RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 28/10/2025
Online

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 28 October 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 30 September 2025. PAB Members reviewed the open and overdue actions. Ten actions were closed following information provided in the meeting papers or via a verbal update.

2 ANNUAL STAKEHOLDER SURVEY

RECCo invited PAB Members to complete the Annual Stakeholder Survey to provide feedback on REC Services and inform their priorities for 2026-27.

PAB Members:

- **COMPLETED** the survey.

3 SERVICE PROVIDER ASSURANCE UPDATE

The Code Manager presented an update on the performance of REC Services, including updates on the CSS-EES data misalignment issue and on EES performance since MHHS release.

The PAB:

- **NOTED** the update.

4 RECCO UPDATE ON GES

As per action RECPAB_25_0729_04, a representative from RECCo presented an update on the medium- and long-term plans to tackle the persistent issues relating to the Gas Enquiry Services (GES), outlining the current status of the work in progress. The paper also included an update of any potential impact of Project Trident to the GES service.

The PAB:

- **NOTED** the update.

5 RECCO UPDATE ON EES PERFORMANCE ISSUES

A representative from RECCo presented an update to the PAB on the EES Performance Issues that had been experienced during the recent MHHS transition period in September and October. The representative advised the PAB that a more detailed update, covering the associated SLA impacts from the October period, would be provided to the PAB in due course.

The PAB:

- **NOTED** the update.

6 CRS IMPROVEMENT PLAN RE-BASELINE UPDATE

A representative from DCC presented a further update on the CRS Improvement Plan to the PAB following the re-baselining exercise that had taken place since the last update to the PAB in July. The PAB considered the update and confirmed it wished to continue receiving quarterly updates on progress to the plan.

The PAB:

- **NOTED** the update.

7 ROBOTICS SANDBOX UPDATE

The Code Manager presented an update to the PAB following the approval of a Sandbox Application in May 2025 to grant a REC Party permission to use robotics in SDEP to trial bulk-resolution of cases. The paper updated the PAB following the further Impact Assessment that was carried out and outlined the indicative timescales for the trial to go live.

The PAB:

- **NOTED** the update.

8 SANDBOX AND DEROGATION REQUESTS

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 to deliver efficiencies in escalating consumer impacting switching expectations.

The PAB:

- **CONSIDERED** the Sandbox Application received and the Code Manager's recommendations; and
- **DEFERRED** the Sandbox trial and Derogation application to allow further refinement of the approach to respond to any forthcoming interest from other Parties.

The Code Manager presented a Derogation Application that had been received on 13 October 2025 from Next Generation Utilities Ltd. The Derogation related to permitting the transfer of the existing sealing pliers as part of TUPE from Bespoke Metering Solutions Ltd to Next Generation Utilities Ltd. The Code Manager noted that both companies are undergoing restructuring.

The PAB:

- **APPROVED** the Derogation Application as set out in the paper, for a maximum period of up to 2 years and recommended conditions.

9 PARTY ASSURANCE UPDATE

The Code Manager provided updates on Party Assurance, including on their investigation into disclosures where meter works may have been carried out by potentially non-accredited organisation, the work to

deappoint a MEM who is exiting the market, the default of a metering organisation that is in administration, and progress on work to improve the theft calculator. The PAB was also informed of a reportable security event, which was assessed as needing no further action.

The PAB:

- **APPROVED** the inclusion of theft data for the 2025/26 TDIS Year resubmitted in 1341 format by one Supplier who had previously submitted files in 1340 format.
- **APPROVED** the application of paragraph 3.8 for one Supplier exiting market segments, and hence, the transfer of the associated TDIS market share and target to be transferred to the acquiring Supplier.
- **APPROVED** the recommendation to the REC Board to expel the MEM that entered insolvent administration earlier in the year from the Code.

10 CRS PERFORMANCE CHARGE RECALCULATION

The PAB considered a report from the Code Manager in relation to a Performance Charge re-calculation for the Central Registration Service (CRS) for the period from 01 April 2025 until 30 June 2025, further to the decision of the PAB in August 2025. The reason for this re-calculation was due to more performance level failures being identified than were previously reported by the CRS provider.

The PAB:

- **APPROVED** the revised Performance Charges applied to the CRS Provider for the quarter ending on 30 June 2025, following the misreporting identified through the direct assurance over the self-reported performance metrics.

11 DATA CLEANSE UPDATE

The Code Manager presented an update to the PAB on the Data Cleanse. This covered the conclusion of Sprint 4, with specific updates on Gas Invalid Map ID, which showed very limited progress, and the data items of Energised No Meter, New Meter Details and DNO Invalid Topline. The Code Manager also presented the proposed content and associated targets for inclusion in Data Cleanse Sprint 5, which had been informed by feedback from Parties through the recent PA Webinar and RIG Meeting.

The PAB:

- **APPROVED** the application of the PATs as a result of Sprint 4 outcomes.
- **APPROVED** the content of Data Cleanse Sprint 5 and the associated targets.
- **NOTED** the new data cleanse report to be made available to Parties.

12 OPERATING PLAN

The Code Manager updated the PAB on the Operating Plan, detailing the actions taken for the month of October and the planned activities for the next few months.

The PAB:

- **NOTED** the update.

13 PERFORMANCE ASSURANCE FRAMEWORK UPDATE

The PAB considered a report from the Code Manager in relation to the outcome of the REC Risk Register updates discussed at September PAB and issued for industry consultation in early October. The report also covered the annual review of the Performance Assurance Methodology and Techniques (PAM&T) that had minor amendments.

The PAB:

- **APPROVED** the updates to the REC Risk Register.
- **APPROVED** the updates to the Performance Assurance Methodology & Techniques (PAM&T).

14 ESCALATIONS AND SDEP DEEP DIVE

The Code Manager presented an update to the PAB on the Escalations and SDEP Deep Dive approved as part of the 2025-26 Performance Assurance Operating Plan, following feedback from both the PAB and REC Parties. The PAB was updated on the proposed scope and activities of the Deep Dive, including an indicative timescale, for their approval.

The PAB:

- **APPROVED** the proposed scope and activities of the Deep Dive on 'Review of Escalations and SDEP under the REC'.

15 UPDATE ON RECCO BOARD DECISION ON A PARTY'S APPEAL

The PAB Chair reported that the RECCo Board had upheld a Supplier's appeal against the PAB's September decision not to include its confirmed theft submissions in the 2024/25 TDIS reconciliation. While acknowledging that the submissions were not made using the prescribed 1341 format, the Board found that the Supplier had acted in good faith by providing the necessary data via the superseded (but still active) file format. The Board concluded that procedural non-compliances in this case did not on their own warrant treating the data as wholly invalid and that inclusion best serves the aims of the scheme. The Board therefore instructed the Code Manager to recalculate the end-of-year reconciliation accordingly.

The PAB:

- **NOTED** the update.

16 AOB

The PAB Chair introduced a request from DCC to consider including representation at REC PAB, and that RECCo are engaging in conversations to assess the request.

The PAB:

- **NOTED** the update.

The Code Manager presented an approach to manage access to REC Services, in event of a Supplier of Last Resort (SoLR). Whilst the SoLR process is under review through the REC Change Process. PAB were asked to approve the approach in case a SoLR occurred whilst the change is in development.

The PAB:

- **APPROVED** the approach to manage access to CSS, EES and GES for the Failing Supplier to allow them to complete actions with other Code, Ofgem or as part of the wider administration process, as required.

The Code Manager requested PAB Members confirm the date of 16 December 2025 for the in-person December PAB meeting.

The PAB:

- **NOTED** the update.

17 NEXT MEETING DATE

The next meeting of the PAB will be held online on 25 November 2025.