RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**10 April 2026, 10:00**
LOCATION	**By teleconference**

Presenter & Role	Representing	Initials
Kev Duddy (Chair)	REC Code Manager	KD
Andrew Waghorn (Performance Assurance)	REC Code Manager	AW
Christopher Thompson (Subject Matter Expert)	REC Code Manager	CT
Dane Sandy (Service Delivery Manager)	RECCo	DS
Bela Ashworth (Change Analyst)	REC Code Manager	BA

1 INTRODUCTIONS & HOUSEKEEPING

The Chair welcomed attendees to the March 2026 meeting of the REC Issues Group (RIG) and confirmed the agenda.

The Code Manager provided updates on outstanding actions from the previous meeting:

Action Ref	Details
RECRIG_26_0213_03_01	The Code Manager agreed to review previous work on Address Line 1 population and industry guidance, to assess whether the guidance should explicitly allow or prohibit Building Network Operator (BNO) entries.
RECRIG_26_0213_03_02	The Code Manager also agreed to investigate historical change proposals relating to BNO identification and republish the link to the address guidance in the next meeting papers.
Meeting Update: The Code Manager confirmed that Clarification of the use of Address Line 1 (including BNO) will be included in the Solution Development for I0200 – Improving Address Management Targets. The timeframes for this issue are due to be released shortly. The Subject Matter Expert (SME) team have advised that Building Network Owner would need to be defined before it can be included within REC guidance and highlighted that the Distribution Connection Use of System Agreement (DCUSA) would be best placed to raise this as a specific data item. The Code Manager recommends raising this directly with DCUSA, however this action will remain open until the Change Proposal is progressed **Status:** Open	

RECRIG_26_0213_05_01	The Code Manager and RECCo to provide guidance on the new Data Error Management Issue Log process and how/where REC Parties can interact with it.
RECRIG_26_0213_05_02	The Code Manager and RECCo to provide clarification on the objective and requirement underlying the introduction of a Data Error Issue Log separate to the existing Change Process - Issue Log
Meeting Update: The guidance is still on schedule to be provided at the end of April, which can be provided to RIG members at the meeting in May. **Status:** Open	

2 PERFORMANCE ASSURANCE UPDATE

The Chair advised that there were no new items being brought forward for the Performance Assurance update and invited RIG members to raise any discussion topics.

The Code Manager (AW) confirmed that Performance Assurance reports were uploaded on working day 5, noting that the Easter Bank Holiday had shifted typical timings slightly. Dashboard updates were also completed, following resolution of a minor technical issue. RIG members were advised that gas reports would follow later due to the different timing of those reports.

It was highlighted that the current month represents the final month of the Data Cleanse sprint, with performance measurement to take place using reports issued at the start of May. AW noted that mid sprint reviews showed generally positive progress, although some challenges remained within gas reporting. RIG members were encouraged to continue engaging with the Performance Assurance team, particularly regarding exemptions.

A RIG member raised a query regarding missing Data Cleanse reports. AW advised that Members experiencing issues to contact the Performance Assurance mailbox with details of the affected Portal site and the team will investigate and confirm resolution. AW confirmed later in the meeting that earlier issues with missing report uploads had now been resolved, with re-uploads completed successfully.

3 POSITION ON MPXN DATA CLASSIFICATION

The Code Manager (CT) provided an overview of the classification of MPXN data as personal data under UK GDPR, found on slides 8-11 of the meeting pack, referencing previous regulatory and Information Commissioner's Office (ICO) determinations. It was explained that MPXNs constitute personal data when they are used for billing, combined with other data sets, or enable identification of an individual consumer.

CT emphasised that Parties acting as Data Controllers have a legal responsibility to ensure appropriate security controls are in place when sharing MPXN data. It was reiterated that sending MPXN information through unsecured email presents a data protection risk. RIG Members were strongly advised to use secure mechanisms such as the REC Portal, the Secure Data Exchange Portal (SDEP), or other approved interfaces when sharing such information.

Further clarification was provided that this responsibility applies equally when sharing information with other parties, even where an established commercial relationship exists. RIG members were encouraged

to identify and raise any additional use cases where secure transfer mechanisms may be required for consideration.

4 RECCO SWITCHING INCENTIVE REGIME SURVEY 2026

RECCo (DS) delivered a presentation on the 2026 Switching Incentive Regime Customer Engagement Survey, found on slides 12-18 of the meeting pack. The survey forms part of Ofgem's assessment of the DCC's performance and contributes 20% of the overall Switching Incentive Regime score.

DS outlined the methodology, purpose and scope of the survey, explaining that it gathers feedback from Distribution Network Operators (DNOs), Electricity Retail Data Agents (ERDAs), Gas Transporters, Suppliers and other switching stakeholders. The survey assesses whether DCC engagement has been informed by customer needs, whether communications have been timely and of good quality, and whether appropriate support has been provided.

The survey is expected to go live on or around 16 April 2026, with delivery managed by an independent research provider. RIG members were advised to whitelist the survey email address to avoid messages being filtered into spam folders. Further communications will be issued through REC bulletins and newsletters.

RIG members discussed the value of feedback loops following surveys. It was suggested that a summary of survey outcomes and resulting actions be presented back to the group in future, to demonstrate how feedback has influenced improvements and to help mitigate survey fatigue. REC representatives acknowledged this feedback and agreed to consider how best to close the feedback loop with industry participants.

5 KEY CALLOUTS

The Chair highlighted several key industry items, found on slide 20 of the meeting pack. Data Cleanse sprint 5 was confirmed to close at the end of April, and RIG members were encouraged to complete any remaining actions promptly.

Upcoming webinars were noted, including a REC Consumer Consent Engagement session and an Introduction to the REC webinar. RIG Members were encouraged to share these sessions internally where appropriate.

An update was provided on the Gas Metering Equipment Manager (MEM) reconciliation, confirming that the date for portfolio cut had now passed and that data should be uploaded. RIG members were advised to begin submissions early to allow time for resolution should formatting issues arise.

It was also confirmed that a refresh of electricity DNO and MEM contacts held in the REC Metering Hub would be undertaken shortly, with affected parties contacted to validate existing details.

Following the Key Callouts, BA gave an update on REC changes that are currently open for Information Request or Consultation, found on slides 21-25 of the meeting pack. Further detail was given on the following Changes.

I0228 – ECOES API for Export MPAN Creation at Scale

I0228 explores whether an Application Programming Interface (API) should be introduced within EES to allow Suppliers to request export MPANs in bulk, particularly where volumes are increasing.

The Information Request is specifically seeking views from Industry Parties on:

- Whether the need for this API is limited to backlog or legacy scenarios, for example, historic Feed-In-Tariff (FIT) cases, or;
- Whether there is a long term, enduring use case that justifies building and maintaining an API solution.

Parties are also encouraged to explain how Export MPAN creation is currently managed within their organisations and where delays or pain points arise.

A RIG member questioned whether the proposed API conflicts with established DCUSA processes, noting that Export MPAN creation requires installer certification and DNO validation. They cautioned that Supplier initiated creation risks bypassing qualification and safety checks normally embedded within DNO led processes.

The Code Manager (BA) confirmed that similar concerns have already been raised by other DNOs during a DNO input call and clarified the purpose of the Information Request is to gather information from Energy Suppliers on this process. Nonetheless, the Code Manager also welcomes formal responses from DNOs to the Information Request

It was clarified that the proposal relates specifically to cases where no additional physical works are required and where an export MPAN is being created alongside an existing import MPAN, under REC Schedule 27, although this point remained contested from a DNO safety perspective.

DNOs, Electricity Suppliers and any Parties involved in Export MPAN creation or management are strongly encouraged to respond before 08 May 2026, with submissions accepted through email or the REC portal.

I0314 – Crossed Meter Processes: Clarifications and Support

I0314 focuses on the Crossed Meter processes currently codified in REC Schedule 30. The intent is to assess whether the codified process accurately reflects operational practice across the industry.

Parties are asked to provide information on:

- Gaps or inconsistencies between the documented process and real world application
- Pain points encountered when operating the Crossed Meter process
- Any workarounds currently being used due to limitations or ambiguity in the REC.

All responses to this Information Request will be treated as confidential. Parties wishing to discuss their responses or seek clarification were advised to contact the Lead Analyst directly. Meter Operators, Network Operators, Suppliers and any Parties operationally involved in Crossed Meter scenarios are encouraged to respond before 08 May 2026.

R0300 – Amendments to D0312 to Align with BSC CP1622

R0300 proposes amendments to the D0312 flow to align with BSC CP1622, relating to the treatment and validation of digital register digits received from ERDAs. The Code Manager has specifically requested feedback from Meter Operator Agents (MOAs) and Electricity Suppliers on question 2 of the consultation:
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- Any technical validation in place for the Number of Displayed Register Digits when receiving the D0312 from ERDAs, and
- Whether these changes can be done for the June release.

Parties may submit partial responses, focusing only on relevant questions rather than completing the Consultation in full. The consultation closes on 21 April 2026, no late responses can be accepted due to dependency on the Technical Expert Panel (TEP) paper cycle and alignment with the Balancing & Settlement Code (BSC) Change Proposal (CP) timelines.

BA highlighted responses can be submitted either through email or the REC portal and Parties are encouraged to engage directly with the Lead Analysts if clarity is required.

6 ANY OTHER BUSINESS

6.1 MISSING READ REQUESTS SUBMITTED IN SDEP

A RIG member raised concerns regarding an increase in missing read requests being prematurely submitted through SDEP shortly after switching dates, contrary to industry timelines. It was noted that this had placed an unnecessary operational burden on affected teams. The Chair confirmed that as this appeared to relate to a single Supplier that the matter would be addressed offline.

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

Next Meeting: 08 May 2026