RETAIL ENERGY CODE

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

PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 29/07/2025
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 29 July 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 24 June 2024. PAB Members reviewed the open and overdue actions. Five actions were closed following information provided in the meeting papers or via a verbal update.

2 REC TRANSFORMATION: DIGITAL SERVICES

The Director of Operations Programmes at RECCo provided an update to the PAB on the progress of the Digital Services Project, detailing activity so far and the intended next steps, including a high-level plan to November 2026.

The PAB noted that a dedicated technology partner has been appointed who will commence work shortly alongside the User Test Group to test and refine improvements to the REC Portal, with the aim of launching the new digital services on 1 September 2026.

The PAB:

- **NOTED** the update.

3 CRS IMPROVEMENTS UPDATE

A representative from DCC presented an update on the CRS Improvements Plan to the PAB, as requested by Ofgem, further to the previous update in April. An update was provided for each of the five workstreams, detailing what progress has been made over the period, what the focus is for the next period, and any key risks, issues and dependencies.

The PAB discussed the appropriate cadence of reporting and confirmed it wished to receive quarterly updates.

The PAB:

- **NOTED** the update.

4 SERVICE PROVIDER ASSURANCE UPDATE

The Code Manager presented an update on the performance of REC Services (up to June 2025) and on the RTS Key Performance Indicators (KPI) review. PAB Members took a number of key decisionson the RTS KPIs.

The PAB:

- **APPROVED** the proposed recommendation for the delivery of the RTS KPIs review

5 I0180 ASSURANCE UPDATE

The Code Manager presented an update on the assurance options required for I0180. The paper invited PAB to determine the assurance approach to be included in response to the I0180 change consultation.

The PAB:

- **APPROVED** the Risk Driver Monitoring, described in Section 3 of the paper, to be applied as the assurance technique to be used in implementing the proposed change.

6 PARTY ASSURANCE UPDATE

The Code Manager presented an update on Party Assurance, including observations from the Sprint 4 mid-sprint review and the proposed PATs, as well as an update on the Theft Detection Incentive Scheme for 2024/25.

The PAB:

- **NOTED** the update.

7 DEROGATION APPLICATIONS

The Code Manager updated PAB on two Derogation Applications that had been received. The first application was received on 4 July 2025 from the Parties in the Opus Group. The Derogation relates to the 2024-25 Theft Detection Incentive Scheme (TDIS). Opus has sold a large proportion of its portfolio to EDF, and both organisations wish to transfer the target and confirmed thefts along with the sale.

The Code Manager confirmed that if approved, the Derogation would have no impact on other TDIS Suppliers, only Opus Group Parties and EDF.

The PAB:

- **APPROVED** the Derogation Application as set out in the paper, including the timescales and recommended conditions.

The second application was received on 21 July 2025 and relates to the requirements placed on the REC Code Manager in Schedule 11, Paragraph 10.2 and the starting of the annual 'Unallocatable transactions' process. The application requests that the start date be moved from July to October to allow the process to be run as effectively as possible.

The PAB sought reassurance that communication would go to Parties about this Derogation. The Code Manager confirmed that if approved, communication would commence immediately after the PAB meeting.

The PAB:

- **APPROVED** the Derogation Application as set out in the paper.

8 DATA ACCESS REQUESTS

The PAB were presented with a paper from the Code Manager seeking changes to the Electricity Data Access Matrix; the Department for Energy Security and Net Zero had raised two requests related to regular reporting and a bespoke report to support a meter recall event, and East Lothian Housing Association had raised one request related to Radio Teleswitch Service support.

The PAB:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix; and
- **APPROVED** the Code Manager's implementation date of these changes for **22 August 2025.**

9 QUALIFICATION UPDATE

The Code Manager presented an update on Qualification activities, including its intention to publish REC Assessment Criteria for MHHS Qualification v4.1, which has been updated with the latest version of MHHS Business Requirements and Design Requirements, and additionally reflects some agreed changes to the Qualification Requirements-to-Test-Traceability-Matrices (RTTMs).

The PAB:

- **NOTED** the update.

10 PERFORMANCE ASSURANCE OPERATING PLAN 2025/26

The Code Manager presented an update to PAB on the Performance Assurance Operating Plan (PAOP) for 2025-26 further to last month's interactive session feedback and input from various REC Stakeholders. The paper outlined those insights to inform PAB's decision on activities to include within the PAOP for 2025-26 and invited PAB to take a decision on the PAOP activities.

The PAB suggested the Code Manager incorporate both the outcome and benefits that are being sought from planned activities in Appendix B. The Code Manager confirmed it would add this before sharing the PAOP for wider consultation later in the week.

The PAB:

- **APPROVED** the Performance Assurance activities to be planned for 2025-26.
- **APPROVED** the draft timetable for those activities for further consultation and refinement before the final PAOP is presented to PAB for approval at the August meeting.

11 OPERATING PLAN

The Code Manager updated PAB on the Operating Plan, detailing the intended actions between now and the start of the new Performance Assurance Operating Plan 2025/26 from September.

The PAB:

- **NOTED** the update.

12 PARTY ANNUAL RATING

The Code Manager presented an update to the PAB on the Party Annual Rating Decision, where the criteria approved in June 2025 was applied to the performance data to validate if the criteria have the expected effect. A minor change in the criteria was approved, to reflect all of the escalation and remediation PATs within the Performance Assurance Methodology and Techniques document. The Code Manager advised PAB of the next steps for the query window before ratings are published.

The PAB recommended further communication with those Parties rated as 'severe weaknesses' beyond only the Contract Manager. The Code Manager accepted this recommendation.

The PAB:

- **APPROVED** updating the criteria to include the two remediation PATs.
- **APPROVED** organisations with repeated Severe Weaknesses requested to attend the PAB, as set out in the paper.

13 AOB

The Code Manager reminded PAB Members of the MHHS Upskilling Session for Committee Members being held by the Code Manager teams on Thursday 31 July 12-2pm.

The PAB Chair circulated a link to the annual stakeholder satisfaction survey which was published last week and can be found here.

The PAB Chair advised they had sought an update from the DNO raised at the last PAB, in relation to the ongoing operational dispute but had not heard back. The Chair agreed to ask for regular updates for PAB.

The PAB Chair noted it had been some time since the PAB were updated on the reprocurement of the Performance Assurance services. It was agreed that the RECCo would be asked for an update ahead of the next scheduled PAB meeting in August.

The PAB Chair advised they would bring updates to the next PAB meeting in relation to the Actions on the Data Use and Access Act and the impact on two programmes – Consumer Consents and Tariff Interoperability. The PAB Secretary shall include time within the August agenda for this.

The PAB Chair noted that the September PAB meeting will be held in-person.

14 NEXT MEETING DATE

The next meeting of the PAB will be held online on 26 August 2025.