PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT
Date: 28/01/2025
Via Teams

This Headline Report provides summary of the matters discussed and a record of the decisions made by PAB Members at the PAB meeting on 28 January 2025.

1 REVIEW OF OPEN ACTIONS AND APPROVAL OF DRAFT MINUTES

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.

2 DATA ACCESS REQUESTS

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.*

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.

3 TRANSFORMATION ASSURANCE

The PAB Chair presented the RECCo Forward Work Plan 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.

PAB Members:

- **NOTED** the update.

4 MHHS UPDATE

The Code Manager Change Lead provided an update to PAB in relation to the proposed updates to the MHHS Qualification Approach and Plan (QA&P) which is the high-level approach and plan for the delivery of MHHS Qualification in relation to the Balancing and Settlement Code (BSC) and Retail Energy Code (REC).

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 further Suppliers where performance issues have been identified on review of their response to Enquiry 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.

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.

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 NEXT MEETING DATE

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