RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 26/08/2025
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 26 August 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 July 2025. PAB Members reviewed the open and overdue actions. Three actions were closed following information provided in the meeting papers or via a verbal update.

2 DATA ACCESS REQUESTS

The PAB were presented with a paper from the Code Manager seeking the addition of a new category for the National Energy System Operator (NESO) to the Electricity Data Access Matrix and the necessary alterations of associated documents.

The PAB:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to Appendix 1;
- **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 **26 September 2025.**

3 QUALIFICATION UPDATE

The Code Manager presented an update to the PAB on Qualification activities, including on the MHHS Qualification progress for Parties broken down by target timeframes. The Code Manager also sought PAB approval for escalating PATs for Parties who had not completed their MHHS Legacy Assurance PAT. Additionally, the Code Manager informed the PAB of a potential issue with reports from CSS that was discovered during the MHHS Legacy Assurance activity. The Code Manager outlined a series of actions that they, along with other REC Service Providers, will take to resolve the matter over several months with an update to PAB in September.

The PAB:

- **NOTED** the potential issue noted with reports from CSS during MHHS Legacy Assurance, and the further verbal update provided during the PAB Meeting by the Code Manager.
- **APPROVED** the following for Parties that have not provided the Legacy Assertion by 08 September 2025:
    - In the case that the Party is a Supplier, an Escalation PAT will be applied to refer the Party to Ofgem.

- In the case that the Party is a MOA, the Code Manager will notify the Supplier(s) that have appointed the MOA that their agent has not completed the assertion.

4 DATA ERROR RESOLUTION PROCESS

The REC Technical Services (RTS) Code Manager presented the PAB with an update on the Data Error Resolution Process arising from the PAB action (RECPAB_24_0924_02). PAB were updated on the steps that have been taken since the action was agreed, including the development of requirements to inform the design of the process. The Code Manager also advised PAB of the two-phase approach that it intends to proceed with to enable delivery of the process.

The PAB:

- **NOTED** the proposed Data Error Resolution process ahead of initiation of phase 1 (process design); and
- **DISCUSSED** the proposed process and offered guidance on any notable improvements.

5 RTS DEEP DIVE

The Code Manager presented the PAB with the findings of its recent deep dive into the RTS Code Manager's role, following the previous deep dive in July 2024. The deep dive focused on three key areas to highlight the purpose and aim of the service, and the paper presented several recommended actions for RTS / RECCo to undertake.

The PAB:

- **NOTED** the update and the recommended actions resulting from this deep dive.

6 PARTY ASSURANCE UPDATE

The Code Manager presented an update to the PAB on Party Assurance as part of the active cycle month. Additional updates were provided on the Annual Rating 2024-25 process and the Theft Detection Incentive Scheme Debit/Credit calculations. The Code Manager also informed PAB of a potential non-compliance matter raised by a MEM and discussed with the PAB potential routes for investigation and escalation.

The PAB:

- **APPROVED** the application of an Information Request PAT to the MEM if it does not voluntarily provide further information to support further investigation.
- **APPROVED** the application of an Information Request PAT to the Supplier against whom the tip-off is being made.
- **APPROVED** the application of the PATs as set out in Section 6 of the Party Assurance paper.

7 CRS PERFORMANCE CHARGE

The PAB considered a report from the Code Manager in relation to a Performance Charge for the Central Registration Service (CRS) for the period from 01 April 2025 until 30 June 2025.The paper detailed the breakdown of the charge for PAB to consider.

The PAB:

- **APPROVED** the Performance Charges applied to the CRS Provider for the quarter ending on 30 June 2025 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by PAB in March 2025.
- **NOTED** that no exemption request was submitted by the CRS Provider for this period.

8 PERFORMANCE ASSURANCE OPERATING PLAN

The Code Manager updated PAB on the Operating Plan, detailing the actions taken in the final month of the current Performance Assurance Operating Plan (August 2025). The Code Manager also presented an update to PAB on the PAOP for 2025-26 further to last month's feedback and subsequent consultation with Parties and sought approval for the PAOP as presented.

The PAB:

- **APPROVED** the Performance Assurance Operating Plan (PAOP) 2025-26 presented in RECPAB_25_0826_09A for publication along with the responses to the Category 3 consultation feedback presented in RECPAB_25_0826_09B.

9 AOB

The PAB Chair advised that RECCo had responded to Ofgem's consultation on extending Data Best Practice Principles to Code Bodies and a copy of the response can be found here. The Chair advised that the REC had already began the work to embed these principles, including through the Data and Digitisation Strategy. The Chair committed to providing more visibility to the PAB in due course on the impact this will have on the strategy and other ongoing work.

The Chair advised the PAB that RTS were already reviewing the Data and Digitisation Strategy and encouraged PAB Members to engage with the review process, and asked Members to contact the Chair directly to ensure these discussions are arranged.

The Code Manager reminded PAB Members that the next meeting of the PAB will be in-person, with details to follow in due course.

10 NEXT MEETING DATE

The next meeting of the PAB will be held in person on 30 September 2025.