RETAIL ENERGY CODE

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REC Issues Group

TERMS OF REFERENCE

The following table sets out the history of changes made to this document.

Version	Status	Publication Date	Reason for Change
0.1	Draft		Initial draft of document
0.2	Draft		Updated following RECCo review.
0.3	Draft		Updated following RECCo review.
1.0	Final	November 2022	Published
1.1	Draft	05 February 2026	Review following RIG Member feedback
2.0	Final	20 February 2026	Published

1 ESTABLISHMENT AND ROLE

1.1 The Code Manager shall establish the REC Issues Group in accordance with these Terms of Reference.

1.2 The REC Issues Group shall discharge the functions and responsibilities assigned to it. These functions and responsibilities will include:

- Provide parties with an opportunity to discuss operational issues raised and monitored via the REC Portal, or to the Operational Account Manager, or as raised by REC Board, the Performance Assurance Board (PAB) or Code Manager and agree a resolution path in line with the delivery and operation of the Retail Energy Code.
- Share best practice and advice relating to the delivery and operation of the Retail Energy Code.
- Defer to any standing group listed in Appendix A, or other impacted industry stakeholders as may be appropriate.
- Making recommendations as to the progression of issues raised to it as set out in Appendix B.

- Discuss and resolve operational issues impacting data quality in the retail energy market, as directed by the Code Manager, Performance Assurance Board or REC Board as required.
- Provide input to The Central Data Error Resolution Log to be published on the REC Portal.

2 COMPOSITION OF THE REC ISSUES GROUP

MEMBERS

2.1 Any Party may send representatives to the REC Issues Group with the relevant expertise required to discuss the matter(s) at that meeting. Such representatives shall have the required authorisation to represent the views and interests of their organisation.

2.2 The Code Manager may invite any subject matter experts they require to discuss the matter(s) at that meeting.

2.3 Any other interested market stakeholder may send a representative with the relevant expertise required to discuss the matter(s) at that meeting subject to the approval of the Chair.

2.4 Each representative must have relevant experience and expertise, either of the energy industry or a comparable sector.

CHAIR

2.5 The Code Manager shall act as the Chair of the REC Issues Group.

2.6 The Chair will agree the meeting agenda, facilitate the meeting, encourage discussion, keep the discussion focused and balanced, ensuring the meeting runs smoothly and efficiently.

SECRETARY

2.7 The Code Manager shall act as Secretary; the role of Secretary and Chair shall not be performed by the same person.

2.8 The Secretary will manage communications in advance of the meeting, assist the Chair in planning the agenda and record the discussions and outputs of the meeting for review and agreement between attendees.

2.9 The Secretary will manage the recording of the meeting including the deletion of the recording once the meeting outputs have been approved in line with operational practice.

INDEMNITY AND LIABILITY

2.10 RECCo shall indemnify all members in accordance with Clause 8 of the REC.

3 CONFLICT OF INTEREST

3.1 The REC Issues Group is an open forum and as a result it is not anticipated to require declaration of interest from representatives.

3.2 If during discussions, a conflict of interest arises, the Secretary will record any declaration of interest in the meeting notes, but the representative will otherwise be free to continue participation in the business.

4 POWERS OF THE REC ISSUES GROUP

4.1 The REC Issues Group is an open forum and as such does not have decision making powers.

4.2 The REC Issues Group shall make recommendations to the Code Manager or issue proposer.

4.3 There is no requirement for issues to be discussed at the REC Issues Group before a Change Proposal is raised or progressed as part of the development process.

5 PROCEEDINGS OF THE REC ISSUES GROUP

MEETINGS

5.1 Meetings shall be held at least once a month remotely by Microsoft Teams unless there is no business to be discussed.

5.2 Attendees will be asked to remain on mute when not speaking. The chat and hands-up function should be utilised by all attendees to help everyone participate and ease the flow of discussions. The Code Manager will use the mute function, if it is deemed necessary, to prevent interruptions.

5.3 Agenda items will be issues that have been raised via the issue form on the REC Portal, or directly to an Operational Account Manager, by a Party or items passed to the REC Issues Group by other standing groups, the Code Manager or REC Board. All data issues will be submitted to The Central Data Error Resolution Log on the REC Portal.

5.4 If a matter arises requiring immediate attention which cannot reasonably await the next scheduled meeting, a meeting may be convened by the Chair. Such meeting would be held by video/teleconference at not less than five (5) working days' notice.

5.5 Once the Chair has determined that other meetings will be convened, the Secretary will notify representatives.

5.6 In the event of limited attendees at a meeting, the Chair may exercise discretion to defer one or more agenda items to a later meeting at which more representatives are expected to attend.

RECOMMENDATIONS

5.7 In making any recommendations on a matter each representative may offer an opinion.

5.8 Before putting any matter to a recommendation, the Chair will confirm representatives have enough information on which to base a recommendation. If a representative indicates that further information would allow them to make a recommendation, the Chair may at their sole discretion delay the decision to a later time or date if they consider that the requested information would reasonably be available within that time.

5.9 The Secretary will record any dissensus where not all representatives agree on the recommendation.

5.10 The Code Manager/issue proposer shall determine the action to be taken following the conclusion of recommendations.

MEETING NOTES

5.11 The Secretary shall ensure that within five (5) working days of each meeting that all discussions are noted (including any recommendations) and that such meeting notes are to be distributed to representatives and any other attendees at the meeting (or part thereof). Any comments on the accuracy of the meeting notes shall be returned to the Secretary no less than ten (10) working days before the next scheduled meeting at which they will be formally approved. In the absence of any further meeting taking place within five (5) calendar weeks of the meeting, the meeting notes may be accepted as final by the Chair, having considered any comments received by the Secretary.

5.12 Any actions that are assigned to representatives, the Chair, the Secretary or any other stakeholder will be captured both in the meeting notes and in the Actions Log on the REC Portal. The Secretary will ensure that the Actions Log is updated within five (5) working days of the meeting.

6 CONDUCT

6.1 REC Issues Group representatives and other attendees will be expected to conduct themselves in a professional manner, refraining from any comments or behaviour that could be considered unreasonable or hinder the proper functioning of the REC Issues Group. All representatives and attendees must behave in line with competition law.

6.2 If any unreasonable or disruptive behaviour persists, the Chair may at their sole discretion ask that individual to leave the meeting and/or take steps to restrict their future attendance.

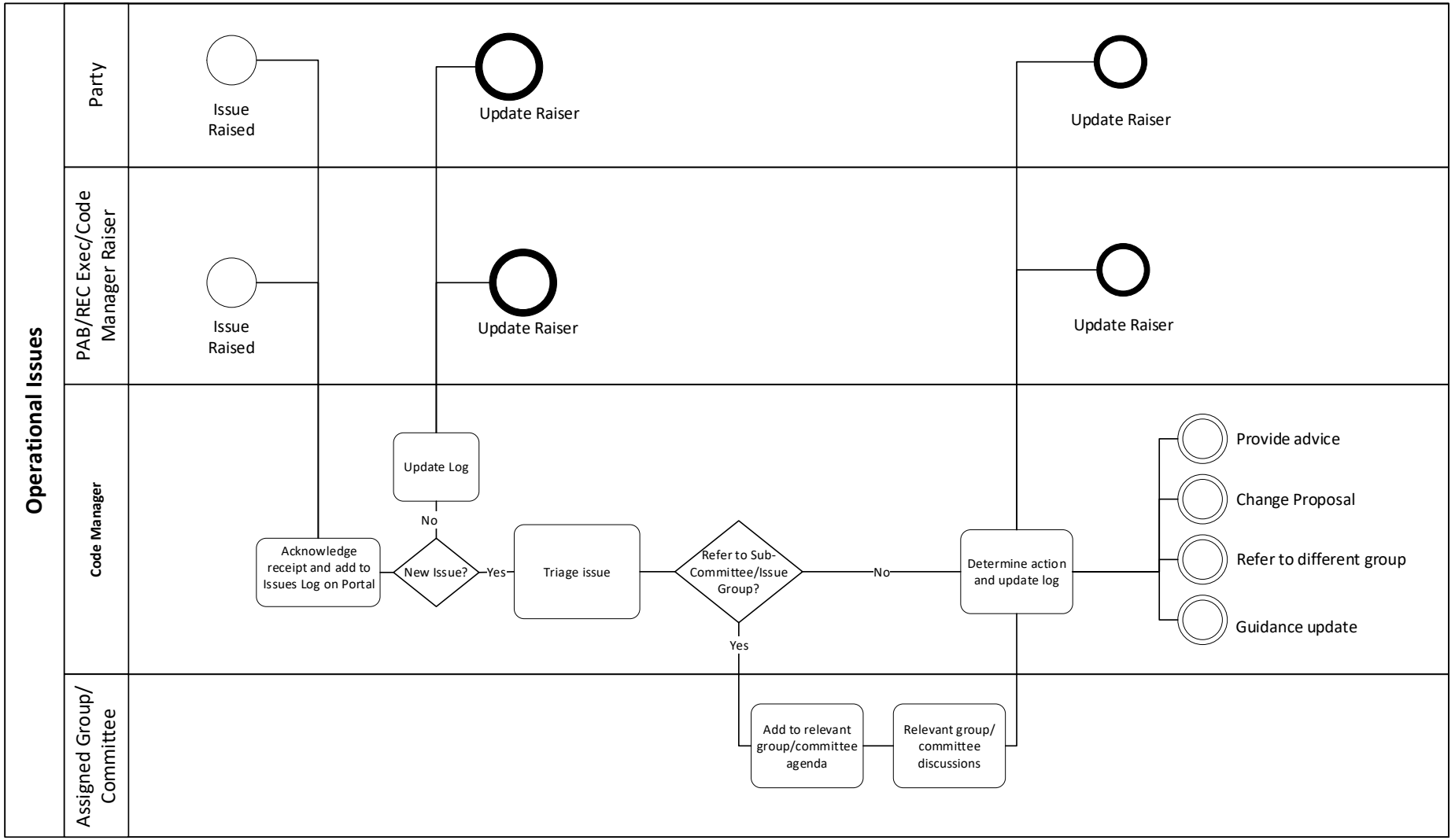
7 APPENDIX A

Other Standing issue groups

- Technical Expert Panel
- Metering Expert Panel
- Green Deal Panel
- Switching Operator Issue Forum
- Performance Assurance Board
- REC Change Issues Group

Any other group established by the REC Board, its sub-committees or the Code Manager

8 Appendix B


Operational Issues
Party
PAB/REC Exec/Code Manager Raiser
Code Manager
Assigned Group/ Committee
Issue Raised
Update Raiser
Update Raiser
Issue Raised
Update Raiser
Update Raiser
Update Log
No
Acknowledge receipt and add to Issues Log on Portal
New Issue?
Yes
Triage issue
Refer to Sub-Committee/Issue Group?
No
Determine action and update log
Provide advice
Change Proposal
Refer to different group
Guidance update
Yes
Add to relevant group/committee agenda
Relevant group/ committee discussions