RETAIL ENERGY CODE

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REC CHANGE PANEL MEETING
MEETING MINUTES

MEETING	**RECCP_26_0804**
DATE	**04 August 2026**
LOCATION	**By teleconference**

Attendee	Representing	Initials	Role
Lindsay Biginton	Retail Energy Code Company	LB	Chair
Komal Brown	Domestic Suppliers	KB	Voting Member
Paul Everett	Non-Domestic Suppliers	PE	Voting Member
Andy Clasper	Gas Transporters	AC	Voting Member
Martin Brailsford	Metering Equipment Managers	MB	Voting Member
Faye Brookes-Lewis	Consumers	FBL	Voting Member
Sarah Jones	Independent SME	SJ	Voting Member
Keith Foster	Independent SME	KF	Voting Member
Seb Eyre	Independent SME	SE	Voting Member
Lydia Bentley	Code Manager	LB	Senior Change Lead
Bela Ashworth	Code Manager	BA	Change Delivery Manager
Florentina Monea	Code Manager	FM	Change Lead
Ann Perry	Retail Energy Code Company	AP	Observer
Jon Dixon	Retail Energy Code Company	JD	Subject Matter Expert
Chris Thompson	Code Manager	CT	Subject Matter Expert
Paul Rocke	Code Manager	PR	Head of Communications
Edma Hyskaj	Code Manager	EH	Secretariat

1 INTRODUCTIONS

The Chair welcomed attendees to the meeting of the REC Change Panel (RECCP). There were apologies received from Ben Atkinson (Domestic Suppliers), Harry Hailwood (Non-Domestic Supplier), Jess Collins (Consumers) and Harry Firth (Secretariat). It was noted that Komal Brown would be acting as the alternate for Ben Atkinson, Paul Everett would be acting as the alternate for Harry Hailwood and Faye Brookes-Lewis would be acting as the alternate for Jess Collins.

PR advised that a Derogation will be going to the August Performance Assurance Board (PAB) meeting regarding a clause within the Change Panel Terms of Reference, allowing for the terms of all current

Members to be extended until the Change Panel is superseded by the Stakeholder Advisory Forums, as currently two elections would be required in August for terms that would only last for two months.

2 CONFIRMATION OF AGENDA

The Chair invited any additional items of business for consideration during the meeting. They noted that Ofgem had raised an additional item of business ahead of the meeting but were unable to attend. A representative provided apologies after the meeting and advised that they would raise their additional item of business at the next Change Panel meeting. No further items of business were raised.

3 APPROVAL OF PREVIOUS MINUTES

RECCP Members unanimously approved the draft minutes from the previous meeting held on 21 July 2026. The approved minutes would be published as 'final' and made available via the REC Portal.

4 I0333 - SMART METER COMMUNICATION LICENCE CODE CHANGES

As the Lead Analyst for I0333, LB provided an overview of the Issue.

LB explained that I0333 has been raised to ensure the REC is ready for the transition from the Smart Data Communications Company (DCC) Limited to DCC2 Limited as part of the DCC2 programme. From November 2026, responsibility for the Smart Meter Communication Licence (SMCL) will progressively transfer to DCC2 Limited, with a transitional period lasting until September 2027, during which both entities will hold different licence responsibilities. As the REC currently assumes a single licence holder, targeted legal drafting changes are required to accommodate this transitional arrangement.

I0333 also addresses Centralised Registration Service (CRS) Provider charging arrangements. Since REC performance charging is calculated quarterly, the REC must be able to distinguish between charges attributable to the outgoing and incoming licence holders during the transition period. JD confirmed that the proposed performance charging changes are not strictly required for the DCC2 go-live but have been included within the same proposal to avoid introducing a separate change at a later date. They also noted that the approach had been discussed with the PAB in June, who were supportive of the proposal.

LB went through the proposed solution, which will introduce changes to the REC Main Body, as well as Schedules 1 – Interpretations and Definitions and 6 – Performance Assurance. The draft legal text has been written in a way that will allow for dual ownership of the SMCL during the transition, whilst also creating the necessary distinction between Smart DCC Ltd and DCC 2 Ltd that will allow them to function differentially in respect of their roles and charging arrangements during the handover. This has been achieved primarily via the introduction of a new paragraph into Schedule 1 that delineates the functions of the SMCL holder(s).

LB advised that I0333 is a non-urgent Self-Governance Change Proposal, with the Change Panel as the Responsible Committee, and primarily impacts the DCC.

The Code Manager has proposed I0333 be given a Priority Status of Standard. The Issue has a weak alignment to the SDS. I0333 has high importance as the solution delivers noticeably greater Consumer, market or regulatory benefit than most other Standard changes. The complexity is low as the solution proposes legal text-only changes.

LB took Members through the proposed implementation approach. Particular attention was drawn to the proposed draft legal text which introduces the concepts of an "original licensee" and a "successor licensee". This approach eliminates the need for phased implementation by allowing all drafting changes

to be implemented on 01 October 2026 while only becoming operational when the DCC2 licence transition takes effect on 02 November 2026. Therefore, the Code Manager proposes a big bang implementation approach on 01 October. This date aligns with the start of the CRS charging cycle and ensures all changes are in place ahead of the licence transition.

LB presented the milestones in the Proposal Plan. A consultation will be issued in August, ahead of a final vote in September to prepare for the proposed implementation date of 01 October. LB advised that no Party impact assessment or other Party engagement had taken place to date, due to the minimal impact on REC Parties. No Parties are impacted, no central system changes are required, and no costs, risks or issues have been identified. Parties will have an opportunity to provide their views in response to the upcoming consultation.

Milestone	Activity	From	To
Definition		**11 Jun 26**	**03 Aug 26**
	Solution Analysis	June	June
	Solution Development	June	June
	Legal Review	June	Aug
Change Proposal		**04 Aug 26**	**14 Sep 26**
	Business Case Assessment	Aug	Aug
	Consultation	Aug	Aug
	Solution Refinement	Aug	Sep
	Final Determination	Sep	Sep
Voting		**15 Sep 26**	**15 Sep 26**
	Appeal Window	15 Sep 26	29 Sep 26

LB set out the case for changes for I0333. No impacts to REC Parties or costs have been identified, whilst the solution is essential to enable the DCC2 programme.

RECCP Members noted the proposed solution and the proposed extraordinary implementation date of 01 October 2026 and big bang approach; and

- **AGREED** unanimously to approve the Change to proceed to Consultation.

5 R0037 - PREPAYMENT CREDIT BALANCE TRANSFER PROCESS

As the Lead Analyst for R0037, FM provided an overview of the Issue.

FM explained that R0037 is concerned with the issue of when a Smart Prepayment consumer Switches their Energy Supplier, any positive balance held on their meter is included within the final bill issued by the Losing Supplier. The Consumer then receives the money via the Supplier's refund process, often by cheque, which can take several weeks to arrive. During this period, Consumers joining their new Supplier must top-up their meter despite having credit with their previous Supplier. The issue is particularly significant for vulnerable Consumers who may face affordability challenges during the Switching process.

FM advised that the original proposal intended to facilitate the transfer of both outstanding debt balances and positive credit balances. However, following discussions with the Proposer, the scope has been amended so that R0037 now focuses solely on the transfer of positive credit balances. The debt transfer element has been removed from R0037 and will instead be progressed separately under I0329 A review of the Misdirected Payments and Debt Assignment processes (see item 6).

FM outlined the previous progress made on R0037, including a Service Provider impact assessment and some industry engagement leading to the development of an initial solution in 2024, prior to the Proposal

being placed on hold due to the Market Wide Half-Hourly Settlement (MHHS) Code Freeze. With those restrictions no longer preventing development, the Code Manager has restarted work on the proposal.

FM advised that R0037 is a non-urgent Authority Determined Issue, with the Change Panel as the Responsible Committee. FM explained that R0037 will be processed via the existing REC Issues path, despite being classified as a full Change Proposal, as R0037 was raised prior to the existence of the Issues process. Identified impacted Parties include Consumers and Suppliers for both fuels.

FM advised that the Code Manager have proposed R0037 be given an Urgency Status of Standard and Prioritisation Category of High. The Issue has a strong alignment to the SDS as it strongly supports the protection for all Consumers, particularly those in Vulnerable situations. R0037 has high importance as it delivers noticeably greater Consumer, market or regulatory benefit than most other Standard changes and a high complexity as it requires complex review followed by the development of an enduring solution.

FM presented the milestones in the Proposal Plan. They advised that this only covers the solution analysis and solution development activities as the Code Manager plans to fully assess and scope the size of the problem being addressed under R0037. As part of solution development activities, a Prepayment working group will be stood up to review these processes alongside the progression of I0329. An initial industry communication seeking expressions of interest for working group participation was issued in June. Subject to Change Panel approval, a further targeted industry communication will be issued, with the aim of convening the first working group meeting in September 2026.

Milestone	Activity	From	To
Definition		**28 Jul-26**	**26 Feb-27**
	Solution Analysis	July	November
	Solution Development	November	February

KB advised that the Prepayment working group should also be highlighted through the Change Issues Group to ensure engagement from operational subject matter experts. FM agreed to raise the working group at an upcoming meeting.

PE highlighted the importance of considering circumstances where debit balances can be created during the switching process, such as through friendly credit or emergency credit arrangements. They noted that any future transfer mechanism should consider how these potential liabilities are treated. FM agreed to ensure these points would be examined during the solution analysis phase.

RECCP Members noted the contents of the Change Report and the Change background; and

- **AGREED** unanimously to approve the Change pathway and;
- **AGREED** unanimously to approve the Change timetable for R0037.

6 I0329 - A REVIEW OF THE MISDIRECTED PAYMENTS AND DEBT ASSIGNMENT PROCESSES

As the Lead Analyst for I0329, FM provided an overview of the Issue.

FM explained that I0329 was raised to review Debt Assignment and other prepayment-related processes that affect Consumer Switching experiences. Although Schedule 30 Resolution of Consumer Facing Switching and Billing Issues formally defines these processes within the REC, Parties have communicated the need for a formal review to the Code Manager. Debt Assignment was originally included within the scope of R0037 alongside credit balance transfers. However, the Code Manager identified a broader opportunity to review additional Prepayment processes and identify wider areas for improvement.

As a result, I0329 has been raised with a deliberately broad scope to review Debt Assignment processes, examine Misdirected Payment arrangements, assess other Prepayment-related Consumer journeys and operational processes, identify process gaps, pain points and poor customer experiences and develop opportunities for future process improvements. FM noted that the scope remains open and may expand further as industry engagement continues. Since I0329 was raised, feedback has already been received suggesting that Unallocated Transaction should also be considered as part of the review. The aim is to undertake a comprehensive assessment of current arrangements and determine whether enduring improvements can be introduced to enhance Consumer experiences.

FM advised that I0329 is a non-urgent Self-Governance Issue, with the Change Panel proposed as the Responsible Committee. Identified impacted Parties include Consumers and Suppliers of both fuels.

FM advised that the Code Manager have proposed I0329 be given an Urgency Status of Standard and Prioritisation Category of High. The Issue has a strong alignment to the SDS as it strongly supports the protection for all Consumers, particularly those in Vulnerable situations. I0329 has high importance as it delivers noticeably greater Consumer, market or regulatory benefit than most other Standard changes and a high complexity as it requires complex review followed by the development of an enduring solution.

FM presented the milestones in the Proposal Plan. They advised that this only covers the solution analysis and solution development activities as the Code Manager plans to fully assess and scope the size of the problem being addressed under I0329. As part of solution development activities, a Prepayment working group will be stood up to review these processes alongside the progression of R0037, with the aim of convening the first working group meeting in September 2026.

Milestone	Activity	From	To
Definition		**28 Jul-26**	**26 Feb-27**
	Solution Analysis	July	November
	Solution Development	November	February

RECCP Members noted the contents of the Change Report and the Issue background; and

- **AGREED** unanimously to approve the Issue pathway and;
- **AGREED** unanimously to approve the Issue timetable for I0329.

7 I0218 – PROPOSAL TO ENABLE BROADER USE OF RETAIL ENERGY LOCATION (REL) DATA FOR NON-SWITCHING APPLICATIONS

As the Lead Analyst for I0218, BA provided an overview of the Issue.

BA explained that under current REC arrangements set out in Schedule 29 – Address Management, Retail Energy Location (REL) data can only be used for Switching-related activities. This restriction limits the ability of REC Parties, Ofgem, energy consultants and other stakeholders to utilise the data in support of wider industry and Consumer objectives. I0218 aims to remove these limitations and facilitate broader, controlled access to REL data beyond the purposes of Switching, allowing stakeholders to realise additional value from the dataset while ultimately benefiting Consumers.

BA reminded Members that the Change Panel had previously approved an extension to the proposal to allow completion of non-technical Service Provider impact assessments, which concluded in April 2026. Following further discussions between RECCo, the Proposer and the Service Provider, it was determined that I0218 can currently only progress as a technical, Electricity Enquiry Service (EES) change. In parallel, two more Change Proposals have already been progressed to deliver specific non-Switching use cases for REL data: I0324 – Use of REL data to support compliance with key regulations and R0330 –

Use of REL data by the Authority, the latter was implemented in August 2026. Despite these developments, I0218 remains necessary to support broader future use of REL data.

BA took Members through the proposed solution, which would amend Schedule 29 and the EES Service Definition Document. I0218 would introduce a new Application Programming Interface (API) method for accessing REL data outside of switching processes and create a web-based access route through the Electricity Central Online Enquiry Service (ECOES). Appropriate controls, reporting and monitoring arrangements will also be introduced to ensure continued compliance with auditing requirements and Ordnance Survey licensing obligations, to maintain robust governance and control of the use of REL data alongside the wider access.

BA presented the proposed replanned milestones in the Proposal Plan. They advised that they were proposing an extension of the definition phase until December 2026, to allow for completion of a technical Service Provider Impact Assessment with the EES provider, further solution refinement, additional business case development and assessment activities, and consideration of detailed implementation requirements.

Milestone	Activity	From	To
Definition		**05-Dec-24**	**21-Dec-26**
	Solution Development	Completed	Completed
	Non-Technical Service Provider Impact Assessments	Completed	Completed
	Legal Review	Completed	Completed
	Party Impact Assessment	Completed	Completed
	Solution Refinement	Completed	Completed
	Technical Service Provider Impact Assessments	July	October
	Solution Refinement	October	November
	Business Case Assessment	November	December

KB asked whether the proposal would also apply to Gas Enquiry Service (GES) data. BA explained that amendments to the GES Service Definition document will be considered as part of the ongoing assessment work. However, because RECCo's Enquiry Services Evolution Programme is currently progressing through discovery activities for future GES arrangements, RECCo does not wish to prioritise GES changes at this stage. Implementing changes now could result in duplication of effort if a future Service Provider or solution design changes.

RECCP Members noted the Update to Plan; and

- **AGREED** unanimously to approve the Update to Plan for I0218.

8 I0260 - ADDITION OF THE SOQ INFORMATION FOR TPIS

On behalf of the Lead Analyst for I0260, BA provided an overview of the Issue.

BA explained that I0260 seeks to provide Third Party Intermediaries (TPIs) with access to Supply Offtake Quantity (SOQ) information. Currently, TPIs do not have access to SOQ data, which creates challenges when providing pricing forecasts and contract renewal advice to their customers. SOQ information is used to help calculate standing charges and forecast future energy costs. Without access to this data, TPIs can face difficulties validating whether standing charges on Supplier quotations have been calculated correctly, providing accurate pricing forecasts ahead of contract renewals and supporting customers in checking the accuracy of supplier billing arrangements. The absence of SOQ data can therefore contribute to billing inaccuracies and less reliable pricing forecasts for customers.

BA advised that following discussions with the Enquiry Services Service Providers, it was determined that a technical solution will be required to make SOQ information available to TPIs. However, development of the solution is closely linked to the ongoing Enquiry Services Evolution Programme, which is currently progressing through its discovery phase. The Code Manager's view is that progressing technical development at this stage could result in duplicated effort if the future Enquiry Service arrangements change as a result of that programme. Accordingly, the proposal is to place the issue on hold until the Enquiry Services Evolution Programme has completed its discovery phase. Once that work has concluded, the Code Manager will return to the Change Panel with an updated proposal plan and more detailed solution options.

SJ asked whether the Proposer had been consulted on the proposed delay and whether they were comfortable with I0260 being placed on hold. BA confirmed that the Proposer is a TPI and had already been informed of the Code Manager's proposal to place the Issue on hold.

RECCP Members noted the Update to Plan; and

- **AGREED** unanimously to approve the Update to Plan for I0260.

9 QUARTERLY ISSUES UPDATE

BA provided Members with a quarterly update of all REC Issues:

- 101 Issues have been raised in total
- 31 Issues are implemented or awaiting implementation
- 8 Issues have been resolved
- 45 Issues are currently "active"

BA provided an update on all of the active Issues with the Change Panel as the responsible committee:

- I0187 - Schedule 8 Review and Best Practice Guidance Development: Schedule 8 has not been reviewed since its development for REC go-live. This Issue looks to review the whole Schedule, which has so far been done through the Theft Issues Group (TIG).
- I0200 - Review of the REC's Address Management Service: Address management is the responsibility of DCC, with support from REC Parties. There has been progress resolving address data issues, but there is no mechanism to clearly establish Code-level targets for address improvement, or overall market performance.
- I0237 – Erroneous Switch Review: The current solution for ES resolution is failing some Consumers, there are gaps in the process and several areas that could be considered for improvement. It has been a number of years since the process has been reviewed end to end.
- I0265 - Theft Calculator Usage and Suitability Assessment: It is uncertain how widely the existing Theft Assessment Calculators are being used by Parties for assessing energy losses due to theft, despite Schedules 7 & 8 mandating the usage. There is evidence to suggest inconsistent application across Parties
- I0274 - Gas Pressure and Capacity Information Transparency: As per Section 13.4.18 of CoMCoP, retrieving gas pressure and capacity information from Transporters via the GT1 process can be time consuming for Energy Suppliers/MAMs and/or Consumers. The process of retrieving this information is inconsistent and service timescales are varied between transporters. Gas pressure and capacity information should be readily available through the Gas Enquiry Service to enable timely processing of site work and requests to enable MAM's and Suppliers to appropriately service their customers.

- I0278 - Establishing the Safe Isolation Provider (SIP) as a Standalone REC Metering Party: Ofgem's recently published Strategic Direction Statement (SDS), which explicitly calls for the establishment of SIPs as a standalone Party role. The aim is to address the growing scale of unregulated SIP activity, mitigate associated consumer safety risks, and ensure the metering industry is equipped to support the UK's Net Zero ambitions.
- I0292 - Obligate Energy Suppliers to provide photo evidence of Theft in Conveyance to Network Parties: This Issue seeks to introduce an additional clause for Suppliers that have attended Sites with suspected or actual Energy Theft in Conveyance to share and store evidence of the tampering to be made available to Network Parties upon request.
- I0314 - Crossed Meters Process: Clarification and Support: This Issue seeks to solve the gap between the documented REC Crossed Meters process and how it is being applied operationally.
- I0318 - Introduction of Consumer Consent Solution: The Consumer Consent Solution project will support the transformation of how energy is managed and consumed by giving consumers control over their energy (gas, electricity, heat, or other) data, enabling innovation through third-party services, and advancing sustainability goals. This REC Issue is being raised to promote visibility and awareness of opportunities for engagement, in advance of the CCS Change Proposal being progressed.
- I0324 - Use of REL Data to Support Key Regulations: Schedule 29 – Address Management limits the use of the REL to Switching. Key central processes, such as Ofgem reporting, cross code assurance and SEC Guaranteed Standards now require REL to support them.
- I0325 - Post-MHHS Full Transition Complete (M15) REC updates: The REC was updated, primarily through R0209 and R0241, to add requirements that support the transition to, and enduring operation of the MHHS arrangements. As part of the transition, each impacted Metering Point will be migrated using processes defined in Codes, including the REC. Once this migration activity is complete, the legacy and transitional arrangements will become redundant and should be removed from the REC to support its efficient operation
- I0329 - A review of the Misdirected Payments and Debt Assignment Processes: This Issue seeks to assess and identify any gaps, inconsistencies or process improvements opportunities.
- I0333 - Smart Meter Communication Licence Code Changes: Ofgem has awarded the Smart Meter Communications Licence 2 (SMCL2) to DCC2 Limited, a subsidiary of Smart Energy Code Company Limited (SECCo). To enable a smooth transition and ensure continuity of service, changes to both the Smart Energy Code (SEC) and the Retail Energy Code (REC) will be required.

10 CHANGE PROPOSAL TRACKER

BA provided Members with an update on the Change Tracker.

BA advised that one new submission has been reviewed by the Code Manager since the last Change Panel meeting:

- I0337 - Change to Location (A0059) data item within the ONAGE APPT file to MAMs, from 'Optional' to 'Mandatory': Issue accepted in by Code Manager on 24 July 2026.

BA provided an overview of further updates:

- R0122 – SDEP Review Improvements (2) – Usability - On 29 July 2026, the Technical Expert Panel approved for R0122 to proceed to consultation. The consultation is now open until 23:59, 21 August 2026.

- I0200 - Review of the REC's Address Management Service: The second working group session took place on 17 July 2026. The third working group session will take place on 03 September 2026, reviewing DCC's list of stop words as well as the draft Address Management Guidance.
- I0278 - Establishing the Safe Isolation Provider (SIP) as a Standalone REC Party: The third closed working group session took place on Tuesday 21 July 2026 where members focused on the theme of equipment and testing. The next closed working group session will take place on Tuesday 18 August 2026 where members will continue to consider the solutions needed to establish a strong governance framework for standalone SIPs.
- I0281 - Extending R0067 Refresh Functionality: The Service Provider Impact Assessment will close on 07 August 2026.
- R0330 – Use of REL Data by the Authority: This Change was implemented on 31 July 2026.

11 ANY OTHER BUSINESS

There was no further business raised, and the Chair closed the meeting.

DRAFT