RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 30/06/2026
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 30 June 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 02 June 2026. PAB Members reviewed the open and overdue actions. Seven actions were closed following information provided via a verbal update.

2 OPERATIONAL MEASURE FRAMEWORK

Representatives from Moorhouse Consulting provided an update on the development and operationalisation of the Outcomes Management Framework (OMF), addressing its purpose, scope, evidence hierarchy, consumer outcomes, and reporting.

The PAB:

- **NOTED** the update.

NEW ACTION: Moorhouse Consulting to provide a further update on the impact of the Outcomes Management Framework (OMF) on consumers following engagement with consumer groups.

3 UPDATE ON CODE MANAGER EVOLUTION PROJECT

RECCo updated the PAB on the progress of the Code Manager Evolution Project, including the transition to the interim performance assurance service, detailing work streams for strategic document development, assurance integration, mobilisation, and transition coordination,

The PAB:

- **NOTED** the update.

NEW ACTION: RECCo to provide an update in the August meeting to clarify the changes implemented by the Code Manager Evolution Project and its effects on the PAB, including the updates made to the PAB Terms of Reference.

4 STRATEGIC PRODUCTS (2026/27)

RECCo sought approval to move the 2026/27 Retail Risk Register, Performance Assurance Operating Plan, and Performance Assurance Methodology to industry consultation, explaining the collaborative process, segmentation of activities, and consultation timelines. RECCo also shared the development of the Performance Assurance Strategy with the PAB for their awareness.

The PAB:

- **DISCUSSED** the items proposed in the Strategic Products.

- **APPROVED** the Strategic Products to progress to Consultation.
- **NOTED** the Performance Assurance Strategy for awareness.

5 DATA ACCESS REQUEST

The Code Manager presented a proposal to add a new category to the Electricity Data Access Matrix for government-owned bodies, specifically to accommodate the Low Carbon Contracts Company (LCCC).

The PAB:

- **APPROVED** the Code Manager's proposal to add the new category Government Owned Body to the Electricity Data Access Matrix.

6 OFGEM'S OPEN DATA CONSULTATION

The PAB Chair led a discussion on the Ofgem consultation regarding open data governance, outlining proposals for greater consistency, risk assessment, and potential creation of a digital coordinator body.

The PAB:

- **NOTED** the summary of the consultation and RECCo's views;
- **DISCUSSED** whether there are any views it wishes to raise via RECCo's consultation response or by submitting its own response;
- **DISCUSSED** the role PAB should play in shaping and overseeing the planned improvements to the REC data access approval process, including the risk appetite, escalation criteria, reporting arrangements and review points that should apply to any interim risk-based approval framework pending longer-term open data and digitalisation governance reforms; and
- **CONFIRMED** it would like a fuller briefing on the Energy Digitalisation Framework and implications of domain coordination.
- **AGREED** to provide comments on the REC response rather than submitting a separate PAB response.

NEW ACTION: PAB Chair to circulate the REC response to the consultation no later than Friday 10th July.

7 CONSUMER CONSENT SOLUTION

RECCo provided an update on the development of the Consumer Consent Solution (CCS), covering monitoring, reporting, and qualification activities.

The PAB:

- **NOTED** the CCS update and the plan to issue REC Code drafting for consultation in the summer.
- **AGREED** the position regarding the reporting and monitoring approach and that this should be captured in the summer consultation.

- **DISCUSSED** and provided feedback on the approach for mitigating information security and data protection risks and the overall risk appetite relating to half hourly metered data access.

8 QUARTERLY QUALIFICATION UPDATE

The Code Manager provided updates on Control Market Entry (CME) conditions for electricity Parties, modifications to MHHS requirements, and publication of the Qualification Approach and Plan Annex 4, confirming that REC processes remain unaffected and all Qualification approvals are on track.

The PAB:

- **NOTED** the updated Controlled Market Entry (CME) Conditions.
- **NOTED** the publication of the Qualification Approach and Plan Annex 4 v3.0 .

9 ASSESSMENT OF CRITICAL REC CHANGES

The Code Manager presented an assessment of critical REC Change R0155 (the non-domestic Change of Occupier process), reviewing effectiveness, Party compliance, and stakeholder feedback, with recommendations for formalised post-implementation review, baseline performance measurement, and integration of Performance Assurance in Change Management.

The PAB:

- **APPROVED** the sharing of the recommendations set out in the paper with the REC Code Manager and RECCo.

10 PARTY ASSURANCE UPDATE

RECCo presented an information security breach relating to a Third Party Intermediary, setting out the steps taken in response.

The PAB:

- **DISCUSSED** the item and identified that no additional actions, beyond those set out in the paper, were required.

The Code Manager provided updates on Party Assurance activities, including threshold reviews, handover of the service to Moorhouse Consulting, and deep dives into theft investigation processes, with findings and recommendations for two Parties, and discussion of positive practices and reporting accuracy.

The PAB:

- **APPROVED** the selection of two Parties as the Suppliers to be subject to the Process Assessment for TDIS Verification.
- **NOTED** the PATs applied by the Code Manager in line with the Performance Assurance Methodology and Techniques Document.
- **NOTED** that a Metering Party had been invited to attend PAB to discuss the non-compliance in regard to 860/861 reporting, but they have requested they provide a written response by 10 July and will attend a future PAB if required.

- **NOTED** that PAB Procedures v7.0 will be published on the REC Portal following PAB on 30 June 2026.

11 ANNUAL RATINGS

The Code Manager presented updates to the annual rating criteria for Suppliers, DNOs, and Metering Organisations, including the introduction of new criteria, handling of auditor-driven delays, and plans for communicating ratings to relevant Parties.

The PAB:

- **APPROVED** updating the market schemes submission timeliness wording to Missing, invalid or more than 1 day late.
- **APPROVED** updating the market schemes payment criteria to: Payment late by multiple days – Severe Concerns; Payment late by 1 day – Improvement Required.
- **APPROVED** updating the CoMCoP timeliness criterion as set out in section 2.2.
- **APPROVED** the implementation of manual overrides for CoMCoP Parties where the delay of the audit was not due to Party's actions (e.g. bereavement or delay from the auditor).

12 DELAY TO SUPPLIER ARRANGED NOTIFICATION - CSS07000

The Code Manager and Data Communications Company (DCC) presented a recent data incident involving misalignment between Central Switching Service (CSS) and DNO systems, the steps taken to address it, and ongoing efforts to implement monitoring and mitigation to minimise future impacts, as well as improved collaboration with DCC.

The PAB:

- **NOTED** the update.

13 ADDRESS PRIORITISATION MATRIX UPDATE

A DCC representative provided an update on the implementation of the Address Prioritisation Matrix (APM), including current progress, data sharing methods, and considerations for prioritising addresses based on customer switching frequency and vulnerability.

The PAB:

- **NOTED** the update.