RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 24/02/2026
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 24 February 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 27 January 2026. PAB Members reviewed the open and overdue actions. Four actions were closed following information provided in the meeting papers or via a verbal update.

2 DATA ACCESS REQUESTS

The PAB considered a paper from the Code Manager seeking changes to the Gas Data Access Matrix (DAM) which removes items that are no longer relevant to the DAM, and approval to provide aggregated data of the Annual Quantity value for MPRNs to Energy Consultants by reports.

The PAB:

- **AGREED** that the Code Manager had followed appropriate actions to update the DAM;
- **AGREED** that only changes that impact the access of REC Service Users be brough to the PAB for approval; and
- **APPROVED** the approach to allow Energy Consultants to access aggregated Gas data reports.

3 SANDBOX REQUEST

The PAB considered a Sandbox Request from Dynamic Electric Metering Limited to allow them to perform Safe Isolation Provider (SIP) requirements of Schedule 14 'Metering Operations' in relation to sending data flows, without the need to Qualify in other Party roles.

The PAB:

- **APPROVED** the Sandbox Trial Application as set out in the paper, for a period of up to two years or once a decision and outcome has been reached on the related REC Issue I0278, whichever is sooner.

4 CRS IMPROVEMENT PLAN – QUARTERLY UPDATE

A representative from DCC presented an update on the Central Registration Service (CRS) Improvement Plan to the PAB, further to the previous update in October 2025. The paper provided key updates on progress on each of the five workstreams and the plans for CRS into the new financial year.

The PAB:

- **NOTED** the update.

5 CRS PERFORMANCE CHARGE

The PAB considered a report from the Code Manager in relation to the Performance Charge for the Central Registration Service (CRS) for the quarter ended 31 December 2025. The paper detailed the breakdown of the Performance Charge for PAB to consider.

The PAB:

- **APPROVED** the Performance Charge applied to the CRS Provider for the quarter ended 31 December 2025 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by PAB in March 2025; and
- **NOTED** that no exemption request was submitted by the CRS Provider for this period.

6 R0298 – CHANGE REPORT (FINAL RECOMMENDATION)

The Code Manager presented the PAB with the R0298 – Annual Review of the Performance Assurance Report Catalogue (2025-26) – 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 March 2026.

7 QUALIFICATION AND MHHS UPDATE

The Code Manager presented the PAB with a Metering Escalation in relation to United Infrastructure Connected Limited following an audit performed by Wilcock which identified limited CoMCoP compliance.

The PAB:

- **SUSPENDED** the accreditation of United Infrastructure Connected Limited for 1 year, and for this to be reassessed at that time if no further progress has been made.

The Code Manager then presented an update on Qualification and MHHS activities, including insights on the progress of MHHS Qualification, as well as operational issues that are emerging. The paper also outlined proposed changes to Qualification artefacts to reflect the transition from MHHS Programme activity and Enduring Qualification arrangements, alongside other changes to improve the market entry journey for new entrants.

The PAB:

- **APPROVED** the REC Qualification Code Products described in Section 1 of the paper for publication;
- **APPROVED** delegation of authority to the REC Code Manager to approve changes to future iterations of these documents with a notification of the update to PAB, in line with current practice; and
- **NOTED** the updates.

8 SERVICE PROVIDER ASSURANCE UPDATE

The Code Manager presented an update on the performance of REC Services (up to 31 January 2026). An update on PAB Action RECPAB_25_0826_04 was also provided within the paper.

The PAB:

- **NOTED** the update.

9 DEEP DIVE ON BETTER CROSS CODE COLLABORATION

The PAB considered a report from the Code Manager, outlining the refined recommendations made by the working group comprising representatives from REC, BSC, UNC, IGT UNC and SEC Performance Assurance to improved collaboration to tackle the risks and performance issues within the market following previous discussions at the January 2026 PAB meeting.

The PAB:

- **APPROVED** the recommendations made in the paper for implementation, accepting ownership of oversight with a view to hold themselves, RECCo and any future REC Service Providers accountable for delivery; and
- **APPROVED** the proposed plan to track progress of delivery with the next update to PAB expected in May 2026.

10 ANNUAL RATING - APPROACH

The Code Manager updated the PAB on the proposed improvements to the Annual Rating, most notably extending it to cover Metering Agents. The paper outlined the objectives and principles for creating the Annual Rating and outlined the specific criteria and scoring for DNOs, Suppliers and Metering Agents.

The PAB:

- **NOTED** the update.

11 PARTY ASSURANCE UPDATE

The Code Manager presented an update to the PAB on Party Assurance as part of the active cycle month. Additional updates were provided on the progress of the Unqualified MEM Appoints activity, the ongoing SoLR activity, TDIS updates including upcoming TDIS verification activities. The Code Manager also provided a summary of the quarterly peer comparisons on Erroneous Switches and Smart Meter Installations and the mid-sprint review for Data Cleanse Sprint 5.

The Code Manager also updated the PAB on the Authority's decision to approved R0287 – Clarification and Amendments to Annulment Definition in Schedule 23 – Alignment with SLC Obligations in line with the recommendation from the Code Manager and REC Change Panel. The Authority also decided to reject R0287A – (Alternate Change).

The PAB:

- **APPROVED** the selection of one Supplier to be subject to the Process Review / Assessment for TDIS verification;
- **NOTED** the PATs applied by the Code Manager in line with the Performance Assurance Methodology and Techniques Document; and

- **NOTED** the updates.

12 DATA QUALITY DEEP DIVE - RECOMMENDATIONS

The Code Manager presented an update on the Data Quality Deep Dive, with a number of recommendations for PAB to consider. The paper outlined the responsibilities of the PAB relating to data cleanse within the REC and potential enhancements to the approach to enable estimates of costs and benefits.

The PAB:

- **DISCUSSED** the paper.

13 AOB

RECCo provided an update to the PAB on EES system performance testing that had been conducted further to an incident following MHHS go-live in October 2025, which caused peak usage of nearly 500,000 API hits per hour, leading to performance issues such as high latency and timeouts. Since then, EES has migrated to the Microsoft Azure platform, resolving query inefficiencies and improving performance, as confirmed by user feedback.

To ensure the system could handle high volumes, a live environment test was conducted on 20 February ahead of the next price cap announcement. Preliminary testing in the UIT-B environment, refreshed with live data, indicated the system could handle significantly more API hits per hour before degradation. The live test simulated peak usage over 80 minutes, by incrementally increasing the load to 500,000 API hits per hour in the final 45 minutes. The test was successful, with no performance issues or SLA breaches observed.

The results provided assurance of the system's capacity to handle high volumes. Further analysis will compare UIT-B and live test data, with a potential follow-up test planned for March to confirm performance.

14 NEXT MEETING DATE

The next meeting of the PAB will be held in-person on 24 March 2026.