RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE ENGAGEMENT PLAN

BY REBECCA MOTTRAM

1 PURPOSE

The purpose of this paper is to provide an overview of the planned activities to engage with industry that the Code Manager plans to do in the first year, in the area of REC Performance Assurance.

2 BACKGROUND

All relevant Parties need to understand their role, obligations and the assurance required over these obligations. The Code Manager has adopted a range of resources and approaches to allow Parties and external stakeholders to interact with and engage with the REC. In the lead up to September 2021, a range of training and education materials were created and published on the REC Portal, including User Guides, podcasts and education materials. These materials will continue to be built upon and added to the REC Portal, allowing users to access training when convenient for them. Industry engagement and “drop-in” sessions have been held with further sessions scheduled.

Section 3 of this paper sets out the activities the Code Manager plans to undertake to engage with stakeholders in the space of Performance Assurance in the first year, including a schedule of training materials, webinars and industry sessions the Code Manager will deliver. Webinars and online sessions will continue to be recorded and made available on the Knowledge Repository on the REC Portal, alongside Frequently Asked Questions identified during the sessions published with the corresponding responses.

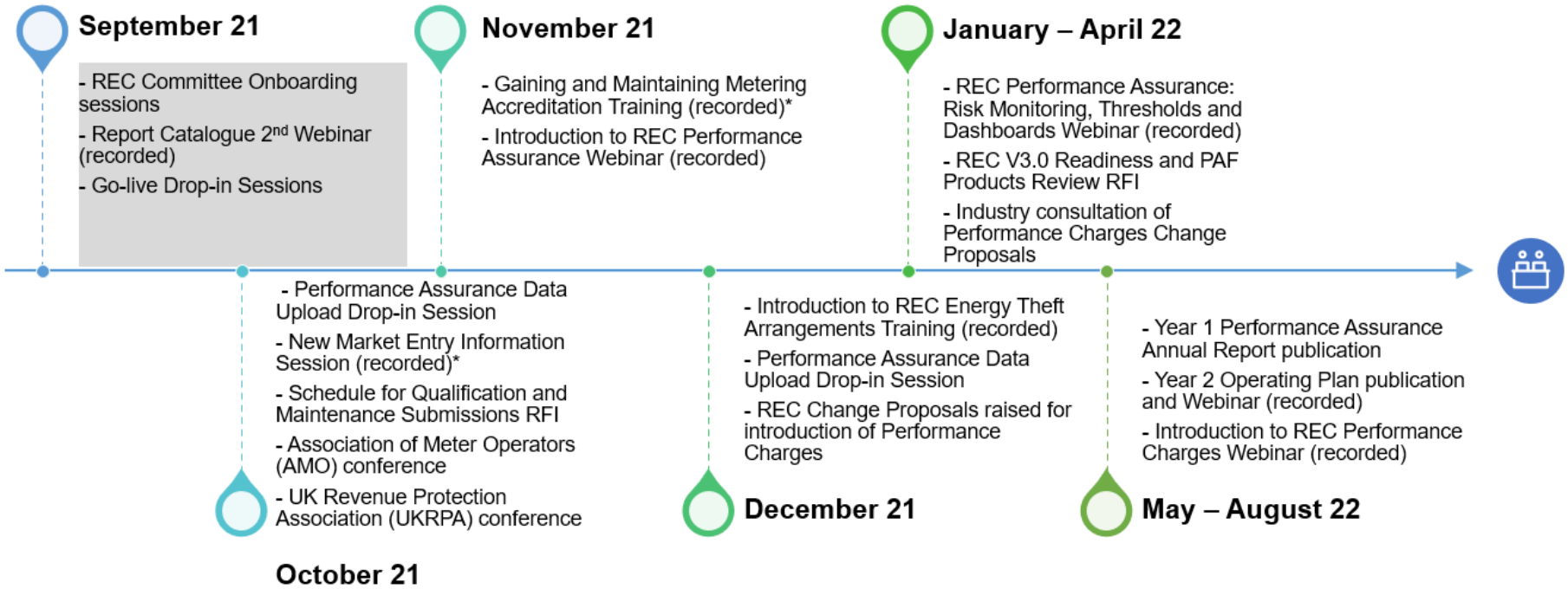
In addition to the methods described in this paper, we will also continue to engage with other Code Manager bodies outside of the REC, Ofgem and industry groups and representatives where appropriate.

3 PERFORMANCE ASSSURANCE STAKEHOLDER PLAN

Figure 1 below focuses on the Performance Assurance engagement activities planned by the Code Manager. Additional education and training sessions will also be provided throughout the year and will be communicated to Parties via email, social media and publications on the REC Portal (e.g. ad-hoc podcasts, REC Change Process training, release management webinars etc.).

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REC PERFORMANCE ASSURANCE ENGAGEMENT PLAN



* Content to be reviewed, and where necessary updated, on a quarterly basis.

Figure1. Year-1 REC Performance Assurance Engagement Plan

4 PAB ACTIONS

PAB Members are invited to take the following actions:

- **NOTE** the contents of this paper; and
- **CONSIDER** any additional areas of education or communication that may be helpful to industry stakeholders.