RETAIL ENERGY CODE

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PERFORMANCE ASSURANCE BOARD (PAB) HEADLINE REPORT

Date: 25/08/2026
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 25 August 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 28 July 2026. PAB Members reviewed the open and overdue actions. Two actions were closed following information provided via a verbal update.

NEW ACTION: RECCo to provide an update on the CRS Improvement Plan (and how benefits are being realised).

NEW ACTION: PAB Chair to issue a paper to remind PAB Members of their indemnities, following the Ofgem open data consultation and the requirement of a more robust triage process.

2 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 workstreams for strategic document development, and assurance integration.

The PAB:

- **NOTED** the update.

3 STRATEGIC PRODUCTS

RECCo updated the PAB on the Performance Assurance Operating Plan (PAOP) 2026-27 and the Retail Risk Register consultations following the update in July 2026.

The PAB:

- **APPROVED** the Performance Assurance Operating Plan 2026-27 for publication.
- **APPROVED** the Retail Risk Register 2026-27 v6.0 for publication along with the responses to the Category 3 consultation feedback.

4 REC PAB TERMS OF REFERENCE REVIEW

RECCo provided PAB with an early view of the changes expected to be required to its Terms of Reference (ToR) as RECCo implements the new Performance Assurance service delivery model and prepares to become the Licensed Code Manager.

The PAB:

- **NOTED** the drivers and intended scope of the review of the PAB ToR;

- **NOTED** the governance principles that will guide the review and the transitional arrangements ahead of Code licensing;
- **NOTED** that the new Performance Assurance service delivery model will operate within the existing PAB governance framework pending the substantive update; and
- **PROVIDED** early views on areas of the ToR and PAB governance that PAB Members consider should be addressed through the review.

5 DEROGATION REPORT – CHANGE PANEL MEMBER TERM EXTENSIONS

The Code Manager requested approval on a Derogation which related to waiving the maximum term of two years for appointed REC Change Panel Members, until the dissolution of the Change Panel (scheduled for 17 November 2026), to enable appointment to remain in place until the official establishment of the REC Stakeholder Advisory Forum (SAF).

The PAB:

- **APPROVED** the Derogation as set out in the paper, including the timescales and recommended conditions.

6 REC SERVICE SECURITY

RECCo gave an update on the outcome of the 2026 security and data-protection assurance review of key organisations supporting REC Services.

The PAB:

- **NOTED** the controls and provider evidence that provide positive assurance;
- **NOTED** the outstanding risks and unknowns at individual REC Service Providers; ;
- **NOTED** the ongoing actions and proposed future assurance improvements.

7 DELAY TO SUPPLIER ARRANGED APPOINTMENT NOTIFICATIONS UPDATE

The CRS (Central Registration Service) Provider informed the PAB of a P3 incident which resulted in the failure of Supplier Arranged Appointment Notifications (CSS07000) to DNOs. The issue was resolved on 30th July 2026; however, further action is required to ensure that all failed notifications resulting from the incident are successfully resubmitted.

The PAB:

- **NOTED** the update.

NEW ACTION: RECCo to issue an Information Request Performance Assurance Technique (PAT) to the CRS Provider in relation to the repeat incidents that require DNOs to replay specific messages, and request the Service Provider to provide an update at the September PAB meeting.

8 AMENDMENTS TO THE PARC RELATING TO ADDRESS MANAGEMENT

DCC (Data Communications Company) requested approval for a REC Change to be progressed to remove some Address Management reports from the PARC that are no longer fit for purpose.

The PAB:

- **APPROVED** the removal of the concerned Address Management reports from the PARC, and for the REC Change to progress.

9 PARTY ASSURANCE UPDATE

The Code Manager presented the Party Assurance Paper, including updates on the 2025-26 Annual Rating publication, quarterly peer comparison on Erroneous Switch levels and Smart Meter Installation Survey results, and outcomes from this quarter's TDIS Verification activities.

The PAB:

- **NOTED** the PATs applied by the Code Manager in line with the Performance Assurance Methodology and Techniques Document. (Section 1).
- **NOTED** Gas MAMs that have not provided the required CDSP Reconciliation data will be issued an Information Request PAT to confirm why they have not yet provided it, and when they will do so. (Section 4)**.**
- **NOTED** that RECCo have requested that the REC Code Manager process TDIS submissions from two Suppliers that did not provide their submissions via the correct file type in the REC Portal. (Section 5).

10 CRS PERFORMANCE CHARGES

The Code Manager provided an update on the application of CRS (Centralised Registration Service) performance charges for the current period.

The PAB:

- **APPROVED** the Performance Charges applied to the CRS Provider for the quarter ended 30 June 2026 in line with the REC Performance Charge regime introduced from 1 April 2023 and the Performance Charges scale approved by PAB in March 2026.
- **NOTED** that no exemption request was submitted by the CRS Provider for this period.

11 REVIEW OF SDEP AND ESCALATIONS UNDER THE REC

The Code Manager presented the completed review of SDEP (Secure Data Exchange Portal) and escalations under the REC, noting comments received prior to the meeting and including key findings and recommendations.

The PAB:

- **APPROVED** the recommendations set out in the paper to be shared with the REC Code Manager and RECCo.

NEW ACTION: RECCo to confirm clear ownership and ongoing governance for the SDEP challenges and limitations, including how they will be progressed and monitored .

12 SERVICE PROVIDER ASSURANCE UPDATE

The Code Manager presented key insights on the performance of REC services over the last quarter covering the period from 01 May 2026 to 31 July 2026.

The PAB:

- **NOTED** the update.

13 PROPOSED CHANGES TO SMART DCC ACCESS CATEGORIES

The Code Manager requested approval to update the category naming for roles currently held by Smart DCC and the addition of data items within the Electricity DAM (Data Access Matrix).

The PAB:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to the Gas Data Access Matrix;
- **APPROVED** the Code Manager's proposed alterations to Appendix 1;
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document; and
- **APPROVED** the Code Manager's proposed implementation date for 11 September 2026.

14 ANY OTHER BUSINESS

The PAB Chair noted the consultation on Data Coordination roles and that it would be useful for PAB Members to take a look at this due to the overlap with PAB responsibilities, particularly with respect to data cleanse.

Further, the PAB Chair noted the communication from the Department for Energy Security and Net Zero (DESNZ) and the recent consultation on requiring non-domestic suppliers to have a smart meter in place for new fixed-term contracts, and that the Government will be announcing their decision on this matter soon.