RETAIL ENERGY CODE

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REC ISSUE GROUP MEETING NOTES

DATE	**10 October 2025, 10:00**
LOCATION	**By teleconference**

1 INTRODUCTIONS

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

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

2 PERFORMANCE ASSURANCE UPDATE

The Code Manager Lead Analyst provided a clarification of Annulments and an overview of the Risk Register Updates & Consultation, found on slides 6-8.

The Code Manager Lead Analyst informed Members that Annulments should only be used when a Consumer informs the losing Supplier that they did not enter a contract with a new Supplier. They highlighted this is supported by Ofgem's Supplier License conditions, which aim to prevent Erroneous Transfers (ETs). They mentioned if a Consumer has entered a contract but wants to cancel, they must contact the new Supplier directly, an Annulment isn't appropriate in these cases.

A RIG member highlighted that the guidance issued in the previous REC Weekly Bulletin linked to an outdated document (pre R0119 change) and that the current wording in the REC Schedule is unclear.

Another RIG member noted this poses a risk, where a Consumer might falsely claim they didn't consent to a switch to escape a contract.

Another RIG member agreed there was ambiguity and confirmed that a Change Proposal is being raised to clarify the wording in the REC and ensure proper use of Annulments. RIG members agreed that the Change Proposal should aim to align REC wording with Ofgem's interpretation and clarify Supplier responsibilities. The Change process will consider all possible scenarios, to help prevent misuse. RIG members supported the need for clearer guidance and a suggested a post implementation review of R0119 as part of the work in the new Change Proposal.

The Code Manager Lead Analyst explained the updated Risk Register is out for Consultation. They noted it has been reviewed by the Performance Assurance Board (PAB) and includes several changes based on recent developments. The key updates are:

Removed Risk

- The top-tier risk related to Central Registration Service (CRS) has been removed, as it's no longer in the pipeline.

New Risk Drivers

- Behavioural changes post R0155 implementation, especially around COO flags in switching.

- New drivers for Domestic and Non-Domestic switching to identify outliers and market averages.
- MHHS related flows will be monitored once BSC changes allow data sharing from the Data Integration Platform (DIP) manager.

Monitoring plans

- Suppliers without an Meter Operator Agent (MOA) will be monitored for I045 flow submissions every 7 days.
- Flow aging will be tracked to identify delays or gaps.

Housekeeping

- The previous Performance Assurance Operating Plan (PAOP) activities have been removed.
- References have been updated to reflect delivered, withdrawn and new changes linked to risks.

Potential Risks considered but not added

- End of Gate Closure Message Proposal has been withdrawn.
- EES/SDEP User Maintenance API has been flagged, however lacks evidence to justify inclusion.

The Consultation is open until Friday 17 October 2025, RIG members are encouraged to review and provide feedback, especially if expected risks may be missing. The next steps are for the post Consultation updates to be made, the final version to be approved by PAB on 28 October and for the new Risk Register to go live on 01 November 2025.

2.1 DATA CLEANSE UPDATE

The Code Manager provided an update on data cleanse sprints 4 and 5, found on slides 9-11.

They began by reviewing the outcomes of sprint 4 and noted there had been positive progress in resolving issues related to ‘energised no meter’ and ‘new meter details’. They advised there was less improvement in areas such as ‘DNO top line and ‘Gas MAP ID’ discrepancies.

Following feedback from the Performance Assurance webinar on 09 October, the Code Manager proposed a change in how the energised no meter issues are tracked. Specifically, it was suggested that short term anomalies should be excluded from on-going performance tracking. This adjustment is expected to improve the accuracy of reporting and reduce unnecessary follow up.

For sprint 5, the Code Manager is proposing to continue work on energised no meter and new meter details. Additionally, a dual reporting approach will be introduced for top line issues, targeting both DNOs and Suppliers. These changes reflect concerns that the current method of assigning responsibility may not be the most effective due to the mixed responsibilities.

A RIG member asked for clarification on the distinction between primary and secondary parties, relating to Performance Accountability. The Code Manager Lead Analyst confirmed that the primary party is held accountable for resolving issues, typically the party responsible for sending the necessary data flows. Supporting parties may be engaged with if the primary party encounters a block in resolution.

The Code Manager Lead Analyst introduced a new reconciliation report, comparing data held by Meter Equipment Managers (MEMs) with Electricity Settlements. This comparison includes fields such as meter serial number, meter type and installation details. Initial findings show that most discrepancies are minor, however, there are notable differences in meter type classifications, particularly within SMETS2 variants. The Code Manager Lead Analyst proposed prioritising concerns where there is a clear mismatch, rather than focusing on minor internal SMETS2 differences.

A RIG Member supported this approach, noting that their organisation relies on the Smart Metering Inventory and are less concerned with SMETS2 subtypes.

The Code Manager Lead Analyst informed Members that the gas CDSP reconciliation report, previously included in sprint 3 but was removed from sprint 4 due to outdated data, will be reinstated in sprint 5, as significant discrepancies remain unresolved.

A RIG Member raised concerns around the lack of refreshed data views and the limitations of relying on a single snapshot. The Code Manager Lead Analyst acknowledged the issue and confirmed I0252 had been raised to consider an increase to the frequency of reconciliation updates.

The Code Manager Lead Analyst outlined plans to introduce new Domestic Premise Indicator (DPI) reports, now feasible due to recent data updates from the MHHS Programme. Three key DPI reports will be developed:

- Unmeasured Domestic Meter Points;
- Related Meter Points with Inconsistent DPI Values; and
- Supplier Reported DPI Errors Affecting Portfolio Accuracy

A RIG Member asked when granular details of these reports would be available. The Code Manager Lead Analyst explained the Code Manager is currently working on the reporting structure and target proposals, which will be submitted to PAB on 28 October 2025.

2.2 THEFT DETECTION INCENTIVE SCHEME UPDATE

The Code Manager Lead Analyst provided a comprehensive update on the changes to the Theft Detection Incentive Scheme (TDIS), found on slides 12-16.

- A dashboard refresh is scheduled for 21 October 2025, introducing new tabs for rejection warnings and ETTOS lead matching.
- Suppliers will be able to view which ETTOS leads have been matched to investigations and which remain unmatched.
- From December 2025, a new file format (1342) will replace the current 1341 format, with submissions using 1341 will be rejected.
- The new format includes three additional fields - Fuel Type, Investigation Type and ETTOS Lead Reference.
- These changes support the implementation of R0173, which introduces new statuses such as ‘closed but not confirmed theft’.

A RIG member asked whether the new file format specification was currently available on the REC portal. the Code Manager Lead Analyst confirmed that it is included in the PARC change documentation and offered support through the REC Service desk if required.

3 EES UPDATE FOLLOWING MHHS M10

The Code Manager Lead Analyst informed Members that the EES Service Provider has confirmed the platform stability has returned to normal, with no current performance issues being reported. They mentioned the deployment ahead of M11 is planning to improve performance further.

No comments were raised by RIG members on this agenda item.

4 MARKET MESSAGE VERSION ISSUE

The Code Manager Lead Analyst provided an overview of a Market Message Version Issue, found on slide 19.

The Code Manager Lead Analyst highlighted there is a current issue with the message versioning for the D0303 and D0311. The messages have been updated to version 2 in the DTC V15, however rejections are occurring due to outdated routing steps.

RIG members were encouraged to check and update their systems. Technical queries can be sent directly to helpdesk@electralink.co.uk.

5 GATEKEEPER VALIDATION ISSUE

The Code Manager Lead Analyst provided an overview of Gatekeeper Validation Issue found on slides 20-23.

They highlighted there is a DTC Enumeration Validation Issue, with a D0152 validation error affecting flow builders and CRM systems. They highlighted a manual message creation may be required, with the fix requiring a BSC change, and an earliest implementation being February 2026. RIG members were asked to confirm gatekeeper flexibility and report back to carl.dennis@recmanager.co.uk.

6 TARIFF INTEROPERABILITY WORKING GROUP (TIWG) UPDATE

The RECCo representative provided an overview of Tariff Interoperability Working Group (TIWG) Update, found on slides 24-40.

The RECCo representative informed Members that RECCo has been appointed the delivery body for the TIWG by the Department for Energy Security & Net Zero (DESNZ). The API technical specification, the Data Specification and the User Agreement have been developed. The scope includes Domestic and non-bespoke Non-Domestic electricity tariffs, with gas tariffs being optional.

The RECCo representative explained the key components are:

- Supplier and User Registers, Monitoring Tool.
- Consent mechanism via OAuth2 for Consumer specific data.
- Legal framework through the User Agreement to ensure data protection and permitted use.

The Code Manager Lead Analyst highlighted the DESNZ Consultation will be open from October – December 2026, with the REC designation in March 2026 and go-live in January 2027.

7 ANY OTHER BUSINESS

7.1 DCC ADDRESS MANAGEMENT ENGAGEMENT SESSION

The Chair provided an overview of the DCC Address Management Engagement Session, found on slide 42.

The Chair explained the session was originally scheduled for October, however, has now been postponed until 13 November 2025. RIG members were encouraged to contact victoria.crossan@smartdcc.co.uk if they wish to attend.

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