RETAIL ENERGY CODE

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| REFERENCE | RECPAB_24_0625_01 |
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| STATUS | FOR INFORMATION |

# REC PERFORMANCE ASSURANCE BOARD

## ACTIONS LOG

| ACTION REF | ACTION | OWNER(S) | TARGET DATE | STATUS |
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| RECPAB_22_1220_05 | DCC to provide monthly reporting to the PAB until the conclusion of the outstanding areas of the Work-Off plan. | DCC (Paul McGinlay and Ian Drummond) and Andrew Wallace (RECCo) | Rolling action (until Work-Off plan activities are complete) | Dependent upon approval of actions |
| RECPAB_24_0227_01 | RECCo and the MHHS Programme to confirm the MHHS Design includes processes associated with incident resolution and the avoidance of data loss and there is assurance that central systems, including the Registration Service (MPRS), will not experience data loss where there is a DIP incident, thus preventing downstream impacts on REC Services such as CSS and EES. | Jason Brogden | 30 July 2024 | PAB has determined to keep this action open until MHHS Programme can demonstrate the steps it is taking to mitigate risks introduced by MHHS Design on REC arrangements. REC PAB has recorded a risk (R829) within the MHHS Programme RAID log that MHHS Design removes processes to fix data misalignment within the Registration Service and the Central Switching Service. This can have significant impact on downstream REC processes. The |

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| | | | | REC PAB has also raised actions for REC representative at the MHHS Programme Steering Group (PSG) and the BSC representation in relation to this. These are recorded below as RECPAB_24_0625_01 and RECPAB_24_0625_02. |
| RECPAB_24_0430_01 | DCC to provide an update on if they are able to identify and differentiate between what is received via the manual workaround route to avoid misalignment in data in address management. | Bilal Ali | 28 May 2024 | Overdue (deferred to July PAB) |
| RECPAB_24_0528_04 | The Code Manager to reach out to Helen Delivett at the Ombudsman to understand any learnings from the roll out of ADR that may be applicable to the introduction of TPI mandatary requirements. | Shelley Rouse and Jon Dixon | 25 June 2024 | Deferred to July PAB. |
| RECPAB_24_0528_05 | The Code Manager and DCC agreed to prepare a joint paper to the PAB on the implications for the determination of CRS Performance Charges in the interim period. | Anton Moden | Following Ofgem's decision on R0092/92A | This has been updated as it cannot progress until after Ofgem's decision so a fixed due date cannot be set. |
| RECPAB_24_0625_01 | The REC PAB require the REC representative on the MHHS Programme Steering Group (PSG) to raise the following on behalf of REC PAB: | Jonathan Hawkins | 30 July 2024 | New Action |

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| | Where MHHS arrangements go live without a process to correct data misalignment between the Central Switching Service (CSS) and the Registration Services, there is significant risk to REC arrangements as flagged to the Programme in R829. The REC PAB therefore require the MHHS Change Requests (CR) 44 and 45, or alternative provisions, to be implemented to ensure data misalignment can be corrected and avoid downstream issues on the REC arrangements. | | | |
| RECPAB_24_0625_02 | The REC PAB request the BSC representative to raise the following matter at the BSC PAB meeting on 03 July 2024:<br><br>Where MHHS arrangements go live without a process to correct data misalignment between the Central Switching Service (CSS) and the Registration Services, there is significant risk to REC arrangements, as flagged to the Programme in R829 by the REC PAB. The MHHS Design removes processes currently in use to keep data within Registration Services aligned with CSS. Within the MHHS arrangements, there is greater reliance on Registration Services holding the correct information as it is | Simon Waltho | 30 July 2024 | New Action |

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| | responsible for processing agent appointments in a timely manner. Therefore, having processes to fix data alignment issues becomes more significant. As this also introduces risk to Settlement, REC PAB would like to understand how BSC PAB are managing the associated risk, so it can consider any opportunities for a joint approach. | | | |
| RECPAB_24_0625_03 | The Code Manager to provide an overview to the PAB on the validation in place over access requests from Housing Associations and similar organisations. | Holly Law / Elise Hardy | July 2024 | New Action |