPDATE

The Code Manager provided updates on Party Assurance, including the performance data review for both December and January, and the progress on Unqualified MEM appointments.

A PAB Member queried the unqualified MEM appointment numbers on the Gas side and whether the Code Manager had any feedback from Parties on the root cause of this, noting that there were more Gas MPXNs which may suggest a bigger problem. The Code Manager explained that this was the first year that they had Gas data in order to be able to undertake this work, and that they are specifically monitoring whether a qualified MEM has been appointed per GES. The Code Manager advised that some Parties have informed them that they do have contracts in place with a qualified MEM but that industry systems have not been updated due to issues outwith their control. The Code Manager confirmed that they would monitor Enquiry PAT responses to understand if there were any underlying issues that need to be responded to.

The PAB:

- **NOTED** the update.

5. OPERATING PLAN

The Code Manager updated the PAB on the Operating Plan, detailing the actions taken for the month of January and the planned activities for the next few months.

The PAB:

- **NOTED** the update.

6. BETTER CROSS CODE COLLABORATION – DEEP DIVE UPDATE

The PAB considered a report from the Code Manager outlining the interim recommendations from the deep dive on Better Cross Code Collaboration following a series of workshops with the working group comprised of representatives from the REC, BSC, UNC, IGT UNC and SEC Performance Assurance, RECCo and Ofgem. The Code Manager sought reflections from PAB Members.

A PAB Member highlighted that technology changes were becoming more prominent, having a greater impact on market participates. They suggested that these should be appropriately assessed on a cross-Code basis. The Code Manager acknowledged this feedback and advised they would ensure this was clearly captured within the recommendations.

Another PAB Member suggested adding to considerations the administrative load on Parties when these recommendations are put into practice and to ensure procedures remain agile. The Code Manager agreed with the suggestion and clarified the aim of this deep dive is to improve industry processes and reduce the burden on market participants through better collaboration between Codes. However, it was also acknowledged that the final recommendations would need to go through the governance process to ensure the appropriate controls are in place for information sharing and such like. All Code Representatives agreed with the purposes of this initiative and thanked the Code Manager for the useful workshops that had taken place. They reiterated their support for improving collaboration and agility as well as to reduce administrative burdens on market participants.

A PAB Member enquired about the resource impacts and potential challenges in delivery, given the number of recommendations within the Code Manager's draft paper. The Code Manager responded that the workshops had reflected on this point and one of the intentions was to play this back to each Code committees to seek buy-in. Once buy-in is secured, the plan is to regroup in April to deliver this through our respective operating plans. This would allow Code Bodies to agree on resource allocation, what the demand is and the delivery timescales. The PAB Chair supported this, adding that the ownership of the final recommendations, once endorsed by the PAB, should be for the PAB. This would mean the PAB would need to hold themselves, RECCo and future REC Service Providers who would own the delivery of actions to account to ensure everything that is agreed is delivered.

The PAB:

- **DISCUSSED** the content of the paper; and
- **NOTED** the update.

7. ASSESSMENT OF CRITICAL REC CHANGES DELIVERED – DEEP DIVE

JH joined the meeting.

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The PAB considered a report from the Code Manager, outlining the scope of a deep dive into the Assessment of Critical REC Changes, with the objective to give stakeholders confidence that the REC is operating effectively and meeting its objective of achieving sustainable innovation and continuous improvement. The deep dive was included as part of the Performance Assurance Operating Plan (PAOP) approved by PAB in August 2025. The paper also contained an indicative timeline of activities for PAB's consideration.

The Code Manager briefly outlined how this deep dive would be delivered:

1. Reviewing the reporting data from the Suppliers to see to what extent the changes have impacted and improved outcomes;
2. Surveying Parties to get a sentiment analysis of key measures, such as whether the objectives of the change have been achieved and the cost of the change was worth the benefits; and
3. A retrospective review session with stakeholders to understand their sentiment regarding the change process itself (whether elements had positive or negative outcomes).

The Code Manager will present this analysis to the PAB before then sharing with the industry.

A PAB Member commented that this was a worthy exercise that will likely deliver useful insights, and that it may be worth continuing this approach into the future.

The PAB:

- **APPROVED** the proposed scope and activities of the deep dive.

8. R0272 CHANGE REPORT – ENABLING TRANSPARENCY OF THE CRS PROVIDER'S REC SERVICE LEVEL PERFORMANCE – FINAL RECOMMENDATION

The Code Manager presented the PAB, as the responsible committee for the change, with R0272 – Enabling Transparency of the CRS Provider's REC Service Level Performance – Change Report (Final Recommendation).

The PAB Chair asked whether DCC had responded to the change proposal. The Code Manager advised that DCC was made aware of the change proposal and there were positive conversations but no further input was received.

The PAB:

- **APPROVED** the proposed change solution.
- **APPROVED** the proposed implementation approach; and
- **APPROVED** the proposed implementation date of 27 February 2026.

JH left the meeting.

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9. AOB

The Code Manager updated the PAB on the Theft Target Methodology (TTM) consultation that closed in December 2025, with a single response which supported the proposed TTM update. The Code Manager noted that the updates are now with the REC Change Team and will go live at the end of March. There has been an additional small change as the Code Manager now has access to the domestic premises indicator in both Enquiry Services and this can now be used as the basis for splitting the population.

The PAB Chair advised that RECCo had responded to the DESNZ consultation on non-domestic smart meter rollout post-2025. The consultation did envisage a role for the PAB in quality assuring the reporting before forwarding this on to Ofgem. RECCo had suggested to DESNZ that a workshop be held with Suppliers to test the practicality of the proposals and how the PAB should arrange reporting resulting from the proposed change, as DESNZ did not include updates to the PARC as part of their consultation. The PAB Chair will share a link to the consultation response with PAB Members and noted that they are awaiting the UK Government's response to the consultation.

10. NEXT MEETING DATE

The next meeting of the PAB will be held online on 24 February 2026.

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