RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

REFERENCE	**RECPAB_25_0128_06a**
STATUS	**FOR INFORMATION**
PAGES	**4**

DEEP DIVE DISCUSSION INTO ASSURANCE (FOLLOW UP FROM DECEMBER)

AUTHORED BY: TANYA MASON-HAWES – PERFORMANCE ASSURANCE INDUSTRY ENGAGEMENT LEAD, REC CODE MANAGER.
REVIEWED BY: ANTON MODEN AND WALTER CARLTON - PERFORMANCE ASSURANCE LEAD, REC CODE MANAGER

FOR INFORMATION 	This paper provides a summary of the matters discussed during the Deep Dive Discussion into Assurance at the 17 December 2024 Performance Assurance Board.

RETAIL ENERGY CODE

1 SUMMARY OF MATTERS DISCUSSED

Title	Strengths	Opportunities	Aspirations	Results
Metering Accreditation	1. On site to verify operating with CoMCoP. 2. Based on function.	1. Improved synergy between Gas and Electric. 2. Improvements in CDSP Data. 3. Improve guidance on expectations for flow quality and mandatory fields.	1. Align Market Entry with Performance Assurance issues (ongoing).	1. Billing attributes need to be correct, this shouldn't mean customers pay twice.
Party and Service Provider Assurance	1. It is a data driven approach. 2. Approach to data cleanse. 3. Code Manager considers Party context and takes proportionate action. 4. Risk Monitoring identifies areas for Code improvements and swift hand-offs to REC Change.	1. Moving from reliance on Party reports to central system report can reduce reporting lag. 2. What are other sources of data, e.g. market sentiment analysis? 3. Review deep dives to ensure they are they working, and how they could deliver more value. 4. Party Metering Performance Monitoring: - Independent evaluation of MEMs; - Suppliers need support with customer appointed MEMs; - Replay webinar feedback to PAB;	1. To have 100% coverage on Party reports. 2. To be more quality focused. 3. To review the SLAs monitored so that they reflect the user expectations. 4. For the gas coverage to equalise that of electricity.	1. Demonstrate how assurance actions impact the level of risk improvements. 2. Service Provider Assurance reporting to set out it impacts the industry. 3. Improve collaboration across the code.

Title	Strengths	Opportunities	Aspirations	Results
		- Data cleanse sprint 2.0 (aim to drive resolution reports below a specified level); - Data cleanse as a PAT; - More reports from CSS/DIP; - Cross code alarms and monitoring; - Aim to be less electricity-biased.		
Stakeholder engagement	1. The collaboration between the OAMs and Party Assurance. 2. The 1:1 opportunities to engage with the OAMs and Party Assurance teams and provide more personalised support. 3. Being clear on 'enquiry' vs 'information request' to allow more informed conversations (e.g. non-domestic objection complexity). 4. OAM stakeholder voice during PAB sessions. 5. Positive feedback on engagement noted. 6. Engagement with COGs, and working with DNOs in particular in the places that the DNOs already are. 7. Better integration with the BSC over time.	1. Opportunities to work in 'for / against' scenarios with Parties, such as those presenting during the December PAB. 2. Include OAM engagement level rating as part of a performance issue discussion. 3. Are there other places like COGs? 4. Further development in this area of coordination, building on success.	1. Greater interaction between REC and Ofgem	

Title	Strengths	Opportunities	Aspirations	Results
Integration with the change process	1. Mechanics and presentation of Change and the corresponding paperwork have improved. 2. Change section during PAB meetings is really useful. 3. Changes that were identified through the Performance Assurance activity to address issues.	1. Should there be an extra touchpoint as a learning for R0155? 2. A slightly deeper dive on the most impactful changes. 3. Clarity on the benefits realisation on more material changes. 4. A benefits realisation for R0155. 5. A heads up of what is coming further down the line for PAB members to have an awareness of the more significant changes. 6. There is a large amount of change which affects things, some of which have very long documents. Can this be improved?	1. To have eyes on the correct subset of changes. 2. Keen on the context / perspective, i.e. are these tactical vs strategic? What are the frictions to be resolved?	
Other			1. For the PAB Papers to be more innovative and modern as currently there is a large amount to read and the presentation is rather traditional.	