RETAIL ENERGY CODE

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REC CHANGE ISSUES GROUP
MEETING MINUTES

MEETING	**RECCHIG_26_0604**
DATE	**04 June 2026, 10:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Paul Witton-Dauris	REC Code Manager	PWD	Chair
Florentina Monea	REC Code Manager	FM	Lead Analyst
Harriet Truss	REC Code Manager	HT	Lead Analyst
Holly Law	REC Code Manager	HL	Change Delivery Manager
Jonny Moore	Retail Energy Code Company	JM	Operations Consultant
Lorna Mallon	REC Code Manager	LM	Subject Matter Expert
Victoria Crossan	Data Communications Company	VC	Service Manager
Harry Firth	REC Code Manager	HF	Secretariat

Full attendee list available upon request.

1. INTRODUCTIONS

The Chair welcomed attendees to the REC Change Issues Group (CHIG) meeting.

2. CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting. No items were raised by attendees.

3. APPROVAL OF THE PREVIOUS MINUTES

The Chair invited attendees to provide comments on the draft minutes from the meeting which took place on 07 May 2026. HF advised that no comments had been made prior to the meeting. There were no comments, and the minutes were approved as an accurate reflection of the meeting.

4. I0318 – INTRODUCTION OF CONSUMER CONSENT SOLUTION

HT provided an update on the ongoing Consumer Consent Solution project. They advised that RECCo have published the materials from the most recent Engagement Webinar on 28 May, where RECCo presented the key themes from the design consultation responses and how they are informing current activity. They also highlighted that RECCo's formal consultation response was also published on 28 May on the RECCo website. HT added that the technical partner, Raidiam, has now been appointed and is being onboarded. Current activity is focused on working towards the design baseline, which will underpin REC drafting, including development of the CCS service definition.

HT advised that the CCS Solution Group meetings continue to take place on a fortnightly basis, with focus on a particular topic each meeting. HT advised that any interested Parties should contact consumerconsent@retailenergycode.co.uk or register their interest on the RECCo website. The most recent meetings have focused on the new technical partner and the Consent Record Schema, which will be the technical definition of how a consent is defined and shared. The minutes are publicly available on the REC Portal. The next Topic Solution Group meeting is scheduled for 17 June and is expected to focus on RECCo's updated policy positions, technical specifications, and the service definition. HT clarified that times and dates for future meetings are yet to be confirmed and are expected to be moved to an afternoon slot.

HT added that further information can be found on the Consumer Consent Hub on the REC Portal.

5. CODE PRIORITISATION UPDATE

HL provided an update on the implementation of the harmonised code modification prioritisation framework under R0304, which went live on 29 May.

HL explained that the framework forms part of Ofgem's wider code reform programme under the Energy Act 2023, aimed at improving governance, transparency, and alignment with strategic policy objectives set out in the Strategic Direction Statement.

R0304 introduced a standardised prioritisation approach across all codes, including updates to REC Schedules, Change Panel Terms of Reference, governance arrangements, and supporting systems such as the portal and submission forms. Under the new framework, all Change Proposals and Issues are assessed against three equally weighted criteria: alignment with the Strategic Direction Statement, importance (including value, risk, and criticality), and complexity (including required resources and effort). These assessments now result in a simplified prioritisation status of either "high" or "standard," replacing the previous low/medium/high categorisation.

HL confirmed that all live Issues and Change Proposals have been reassessed and updated on the portal, with minimal impact as the previous REC prioritisation matrix was already relatively mature. The main impact on stakeholders is that new Issue and Change Proposal submissions must include an assessment against the prioritisation criteria, supported by justification and

reference to the Strategic Direction Statement. Guidance and support are available, and the Code Manager can provide a "critical friend" role to assist with submissions.

6. I0323 – TARIFF INTEROPERABILITY PHASE 1A – SUPPLIER PERFORMANCE ASSURANCE REQUIREMENTS

FM provided an introduction on I0323, which seeks to introduce enhanced reporting, including a monthly report, ad hoc reporting, and updates to the Annual Statement. These reports will support monitoring of Supplier performance against Tariff Interoperability (TI) requirements, including interaction with a new REC-developed Monitoring Tool designed to test Application Programming Interface (API) availability and response times. The responsible committee for this work will be the Performance Assurance Board (PAB).

FM highlighted that, although the change is non-urgent, it is being progressed on an accelerated timetable. The aim is for requirements to be approved by the PAB in September, with implementation targeted for February 2027, allowing sufficient lead time for Suppliers to build and test against the approved requirements.

FM also outlined the recently implemented REC Schedule 35 which establishes TI arrangements, requiring electricity Suppliers to make tariff pricing data available via a standardised API. This supports Consumer-led flexibility, enabling optimisation services and smart appliances to respond to price signals using machine-readable tariff data.

Suppliers and Market Participants were encouraged to begin mobilisation activities ahead of the go-live in February 2027. Key upcoming milestones include a Supplier testing webinar in June/July, a consultation on Phase 1A API technical specifications in July, and a later consultation on Phase 1B arrangements aligned with the Consumer Consent Solution (CCS).

FM added that Phase 1A will deliver public tariff data, while Phase 1B (targeted for November 2027) will enable Consumer-specific tariff data sharing via consent, facilitated through the CCS. A Party impact assessment will be issued shortly to gather stakeholder feedback.

7. ADDRESS PRIORITISATION MATRIX INVALID POSTCODE

LM and VC introduced a presentation on address data improvements and outlined the underlying issue and recent progress. While DCC has successfully reduced address data quality issues by 400,000 (including a significant reduction in unmatched records), further improvements are constrained where resolution depends on other REC Parties, particularly for postcode and plot address data owned by Network Operators, with support from Energy Suppliers. These areas were identified as high Consumer impact, as they directly affect Switching journeys.

To address this, R0283 - Annual Address Management Plan Updates, implemented in February 2026, introduced the concept of the Address Prioritisation Matrix to target the address data issues with the greatest Consumer impact rather than sharing large volumes of unresolved

data. A recent trial with Network Operators proved successful, including measurable improvements (e.g. reduced invalid postcodes) and positive stakeholder feedback.

LM explained that improving unmatched Retail Energy Location (REL) data, particularly Unique Property Registration Numbers (UPRNs), is strategically important due to its increasing role across industry initiatives, including with CCS and Ofgem. The initial focus is on invalid postcodes and plot addresses, given their importance in customer searches and Switching. The solution will be soft-launched for electricity, with a consultation planned for late June–July and implementation targeted for August or September (subject to feedback).

LM outlined the enhanced data approach, including filtering (e.g. excluding unmetered and terminated records) and prioritisation using attributes such as Connection Type, Meter Type, and Supplier/Distribution Network Operator (DNO) identifiers. Trial findings indicated that Smart-Metered Sites were easier to resolve and that Supplier input is critical. As a result, the proposed model will engage Suppliers first to provide billing addresses for flagged Meter Point Administration Numbers (MPANs), which will then be shared centrally with DNOs to streamline investigation and avoid delays. LM advised that the Supplier input process is intended to be light in the initial phase, with no requirement for detailed validation. They noted that additional validation by Suppliers may be considered in later iterations once volumes are reduced.

An attendee queried the use of Supplier-provided billing addresses, noting the potential for inconsistency (e.g. inclusion of forwarding addresses). LM clarified that Suppliers will be asked specifically for the property billing address, not forwarding addresses, and confirmed that this distinction will be clearly defined in consultation materials or supporting guidance.

LM outlined the proposed prioritisation approach. From a DNO perspective, the highest priority is Smart Metering Equipment Technical Specifications (SMETS)-connected Sites, followed by older non-SMETS Sites, and then newer metered connections, with potential Service Level Agreements (SLAs) initially applied only to these categories as part of a phased, soft-launch approach. Suppliers, however, will receive the full dataset. Lower-priority categories (e.g. Automated Meter Reading (AMR) meters, older non-whole current Sites, or Sites without meters) will be included for transparency, with future decisions sought on their treatment and prioritisation.

LM also described the proposed outcome reporting framework for DNOs, including categories such as postcode/address updated, valid postcode confirmed, Supplier input required, and Disconnected Sites. They highlighted the importance of identifying cases where postcodes are valid but will not appear on the Royal Mail database, as well as the expectation that Supplier input issues should largely be resolved after the first round. Finally, she confirmed that DNOs will be asked to share UPRN data in relevant cases to support central matching and improve overall data accuracy.

LM presented the proposed SLA approach. Suppliers will be engaged first and asked to return billing address data within 10 working days on a best-endeavours basis. DNOs will then undertake analysis of targeted priority records, with an initial SLA of 20 working days, with the potential to be extended up to 30 days for the first round.

The activity will focus only on defined priority cohorts and relates to analysis and progression towards resolution rather than full correction. The process will initially operate via spreadsheets before transitioning to a digital solution. LM confirmed that this approach will replace existing DCC reporting processes, with no formal performance target percentages at this stage.

An attendee sought clarification on timing and scope. LM confirmed that the SLA framework and data request form part of the consultation and outlined the planned timeline. The consultation is planned for June–July, with implementation from August or later depending on feedback.

An attendee queried the SLA scope. LM confirmed that the 20 working day SLA would apply to analysis of the top three priority records only, not full resolution or the full dataset. The attendee raised concerns regarding resourcing and data volumes. LM confirmed that volumes will be shared in advance and emphasised that the process replaces existing reporting and significantly reduces the data to be worked.

An attendee raised interaction with Sprint 6 activity. LM acknowledged potential overlap but advised this should be addressed through the consultation, with the expectation that both activities will run in parallel.

The attendee queried the inclusion of percentage or number targets. LM confirmed that no performance targets are proposed, with the focus on SLA-driven analysis and outcome reporting.

An attendee asked about applicability to gas. LM confirmed that a similar approach is planned but will follow separately due to governance and data differences.

8. CODE MANAGER ISSUE TRACKER UPDATE

FM provided attendees with an update of several Issues currently being progressed by the Code Manager. The full list of updates is available to view on the meeting slides on the REC Portal.

9. I0314 - CROSSED METERS PROCESS: CLARIFICATIONS AND SUPPORT (SOLUTION DEVELOPMENT WORKING GROUP)

The minutes from the first meeting of the I0314 Solution Development Working Group are available separately on the REC Portal.

10. AOB

The Chair invited attendees to provide AOB.

An attendee raised a broader issue linked to Crossed Meter cases concerning meter exchanges on sites that have migrated to Market-Wide Half Hourly (MHHS). They explained that when attempting retrospective meter updates, these are being rejected because the site has already migrated, preventing corrections to cross meter issues.

JM explained that this is a known system limitation: once a site has migrated to MHHS, updates in Supply & Meter Registration Service (SMRS) cannot be backdated prior to the migration date due to system constraints. The only available approach is to align any updates to the migration date. They referenced existing guidance introduced through I0240 Data alignment of meter information through MHHS Migration covering meter exchanges during migration periods, although it may not fully address retrospective scenarios discovered post-migration.

Another attendee added that meter exchanges more broadly are becoming a recurring issue, including missed exchanges and lack of clear process handling in SDEP, leading to reliance on contract manager escalations. They suggested raising this as a wider industry issue.

It was agreed that this should be escalated for further discussion through appropriate forums, such as the REC Issues Group. JM advised that it may require a cross-industry change (potentially BSC-led) to address underlying system constraints.

The Chair encouraged attendees to submit any feedback on how the Change Issues Group could be improved for future meetings by emailing committees@recmanager.co.uk.

For any parties wanting to ask a question on a current REC Issue, they can contact change.management@recmanager.co.uk.

The Chair advised that this would be their final meeting chairing the Change Issues Group for a significant time period. Attendees thanked the Chair for their efforts on the Change Issues Group.

There were no further items raised, and the Chair closed the meeting.