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CRS PROVIDER PERFORMANCE CHARGES 2026/27

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FOR DECISION:	The Code Manager recommends that PAB: • **APPROVE** 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. • **NOTE** that no exemption request was submitted by the CRS Provider for this period.

1 CENTRAL REGISTRATION SERVICE (CRS) PERFORMANCE CHARGES

1.1 BACKGROUND

The REC Change Proposal R0025 was implemented on 01 April 2023, establishing a Performance Charge regime to introduce an economic incentive scheme for the Central Registration Service (CRS) Provider. The introduction of R0210 which came into effect on 01 April 2025 saw an evolution of the CRS Performance Charge. R0210 was designed to incentivise performance in areas where underperformance carries a higher risk compared to other areas by applying a differential weighting.

In March 2026, the PAB (RECPAB_26_0324_04) approved the amount of maximum Performance Charge which can be applied to the CRS Provider in respect of each Quarter of the given Financial Year.

1.2 CRS PROVIDER'S RIGHT TO REQUEST TO EXCLUDE PERFORMANCE LEVEL FAILURES

In accordance with clauses 5.7 and 5.8 of Annex A of REC Schedule 6 - Performance Assurance, the Code Manager notified the CRS Provider that, should they decide to exercise their right to submit an exclusion claim for the quarter, they were required to do so by 28 July 2026.

However, the CRS Provider informed the Code Manager that they would not be submitting any exclusion requests for performance level failures that occurred during the quarter (01 April 2026 to 30 June 2026).

2 PERFORMANCE CHARGES CALCULATION FOR FY 2026/27 QUARTER 1

The methodology used for the performance charges calculation was determined using the switching incentive regime guidance and set out in the change R0210 – Evolution of the CRS Performance Charge.

The Code Manager has measured the performance and calculated the Performance Charge for the period 01 April 2026 to 30 June 2026 based on information submitted by the CRS Provider as follows:

Performance Measure Groups	Relative Weighting	Number of metrics under group	Maximum Performance charge each quarter	No of Failures in Q1	Performance Charge for Current Quarter
User Support	30%	18	£11,700	6	£11,700
Service Availability	50%	7	£19,500	0	Nil
Responsiveness and BCDR	20%	16	£7,800	0	Nil
				Total Performance charge for Q1	**£11,700**

The six failures recorded by the CRS Provider during the Performance Charge period all fell under the User Support category:

- Percentage of Priority 3 DCC Switching Incidents Resolved within SLA (3 working days) (April)
- Percentage of Priority 3 DCC Switching Incidents Resolved within SLA (6 working days) (April)
- Percentage of Priority 4 DCC Switching Incidents Resolved within SLA (20 working days) (April)
- Percentage of Priority 3 Switching Service Requests Resolved within SLA (3 Working Days) (April)
- Percentage of Priority 4 Switching Service Requests Resolved within SLA (10 Working Days) (May & June)

The table below depicts the level of Performance Charge applicable based on the number of metrics where performance was below target:

	User Support			Service Availability			Responsiveness and BCDR			
	No of failures	Margin at stake	Value (£)	No of failures	Margin at stake	Value (£)	No of responsiveness failures	No of BCDR failures	Margin at stake	Value (£)
On target	0-3	0%	**£0**	0	0%	**£0**	0-2	0	0%	**£0**
Minor failure	4	4.5%	**£1,755**	n/a	n/a	**n/a**	3	n/a	3%	**£1,170**
Serious failure	n/a	9%	**£3,510**	1	15%	**£5,850**	4	n/a	6%	**£2,340**
Severe failure	5	18%	**£7,020**	2	30%	**£11,700**	5	n/a	12%	**£4,680**
Fundamental failure	6+	30%	**£11,700**	3+	50%	**£19,500**	6+	1	20%	**£7,800**

The Code Manager is reviewing the CRS Provider's evidence as part of the Direct Assurance process and will update the PAB if any significant findings necessitate adjusting this quarter's performance charges.

PAB Decision



The Code Manager requests the PAB approve a Performance Charge of £11,700 to be applied to the CRS Provider for the period from 01 April 2026 until 30 June 2026.

3 APPENDIX A: YEAR 3 PERFORMANCE CHARGE TREND

The below table shows the performance charges raised in each quarter of 2025/26 Financial Year.

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Performance Measure Groups	No of Failures	Performance Charge for the Quarter	No of Failures	Performance Charge for the Quarter	No of Failures	Performance Charge for the Quarter	No of Failures	Performance Charge for the Quarter
User Support	6	£14,400[1]	13[2]	£14,400	11	£14,400	6	£14,400
Service Availability	0	Nil	0	Nil	0	Nil	0	Nil
Responsiveness and BCDR	2	Nil	1	Nil	1	Nil	0	Nil
Total Performance charge	**£14,400**		**£14,400**		**£14,400**		**£14,000**	

[1] This is the recalculated total performance charge value for Q1 based on the information submitted after direct assurance was conducted by the Code Manager, and the initial value reported was £2,160.

[2] This is the recalculated number of User support failures for Q2, based on corrected information submitted following direct assurance by the Code Manager. Although the number of failures reduced from 14 to 13, there was no impact on the performance charge value, as the maximum charge is applied at 6 failures.