RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 27/01/2026
Virtual

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 27 January 2026.

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 16 December 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 RECCO UPDATE ON EES/GES AND SDEP SERVICE EVOLUTION

The PAB considered an update from RECCo on the Digitalisation Strategy following an action (RECPAB_25_1125_02) raised at November PAB. The report provided an update on how RECCo's digitalisation strategy is addressing failure demand that has contributed to Sandbox requests for bespoke SDEP robotics.

The PAB:

- **NOTED** the update;
- **NOTED** that Sandbox requests for SDEP robotics reflect underlying user pain points and failure demand;
- **NOTED** RECCo's strategic direction to remove root causes through an API-first, machine-to-machine (M2M) integration enabled by the API Gateway, rather than screen-led automation; and
- **NOTED** the key milestones of: REC Portal Relaunch go-live in September 2026, Enquiry Services go-lives for GES in July 2027 and EES in July 2028.

3 TARIFF INTEROPERABILITY

The PAB considered a paper from RECCo setting out the background to the Tariff Interoperability (TI) Arrangements that are being facilitated by changes to the REC and a new Electricity SLC. The paper included the policy overview, proposed timescales, and current proposals for performance assurance. RECCo advised the PAB that detailed proposals would be brought forward at the February 2026 PAB meeting.

The PAB:

- **NOTED** the contents of the paper and provided comments on any concerns identified, ahead of detailed PARC proposals being provided to the PAB at its February 2026 meeting.

4 PARTY ASSURANCE UPDATE

The Code Manager provided updates on Party Assurance, including the performance data review for both December and January, and the progress on Unqualified MEM appointments.

The PAB:

- **NOTED** the update.

5 OPERATING PLAN

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

The PAB:

- **NOTED** the update.

6 BETTER CROSS CODE COLLABORATION – DEEP DIVE UPDATE

The PAB considered a report from the Code Manager, outlining the interim recommendations, from the deep dive on Better Cross Code Collaboration following a series of workshops with the working group comprised of representatives from the REC, BSC, UNC, IGT UNC and SEC Performance Assurance. The Code Manager sought reflections from PAB Members.

The PAB:

- **DISCUSSED** the content of the paper; and
- **NOTED** the update.

7 ASSESSMENT OF CRITICAL REC CHANGES DELIVERED – DEEP DIVE

The PAB considered a report from the Code Manager, outlining the scope of a deep dive into the Assessment of Critical REC Changes, with the objective to give stakeholders confidence that the REC is operating effectively and meeting its objective of achieving sustainable innovation and continuous improvement. The deep dive was included as part of the Performance Assurance Operating Plan (PAOP) approved by PAB in August 2025. The paper also contained an indicative timeline of activities for PAB's consideration.

The PAB:

- **APPROVED** the proposed scope and activities of the deep dive.

8 R0272 CHANGE REPORT – ENABLING TRANSPARENCY OF THE CRS PROVIDER'S REC SERVICE LEVEL PERFORMANCE - FINAL RECOMMENDATION

The Code Manager presented the PAB with the R0272 – Enabling Transparency of the CRS Provider's REC Service Level Performance – Change Report (Final Recommendation) as the responsible committee for the change.

The PAB:

- **APPROVED** the proposed change solution.
- **APPROVED** the proposed implementation approach; and
- **APPROVED** the proposed implementation date of 27 February 2026.

9 AOB

The Code Manager updated the PAB on the Theft Target Methodology consultation that closed in December 2025, with a single response which supported the proposed TTM update. The Code Manager noted that the updates are now with the REC Change Team and will go live at the end of March. There has been an additional small change as the Code Manager now has access to the domestic premises indicator in both Enquiry Services and this can now be used as the basis for splitting the population.

The PAB Chair advised that RECCo had responded to the DESNZ consultation on non-domestic smart meter rollout post-2025. The consultation did envisage a role for the PAB in quality assuring the reporting before forwarding this on to Ofgem. RECCo had suggested to DESNZ that a workshop be held with Suppliers to test the practicality of the proposals and how the PAB should arrange reporting resulting from the proposed change, as DESNZ did not include updates to the PARC as part of their consultation. The PAB Chair will share a link to the consultation response with PAB Members and noted that they are awaiting the UK Government's response to the consultation.

10 NEXT MEETING DATE

The next meeting of the PAB will be held online on 24 February 2026.