RETAIL ENERGY CODE

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REC ISSUE GROUP MEETING NOTES

DATE	**12 September 2025, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

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

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

2 PERFORMANCE ASSURANCE UPDATE

2.1 DATA CLEANSE UPDATE

The Code Manager Lead Analyst provided an update on data cleanse (slides 5-9).

The Code Manager Lead Analyst informed Members it is the final month of data cleanse sprint 4, with the reports being published in September 2025 are the final working sets. They explained the measurement point for sprint 4 will be based on data produced in early October 2025.

The Code Manager Lead Analyst advised the MHHS data cleanse activity will be concluded at MHHS M10, with the closure report expected later this month, which will identify areas for the BSC and REC to follow up.

They noted that some Parties had fed back that despite their efforts to send corrected data to the Central Data Services Provider (CDSP) this has not been reflected in new reports. The Code Manager has confirmed with the CDSP that the relevant Shipper must submit an update file to trigger the system to update.

The Code Manager Lead Analyst mentioned data cleanse sprint 5 will begin in November 2025. they highlighted the sprint will be focused on;

- New Meter Details (ESME ID & Location);
- Invalid gas MAP values (large population still unresolved);
- Updated gas CDSP Reconciliation;
- Monthly MEM metering data snapshot against data held in EES;
- Top Line Report redesign (possible shift from DNO to Supplier responsibility);
- DPI data revisit due to recent EES Updates; and
- MHHS handover report evaluation

The Code Manager Lead Analyst encouraged Parties to submit views on the priority reports for sprint 5, any additional data quality issues that haven't yet been captured and the retirement of MTC based reports, as there has been some resistance noted with that option.

A RIG member noted that receiving the MTC reports was useful to their organisation, even if it wasn't a top priority for industry. This was supported by another RIG member who noted that although the MTCs will be phased out with MHHS, they would still be around for some time during the migration.

2.2 PERFORMANCE ASSURANCE UPDATE

The Code Manager Lead Analyst provided an update on Performance Assurance (slide 11).

The Code Manager Lead Analyst informed Members that the new Performance Assurance Operating Plan (PAOP) went live on 01 September 2025. They highlighted the next Performance Assurance webinar has been scheduled for 09 October 2025, covering:

- Next 3 months activities;
- Theft Detection Incentive Scheme (TDIS) changes;
- Overview of Market Performance;
- MHHS updated;
- Risk Register review; and
- Engagement plan for 2025-26.

The Code Manager Lead Analyst highlighted the Risk Register is underway, with updates being presented to the Performance Assurance Board (PAB) in September.

They mentioned that Fulcrum Metering Services Limited are exiting the market and impacted Parties must appoint new MEMs. They mentioned support is available through either OAMs and the Performance Assurance team.

3 CRS IMPROVEMENT PLAN ADDRESS DATA QUALITY

The RECCo representative provided an overview of CRS Improvement Plan Address Data Quality (slides 13 & 14). A post-meeting paper has also been issued and can be accessed through the same link.

This is a joint project between the DCC and RECCo, following Ofgem's decision to retain the DCC switching license, which will focus on improving address data quality. They mentioned the survey will be launched from 22 September – 31 October 2025. They highlighted an in-person stakeholder event has been scheduled on 14 October 2025, which will be in Manchester and hosted by the DCC.

The RECCo representative informed Members the objectives are to understand the impact of unmatched addresses, prioritise work based on industry feedback and to support development of the change solution for I0200. They advised there were 1,045 erroneous switches in Q2 of 2025, due to the incorrect MPXN and there is a need for examples of failed switches and business impacts. There is engagement planned with Price Comparison Websites (PCWs) and other data users.

The RECCo representative explained a survey will be distributed through the REC weekly bulletin and Parties can respond using a spreadsheet format for ease of completion, with a direct contact being made available for questions and urgent issues.

4 ANY OTHER BUSINESS

4.1 ELECTRICITY ENQUIRY SERVICE (EES) MHHS CUTOVER ACTIVITY

The Code Manager Lead Analyst provided an overview of EES MHHS Cutover Activity (slide 16).

The Code Manager Lead Analyst explained the cutover activity begins on Friday 19 September 2025 at 6:30pm, with the read-only mode from 9:00pm until the Sunday evening. They advised the full functionality resumes at 09:00am on Monday 22 September 2025.

Parties were advised to check batch timings for updates submitted before that weekend.

4.2 CHANGE WORKING GROUP – HOW CAN THE SOLR PROCESS BE IMPROVED?

The Chair provided an overview Change Working Group – how can the SoLR process be improved? (slide 17).

The Chair informed Members that the REC are seeking volunteers for a working group to improve the SoLR processes, with interested Parties being able to express their interested by emailing enquiries@recmanager.co.uk.

4.3 PAYMENT METHOD LEVELISATION – CONTACTS UPDATE

The Chair provided an overview of Payment Method Levelisation – Contacts Update (slide 18).

The Chair advised RECCo Finance are requesting updated contact details due to failed messages, with Suppliers being asked to send updated billing, operational and sharepoint access contacts to finance@retailenergycode.co.uk.

4.4 COLLECTIVE RECCO TEAM ENGAGEMENT DAY

The Chair provided an overview of Collective RECCo Team Engagement day (slide 19).

The Chair informed Members that the in-person event will take place on 30 September 2025, 09:30-15:30. They advised the event will not be recorded; therefore Parties are encouraged to attend in-person.

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