RETAIL ENERGY CODE

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REC CHANGE PANEL MEETING
MEETING MINUTES

MEETING	**RECCP_25_0520**
DATE	**20 May 2025, 13:00**
LOCATION	**By teleconference**

Attendee	Representing	Initials	Role
Lindsay Biginton	Retail Energy Code Company	LB	Chair
Ben Atkinson	Domestic Suppliers	BA	Committee Member
Dan Tarasco-Fittock	Non-Domestic Suppliers	DTF	Committee Member
Andy Clasper	Gas Networks	AC	Committee Member
Sebastian Eyre	Independent SME	SE	Committee Member
Lynne Fallon	Independent SME	LF	Committee Member
Paul Gath	Independent SME	PG	Committee Member
Alice Williams	Consumers	AW	Committee Member
Cristina Ullastre	Ofgem	CU	Committee Member
Shoshana Muzlish	Ofgem	SM	Committee Member
Lorna Mallon	Code Manager	LM	Subject Matter Expert
Caroline Mettam	Code Manager	CM	REC Technical Services
Paul Witton-Dauris	Code Manager	PW	Head of Change
Florentina Monea	Code Manager	FM	Change Analyst
James Hardy	Code Manager	JH	Change Analyst
Caroline Freimuller	Code Manager	CF	Change Analyst
James Rees	Code Manager	JR	Secretariat

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Change Panel (RECCP).

2 CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting; one additional item of business was raised.

3 APPROVAL OF PREVIOUS MINUTES

RECCP Members unanimously approved the draft minutes from the previous meeting held on 06 May 2025. The approved minutes will be published as 'final' and made available via the Portal no later than 21 May 2025.

4 I0189 – VOICE OF THE CONSUMER

As the Lead Analyst for I0189, CF provided an overview of the Issue.

CF informed Members this issue is looking to introduce new mechanisms to obtain feedback directly from Consumers on the REC. CF noted feedback is currently obtained through the Smart Meter Installation Survey (SMIS), but the Code Manager is looking to expand this to other areas governed by the REC. CF highlighted there is currently a gap in understanding how effective retail systems and processes are in developing positive outcomes for Consumers. CF explained while Consumer surveys are already in place and provided insights into certain aspects of Consumer satisfaction, it may be necessary to broaden the evaluation methods used by the Code Manager to gain a more comprehensive view.

CF informed Members that the Code Manager is submitting a new plan, extending this out to 30 September 2025. CF advised the Code Manager has been running monthly workgroups since November 2024 and expects to have two more, one in June and another in July. CF highlighted the Code Manager will then need to put together a full solution and legal text pack before processing to Service Provider and Party Impact Assessment.

CF informed Members the Code Manager will return to Change Panel by September with a further extension to plan to document those steps. CF explained that currently it is unknown which Service Providers the Code Manager will need to engage with, which means these steps are not included in the Change Plan. CF noted the Code Manager can confirm that there will be an extended Party Impact Assessment period due to the size of the change and the amount of legal text being produced. CF advised the next extension to this plan will confirm the planned dates and how extended the Impact Assessment will be.

CF provided Members with an overview of the milestones within the extended Proposal Plan:

Milestone	Activity	From	To	From	To
Definition		**16-Oct-24**	**31-May-25**	**16-Oct-24**	**30-Sep-25**
	Code Manager Assessment	October	October	Completed	Completed
	Solution Development	November	May	November	September

RECCP Members noted the contents of the Change Report and:

- **AGREED** unanimously to approve the extension to plan for I0189.

5 I0223 – RECONCILIATION OF UNALLOCATABLE TRANSACTIONS

As the Lead Analyst for I0223, JH provided an overview of the Issue.

JH informed Members that where the Prepayment Meter Infrastructure Provider (PPMIP) is unable to identify the relevant Energy Supplier to allocate a prepayment transaction, it becomes an Unallocated Transaction. JH advised the Code Manager is required to carry out a review of Unallocated Transactions up to the Backstop Date, and to distribute the associated value, based on the market share of the relevant meter type to Energy Suppliers as defined in the REC.

JH informed Members that following the last reconciliation of the Unallocated Transaction process for gas, the Code Manager has identified opportunities to improve the current process, provide further clarity for Parties and align the process for both electricity and gas. JH highlighted that REC Change Panel previously approved a Proposal Plan for I0223 on 18 March 2025, which contained a legal review that was expected to be completed by April 2025. JH advised following further assessment by the Code Manager, and further legal drafting, the legal review will not be completed until late May 2025.

JH informed Members this has subsequently meant the next stages of the Change Process have not been able to be completed as quickly as proposed in the previous Proposal Plan. JH highlighted the Code Manager has now provided an updated plan, with updated milestones. JH advised opportunities for stakeholder engagement will remain, with a Party Impact Assessment between May and June, followed by a standard industry Consultation, once the issue has been progressed to a Change Proposal, between July and August 2025. JH explained the proposed implementation date remains unchanged despite the updates to the Proposal Plan.

JH provided Members with an overview of the milestones within the extended Proposal Plan:

Milestone	Activity	From	To	From	To
Definition		06 Dec-24	19 May-25	**06 Dec-24**	**01 Jul-25**
	Solution Development	December	March	**Completed**	**Completed**
	Information Request	Completed	Completed	**Completed**	**Completed**
	Legal Review	March	April	March	May
	Impact Assessment	May	May	May	June
	Solution Refinement	June	June	June	June
Change Proposal		20 May-25	24 June-25	**02 Jul-25**	**06 Oct-25**
	Business Case Assessment	May	May	July	July
	Consultation	May	June	July	August
	Solution Refinement	June	July	August	September
	Final Determination	July	July	September	September
Voting		15 July-25	15 July-25	**07 Oct-25**	**07 Oct-25**
	Appeal Window	16 July	30 July	08 October	22 October

RECCP Members noted the contents of the Change Report and:

- **AGREED** unanimously to approve the extension to plan for I0223.

6 R0212 – PROTECTING CRIMESTOPPERS AND THEIR CONTACTS

As the Lead Analyst for R0212, FM provided Members with an overview of the Change.

FM informed Members that Crimestoppers is an independent charity, which gives people the power to speak up and stop crime. FM advised the charity has worked closely with the energy sector since 2026 to raise awareness of the dangers of tampering with electricity and gas meters. FM highlighted that currently there are some inconsistencies between the Energy Theft Tip Off Service (ETTOS) and the REC, where Suppliers have shared more information than necessary and could have put the anonymity

of the service at risk. FM mentioned this could jeopardise the confidence and trust the public have with the service, which could cause reputational damage to the charity.

FM informed Members that Crimestoppers raised this Change Proposal and are seeking to introduce the need for consistency between the address agreement and REC Schedule 7 – Energy Theft Reduction. FM advised a legal review of the proposed solution and legal text was conducted by the REC legal advisors. FM mentioned following this review, the Issue progressed directly to a Change Proposal without the need for solution development.

FM informed Members that during the Business Case Assessment stage, additional time was needed to collaborate with the Proposer and confirm the legal drafting proposed for R0212. FM mentioned that the Code Manager is now proposing to update the Proposal Plan for R0212. FM highlighted that, as the Change Proposal is only enforcing the current practices in the industry and the Code Manager will not be conducting a Party Impact Assessment. FM explained the Consultation will be conducted from 23 May to 13 June 2025, to allow REC Parties to provide views on the proposed solution.

FM provided Members with an overview of the milestones within the Proposal Plan:

Milestone	Activity	From	To	From	To
Definition		**14-January-25**	**01-April-25**	**14-January-25**	**01-April-25**
	Solution Review	January	April	**Complete**	**Complete**
Change Proposal		**01-April-25**	**03-June-25**	**01-April-25**	**03-June-25**
	Business Case Assessment	April	April	**Complete**	**Complete**
	Consultation	April	May	May	June
	Solution Refinement	May	June	June	July
	Final Determination	June	June	July	July
Voting		**03-June-25**	**03-June-25**	**01-July-25**	**01-July-25**
	Appeal Window	June	June	July	July

RECCP Members noted the contents of the Change Report and:

- **AGREED** unanimously to approve that there is sufficient information in the Change Report to proceed to Consultation; and:
- **AGREED** unanimously to approve the updated voting milestones in the Proposal Plan.

7 R0234 – INTRODUCTION OF AN ENERGY THEFT REFERRAL ASSESSMENT SERVICE (RAS) UNDER THE REC

As the Lead Analyst for R0234, FM provided Members with an overview of the Change.

FM informed Members that Energy Theft remains a significant challenge for the energy market, imposing both financial and safety risks on Consumers and Suppliers. FM explained tampered meters and illegal connections can lead to dangerous incidents and consistent feedback from REC Parties suggests the main challenge in tackling Energy Theft, is the lack of support from the Police to pursue investigations.

FM informed Members that R0233 – Introduction of an Energy Theft Unit (ETU) under the REC will provide the mechanism to directly investigate and seek to prosecute particular offenders, introducing a significant deterrent previously missing from the Energy theft landscape. FM advised to ensure the effective operation of this unit, Energy Theft referrals will be a standard set of data and information, suitable for police investigation. FM highlighted the introduction of the RAS will allow staff to assess, triage and coordinate quality assessed Energy Theft referrals for forward transfer to the ETU.

FM informed Members that R0234 seeks to establish a RAS as a new REC service and embedding it within REC governance. FM highlighted the RAS will play a critical role in mitigating risks to Consumers, by addressing safety hazards and financial burden caused by Energy Theft. FM advised that without the RAS, police staff within the ETU would need to carry out these tasks themselves, diverting time and resource away from investigation activities.

FM informed Members the introduction of the RAS was included in RECCo's Outlined Business Case, which was consulted on in November 2024 and received broad support and understanding, as to the necessity of an Energy Theft enforcement service. FM advised for R0234, the Code Manager conducted a Party Impact Assessment in March 2025. FM highlighted that six REC Parties responded, four from Energy Suppliers and two from Distributor Network Operatives (DNO), with the majority of respondents providing their support. FM mentioned different views were received on the costings of implementing the ETU and the RAS, however the costs are yet to be verified and are self-managed in line with Suppliers appetite to engage with the service. FM explained this is not a mandatory service, it will be optional.

FM informed Members a Consultation was issued on 15 April 2025, with seven responses received, five from Energy Suppliers, one from as Gas Transporter and one from a DNO. FM noted the majority of responses were supportive of the proposal, however additional clarifications were requested. FM advised three Energy Suppliers and one DNO showed their firm support of the proposed solution, noting the essential role of the RAS in ensuring the ETU is effective when implemented. FM explained further details of the proposed solution were requested in the form of workshops. RECCo is looking to facilitate this following Authority approval.

FM informed Members as part of the Consultation process, two respondents did not provide support for the Introduction of the RAS. FM explained the reasons given in those responses that they felt the RAS would be more beneficial for Domestic Energy Suppliers. FM noted the Theft Detection Incentive Scheme (TDIS) reporting data shows there are cases of non-domestic Energy Theft also. FM advised that the majority of responses were supportive of the Change Proposal, however not the implementation date.

FM provided Members with an overview of the milestones in the Proposal Plan and informed them that the Code Manager is recommending the Authority to approve the proposed change solution, implementation approach and implementation date of 27 June 2025.

Milestone	Activity	From	To
Definition		**13 Jan-25**	**1-Mar-25**
	Solution Development	**Completed**	**Completed**
	Business Case Assessment	**Completed**	**Completed**
	Party Impact Assessment	**Completed**	**Completed**
Change Proposal		**01-Mar-25**	**20-May-25**
	Business Case Assessment	**Completed**	**Completed**
	Consultation	**Completed**	**Completed**
	Solution Refinement	**Completed**	**Completed**
	Final Determination	May	May

Voting	**20-May-25**	**20-May-25**
Issued for Authority Determination	**21-May-25**	**21-May-25**

RECCP Members noted the contents of the Change Report and:

- **AGREED** unanimously to approve the proposed change solution;
- **AGREED** unanimously to approve the proposed implementation approach; and
- **AGREED** unanimously to approve the proposed implementation date of 27 June 2025

8 R0235/A – MISSING SCENARIO VARIANTS IN DO179 AND ALTERNATE

As the Lead Analyst for R0235/A, CF provided Members with an overview of the Change.

CF informed Members R0235 was originally raised due to missing scenario variants in the Data Specification, compared to REC Schedule 14. CF advised this is specifically around the D0179 flow, which is the Confirmation of Energisation/De-Energisation of Prepayment Meter. CF highlighted in REC Schedule 14, there are four scenario variants of the direction of this flow being sent, however in the Data Specification, there are only two. CF mentioned the two missing are DNO to Meter Operator Agent (MOA) and MOA to DNO.

CF informed Members whilst the Data Specification for this flow was being reviewed, it was proposed that three data items within the D0179 that are currently mandatory, should be looked at being made optional. CF highlighted these data items are the Credit Balance, Standing Charge and the Prepayment Unit Rate. CF mentioned a lot of feedback was obtained from the Change Issues Group (CHIG) and from the Party Impact Assessment, which stated the Scenario Variant should not be added to the Data Specification. CF explained the feedback was to update REC Schedule 14, to take those out of the legal text.

CF informed Members the reasons for the pushback were that the DNO to MOA Scenario Variant was removed in a prior MRA change, before the REC went live, raising questions as to why it was added back into the REC legal text. CF explained another reason for the pushback was that the D0179 is only sent for traditional Prepayment Meters, a D0139 (Confirmation or Rejection of Energisation Status Change) should be sent for other meter types, as there is an expectation the number of traditional Prepayment Meters will reduce through the Smart Meter Rollout. CF mentioned they had received confirmation from the Data Transfer Network (DTN) that the number of D0179's being sent is incredibly low, as low as 250 in a 14 month period across the whole industry. Lastly, the Code Manager has been told anecdotally that many Parties are already sending the D0139 rather than the D0179 on traditional Prepayment Meters.

CF informed Members this was presented to CHIG again with the two possible solutions. CF explained one option is to change the solution for R0235, to take the D0179 out of REC Schedule 14, or an alternative change could be raised for Parties to consult on both solution options. CF highlighted the second option was the preferred course of action. CF advised as part of the Consultation, the Code Manager will ask Energy Suppliers to confirm that they do not see any impacts to their business, if they start receiving D0139's on traditional prepayment meters. CF noted REC Parties will also be asked to confirm how many D0139's they've been sending on traditional prepayment meters, which will help inform which solution to progress.

CF informed Members the previous Change Plan had the REC Technical Expert panel (TEP) as the responsible Committee and had the voting milestone window as 25 June 2025. CF advised the Code Manager is proposing to make Change Panel the Responsible Committee, as R0235 should have TEP as the Responsible Committee and R0235A should have MEP as the Responsible Committee. CF

mentioned in scenarios where REC products have multiple responsible owners in the Baseline Statement, REC Schedule 5 – Change Management states Change Panel will be the Responsible Committee.

CF informed Members that assuming they were happy to approve Change Panel as the Responsible Committee, the Code Manager was also requesting the approval of the voting milestone being changed from 25 June 2025 (the original TEP meeting date) to 01 July 2025, the nearest available Change Panel meeting.

CF provided Members with an overview of the milestones within the Proposal Plan and informed them that the Code Manager is recommending they approve that the Change Report contains sufficient information to proceed to Consultation, approve the updated voting milestone and approve the update to the Responsible Committee.

Milestone	Activity	From	To
Definition		**14 Jan 25**	**30 Apr 25**
	Code Manager Assessment	January	February
	Solution Refinement	February	March
	Change Issues Group	March	March
	Impact Assessment	March	April
Change Proposal		**01 May 25**	**30 Jun 25**
	Business Case Assessment	April	May
	Consultation	May	June
	Final Determination	June	June
Voting		**01 Jul 25**	**01 Jul 25**
	Appeal Window	02/07/2025	16/07/2025

RECCP Members noted the contents of the Change Report and:

- **AGREED** unanimously to approve that the Change Report contains sufficient information to proceed to Consultation;
- **AGREED** unanimously to approve the updated voting milestone; and
- **AGREED** unanimously to approve the update to the Responsible Committee.

9 CHANGE PROPOSAL TRACKER

JH provided Members with a number of updates regarding REC Changes and Issues.

JH provided a detailed overview of I0200 – Improving Address Management Targets. JH advised the Code Manager has continued to complete analysis of unmatched addressed and has been engaging with RECCo to discuss their Central Registration Services (CRS) plans that also covers address management. JH explained that following these discussions, improvements to address management will be led through RECCo's CRS work. JH highlighted this work would continue the analysis of unmatched address pot, further understand the impacts of unmatched addresses, include a review of the end-to-end process, and begin consideration for industry engagement and a possible sprint to fix identified issues.

JH informed Members that RECCo have informed the Code Manager they expect this to take place between June and September 2025. JH advised this will include engagement between DCC and RECCo and a potential Sandbox at a later date. JH highlighted whilst this takes place, I0200 will pause, however the issue will remain to allow a route for further industry engagement and communication.

JH informed Members once RECCo have progressed with their CRS improvement work, the Code Manager will assess the next steps of the Change Process, if required, for I0200 and provide the relevant updates to the Responsible Committee and the CHIG.

JH informed Members that on 16 May 2025, the Authority published their decision to reject both R0137 and R0137/A – Introducing Third Party Intermediary (energy broker) Assurance and Accreditation. JH advised the decision paper can be found on Ofgem's website.

JH informed Members that I0213 – Creation of Mechanism to Report Objection Activity is currently out for a Party Impact Assessment, which closed on 09 June 2025.

JH informed Members that R0215 – Schedule 30 Switch Meter Reading Problems – Rejections and Timings is currently out for Consultation, which closes on 27 May 2025.

JH informed Members that R0227 – Domestic Elective HH Switching is currently out for Consultation, which closes on 02 June 2025.

JH informed Members that the scope and updated MHHS code drafting developed under I0241 – MHHS Incremental Changes for Go-Live has been presented to the programme Code Drafting Working Group (CDWG), alongside other Code Bodies changes. JH advised CDWG have recommended the Cross Code Advisory Group (CCAG) endorse the amendments proposed and they will be considered at CCAG on 28 May 2025. JH explained Change Panel members should expect to see the Authority direction of the timetable for progression of the Change Proposal during w/c 02 June and the Change Report (Consultation) published for consideration at the Change Panel meeting on 17 June.

JH informed Members the Consultation for R0250 – Update to R0060 Implementation Date closed on 12 May 2025, and all responses supported the proposed amendment to the implementation date of R0060. JH advised the Change Report (Final Recommendation) has been published and will be considered by TEP on 28 May 2025.

10 ANY OTHER BUSINESS

10.1 OFGEM UPDATE

CU informed Members that Ofgem have recently published a joint DESNZ and Ofgem consultation covering code manager licence conditions and code modification appeals to the Competition and Markets Authority (CMA). CU advised this follows their first joint consultation in 2024, which covered a selection of code manager licence conditions, as well as proposals for the secondary legislation underpinning Ofgem's code manager selection process. CU explained Ofgem are now developing a full set of code manager licence conditions and proposals for the code modifications appeals process to the CMA. CU highlighted this consultation is open now and will close on 27 June 2025.

CU informed Members that Ofgem have published their second consultation on the implementation of the energy code reform. CU advised the consultation covers their approach to implementing the industry code governance reforms as set out in the Energy Act 2023. CU explained the consultation is available on the Ofgem website and will close on 29 May 2025. CU asked for Members to please send their response to industrycodes@ofgem.gov.uk.

No additional business was discussed. The Chair closed the meeting.