RETAIL ENERGY CODE

This document is classified as **WHITE**.
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01	Proposal Plan
02	Impact Assessment
03	Consultation
04	Final Recommendation

CHANGE REPORT

I0272 – ENABLING TRANSPARENCY OF THE CRS PROVIDER'S REC SERVICE LEVEL PERFORMANCE

DOCUMENT VERSION	1.0
PROPOSED IMPLEMENTATION DATE	27 February 2026
IMPLEMENTATION APPROACH	TBD

RESPONSIBLE COMMITTEE	CHANGE PANEL	CHANGE PATH	SELF-GOVERNANCE
PRIORITY STATUS	LOW	URGENCY	STANDARD
IMPACTED STAKEHOLDERS	CENTRALISED REGISTRATION SERVICE (CRS) PROVIDER, DATA COMMUNICATIONS COMPANY (DCC)		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

This Issue seeks to formalise RECCo's permission to publish details about the Centralised Registration Service (CRS) Provider's performance in aggregated or individual form.

RETAIL ENERGY CODE

CONTENTS

1 Summary 3
2 Problem Statement 3
3 Impacts 3
4 Cross-Code Impacts 4
5 Proposal plan 4
6 Stakeholder Engagement 4
7 Priority Status and Urgency 5
8 Proposed Solution 5
9 Risks, Assumptions, Issues and Dependencies 5
10 Appendix 6
11 Glossary 6

RETAIL ENERGY CODE

BACKGROUND

1 SUMMARY

RECCo regularly reports on the performance of REC Service Providers in relation to their activities under the REC. However, there is currently no formal agreement to permit the publication of CRS performance measures between the CRS Provider and RECCo.

Due to the multi-Party agreement, the REC does not specifically address the publication of this performance data. Instead, RECCo are operating under an informal understanding with the CRS Provider, which means there is a possibility that publication may be delayed or not agreed to in a given month. RECCo is dependent on the CRS Provider's approval for each publication, which can cause delays. This approval could also be withheld at any point.

The CRS Provider has been submitting performance reporting data to the Code Manager on a monthly basis. This Issue does not seek to alter that process or request additional information; it solely aims to formalise the permission to publish this data, whether in aggregated or individual form.

The Code Manager sought legal advice on this Issue with the REC legal advisers. They recommended that a Change Proposal would likely increase engagement and provide clarity on the proposals which would in turn lead to a more effective process and reduction in potential legal risks. They recommended that the Performance Assurance Schedule was amended to include a new paragraph stating that the REC Performance Assurance Board (PAB) may produce reports setting out how Parties or Non-Party REC Service Users performed against applicable Code requirements.

2 PROBLEM STATEMENT

Unlike REC Service Providers, there is currently no formal agreement in place between the CRS Provider and RECCo to publish details about the CRS Provider's performance. RECCo is therefore dependent on the CRS Provider's approval for each publication. Not only could there be delays in RECCo's reporting, but the approval could also be withheld at any point, preventing RECCo's reporting.

3 IMPACTS

CONSUMERS
All Consumers

REC SERVICE PROVIDERS
DCC

RECCO / REC CODE MANAGER
RECCo
REC Performance Assurance

REC PARTIES AND SERVICE USERS
CRS Provider

REC DOCUMENTS / PRODUCTS
Schedule 6 – Performance Assurance

Schedule 25 – Central Switching Service
Schedule 26 – Switching Service Management
Central Switching Service Definition
CSS Certificate Authority Definition
Switching Operator Service Definition

MHHS
There is no impact on MHHS.

4 CROSS-CODE IMPACTS

No cross-code impacts have been identified.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**01 Oct-25**	**30 Nov-25**
	Solution Analysis	Complete	Complete
	Legal Drafting and Review	October	November
Change Proposal		**01 Dec-25**	**02 Feb-26**
	Consultation	December	January
	Final Recommendation	January	February
Voting		**03 Feb-26**	**03 Feb-26**
	Appeal Window	04 February	18 February

This Proposal Plan doesn't include a Party Impact Assessment because there is no impact or operational changes required by REC Parties. REC Parties will be able to engage and submit views as part of the industry consultation that is expected to be issued between December 2025 and January 2026.

6 STAKEHOLDER ENGAGEMENT

The Code Manager is planning to engage with the REC Change Panel to gather feedback on the proposed solution.

Throughout the progression of this Issue, the Code Manager is also planning to engage with:

- RECCo to monitor the direction of the solution and ensure there are no performance assurance nor technical costs nor impacts; and
- RPA to monitor the direction of the solution. Currently the solution will not involve a publication on the public REC Performance dashboards, but for RECCo to publish an aggregate or any of the monthly verified Service Level performance metrics on RECCo-owned websites. No cost to Parties is therefore foreseen, however should this change, RPA will be informed.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	0	27	0
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	1	14	14
Resource	Complexity / Effort / Duration		3	9	28
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	1	10	10
				Overall Priority Score (rounded)	98

Priority Status	LOW
Change Proposal Type	STANDARD

This Issue was assigned a priority status of ‘Low’ due to its priority scoring of 98.

SOLUTION

8 PROPOSED SOLUTION

The solution proposed is to amend the REC to allow RECCo to publish an aggregate or any of the monthly verified Service Level performance metrics currently provided by the CRS Provider to the Code Manager. This would be published by RECCo on RECCo-owned websites enabling transparent reporting and will therefore not have an impact on the REC Performance dashboards nor will it have any technical impacts.

Whilst permission will not need to be sought for each publication, RECCo will continue to work with the CRS Provider to ensure an accurate reflection of performance is achieved.

9 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

9.1 RISKS AND ISSUES

No risks, assumptions, issues and dependencies have been identified by the Code Manager at this stage.

RETAIL ENERGY CODE

10 APPENDIX

CHANGE PROPOSAL	Link

11 GLOSSARY

TERM	DEFINITION
Central Switching Service (CSS)	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service.
Central Switching Service Schedule (CSS Schedule)	means REC Schedule 25.
Centralised Registration Service (CRS)	means the services provided pursuant to Condition 15 (Incorporation, delivery and provision of the Centralised Registration Service) of the DCC Licence, being the services provided under this Code by the CSS Provider, Switching Operator, CSS Certificate Authority and, until the end of the Post Implementation Period only, the Core Systems Assurance Provider and the CSS Systems Integrator.
CRS Provider	means the DCC when performing the functions and services required by Condition 15 (Incorporation, delivery and provision of the Centralised Registration Service) of the DCC Licence.
Data Communications Company (DCC)	means the person holding the DCC Licence.
Non-Party REC Service User	means, for a REC Service, an entity which is not a Party under this Code, but which has become a REC Service User for that REC Service.
Party	means, from time to time, an Original Party or a New Party that has not at that time ceased to be a Party in accordance with Clause 17 of the main body of this Code.
Performance Assurance Schedule	means REC Schedule 6.
REC Performance Assurance Board (REC PAB)	means the performance assurance board for this Code, as from time to time established under Clause 15 of the main body of this Code (which is a Sub-Committee).
REC Service Provider	means the provider of each REC Service.

REC Service User	means in respect of each REC Service, either: (a) a Party which has become Qualified for that REC Service under the Qualification and Maintenance Schedule; or (b) an organisation which is not a Party, that has entered into an Access Agreement permitting it to use that REC Service and that has become Qualified for that REC Service under the Qualification and Maintenance Schedule.