RETAIL ENERGY CODE

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REC ISSUE GROUP MEETING NOTES

DATE	**08 August 2025, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

The Chair welcomed attendees to the August meeting of the REC Issue Group (RIG) and confirmed the agenda.

The Chair confirmed that no 'Any Other Business' (AOB) items were raised prior to the meeting, with one AOB items being raised at this time.

Later in the meeting, RECRIG members noted the following AOB items:

- I0237 Working Group

2 PERFORMANCE ASSURANCE UPDATE

2.1 DATA CLEANSE UPDATE

The Code Manager Lead Analyst provided an update on data cleanse.

The Code Manager Lead Analyst advised updated file were distributed on 08 August 2025, with minimal changes noted. They highlighted a mid-sprint review was completed with the Performance Assurance Board (PAB), with follow up emails being sent to parties currently off-track. They explained the annual CDSP reconciliation results have been received, with validation ongoing. They noted the mid-month report will be issued soon, however it will not form part of the current sprint, it will likely be included in the next sprint.

A RIG member raised concerns around the timeliness and relevance of the reconciliation date, due to it's age. The Code Manager Lead Analyst acknowledged this issue and noted a REC issue has been raised to increase the reconciliation frequency.

2.2 R0173/R0259 UPDATE

The Code Manager Lead Analyst provided an update on R0173/R0259, which can be found on slides 4-8 of the meeting pack.

The Code Manager Lead Analyst highlighted R0173 – Improvements to the Theft Detection Incentive Scheme (TDIS) was approved in May 2025, which was after the new scheme year started. They explained R0259 – Update to R0173 Implementation Date had to be raised to ensure R0173 was implemented in October 2025.

The Code Manager Lead Analyst highlighted incentive payments will be introduced for certain desktop investigations and site audits. They advised a new 1342 file format will be required from December 2025, and any submissions using 1341 will be rejected.

2.3 DASHBOARD DEMONSTRATION

The Code Manager provided a demonstration of the new theft dashboards. This was split into different categories:

ETTOS Matching Analysis

- This will be used for tracking ETTOS leads, investigations and outcomes.
- Matching is currently based on meter points; this will shift to direct lead reference from December 2025.
- This allows Suppliers to self-serve and verify unmatched investigations.

Data Validation Enhancements

- New validation checks will be added, (Postcode format, mandatory fields, data consistency).
- Rejections exclude investigations, warnings do not but may prompt queries.
- Validation log tracks historical rejections and warnings.

Dashboard Tabs Overview

- ETTOS Lead Matching – shows match status and investigation linkage.
- Rejections and Warnings – Detailed breakdown with reasons and monthly trends.
- Validation Log – Tracks updates and corrections to flagged investigations.
- ETTOS Lead Analysis – Includes KPI metrics, lead source breakdowns and ageing analysis.

KPI Metrics

- % of ETTOS leads resulting in confirmed thefts.
- % of all investigations resulting in confirmed thefts.
- kWh analysis per ISR and confirmed thefts.

Implementation Timeline

- Dashboard updates to go live in September 2025.
- Seeded with data from the past theft year for initial insights.

2.4 ANNUAL RATING UPDATE

The Code Manager Lead Analyst provided an update on Annual Ratings.

The Code Manager Lead Analyst highlighted the draft Annual Ratings are now available on the Performance Assurance Dashboards on the REC portal. They advised parties have until 22nd August 2025 to query their overall rating, and can do so by emailing enquiries@recmanager.co.uk. They noted final ratings will be published on 29 August 2025, including peer comparisons.

3 AOB

3.1 I0237 WORKING GROUP

The Code Manager Lead Analyst provided an overview on the I0237 Working Group, which can be found on slide 11 of the meeting pack.

No additional business was discussed. The Chair thanked attendees for their input and closed the meeting.