RETAIL ENERGY CODE

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REFERENCE	**RECPAB_25_1125**
STATUS	**FOR INFORMATION**

REC PERFORMANCE ASSURANCE BOARD

ACTION LOG

ACTION REF	ACTION	OWNER(S)	TARGET DATE	STATUS
RECPAB_24_1029_02	RECCo to seek legal guidance to clarify and reiterate the provisions within the Code for Parties and Service Providers to cooperate with the Code Manager and PAB in any assurance activities.	Jon Dixon, RECCo	17 December 2024, revised to target completion date of 1 April 2026	The PAB Chair has uploaded a copy of the change proposal and a summary of it to the collaboration space for PAB Members to review and provide feedback on. The PAB Chair is happy to table this as an agenda discussion point for the December PAB Meeting. The PAB Chair advised the PAB that the legal text is being drafted. However, due to the REC becoming a licensee, this will need to be reviewed for alignment. This applies to both this action and RECPAB_24_1217_05 below.

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RECPAB_24_1217_05	PAB Chair to seek legal view on how REC PAB can consider cross-code performance to enable coordinated action amongst Code Bodies against an underperforming Party.	Jon Dixon, RECCo	See RECPAB_24_1029_02 above	Update as per the above action RECPAB_24_1029_02.
RECPAB_25_0429_01	Implications of the Data (Use and Access) Bill on the REC arrangements including Energy Data governed under the REC: • The PAB Chair will prepare a briefing for PAB once the Bill has been passed through Parliament and Ofgem's direction is clear. • An action was given by the Department for Energy Security & Net Zero (DESNZ) from the Smart and Secure Electricity System (SSES) programme as RECCo have been asked to be governance vehicle for tariff interoperability (which was included in the RECCo Forward Work Plan). The PAB Chair will provide an update on the project and the extent to which the legislation will underpin it.	Jon Dixon, RECCo	27 May 2025, deferred to 25 November 2025	The PAB Chair has provided several briefing notes on the DUAA on the collaboration space. There is a need to give effect to a complaints procedure required to be introduced under the DUAA. Further updates to data best practice principles as published by Ofgem are being assessed. At this stage, the REC will have to commit to six monthly action plans on improving data quality and access to data. The PAB Chair noted that the PAB Data Cleanse will be impacted by this, with the timing, scale, and priority feeding into these action plans.

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RECPAB_25_0429_03	RECCo and DCC to provide an update on the current position with regards to incentivisation for DCC, following discussions with Ofgem.	Mollie DeCamp, (RECCo) and Bilal Ali (DCC)	27 May 2025, deferred to 27 January 2026	RECCo and DCC have requested clarity from Ofgem on this incentivisation, in line with the action from the April PAB, but have not received a response on this matter. We will continue to track this until the next quarterly CRS Improvement Plan update.
RECPAB_25_0826_03	The PAB Chair to review RECCo's responsibility for data held on enquiry services and any potential liability if data accessed via enquiry services proves inaccurate. The review should also assess the level of accuracy, and the robustness of the data held within the enquiry service, as well as how users are informed about respective responsibilities for data held by the enquiry services. This review should also determine whether access agreements require additional indemnities to address these issues.	Jon Dixon, RECCo	30 September 2025, deferred to 25 November 2025	Refer to the status of RECPAB_25_0429_01, which covers this action.
RECPAB_25_0826_04	The Code Manager to update the PAB on the impact of the CSS Reporting Issue discussed under agenda item RECPAB_25_0826_04 on any PAB decisions and processes.	Vaishnavi Campbell-Sharma (Performance Assurance Manager)	25 November 2025, deferred to 16 December 2025	No further update since last month. Actions listed in RECPAB_25_1028_03 in flight with RECCo and DCC.

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RECPAB_25_0826_06	The BSC Representative to provide an update to the PAB in September on the MDD update issues impacting switching as detailed in RECPAB_25_0826_07.	Simon Waltho, BSC Representative	30 September 2025, deferred to 16 December 2025	The BSC Representative is to identify the responsible owner at Elexon to provide an update at PAB on what Elexon is doing as data master to prevent incorrect MDD and ISD updates to CSS, blocking switching and causing downstream impacts on Registration Services operated by DNOs.
RECPAB_25_0930_02	The Code Manager to investigate steps that can be taken to further tighten up the communication and administration of the TDIS scheme.	Anton Moden (Performance Assurance Lead)	25 November 2025, deferred to 16 December 2025	Work is underway, a further update will be provided at the December PAB.
RECPAB_25_1028_01	The PAB Secretary to consult PAB Members on whether PAB Meetings should be moved where they coincide with school half-term holidays to ensure quoracy for decisions.	Bailey Robb (PAB Secretary, Performance Assurance)	16 December 2025	PAB Secretary discussing with impacted Parties, a further update will be provided at the December PAB.
RECPAB_25_1028_02	The PAB Chair to arrange for RECCo to provide an update to the PAB on the Service Evolution for the Enquiry Services, based on the feedback received during the RECCo Update on GES (RECPAB_25_1028_04)	Jon Dixon, RECCo	27 January 2026	Action underway, a further update will be provided at the January PAB.
RECPAB_25_1028_03	The CSS Service Provider to provide the assumptions and risks used to define the CRS Improvement Plan activities and timeframes.	Bilal Ali (DCC)	25 November 2025, deferred to 16 December 2025	No update in advance of November PAB; the DCC representative will provide an update in advance of the December PAB.

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RECPAB_25_1028_06	The PAB Chair to review the principles and processes around approving Sandbox applications and provide an update at the November PAB.	Jon Dixon, RECCo	25 November 2025; deferred to 16 December 2025	The PAB Chair sought PAB approval to defer an update to the December PAB.
RECPAB_25_1028_07	RECCo to review the requirements around Sealing Pliers, as well as the market position and supply chains of manufacturers, for retail and consumer risks.	Jon Dixon, RECCo to identify appropriate action owner.	16 December 2025	The PAB Chair, alongside the appropriate action owner, will provide an update at the December PAB.
RECPAB_25_1028_12	The PAB Secretary to meet with the UNC Representative prior to the PAB on 16 December to provide an outline of the agenda, and to ensure that their views are presented to the PAB in the event of the representative and their alternate being unavailable.	Bailey Robb (PAB Secretary, Performance Assurance)	16 December 2025	Action underway, a further update will be provided at the December PAB.
RECPAB_25_1125_01	RECCo to bring an update on the ECC232 report request from GBG and work with the Code Manager to ensure any changes agreed with C&C have no impacts on Performance Assurance reporting.	Mark Loveday, RECCo	16 December 2025	New Action.
RECPAB_25_1125_02	RECCo to provide an update on how the Digitalisation Strategy is tackling the failure demand where users' needs were not met at first request, leading to Parties raising Sandbox requests to develop bespoke robotics for SDEP.	Pete Davies, RECCo	27 January 2026	New Action.

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RECPAB_25_1125_03	The Code Manager to inform Ofgem of the deep dive on Better Cross-Code Collaboration, seeking any relevant input.	Vaishnavi Campbell-Sharma (Performance Assurance Manager)	16 December 2025	New Action
RECPAB_25_1125_04	The PAB Chair to write to the UNC, IGT UNC PAC, and BSC PAB to seek endorsement for the deep dive on Better Cross-Code Collaboration.	Jon Dixon, RECCo	16 December 2025	New Action
RECPAB_25_1125_05	The PAB DNO Representative to seek views from DNO Commercial Operations Group (COG) on how DCUSA engagement can be sought for the deep dive on Better Cross-Code Collaboration.	Fungai Madzivadondo, PAB Member	16 December 2025	New Action.
RECPAB_25_1125_06	The Code Manager to notify Ofgem of the process it has completed in relation to investigation of allegations of non-compliance with annulment processes. The Code Manager will share the draft communication to Ofgem with PAB Members alongside the draft meeting minutes.	Anton Moden (Performance Assurance Lead)	16 December 2025	New Action.

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RECPAB_25_1125_07	The Code Manager to further discuss the approach to the two changes relating to the Annulment Process with the Party and Ofgem to conclude on the right means of progression. The Code Manager will then provide an update to the PAB.	Holly Law (Change Delivery and Release Manager), Anton Moden (Performance Assurance Lead)	27 January 2026	New Action.