RETAIL ENERGY CODE

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

REC CHANGE ISSUES GROUP
MEETING MINUTES

MEETING	**RECCHIG_26_0702**
DATE	**02 July 2026, 10:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Bela Ashworth	REC Code Manager	BA	Chair
Caroline Freimuller	REC Code Manager	CF	Lead Analyst
Harriet Truss	REC Code Manager	HT	Lead Analyst
Jonny Moore	Retail Energy Code Company	JM	Operations Consultant
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 04 June 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 (CCS) project. They recapped the key points from the latest CCS Topic Solution Group meeting on 01 July. This meeting covered an overview of the CCS Governance Framework, and how the REC legal

drafting is being developed ahead of the next planned consultation set to be issued in late August, with focus on areas such as qualification and the Information Security and Data Protection assessments, which will be required to access CCS. HT advised that the meeting also covered some of the SEC/REC interactions and alignment on SEC Other Users and access to smart half-hourly data, assurance reporting and monitoring, the planned charging methodology, obligations on Authorised Third Parties (ATPs), Energy Data Holders (EDHs) and RECCo, and the Access Agreements for non-REC parties interested in accessing CCS, including some discussion on how existing Access Agreements will be incorporated.

HT also provided a summary of the CCS Topic Solution Group on 17 June, which involved a demonstration of the CCS User Platform from the view of Authorised Third Parties (ATPs) and Energy Data Holders (EDHs) by the technical partner Raidiam. There were also updates provided on the Consent Data Schema and RECCo's policy position on consent validation during outages. The minutes for both meetings are available on the REC Portal.

HT advised that the CCS Topic Solution Group meetings will 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 next Topic Solution Group meeting is scheduled for 16 July and is expected to focus on Identity Verification. Another meeting will be taking place on 29 July.

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

5. CODE MANAGER ISSUE TRACKER UPDATE

The Chair 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.

6. I0301 - UPDATES TO ENQUIRY SERVICE API ENDPOINTS TO SUPPORT MIGRATION TO RECCO'S API GATEWAY

JM provided an update on the Issue. They advised that scope has been refined to focus solely on the GES API requirements. The proposed change will require parties to update the URL endpoints used to access the relevant APIs. The current target implementation date is November 2026, with a six-month parallel running period to allow parties sufficient time to update their systems and migrate to the new endpoints before the existing URLs are decommissioned.

JM explained that REC documentation requirements are currently being assessed. It is expected that guidance and further communications will be issued to support implementation. If changes to the REC documentation are ultimately required, these may be progressed through a consultation-only approach rather than a full impact assessment, due to the relatively limited scope of the change and the implementation timescales involved.

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

CF provided attendees with an overview of the Issue. CF advised that I0314 was raised following feedback received from stakeholders as part of I0172 - End-to-End New Connections Process Review relating to inconsistent application and varied understanding of the Crossed Meter process across Parties. CF advised that this is the second meeting of the I0314 solution development working group, with attendees agreeing to this approach at the April Change Issues Group meeting.

CF advised that an Information Request was issued from 10 April to 8 May, receiving nine responses. These responses were analysed and grouped into 11 key themes. CF advised that seven of these themes were reviewed in the first working group meeting in the Change Issues Group meeting on 04 June. This session is focused on reviewing the rest of these themes, prioritising "quick win" actions identified from the feedback, with more complex, long-term process improvements to be addressed in subsequent sessions.

The first theme was on disagreement and stalemate handling. CF noted that unresolved disagreements can contribute to complaints reaching deadlock and that existing workarounds used by parties differ across organisations, potentially creating further issues. To address this, consideration is being given to establishing a formal dispute resolution process. Potential elements include an evidence review checklist, defined investigation timescales, REC-facilitated joint discussions between Parties to support mediation, and a clear escalation or adjudication route with defined outcomes.

An Ofgem representative sought clarification on where any final adjudication responsibility would sit, asking whether disputes would ultimately be escalated to Ofgem or remain within REC governance processes. CF advised that the current suggestion was for the process to remain within the REC, although this remained open for stakeholder consideration. The Ofgem representative expressed support for disputes being managed within REC governance arrangements, noting that as an industry-developed process, REC Parties would be best placed to assess and resolve issues. While acknowledging that particularly contentious decisions or situations where a Party disputed a REC decision could ultimately be escalated beyond the REC if necessary, they considered the REC to be the most appropriate forum for making initial determinations.

The next theme concerned smart metering and DCC dependencies, particularly delays associated with GUID updates and the absence of defined service levels, which can slow end-to-end resolution activities. CF noted a suggestion that dedicated guidance may be required for smart metering-related Crossed Meter cases, including advice on when Parties should raise DCC tickets, what information should be provided to support corrections, and what interim consumer management arrangements should be adopted while issues are being resolved. No comments or additional considerations were raised by attendees.

The next theme concerned inconsistencies between electricity and gas processes, which can result in differing Consumer outcomes, duplicated records and delayed transfers. Particular

attention had been drawn to ONUPD update processes. CF explained that stakeholders had been asked to consider how mandatory and non-mandatory steps could be made clearer and more closely aligned between the two fuels, whilst recognising that full alignment may not be possible. Suggestions included clearly documenting where fuel-specific differences exist and the rationale for those differences, reviewing timescales and accountability for ONUPD processing, and providing additional gas-specific worked examples to complement the existing electricity-focused examples. No comments or additional considerations were raised by attendees.

The final theme was on gaps in data visibility, which can make it difficult to identify the root cause of a Crossed Meter issue and can lead to lengthy manual investigations. A proposal had been made to develop a standardised case data pack, incorporating relevant historical data and clarifying what information suppliers can reasonably provide. No comments or additional considerations were raised by attendees.

CF encouraged attendees to submit any further observations on the topics discussed, including points raised at previous meetings, to change.management@recmanager.co.uk for consideration during the drafting process.

CF confirmed that a draft guidance document would now be developed. To support this work, Parties were asked to provide examples of successfully resolved Crossed Meter cases by the end of August, in particular examples detailing the process followed, evidence obtained and timescales involved. CF confirmed that all examples would be anonymised before inclusion in the guidance, with Party names and any identifiable information removed. The draft guidance is expected to return to the Change Issues Group for review in either September or October before being published for wider industry feedback through the REC Portal.

8. AOB

The Chair invited attendees to provide AOB. There were no items raised, and the Chair closed the meeting.