RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**12 June 2026, 10:00**
LOCATION	**By teleconference**

Presenter & Role	Representing	Initials
Marcello Cecchini (Chair)	REC Code Manager	MC
Lorna Mallon (Subject Matter Expert)	REC Code Manager	LM
Andrew Waghorn (Performance Assurance)	REC Code Manager	AW
Kev Duddy (Operational Account Manager)	REC Code Manager	KD
Greg Johnston	National Energy System Operator	GJ
Nathan Gould	Retail Energy Code Company	NG
Bela Ashworth (Change Analyst)	REC Code Manager	BA

1 INTRODUCTIONS & HOUSEKEEPING

The Chair welcomed attendees to the June 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 advised that the I0200 – Review of the REC's Address Management Service' Working Group had taken place on 11 June, and meeting papers had been made available on the REC portal. The Code Manager confirmed that Address Line 1 validation was discussed during the Workgroup, and a bulletin update would be issued, advising that validation is not currently applied to this field. It was confirmed that this area would continue to be reviewed as part of the I0200 standardisation. RIG members agreed the action could be closed following this update. **Status:** Propose to Close	

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 Code Manager confirmed the location of the new central data issue log on the REC Portal, under Organisation Management>Data Error Management. Designed to be visible and accessible to Parties, for easy submission and progress tracking of data issues in one place, with ownership spanning one or more REC governance group(s). Further details can be found on a dedicated data error management wiki page. RIG members agreed to close the action following this update. **Status:** Propose to Close	

2 ADDRESS PRIORITISATION MATRIX – INVALID POSTCODE

The Code Manager (LM) provided an overview of Address Prioritisation Matrix – Invalid Postcode, which can be found on slides 7-15 of the meeting pack. LM outlined the purpose in supporting the resolution of unmatched Meter Point Locations (MPLs) and Retail Energy Locations (RELs).

LM explained that the current process relies on large, unstructured datasets issued to Distribution Network Operators (DNOs) and other parties by DCC, which lacks direction and prioritisation. The new matrix will provide structured prioritisation to improve efficiency and focus industry effort on higher value data fixes.

LM advised the initiative builds on over a year of DCC activity and trial work with selected Parties. The matrix will segment data based on factors such as Connection Type, MPAN Trading Status and Meter Type. Smart meter sites were identified as quicker to resolve and will therefore be prioritised. New connections are being treated as a separate category due to existing BAU processes addressing many issues.

LM confirmed round one of the delivery approach, will prioritise Supplier input, before passing enriched data to DNOs and IDNOs for resolution. Standardised reporting outcomes will be introduced to ensure consistency across parties. A consultation will be issued shortly through the REC Change Bulletin. SLAs will apply to priority groups, pots 1-3, with proportional timelines based on volume. The total initial volume across priority groups is approximately 31,000 sites.

A RIG member queried the delivery mechanism for Supplier files. LM confirmed that the long term solution is delivery through a digital service, but initial distribution may be through secure email or the REC portal, depending on readiness.

Another RIG member highlighted the importance of coordinating with gas data improvement programmes. LM confirmed this was being considered.

3 PERFORMANCE ASSURANCE UPDATE

The Code Manager (AW) provided a Performance Assurance update, which can be found on slides 16-18 of the meeting pack. The update focused on reporting improvements and the next sprint.

Reporting Updates

- A new Grid Supply Point (GSP) field has been added to reports following previous feedback.
- A new report has been created for 'Disconnected Active MPANs' containing Terminated MPANs with a Supplier.

Sprint 6 Overview

- Sprint 6 has commenced and will run until November 2026.
- Key focus areas include:
    - Energised but unmetered sites;
    - Invalid top-line data (particularly for prepayment meters);
    - Meter Location and ESME ID data quality;
    - Disconnected MPAN reporting (NEW).

A RIG member raised confusion regarding reconciliation reports issued by different sources. AW acknowledged that differently named reports or duplicates may be causing operational challenges, and further coordination will be undertaken.

4 LAST INSPECTION DATE

The Code Manager (KD) provided an overview of an issue with the Last Inspection Date data fields, which can be found on slides 19 & 20 of the meeting pack. KD advised this was raised by a Party acting in a role of gas Meter Asset Manager (MAM), regarding the availability of last inspection date data.

KD advised inspection date fields are optional in some gas data flows, leading to incomplete data being provided on transfer of assets. This creates challenges in applying risk-based inspection regimes, as Parties cannot reliably determine when assets were last visited.

A RIG member noted that, although formal inspection obligations for Suppliers have reduced, Distributors and Suppliers will have health and safety responsibilities requiring a risk-based approach.

It was agreed that improving data visibility would support compliance and industry assurance.

This Code Manager suggested this topic would likely be discussed at to the Operational Metering Forums before being taken further.

5 ENERGY DIGITILISATION FRAMEWORK

NESO (GJ) and RECCo (NG) provided an overview of the Energy Digitalisation Framework, which can be found on slides 21-25 of the meeting pack.

The work responds to the Energy Digitalisation Framework set by the Department of Energy Security & Net Zero (DESNZ) and aims to define how emerging digital systems integrate across the sector. Key systems include the Consumer Consent Solution (CCS) and the Data Sharing Infrastructure (DSI).

The key areas of focus will be on developing an architectural reference framework to ensure interoperability across systems. Identifying system to system requirements will be derived from individual system objectives. Long term principles will be established to support a scalable digital ecosystem. The initial outputs are expected by August, which will be followed by a Consultation.

LM queried whether UPRN would be incorporated. It was confirmed that the UPRN may be considered within identity validation processes but is not currently central to cross system architecture.

6 KEY CALLOUTS

The Chair provided an overview of Key callouts, which can be found on slides 26-31 of the meeting pack.

- There is a REC Release scheduled to take place on 26 June 2026, with 13 changes targeted for implementation. The Code Manager hosted a webinar on 03 June 2026 to provide an overview of the changes included in June Release. The recording and slides can also be found on the REC Portal.
- The DNO/Electricity MEM contacts refresh activity is underway to verify contacts held within the Metering Hub. The new list will be uploaded shortly.
- New and Updated MHHS related REC Guidance has been published, including energisation stage and reverse migration processes. The Chair noted that these updates are critical for ensuring alignment with MHHS processes and that Parties should review the materials in detail to ensure compliance and operational readiness.

The Code Manager (BA) provided an overview of the current open Consultations, Impact Assessments and Working Groups.

- R0330 – Use of REL Data by the Authority – A Consultation has been launched to allow Ofgem to use REL address data beyond its current restriction to switching purposes. This change is required to support the implementation of the Boiler Upgrade Scheme. Responses to the Consultation are due by 03 July 2026. An extraordinary REC release is planned for 31 July 2026 to align with Ofgem's implementation timelines. The change specifically enables access for the Authority only and does not extend REL data access to other parties at this stage.
- I0323 – Tariff Interoperability Phase 1A – Supplier Performance Assurance Requirements – The Impact Assessment was issued on 05 June, with responses due by 26 June 2026. The proposal seeks to introduce proportionate and targeted reporting obligations on Suppliers in relation to tariff operability. Suppliers are specifically requested to provide feedback due to the direct impact on their obligations.
- I0278 – Establishing the Safe Isolation Provider (SIP) as a Standalone REC Metering Party - This is a closed Working Group with limited representation, but a public webinar will follow to share the outcomes with all REC Parties. Representation is limited to a maximum 2 per organisation, with the next one scheduled for 29 June 2026.
- I0312 – Review of Export Meter Work Arrangements – The next session is scheduled for 14 July 2026, focusing on change of energisation status, which was not covered previously.
- I0200 – Review of the REC's Address Management Service – The next working group is confirmed for 17 July 2026 and builds directly on the work presented earlier in the morning.

Parties were invited to participate by contacting the REC Change mailbox if they wished to attend.

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7 ANY OTHER BUSINESS

7.1 MISSED METER EXCHANGES

A RIG member raised concerns regarding a growing volume of missed meter exchanges and the lack of a standardised process within SDEP to manage these cases. They explained that there is no dedicated process in SDEP for raising missed meter exchanges. As a result, Parties are currently using workarounds such as the 'Contract Manager' route. Different Suppliers are requesting different process types and formats, which is creating inconsistency and inefficiency. They emphasised that this inconsistency is becoming operationally unmanageable, particularly for frontline teams who are required to follow different processes depending on the counterparty Supplier. There is a clear need for a single, agreed industry approach to ensure consistency and reduce confusion.

The Code Manager (LM) provided context on existing REC Change activity and system constraints. R0122 – SDEP Review Improvements (2) – Usability is still in progress and is expected to improve reporting and usability, but it does not introduce new process screens or types, meaning it will not directly resolve the issue. R0285 – Organisations with Multiple Role Types EES and SDEP access was highlighted as potentially more relevant, as it aims to address access and user identity limitations with SDEP, particularly where one user performs multiple roles.

Further systemic issues were identified:

- Access Limitations, not all operational teams having access to certain SDEP process types, such as Contract Manager.
- Differences between gas and electricity functionality, including electricity having more mature process support, with gas lacking equivalent functionality.

Another RIG member reinforced that this issue is becoming more prevalent due to increased volumes of missed exchanges, driven in part by the faster switching process. There are gaps in gas functionality compared to electricity, which further complicates consistent handling.

Given that no immediate system change is available, the group discussed an interim solution. LM proposed using the 'Missing Reads' process types as a standardised interim approach. This was suggested as an appropriate option because missed exchanges often result in incorrect or missing change of Supplier reads, meaning the issue logically aligns with the missing reads processes. The process exists consistently across both electricity and gas, supporting cross-fuel alignment. This proposal was broadly supported by Members as a practical short-term solution.

The Code Manager (LM) suggested a guidance document could be developed, like previous approaches, to:

- Define the agreed interim process;
- Provide clear instruction on how to raise these cases;
- Ensure consistent adoption across all Suppliers.

The guidance would be shared with industry for feedback prior to finalisation, rather than imposed unilaterally. It will also be published to ensure all Parties have consistency and visibility.

Action: RECRIG_26_0612_07_01 – The Code Manager to develop guidance to standardise the missing meter exchanges process.

7.2 MHHS METER EXCHANGE ISSUES

A RIG member raised a systemic issue with historic meter exchange corrections following MHHS migration. They explained that legacy flows are rejected because the MPAN has been migrated to MHHS, however MHHS processes do not support historic updates.

This creates a critical issue where it is nor possible to correct historical meter exchange records using either process. The current workaround is to submit updates using D+1 dates, rather than the true historical date. However, this workaround creates a data gap between the actual installation date and the recorded date. It also results in inaccurate timelines for meter history, which can impact downstream processes.

LM confirmed that this behaviour is due to system validation rules drawing a ‘line in the sand’ at migration, preventing retrospective updates. There is currently no documented rationale for this restriction in the relevant specifications. They further highlighted the issue is cross-code in nature, with the BSC driving validation impacting REC processes. It affects all meter types, and all Meter Operator Agents (MOAs) and Electricity Suppliers.

It was acknowledged that this issue is likely to have implications beyond operations, including settlement accuracy impacts, due to incorrect meter timelines. This could also cause wider data integrity concerns across industry systems.

This issue will be escalated to the MHHS Expert Group, where it can be addressed at programme level. Further investigation is underway to determine why the restriction was implemented, and whether it can be changed and how quickly.

A potential outcome is the creation of formal guidance describing the workaround, and a process or system change to enable retrospective updates properly.

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

Next Meeting: 10 July 2026