RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 02/06/2026
Online via Teams/In Person

This Headline Report provides a summary of the matters discussed, and a record of the decisions made by PAB Members at the PAB meeting on 02 June 2026

1 APPROVAL OF PREVIOUS MINUTES AND REVIEW OF ACTIONS LOG

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 28 April 2026. PAB Members reviewed the open and overdue actions. Four actions were closed following information provided via a verbal update.

2 UPDATE ON CODE MANAGER EVOLUTION PROJECT

RECCo updated the PAB on the progress of the Code Manager Evolution Project, progress on the REC Assurance Service, including strategic document development, team mobilisation, and the transition from the current Code Manager to new service providers.

The PAB:

- **NOTED** the update.

3 DEML SANDBOX UPDATE

The Code Manager gave a brief overview of the DEML Sandbox approved by PAB at the February meeting, together with an update on the expanded risk assessment of the Sandbox which follows an action by PAB at the March meeting.

The PAB:

- **NOTED** the expanded risk assessment of the DEML Sandbox;
- **AGREE** that this trial will test this specific use case and feed in to the relevant change, and therefore PAB are not minded to grant similar trials. Different use cases will still be assessed on their merits and granted when appropriate.
- **AGREE** that action RECPAB_26_0324_05 can be closed, and development of future documentation and process changes to be incorporated within the wider service realignment, beginning mobilisation in June 2026 and due to go live in September 2026.
- **NEW ACTION:** The Code Manager to obtain an update from DEML on the progress and experiences of their Sandbox trial, including any relevant data and learnings to date. This is to be included in the Quarterly Sandbox and Derogation update scheduled for the PAB meeting on 30 June.

4 TARIFF INTEROPERABILITY UPDATE

RECCo representatives presented the Performance Assurance approach for the Tariff Interoperability Project, detailing new reporting requirements, and implementation timelines.

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 May and the planned activities for the next few months.

The PAB:

- **NOTED** the update.

6 ADDRESS QUALITY PLAN DEEP DIVE

The Code Manager and DCC (Data Communications Company) representative provided updates on address quality initiatives, identifying regional discrepancies and company-specific outliers,

The PAB:

- **NOTED** the recommendations made in Section 3 of the paper.

7 SERVICE PROVIDER ASSURANCE UPDATE

The Code Manager presented an update on key insights on the performance of REC services over the last quarter covering the period from 01 February 2026 until 30 April 2026.

The PAB:

- **NOTED** the update.

8 CRS PERFORMANCE CHARGES 2026-27

The Code Manager provided an update on the application of CRS (Centralised Registration Service) performance charges for the current period, noting that the charges are set at a low level but have incentivised improvements in DCC's service desk performance.

The PAB:

- **APPROVED** the Performance Charges applied to the CRS Provider for the quarter ended 31 March 2026 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by PAB in March 2025.
- **NOTED** that no exemption request was submitted by the CRS Provider for this period.

9 PARTY ASSURANCE UPDATE

The Code Managers presented the proposals for Data Cleanse Sprint 6, including new targets and reports, changes to risk driver definitions, and actions to address non-compliance by Parties.

The PAB:

- **APPROVED** Sprint 6 to run from June – November 2026.
- **APPROVED** Sprint 6 to include reports: Energised No Meter, Invalid Topline, Missing Meter Location, Missing ESME ID, Disconnected Active MPANs.
- **APPROVED** Sprint 6 Targets for each report as set out in this paper.
- **APPROVED** The proposed change to the design of Risk Driver 11.1.
- **APPROVED** Following consultation in April we will not be reaching out to Parties individually for their performance in MEM-EES Reconciliation & Gas CDSP Reconciliation as these are not practical to resolve with a sprint; we will instead be working with MEMs & MOAs outside the sprint structure to help resolve these areas.
- **APPROVED** Proposal to issue an Action Plan PAT to Parties who have not provided a 1450 file by the time the PAT is issued, requiring them to provide the required data.

10 ANNUAL REPORT

The Code Manager presented the draft Performance Assurance Annual Report, incorporating feedback received from PAB Members, with plans to add a glossary and contextual narrative before submission to the RECCo Board for information.

The PAB:

- **APPROVED** the wording of the report, subject to updates made by the Code Manager, to be submitted to the REC Board and provided to REC Parties.

NEW ACTION: The Code Manager to add contextual scene-setting narrative at the front of the annual report to describe prevailing industry conditions and relevant background for the reporting year.

11 AOB

11.1 IMPROVING DATA ACCESS PROCESS — STATUS AND NEXT STEPS

The PAB Chair highlighted the Paper that was due for discussion at the current PAB meeting, which was around improving the data access approval process so that the PAB only reviews requests that are novel, high-risk, or precedent-setting, while more routine or low-risk requests could be delegated.

PAB supported streamlining data access decisions, subject to seeing the detailed triage criteria and revised paper in June.

The PAB:

- **NOTED** the update.

11.2 CODE MANAGER LICENSING ASSESSMENT FOR ELECTRICITY COMMERCIAL CODE: — PAB UPDATE

The PAB Chair presented an update on RECCo's participation in the Code Manager licensing assessment phase for the Electricity Commercial Code, a consolidation of the Distribution Connection and Use of System Agreement and Connection and Use of System Code, expected to run to September 2026.

The PAB:

- **NOTED** the update.

11.3 REC CHANGES TO REFLECT DCC2

The PAB Chair presented an update following Ofgem's decision that DCC2 Ltd will be the Successor Licensee for the Smart Meter Communications Licence. DCC2 is a subsidiary of the Smart Energy Code Company. This will involve a transition to a not-for-profit model. The PAB Chair described how the existing switching incentive regime will end, and the need for urgent Code modifications to remove performance charges from Schedule 6 while maintaining reporting on the same metrics for continuity.

The PAB:

- **NOTED** the update.

12 NEXT MEETING DATE

The next meeting of the PAB will be held in-person on 30 June 2026.