RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD OPERATING PLAN UPDATE AND PERFORMANCE ASSURANCE OPERATING PLAN 2025-26

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FOR DECISION	Section 1 of this paper covers an update on the progress of the Performance Assurance Operating Plan (PAOP) for 2024-25, which is due to end in August 2025. In Section 2, the Code Manager provides an update on the PAOP 2025-26 consultation following the update to PAB in July 2025, where a number of recommendations were made by PAB Members. The Code Manager recommends PAB to: • **APPROVE** 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.
APPENDICES	RECPAB_25_0826 _09A – Performance Assurance Operating Plan for 2025-26 v6 RECPAB_25_0826_09B – PAOP v6 Consultation Responses

1 LOOK AHEAD ON PAOP

The table below outlines the key activities that have been planned for the next two months of the 2025 performance year. These activities are in addition to Monthly Performance Assurance activities such as Market Entry Assessment, Maintenance of Qualification, Monthly Risk Determinations where all Retail Risks are monitored, Specific topic monitoring on Metering updates and other Associated Operational Processes.

Key:		
		Planned activity
		Planned sub-activity
		Potential activity dependent on performance
	✓	Completed
		Activity on hold

Activity	Aug-25
A3. Gas meter data reconciliation and associated PATs[1]	✓
A4. Smart Meter Installation Survey and associated PATs	✓
A6. Application of quarterly PATs	
A8. Party Annual Rating	✓
A8.4 Annual Rating – Publish rating	✓
C3.1d PAB Deep Dives: Code Manager Operational Update – Technical Services	✓
C6. CRS Performance Charge	✓
D2.2b Sprint 4 - Execution	✓
D2.2c Sprint 4 – Mid-sprint Review	✓
E1.5 TDIS – Credits and Debits Communicated	✓
E2. Verification of ETTOS confidentiality (part of Maintenance of Qualification)	✓
E3. Verification of TDIS Submissions (subject to agreement with RECCo)[2]	

[1] This is currently with the CDSP to process, and the data for anomalies identified is expected to be shared by mid-July. The Code Manager has not received any escalation requests for PAB from CDSP for any instances of non-submission.
[2] With the approval of R0173, the Code Manager is now looking to implement this in the new performance year.

2 PERFORMANCE ASSURANCE OPERATING PLAN (PAOP) 2025-26

Following discussion at PAB in July, the Code Manager updated the feedback from PAB to include:

- Actions to enable tracking of progress against the recommendation made by PAB and accepted by RECCo Board within the Performance Assurance Annual Report 2025.
- The intended outcome / benefit for each initiative within the PAOP.
- Any specific linkage to Ofgem's Strategic Direction Statement for Energy Codes. In particular this identifies the importance of the assurance of R0155, to assess if this has delivered the intended improvements for consumers in the non-domestic market.

The updated PAOP for 2025-26 was then issued for industry consultation via REC Category 3 Change process C3-0133, starting on 01 August 2025 and concluding on 15 August 2025. Three Parties have responded to the consultation. All feedback is supportive of the proposed PAOP and does not identify any additional activities to include.

- One Distribution Network Operator (DNO) has highlighted that the Code Manager must remain cognisant of the demand on Parties to support the delivery of the MHHS Programme and that there may be a conflict with the availability of specialist resources across the industry to support PAOP activities at various times. However, they have continued to state they will review updates from the Code Manager and provided the required engagement at relevant points in the process.
- DCC has supported our approach and highlighted the importance of early notice and regular communication to allow them to plan ahead.
- One Large Supplier has emphasised that the Code Manager should prioritise improvements to the crossed meter processes. We have noted this to be picked up through the deep dive on escalation and SDEP processes. We will ensure we engage with this Supplier during the scope definition phase to understand their feedback further and ensure it is appropriately addressed through the deep dive. This Supplier has also supported the review of benefits delivered by R0155, recognising it as one of the most significant changes implemented. The Supplier states the actual benefits delivered by this change should be kept under review and, should it be the case that they are not substantive, appropriate revisions to the Code should be considered – this aligns with our rationale for scoping this exercise within the PAOP.

The Code Manager has provided the detailed feedback from the consultation within Appendix B, along with the Code Manager response to be published with C3-0133.

REC PAB DECISION

The Code Manager recommends REC PAB to:

- **APPROVE** 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.