RETAIL ENERGY CODE

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

PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 27/08/2024

Virtual Meeting (via Teams)

This Headline Report provides summary of the matters discussed and a record of the decisions made by PAB Members at the PAB meeting on 27 August 2024.

1. REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 30 July 2024. PAB Members reviewed the open and overdue actions.

2. CHANGE MANAGEMENT UPDATE AND DEEP DIVE

This update was prepared for the PAB and information was shared by the REC Change Lead in relation to the REC Change and Release team. During the presentation, PAB Members were provided an overview of the deliverables, activities, and information on the continuous improvement activities of the REC Change Team.

PAB Members:

- **NOTED** the key updates provided by the REC Change Lead.

3. SERVICE PROVIDER ASSURANCE

PAB Members were informed that there has been a decline in service provider performance, with some long-running issues still impacting performance. It was highlighted that the restart of the Microsoft Azure platform, which was beyond the control of the GES and GRDS Provider, contributed to the decreased GES and GRDS performance this month, although DCC's performance continues to improve.

PAB Members:

- **NOTED** the contents of the update.

4. MHHS UPDATE

The Code Manager set out the purpose of the documents that were presented for PAB approval, the process of their development and key facts that enable PAB to make key decisions. PAB Members were informed that the key MHHS Qualification documents produced jointly under the REC and BSC; have already been approved by the relevant MHHS governance forums. The Code Manager then presented the changes proposed to the Performance Assurance Reporting Catalogue (PARC) in preparation for MHHS go-live for PAB approval prior to taking these through the Category 2 REC Change process.

PAB Members:

- **APPROVED** the updated Qualification Approach and Plan

- **APPROVED** the updated Qualification Assessment Document
- **APPROVED** the updates to the PARC.

5. CENTRALISED REGISTRATION SERVICE (CRS) PERFORMANCE CHARGES

The Code Manager recommended PAB approve the Performance Charges applied to the CRS Provider for the quarter ending on 30 June 2024 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by the PAB in March 2024. PAB Members were informed that no exemption request had been submitted by the CRS Provider.

PAB Members:

- **APPROVED** the Performance Charges to be applied to the CRS Provider for the quarter ending on 30 June 2024.

6. PARTY ASSURANCE

PAB Members were provided with a monthly update on Party and Service Provider Assurance activity, including application of the proposed Performance Assurance Techniques (PATs) to be issued to the relevant Parties this month.

PAB Members:

- **NOTED** the key updates on Market and Party performance since last month.
- **NOTED** the data review and reporting based on the data received by 1 August 2024.
- **NOTED** the actions resulting from the data analysis of the Risk Driver and PATs applied.
- **NOTED** the status of Party data submissions.
- **APPROVED** the application of the proposed PATs.

7. DATA ACCESS APPROVAL- AXLE ENERGY

The PAB was presented with a Data Access Approval request. The PAB determines access requests because the PAB is responsible for specifying REC Party, Non-Party REC Service User and REC Service Provider information security and data protection requirements under the REC.

PAB Members:

- **NOTED** the contents of the update.
- **APPROVED** the proposed alterations to the Data Access Matrices.
- **APPROVED** the implementation date of 27 August 2024.

8. PERFORMANCE ASSURANCE OPERATING PLAN 2024-2025

The Code Manager highlighted to PAB Members that updates have been proposed to the Performance Assurance Framework in line with feedback provided by PAB Members at the June and July PAB. During the update to PAB Members in August they were invited to confirm the proposed

plan for development of Performance Assurance Operating Plan, including the approach for engagement into the planning process.

PAB Members:

- **APPROVED** the Draft Performance Assurance Operating Plan for 2024-2025

9. AOB

The PAB was notified of an appeal received from a Party on 27 August 2024. It was agreed that an additional PAB meeting be convened on 3 September 2024 (subject to confirmation) to consider the appeal.

10. NEXT MEETING DATE

The next meeting of the PAB will be held in person on 24 September 2024.