RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 24/03/2026
In-person

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 March 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 24 February 2026. PAB Members reviewed the open and overdue actions.

2 INTERIM PERFORMANCE ASSURANCE UPDATE

RECCo updated the PAB on the Interim Performance Assurance Solution, including the progress made so far and the next steps. RECCo introduced Rachel Clark who has led the development of the future Performance Assurance strategy and support products and presented the draft Performance Assurance Framework and Performance Assurance Operating Plan for PAB input. RECCo also introduced Moorhouse as the new Party Assurance provider.

The PAB:

- **NOTED** the update.

3 OPERATING PLAN

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

The PAB:

- **NOTED** the update.

4 CRS PERFORMANCE CHARGE

The PAB considered a report from the Code Manager setting out the maximum amount of Performance Charges which can be applied to the Centralised Registration Service (CRS) Provider in respect of each Quarter of the Financial Year 2026/27 for the approval of the PAB.

The PAB:

- **APPROVED** the amount of £39,000 as the maximum Performance Charges which can be applied to the CRS Provider in respect of each quarter of the given financial year (2026/27), as well as the full table of charges. The Code Manager will publish this information after the meeting.

5 PARTY ASSURANCE UPDATE

The Code Manager provided updates on Party Assurance, including the non-active month performance data review for March, and on the PARC #860/861 REC Portal file validation issues. The paper also contained the expulsion of a REC Party who had entered liquidation.

The PAB:

- **APPROVED** that Smarter Metering Services Limited is expelled from the REC, and the REC Board being notified that this decision has taken place.
- **NOTED** the PATs applied by the Code Manager in line with the Performance Assurance Methodology and Techniques Document.

6 ENERGY PRICE SHOCK AND IMPACT ON GB RETAIL MARKET

The Code Manager presented an update and led a discussion with the PAB on the on-going, global energy price volatility and the potential impacts on the retail market and the REC Retail Risks.

The PAB:

- **NOTED** the update.

7 ANNUAL REPORT

The Code Manager hosted an interactive session for PAB Members on the Annual Report. In advance of the session, PAB Members were provided with a pre-read paper to allow them to consider the scope and format of the report, as well as the areas for inclusion in advance of the discussion.

The interactive session enabled PAB Members to provide their views on the approach to the report and allowed them to identify and recommend other areas of priority that the report should focus on. The output from the interactive session will feed into the draft Annual Report.

The PAB:

- **NOTED** the interactive session.

8 AOB

The SEC Representative updated the PAB on the latest updates on the SEC PAB. The SEC has released its draft versions of the Risk Evaluation Methodology, Performance Assurance Operating Plan, and Performance Assurance Risk Register on 18 March for consultation, ending on 7 April. They advised that the Risk Register currently includes one identified risk, focusing on the issue of incorrect DNO certificates on contacts, which has been a longstanding item on the Ops Group Risk Register. Engagement with selected Suppliers is planned to address the issue.

A Supplier Representative informed the PAB of a live case involving 154 meter points across three streets where gas meters and addresses are incorrectly assigned, impacting 138 customers. The issue has caused significant consumer detriment including incorrect billing, with potential back-billing, debt write-offs, and Ombudsman complaints. The issue impacts several Suppliers who have been collaborating and making extensive efforts to resolve the issue. The Code Manager will engage with the Supplier Representative and UNC Representative to understand the nature of the issue before engaging with the IGT to request address amendments and encourage collaboration.

The RECCo Representative updated the PAB further to the approval of the Sandbox Application at February PAB. The PAB were advised that there had been interest from other Parties in exploring a similar Sandbox Application. Concerns were raised around the need to ensure clarity on risk, governance, assurance processes and fairness before further requests are considered. The PAB also agreed that a clearer process for Sandbox Applications is required, including the identification and mitigation of risks, particularly those related to health and safety. The Code Manager will bring a more detailed paper to a future PAB meeting to address these concerns and outline a refined approach to Sandbox Applications.

9 NEXT MEETING DATE

The next meeting of the PAB will be held online on 28 April 2026.