REC RISK REGISTER CONSULTATION

CONSULTATION ON CHANGES TO THE RISK REGISTER

DATE ISSUED	03 October 2025
RESPONSE DEADLINE	17 October 2025

1 LINKS

- Current version of the REC Risk Register
- Proposed version of the REC Risk Register (attached within this consultation)
- Performance Assurance Operating Plan v6
- Category 3 Change Log

2 BACKGROUND

The Code Manager has conducted a review of the REC Retail Risk Register and proposed changes covering:

- Removed Retail Risk VI which was added last year as a result of expected increase in transformation activities resulting from transfer of responsibility for the Central Registration Service (CRS) from DCC to RECCo. This is no longer viewed as a key risk affecting the effective operation of REC arrangements.
- Introduction of new Risk Drivers to monitor:
    - Usage of Change of Occupier (CoO) flag during switching. These are separated by Domestic and Non-Domestic supply points as trends and behaviours in both segments may vary.
    - IF045 for issues with Meter Operator Agent (MOA) Appointments. This is dependent on reporting from DIP after migration to MHHS arrangements starts.
- General housekeeping changes, including:
    - Removed reference to activities that formed part of the Performance Assurance Operating Plan (PAOP) for 2024-25.
    - Added reference to activities within PAOP 2025-26.
    - Updated reference to active REC Change Issues and Proposals.

This consultation offers REC Parties an opportunity to feedback on the updates proposed to the Retail Risk Register. The Code Manager has also presented this document to the Performance Assurance Board (PAB) on 30 September 2025 and sought their approval, contingent to any refinements that may be made in response to the feedback received.

As the Retail Risk Register is a Category 3 document, an industry wide consultation is not required as part of updating the document. Notwithstanding, we have identified that engaging with industry is a key part of implementing the changes and are therefore seeking feedback through a consultation in order to support our Performance Assurance activity.

The proposed changes do not involve any additional information to be provided by REC Parties, although there is a need for data items from the DIP Manager to be captured within the Performance Assurance Report Catalogue (PARC).

This document provides an overview of the updates and also sets out the questions being asked as part of this information request. The response to this information request should be completed through the REC Portal.

All responses will be treated as non-confidential unless indicated otherwise. Responses marked as confidential will be shared with RECCo, the Code Manager, PAB and the Authority (where relevant) but will not be published to REC Parties, Service Providers or wider stakeholders.

Anonymous responses will omit the detail of the submitting organisation, but the content of the response will be published on the REC Portal and provided to the PAB as part of the derogation report.

3 QUESTIONS ON THIS CONSULTATION

If you have any questions on this consultation, please contact the Code Manager at: performanceassurance@recmanager.co.uk.

4 CONSULTATION QUESTIONS

Respondents are asked to complete the following questions through the Consultation Register on the REC Portal. The questions have been included below for visibility.

RESPONDENT DETAILS

1. Name:	
2. Organisation:	
3. Organisation type:	
4. Email address:	
5. Confidentiality:	

QUESTIONS

6. Do you agree with the Code Manager's assessment of Retail Risks?

7. Are there any areas of the REC (i.e. processes and/or systems) that are not covered by a relevant Retail Risk which you believe should be? If so, what risk would you suggest and how would this benefit consumers and/or other REC stakeholders?

8. Are there other risk areas you consider relevant to the REC that will be affected by initiatives across the wider REC landscape, or across the industry, which we should consider for inclusion in the risk register? If so, what risk would you suggest and how would this benefit consumers and/or other REC stakeholders?

9. Do you have any additional feedback on the Retail Risk Register which you would like to share with the Code Manager for consideration? Please elaborate.