RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 29/04/2025
Via Teams

This Headline Report provides a summary of the matters discussed and a record of the decisions made by PAB Members at the PAB meeting on 29 April 2025.

1 APPROVAL OF PREVIOUS MINUTES AND REVIEW OF ACTIONS LOG

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 25 March 2025. PAB Members reviewed the open and overdue actions.

2 DEROGATION APPLICATION

The Code Manager presented a paper which covered how certificates to the Central Switching Service (CSS) test environment being used for Market-wide Half Hourly Settlement (MHHS) testing are to be managed. Specifically, it was proposed that the test certificates relating to Rebel Energy are maintained to avoid disruption to the MHHS Programme, following Rebel Energy entering the Supplier of Last Resort (SoLR) process.

PAB Members:

- **APPROVED** that the test certificates relating to Rebel Energy are maintained to avoid disruption to the MHHS Programme, following Rebel Energy entering the Supplier of Last Resort (SoLR) process.

3 R0202 CHANGE REPORT

The Code Manager presented an update to the R0202 Change Report. Following industry consultation, the Code Manager had completed the Change Report (Final Recommendation) for decision by the PAB and no amendments were made to the proposed solution or implementation approach.

PAB Members:

- **REVIEWED** the contents of the Change Report and the Code Manager recommendation;
- **APPROVED** the proposed change solution;
- **APPROVED** the proposed implementation approach; and
- **APPROVED** the proposed implementation date of 27 June 2025.

4 EES PERFORMANCE UPDATE

The Code Manager introduced the PAB deep dives for key REC Services in 2025, commencing with a deep dive into EES performance. Representatives from RECCo and C&C Group presented a covering paper which consolidated performance for the relevant period and key Code Requirement areas such as Security Accreditation, System Access and User Management.

PAB Members:

- **NOTED** the contents of the paper, provided to support the PAB in their consideration of information provided by the RECCo and the EES Service Provider.

5 GES DEEP DIVE

The Code Manager introduced the PAB deep dive into GES performance. Representatives from RECCo; Xoserve and Correla presented an information paper on GES activity and performance which considered the areas where the Service is currently not meeting its target performance levels and issues that have been experienced in recent months.

PAB Members:

- **APPROVED** the Periodic Monitoring Performance Assurance Technique (PAT) to be applied from the options presented in Section 3 of the paper.

6 CRS IMPROVEMENT

Representatives from RECCo and DCC presented an update on the CRS Improvements Plan which was requested by Ofgem, whereby the objective is to deliver improvements to the delivery of the CRS that will benefit industry and consumers. The plan comprises five workstreams and has been developed in line with the priorities set out in Ofgem's decision document on the future of the Centralised Registration Service (CRS) and reported stakeholder feedback.

PAB Members:

- **NOTED** the plan.
- **AGREED** that a quarterly frequently for updates on progress and the delivery of benefits is sufficient (with the next update being July 2025).

7 DATA ACCESS REQUESTS AND UPDATE ON THIRD-PARTY LEGAL ADVISERS

The Code Manager updated the PAB on a previous action from February's PAB. They also presented a Data Access Request for additional data items to help identify when a Radio Teleswitch (RTS) may be present within Housing Association properties.

PAB Members:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's implementation date of these changes for **09 May 2025**.

8 QUALIFICATION UPDATE

The Code Manager presented an update on Qualification and matters including the I0218 Proposal; work-off plan; Market Entry and Metering Trackers; and MHHS Qualification Documentation**.**

PAB Members:

- **APPROVED** that updates to MHHS Qualification document can be approved by the Code Manager where:
  - The initial document was previously approved by PAB; and
  - The updates to the document do not substantially change the approach taken to MHHS Qualification, but instead reflect practical and housekeeping changes.

9 OPERATING PLAN

The Code Manager provided an update on the amendments made to the PAB Terms of Reference as well as further updates to specific actions.

PAB Members:

- **NOTED** the update.

10 PARTY ASSURANCE UPDATE

The Code Manager updated the PAB on the status of the Party currently under the Specific Condition Performance Assurance Technique (PAT), who also attended PAB to discuss their progress and answer questions from PAB Members. The Code Manager explained that the Supplier had actively engaged to demonstrate progress against the exit criteria set out by the PAB in December to enable resumption of the ability to register customers on CSS which had been temporarily suspended. The Code Manager communicated the recommendation that should the Party breach the revised CME cap of 45,000 meter points it will suspend CSS access and bring forward recommendations to the PAB to consider the application of escalation PATs such as the Event of Default PAT.

The Code Manager highlighted a Supplier Party not currently operating as a Qualified Electricity Supplier, and recommended the revocation of the Party's access to CSS and a referral being made to Ofgem.

The Code Manager also provided a high-level update on the analysis of Switching trend data and recommended new measures for monitoring. Based on feedback from REC Issues Group (RIG) members, the Code Manager proposed to introduce Specific Topic Monitoring PAT to understand the trends and their root causes and assess whether it is beneficial to measure these monthly.

PAB Members:

- **APPROVED** the Code Manager to suspend the Party's ability to register customers on CSS if they breach their Controlled Market Entry (CME) conditions again following the removal of CSS restrictions currently in place and to raise escalation PATs for PAB's approval, as set out in section **Error! Reference source not found.** of the paper.
- **APPROVED** the revocation of a Party's access to CSS as they are not operating as a Qualified Electricity Supplier and make a referral to Ofgem of this decision as set out in section **Error! Reference source not found.** of the paper.

  APPROVED the application of the Specific Topic Monitoring PAT as set out in section **Error! Reference source not found.** of the paper.

11 NEXT MEETING DATE

The next meeting of the PAB will be held online via Teams on 27 May 2025.