MEETING MINUTES

MEETING	**RECPAB_25_0128**
DATE	**28 January 2025**
LOCATION	**Virtual (via Teams)**

Attendee	Representing	Initials	Role
Jon Dixon	RECCo	JD	PAB Chair
Dorcas Batstone	Independent Member	DBa	PAB Member
Steve Arthur	Independent Member	SA	PAB Member
Steve Verdon	Independent Member	SV	PAB Member
Angela Joyce	Supplier Representative	AJ	PAB Member
Paul Saker	Supplier Representative	PS	PAB Member
Simon Waltho	BSC Representative	SW	PAB Member
Anne Jackson	UNC Representative	AJa	PAB Member
David Brown	MEM Representative	DB	PAB Member
Alice Williams	Citizens Advice	AWi	PAB Member
Paul Everett	Supplier Representative	PE	PAB Member
Fungai Madzivadondo	DNO Representative	FM	PAB Member
Marina Papathoma	GT Representative	MP	PAB Member
Oorlagh Chapman *(attended as an observer)*	Supplier Representative	OC	Regulatory Manager
Tanya Mason-Hawes	Code Manager	TMH	PAB Secretary
Andrew Waghorn	Code Manager	AWa	Performance Assurance Analytics Lead
Vaishnavi Sharma	Code Manager	VS	Performance Assurance Manager
Walter Carlton	Code Manager	WC	Performance Assurance Partner
Anton Moden	Code Manager	AM	Performance Assurance Lead
Anna Weeks	RECCo	AWe	RECCo
Shelley Rouse	Code Manager	SR	Operational Account Manager
Elise Hardy	Code Manager	EH	Release Manager

1 REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

The Chair welcomed attendees to the meeting of the PAB. The Chair welcomed Oorlagh Chapman to act as an observer to support in her role as an alternate committee member. There were no apologies.

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 17 December 2024. PAB Members reviewed the open and overdue actions. Six actions 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. The six actions **APPROVED** by the PAB to close were:

- RECPAB_24_1029_01
- RECPAB_24_1029_12
- RECPAB_24_1126_01
- RECPAB_24_1217_01
- RECPAB_24_1217_02
- RECPAB_24_1217_03

An update was provided by the Code Manager on engagement with an underperforming Supplier following issue of Action Plan with Periodic Monitoring and Closure Report PAT, and potential cross-code co-ordination. A PAB member informed the PAB that the Supplier that was in attendance at the December DAB attended a meeting with the BSC Panel. There has not been an improvement in their targets and as such are at risk of further escalations.

The PAB Chair informed the PAB that SECCo have been contacted and invited to nominate a representative to join the REC PAB. The specific individual is yet to be identified, but it is hoped there will be a SEC PAF representative able to join soon.

2 DATA ACCESS REQUESTS

EH joined the meeting.

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.

A. *Removal of category condition for TPI and TPIs organisations from the gas data access matrix*
B. *Switching Service Desk.*
C. *Addition of Radio Teleswitch support category to the electricity data access matrix.*
D. *Addition of data item to the housing association category to support Radio Teleswitch switch off.*

The PAB also agreed to add to the agenda of the June 2025 PAB meeting to schedule an update on the Radio Teleswitch issue that will include an update on whether any further action is required under the REC.

A PAB member queried if the Code Manager was proactive in informing eligible organisations that they could access REC Services. The Code Manager responded that this was not currently undertaken but the Code Manager could review how this could be delivered. The Performance Assurance Lead highlighted that there was an interaction with the change R0148, and the actions taken should be considered in context of when R0148 goes live. PAB members further discussed whether there was validation if data access requests had served their intended purpose, with the Code Manager agreeing to update the PAB on a later date on this topic in more detail. The following action was captured:

- RECPAB_25_0128_02 - The Code Manager to identify the timeline for R0148 and suggest appropriate actions to validate if data provision is effective and publicise data access as appropriate.

PAB Members:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Gas Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to Appendix 1 of the Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document;
- **APPROVED** the Code Manager's implementation date of these changes for 28 February 2025.

EH left the meeting.

3 TRANSFORMATION ASSURANCE

The PAB Chair presented the RECCo Forward Work Plan (FWP) which is published on an annual basis and goes consulted upon in mid-January 2025. It sets out the rationale for the RECCo budget and forward-looking plan for the coming year. The responses to that consultation are taken to the RECCo Board in February.

It included the strategic aims; key focuses for 2025 to 2026 as well as further detail on achievements and planned activities for code manager services; energy theft and losses reduction; Code reform and licence; consumer consent; and smart secure electricity systems.

The PAB Chair discussed the Ofgem Consumer Outcomes Framework and informed PAB Members that consumer data can already be used but there is a requirement in the licence to state it can only be used more granularly than once a month providing there is explicit permission from the consumer. Going forwards, the Code will be required to share the data with parties beyond their existing supplier. As such, it is essential that permissions are revised and updated.

PAB Members:

- **NOTED** the update.

4 MHHS UPDATE

The Code Manager provided an update to PAB in relation to the proposed updates to the following MHHS Qualification documents developed by the Balancing and Settlement Code (BSC) and Retail Energy Code (REC).

These documents were last approved by PAB in August 2024 and have been updated to reflect changes in the MHHS Plan following the approval of CR055. Additionally, the annexes further clarify the role of the DIP Manager in MHHS Qualification, particularly to assure non-functional requirements which are set out within the DIP Rules. A small number of housekeeping changes have also been made. These documents have been through industry consultation and endorsed by the members of the Qualification Working Group on 14 January 2025.

PAB Members:

- **APPROVED** the Code Manager recommendation to publish the MHHS Qualification Approach and Plan v3.2 with a condition that they are approved by the MHHS QAG and BSC PAB;
- **APPROVED** the Code Manager recommendation to publish the MHHS QA&P Annex 1 Non SIT LDSO MHHS QT v2.2 with a condition that they are approved by the MHHS QAG and BSC PAB;
- **APPROVED** the Code Manager recommendation to publish the MHHS QA&P Annex 2 Non SIT Supplier and Agent MHHS QT v2.2 with a condition that they are approved by the MHHS QAG and BSC PAB.

5 PERFORMANCE ASSURANCE AND SERVICE PROVIDER ASSURANCE

The Code Manager informed PAB Members of Supplier responses received following the PATs issued in December. The initial responses from these Suppliers have not provided confidence on the actions being taken to address the concerns, so the Code Manager requested approval to apply further targeted PATs. Further, it was noted that for the Parties that have not engaged, the Code Manager will engage with them to gain an understanding as to why this is the case. A PAB Member queried whether there was evidence of prior intervention reviews having the desired impact, to which the Code Manager informed the members that it has in some cases and that in others it has been useful to understand the context behind the performance.

The Code Manager presented the Service Provider Assurance paper and asked the PAB if they wished to submit a response to DCC's consultation relating to its draft Address Quality Plan. A Supplier Representative queried if there was sufficient consideration of the role that Suppliers could take in resolving address issues, as they could arise as DCC's and Supplier's systems were out of sync. They suggested that a pilot project to trial this approach would be a positive action to improve the address quality plan. The Code Manager agreed to communicate this to DCC, and on the basis a single piece of feedback had been identified it was agreed to not respond to the consultation. The following action was captured:

- RECPAB_25_0128_01 - THE CODE MANAGER TO SHARE WITH SENIOR STAFF AT DCC THE PROPOSAL TO PILOT SHARING ADDRESS DATA WITH SUPPLIERS TO VALIDATE AND CLEANSE TO UNDERSTAND IF COMPLETING THIS ACROSS THE INDUSTRY WOULD BE COST BENEFICIAL.

PAB Members:

- **APPROVED** the application of PATs for Data Cleanse as set out in section 3 of the Performance Assurance paper (RECPAB_25_0128_05_01);
- **NOTED** the key updates on Market and Party performance since last month;
- **NOTED** the reporting based on the data received by 1 January 2025 and proposed PATs based on performance insights;
- **NOTED** the Mid-sprint review of Data Cleanse Sprint 3 along with proposed PATs;
- **NOTED** the Reporting on the Theft Detection Incentive Scheme performance along with a progress update on the development of 2025/26 Scheme Year Target.

The Code Manager informed the PAB Members of the ongoing improvement in Service Provider performance, although issues are still impacting performance in certain areas. Notably, GES

experienced a particular degradation in performance in November and December whilst GRDS and EES continue to perform well. The Centralised Registration Service (comprising of CSS, CSS CA and SO) and ERDS continue to perform at a similar level to the previous month.

PAB Members discussed the Address Quality Plan published by DCC and shared feedback ahead of the consultation closing date on 31 January 2025. The Code Manager to discuss with senior staff at DCC that more work could be done with Suppliers (to align with the increased work already in place with the Networks).

PAB Members:

- **APPROVED** the proposed information request for the GES and EES deep dive and suggest any additional areas they would like to be covered;
- **APPROVED** the proposed recommendation for the delivery of RPS Key Performance Indications (KPIs) review.

6 OPERATING PLAN AND FORWARD LOOK UPDATE

The PAB discussed and agreed the forward plan.

PAB Members:

- **NOTED** the update.

7 ANY OTHER BUSINESS

During the other business section, the Code Manager provided an update on progress relating to Suppliers who have appointed Metering Operating Agents (MOAs) that are no longer qualified. The Code Manager noted the majority of Suppliers had made progress, but that further work was needed to address the issue.

PAB Members:

- **APPROVED** the proposed PATs on relevant Energy Suppliers so that affected customers all have a qualified MOA.

8 NEXT MEETING DATE

The next meeting of the PAB will be held via Teams on 25 February 2025.