RETAIL ENERGY CODE

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

# PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

## Date: 27/05/2025
## Online 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 27 May 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 29 April 2025. PAB Members reviewed the open and overdue actions.

## 2 SANDBOX APPLICATION

The Code Manager presented a Sandbox Application on behalf of a REC Party. The application relates to granting the REC Party a Derogation from the prohibition of using robotics in SDEP to facilitate a trial of bulk-resolution process to produce greater customer outcomes.

PAB Members:

- **CONSIDERED** the Sandbox Application received and the consideration points set out in the paper;
- **APPROVED** granting the Sandbox trial and Derogation in principle (noting that a further Impact Assessment will be carried out, with implementation of system pre-requisites to be prioritised by RECCo Ltd based on wider activities);
- **APPROVED** the pre-requisites and conditions proposed for the Derogation;
- **NOTED** that the use of robotics will be subject to the SDES Provider being able to establish a satisfactory solution that will enable robotics to be suspended if needed;
- **APPROVED** the timescales for the Sandbox trial and Derogation as two years from commencement, or until the implementation or rejection of R0161 – whichever is sooner (noting, prior to commencement SDEP system upgrades will first be required followed by a three-month monitoring period to establish baseline system performance); and
- **CONFIRMED** that PAB recognise that the risks created by enabling use of robotics on the SDEP are considered low although they cannot be fully mitigated.

## 3 DATA ACCESS REQUESTS

The PAB was presented with two Data Access Approval requests. One was for the Office for National Statistics, and the other was for the Performance Assurance Framework Administrator (PAFA). The PAB determines requests because the PAB is responsible for specifying REC party, Non-Party REC, REC Service User and REC Service Provider information security and data protections under the REC.

One PAB Member abstained from voting on the data access request for PAFA due to their involvement with that entity.

PAB Members:

- **APPROVED** the data access request for the Office for National Statistics**;**
- **APPROVED** the data access request for the PAFA;
- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document; and
- **APPROVED** the Code Manager's implementation date of these changes for 06 June 2025.

## 4 CHANGE MANAGEMENT PERFORMANCE UPDATE

The Code Manager presented the review of a sample of changes and the corresponding benefits achieved post implementation as well as the progress of previously agreed actions. This review also detailed the overall findings discovered through the process, particularly identifying where the change process could be improved further.

PAB Members:

- **NOTED** the update.

## 5 CRS PERFORMANCE CHARGES

The PAB considered the Code Manager's recommendation to approve the Performance Charges applied to the CRS Provider for the quarter ending 31 March 2025 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by the PAB in March 2024. No exemption request was submitted by the CRS Provider.

PAB Members:

- **APPROVED** the Performance Charges applied to the CRS Provider for the quarter ending 31 March 2025 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by the PAB in March 2024.

## 6 OPERATING PLAN

The PAB considered the Code Manager's update on the Operating Plan.

PAB Members:

- **NOTED** the update.

## 7 PARTY ASSURANCE UPDATE

The PAB considered an update on Party Assurance from the Code Manager. The PAB noted the key updates on Market and Party performance since last month, with the data review and reporting based on the data received by 1 May 2025.

PAB Members:

- **APPROVED** the actions recommended by the Code Manager in Section 1.2 to resolve the misalignment of registration data between CSS and a DNO's registration system.
- **APPROVED** the consultation to seek Party views on the Annual Rating Proposal as outlined in RECPAB_25_0527_07A and allow the Code Manager to submit a paper by 20 June for the PAB to understand the feedback and approve the criteria at the June PAB meeting.
- **APPROVED** the proposed PATs to be issued to relevant Parties as outlined in Section 3.
- **APPROVED** the proposed change in the threshold for risk driver 8.11 (Non-Domestic Objections) to reduce the impact of peaks noted around the contract renewal window.

## 8 UPDATE ON DATA RETENTION RELEASE

The Code Manager provided an update on the REC Portal data retention release which is the removal of files uploaded to Portal that are older than 60 days.

PAB Members:

- **NOTED** the update.

## 9 R0238 CHANGE REPORT

The Code Manager presented an update to the Performance Assurance Report Catalogue (PARC) following the annual review. The Change Proposal presented sought to implement these updates, thereby introducing the newest version of the PARC.

The PAB:

- **APPROVED** the proposed change solution;
- **APPROVED** the proposed implementation approach; and
- **APPROVED** the proposed implementation date of 27 June 2025.

## 10 ANY OTHER BUSINESS

The Code Manager updated the PAB on change R0173 relating to improvements to the Theft Detection Incentive Scheme (TDIS). Ofgem had approved the change on 22 May 2025, and the Code Manager and Change Team are working through when is best to implement the change as the new Theft Year has already begun. Further, the Code Manager highlighted from Ofgem's letter of approval that there is already a provision with the REC to allow PAB to conduct a specific level of review on the quality of the theft data reported.

PAB Members:

- **NOTED** the update.

## 11 NEXT MEETING DATE

The next meeting of the PAB will be held in-person on 24 June 2025.