MEETING MINUTES

MEETING	**RECPAB_24_0924**
DATE	**24 September, 10:30am**
LOCATION	**In Person Meeting (2 New Street Square, Floor 1)**

Attendee	Representing	Initials	Role
Jon Dixon	RECCo	JD	PAB Chair
Dorcas Batstone	Independent Member	DBa	PAB Member
Steve Verdon	Independent Member	SV	PAB Member
Steve Arthur	Independent Member	SA	PAB Member
Paul Everett	Supplier Representative	PE	PAB Member
David Brown	MEM Representative	DB	PAB Member
Paul Saker	Supplier Representative	PS	PAB Member
Fungai Madzivadondo	DNO Representative	FM	PAB Member
Sally Hardman	GT Representative	SH	PAB Member
Walter Carlton	Code Manager	WC	Performance Assurance Partner
Anton Moden	Code Manager	AM	Performance Assurance Lead
Vaishnavi Sharma	Code Manager	VS	Performance Assurance Manager
Andrew Waghorn	Code Manager	AWa	Performance Assurance Analytics Lead
Amy Crowe-Lamont	PAB Secretary	ACL	Committee Secretary
Elise Hardy *(Attended for item 6 only)*	Code Manager	EH	Change Analyst
Lorna Mallon *(Attended for item 6 only)*	Code Manager	LM	Regulatory Specialist
Cordelia Grey *(Attended for item 6 only)*	DCC Representative	CG	Economic Incentives Manager
Caroline Freimuller *(Attended for item 7 only)*	Code Manager	CF	Change Analyst
Holly Law *(Attended for item 7 and 8 only)*	Code Manager	HL	Release Manager

1. REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The Chair welcomed attendees to the meeting of the PAB. Apologies were given for Anne Jackson (UNC Representative), Faye Brookes (Citizens Advice Representative) and Simon Waltho (BSC Performance Assurance).

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 27 August 2024. PAB Members reviewed the open and overdue actions. Four actions (RECPAB_24_0430_01, RECPAB_24_0827_01, RECPAB_24_0827_02, RECPAB_24_0827_03) were closed following information provided in the meeting papers or via a verbal update. Please refer to the Action Log for a full status update.

2. PARTY ASSURANCE

PAB Members were provided with a monthly update on Party and Service Provider Assurance activity, including application of the proposed Performance Assurance Techniques (PATs) to be issued to the relevant Parties this month.

A PAB Member queried whether the discrepancies that some Parties had flagged between what they are seeing and the Erroneous Switch reporting from the central sources is now resolved. The Code Manager explained that additional clarifications were issued to Parties on how to interpret the data reported within the PA dashboard for Erroneous Switches, especially those who initially queried the reporting which led to the investigation. We have not received any further queries from Parties since then.

A PAB Member queried that whilst the volume of switching is lower than previous months, where we had seen a spike due to internal migration activity, the volume of unsuccessful switch events (e.g. objections, annulments, withdrawals, and erroneous switches) is increasing. The Code Manager provided an update on some of the work we are doing to investigate these trends, especially at a micro-level where certain Parties may be demonstrating specific behaviours which may increase the risk of consumer detriment. However, at the macro level, these trends are not cause for concern.

PAB Members:

- **NOTED** the key updates on Market and Party performance since last month.
- **NOTED** the finalised Annual Ratings.
- **NOTED** the re-introduction of Erroneous Switch Data.
- **NOTED** the data review and reporting based on the data received by 1 September 2024.
- **APPROVED** the updates to the Risk Register.

3. DATA SUMMARY

The Code Manager updated the PAB that we have now exited Sprint 2 and highlighted increased proactive engagement from Parties who have not met their target informing the Code Manager of their state of play and actions they are taking to resolve the remaining items. This is recognised as a positive outcome. The Code Manager presented the PATs that are proposed to be applied to continue to drive momentum for data cleanse.

The Code Manager presented the proposal for Data Cleanse Sprint 3 and noted that the plan for sprint 3 has been adjusted to respond to delays in the MHHS Programme's delivery and subsequent replan.

A PAB Member queried how the Code Manager is managing impacts on Parties who may still be working through their Sprint 2 and having PATs applied, while being asked complete actions from Sprint 3. The Code Manager explained we are engaging with individual organisations who are in this situation to understand the causes for why they did not meet the Sprint 2 Targets and will suggest measures based on that. Initial feedback indicates that the primary driver for slow progress is the lack of awareness of the sprint requirements.

The DNO Representative proposed that the targets for DNOs within Sprint 3 should be deferred. The following queries were raised:

- Whether the items to be cleansed are Supplier responsibilities, what guidance is available and how any blockers could be dealt with.
- Whether MHHS programme activities would already correct these items.
- That a process was required to engage with DNOs as part of setting targets.

The Code Manager noted that the Invalid Topline report (to which the queries related) was not a new report but had been developed by the Faster Switching Programme including the division of data items between the supplier and DNO reports. The DNO report only includes where LLFC is incorrect which is a DNO responsibility. There is existing guidance on the cleansing of these reports.

It was confirmed that the items in the report had been selected based on the MHHS programme changes, and in particular the Topline report was linked to R0083. The Code Manager outlined the engagement that had occurred regarding Sprint content with RIG and via the PA Webinar and confirmed the governance process for target setting was via the PAB.

The Code Manager explained the sprint approach has been developed with the intent to supporting resolution of blockers including where there is a need for cross-party working. Whilst targets are set for each sprint, we are open to engagement with individual or group of Parties to inform the Code Manager about the issues that may be preventing them from achieving their targets. Parties are directed to raise such concerns via the REC Issues Group where the progress against the sprint is tracked every month at a macro-level.

A Supplier Representative queried how the CDSP reconciliations items that form a part of Sprint 3 will be split between Suppliers and Meter Asset Managers (MAMs). The Code Managers explained that MAMs and Suppliers will see their individual pots, as a result each Supplier may need to work collaboratively with multiple MAMs and each MAM with multiple Suppliers based on their portfolio to achieve the targets for Sprint 3.

PAB Members:

- **NOTED** the contents of the update.

- **APPROVED** the PATs proposed for Data Cleanse Sprint 2.
- **APPROVED** the plan for Data Cleanse Sprint 3.

RECPAB_24_0924_01	The Code Manager to check whether the Parties due to receive a PAT in relation to Data Cleanse Sprint 2 were captured in the mid-sprint review PATs and if so what information was provided at the mid-sprint review in regards to the reason for limited progress.

4. SERVICE PROVIDER ASSURANCE

There has been an improvement in Service Provider performance, although some long-running issues still impacting performance. Notably GRDS and EES and GES experienced an improved performance with there being no missing secured active messages from CSS, while DCC performance continues to remain at a similar level to the previous month.

The Code Manager provided an update on the action plans for DCC and RECCo following the Major Switching Incident (MSI) which occurred in July 2023. As some actions still remain open, PAB Members may want to consider whether the risk persists, and the actions need to be seen through to closure through application of PATs or whether PAB are willing to accept the risk and close the overdue actions.

A PAB Member queried the next steps and the Code Manager proposed that it would present a paper at the next PAB meeting setting out the status of actions, the residual risk and proposed next steps for PAB to consider.

PAB Members:

- **NOTED** the updates on Service Provider performance since last month.

5. THEFT SUMMARY

The Code Manager informed the PAB that the Theft Target Methodology (TTM) review has commenced and as part of this review, Parties are asked to provide supporting evidence anonymously which can support changes to Theft Detection Value (TDV).

PAB Members:

- **NOTED** the proposal for TTM Annual Review.
- **NOTED** the update on potential changes to the Theft Incentive Scheme.
- **NOTED** the updates on Theft Detection Incentive Scheme (TDIS) Reporting since last month.

EH, LM, CG joined the meeting.

6. CENTRALISED REGISTRATION SERVICE (CRS) PERFORMANCE CHARGES PRIOR TO R0092A

Firstly, the Code Manager clarified that the paper presented to PAB was authored and reviewed by VS and AM from the Performance Assurance team.
The Code Manager has closely worked with DCC to present the joint position to manage the CRS Performance Charge following the approval of REC Change Proposal R0092A which is due to be implemented as part of the REC release planned for 08 November 2024. The Code Manager and DCC considered various options which were also presented in the paper presented to PAB.
The DCC representative confirmed that DCC support the proposal presented within the paper.
The Code Manager has proposed that performance charges are based upon the R0092A approved service levels from 1 October, which is the start of the next performance quarter rather than being introduced midway through the performance quarter and reporting month as that would result in unnecessary complexity. DCC confirmed this approach provides sufficient time for them to update their reporting.
A PAB Member queried that if this proposal was approved, DCC will not be seeking further requests against the impacted requirements. The DCC representative confirmed they will not be requesting further requests against the requirements amended by R0092A.
A PAB Member acknowledged that is positive to see the CRS Provider working collaboratively with the Code Manager and the PAB.

PAB Members:

- **NOTED** the updates presented jointly by the REC Code Manager and the CRS Provider.
- **APPROVED** the changes approved by the authority as part for R0092A to be applied from 01 October 2024.

EH, LM, CG left the meeting.
CF, HL joined the meeting.

7. AMENDMENTS TO ACCESS AGREEMENT R0069

PAB Members are invited to take the following actions:
For R0069, based on the Code Manager's recommendation, the PAB:

- **APPROVED** the proposed change solution.
- **APPROVED** the proposed implementation approach.
- **APPROVED** the proposed implementation date of 08 November 2024.

8. DATA ACCESS APPROVAL- E POWER

The PAB was presented with a Data Access Approval request. The PAB determines access requests because the PAB is responsible for specifying REC Party, Non-Party REC Service User and REC Service Provider information security and data protection requirements under the REC.

PAB Members:

- **NOTED** the contents of the update.

- **APPROVED** the proposed alterations to the Data Access Matrices.
- **APPROVED** the implementation date of 18 October 2024

CF, HL left the meeting.

9. PAB FORWARD PLANS

PAB discussed and agreed the forward plan. The Code Manager informed PAB Members that the next in-person meeting will be held on 17 December 2024, and asked all PAB Members to note this will not be the last Tuesday of the month.

PAB Members:

- **NOTED** the update.

10. AOB

The Chair presented an overview of relevant future change that RECCo is working on that will have an impact on the REC PAB. This covered:

- Why consumer consent to use data is important in the energy industry and possible governance and delivery roles for REC.
- Government's Smart Secure Energy System project. This is likely to establish standards for Energy Smart Appliances, and create a role for Load Controllers, who manage energy use of these devices. It's likely that REC will have a role providing data, have a role in protecting consumers interests and data, and likely have new types of Party to govern such as Load Controllers.
- Third Party Intermediaries Code of Practice, which covered the progress of the change, input, and interactions with DESNZ and Ofgem and feedback from the consultation. The chair also covered next steps on the REC Change.

The Code Manager presented an update on derogations that are expected to be presented to PAB for consideration in the coming months.

1. During Theft Target setting for 2023/24 the Code Manager experienced issues in calculating targets due to quality of Domestic Premise Indicator (DPI) data. Previously, the Code Manager sought a derogation to calculate targets based on self-reported portfolio adjustments from Suppliers. This was approved and is in place for the current scheme year. At the time of seeking this derogation, the Code Manager had expected a REC change would be progressed for reporting from CSS to enable Suppliers to update erroneous DPI values so that correct values would be available for Theft Target calculation. However, the change process for the CSS reporting has been disappointingly slow, so we expect the derogation will be needed again for the next scheme year. A PAB Member suggested the Service Providers responsible for preparing reporting and providing this data should be asked to attend PAB

and explain what action it is taking to ensure the reporting is made available at pace. PAB Members discussed that this was a recurring issue, which was more significant than solely the DPI issue. Options were discussed on how to resolve this, as well as the precedents in other codes, and it was agreed that as this was an issue that affected multiple services that there needed to be consideration of how this was resolved across the REC, and therefore RECCo are the appropriate Service Provider to take this forward.

RECPAB_24_0924_02	RECCo to propose a mechanism to the PAB make technical changes that do not impact multiple REC Service Users so that minor changes and data requests can be resolved rapidly, similar to the error rectification processes that exist under the BSC, UNC and other market codes such as in water.

2. A regulatory sandbox trial request from a Supplier organisation to make the use of SDEP more efficient. A brief overview of this was provided, with more information to follow. PAB Members expressed support for trialling better ways to use the technology, subject to the detailed paper.

The Code Manager also informed the PAB that the MHHS Programme Plan is currently undergoing recalibration which is expected to move the Programme milestones related to migration of Meter Points by approximately 5 months. A PAB Member queried what this means for the change freeze under the REC. The Code Manager responded that they would work with the wider REC team working on the MHHS Programme and provide the PAB a summary of how the Programme replan impacts activities that the PAB either oversees or feeds into.

RECPAB_24_0924_03	The REC team working on the MHHS Programme to provide PAB a summary of how the MHHS Programme replan impacts activities that PAB either oversees or feeds into.

11. NEXT MEETING DATE

The next meeting of the PAB will be held online on 29 October 2024.