RETAIL ENERGY CODE

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REFERENCE	**RECPAB_25_1216**
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.

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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. A further update will be provided in January 2026	Actions listed in RECPAB_25_1028_03 in flight with RECCo and DCC. 1. For Pot 1 (Duplicate registrations in CSS), DCC fix scheduled for 11 December 2025 under CSS Change CHG0032261. 2. A refresh of Pot 2 (Disconnected but not Deregistered in CSS) MPANs was shared with Suppliers to cleanse. 3. Pot 3 (root cause for mismatch unknown) investigation is pending agreement of CR between RECCo and DCC for cost recovery for the provision of CSS extracts to support the investigation.

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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. A further update will be provided in January 2026	Karen Lavelle, Head of Participant Management at Elexon identified as Senior Responsible Owner who has confirmed her team are investigating the matter and will confirm which REC PAB they can attend with an update. REC Technical Service (RTS) has shared a list of discrepancies with Karen's team and shared a summary, of their discussion with Elexon, on 10/12/2025.
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 received in advance of the December PAB. The PAB Secretary will request an update in advance of the January PAB meeting.
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 27 January 2026.	The PAB Chair sought PAB approval to defer an update to the December PAB. An update has been further deferred to January PAB.

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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	As Sealing Pliers are also an explicit BSC requirement, the PAB Chair will raise this at the Better Cross-Code Collaboration sessions. RECCo will continue to investigate and will bring fuller proposals back to the PAB in the New Year, which may appropriately inform a future revision of the REC Metering Strategy and may act as a starting point for mapping wider technology/asset/service dependencies across REC processes.
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	An update is being prepared for January PAB.
RECPAB_25_1125_04	The PAB Chair to write to the UNC, IGT UNC PAC, SEC, and BSC PAB to seek endorsement for the deep dive on Better Cross-Code Collaboration.	Jon Dixon, RECCo	16 December 2025	No update received from the PAB Chair. An update will be requested in advance of the January PAB meeting.

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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	Draft letter with PAB Chair pre-issue.
RECPAB_25_1216_01	The PAB Secretary to analyse the outstanding actions and the process of deferring actions. The PAB Secretary will update the PAB at the next meeting.	Bailey Robb (PAB Secretary)	27 January 2026	New Action.
RECPAB_25_1216_02	In relation to RECPAB_25_1216_03 – R0280 Change Report (Final Recommendation), the Code Manager to clarify and agree with DCC what 'annual' means in practice.	Anton Moden (Performance Assurance Lead)	27 January 2026	New Action.