RETAIL ENERGY CODE

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REC CONSUMER CONSENT TOPIC SPECIFIC SOLUTION GROUP
MEETING MINUTES

MEETING	**REC_CCTSSG_26_0312**
DATE	**12 March 2026, 10:00**
LOCATION	**By teleconference**

1. INTRODUCTIONS

The Chair welcomed attendees to the meeting of the Consumer Consent Topic Specific Solution Group (CCTSSG). This session would focus specifically on the User Experience aspects of the Consumer Consent Solution (CCS), in support of the live design consultation which would close on 25 March 2026.

2. RECAP OF CCS ENGAGEMENT DAY

MPW provided a recap of the CCS Engagement Day, held on 04 March 2026. The event was targeted at supporting industry stakeholders in their responses to the design consultation. MPW highlighted that discussions in breakout sessions and a Q&A had focused on Identity and Verification (ID&V), multiple occupancy use cases, guest versus account journeys, API standards, security requirements, customer experience, policy scope, and more.

MPW thanked stakeholders for their contributions and encouraged attendees to look out for invitations for further upcoming engagement webinars.

3. SPOTLIGHT ON UX

LB outlined that this session aimed to clarify the User Experience (UX) scope of CCS, recap feedback gathered to date and provide an update on the consumer research roadmap. LB highlighted that attendees would have an opportunity to leave thoughts on a FigJam board; however, the importance of providing formal feedback through consultation responses was emphasised.

Attendees received a recap of the key UX themes that had been explored during the breakout session at the Engagement Day on 04 March 2026. Themes included:

- Value exchange – what is in it for consumers;
- Consent lifecycle – including consent migration, duration, and revocation;
- ID&V – exploring the different types and their limitations;
- Non-digital/assisted journeys – including the digitally excluded; and
- Customer Experience Guidelines (CEGs)– assessing the level of prescriptiveness.

LB recapped on the roadmap for the definition of the UX solution for CSS, noting that the UX framework definition had been established and was being consulted on, and that the next stages would focus on comprehensive user research, the definition of user journeys, and the creation of CEGs to reduce ambiguity.

DM presented the development and application of behavioural archetypes to inform consent journey design, ensuring accessibility and inclusivity for a range of consumer behaviours and needs. DM noted that archetypes had been created using Target Group Index (TGI) data and qualitative research to represent patterns in how people approach energy data and consent, focusing on needs rather than demographics. This had resulted in the identification of four distinct archetypes:

- Comfortable data enthusiast
- Careful budgeteer
- Time-poor professionals
- Surviving juggler

These archetypes were designed to identify usability and trust risks, guiding the design of journeys that accommodate different motivations and barriers.

DM reiterated that accessibility needs were to be treated as situational and overlapping, not as a separate archetype, ensuring that all journey designs consider physical, sensory, and cognitive disabilities, and align with Web Content Accessibility Guidance (WCAG) standards. To support accessibility through design, proposed solutions would include simplified navigation, progressive disclosure, save-and-return functionality, and alternatives to telephone-based verification, aiming to provide equivalent outcomes for all users.

LB provided an overview of CEGs, detailing their purpose and direction, outlining minimum UX expectations for informed consent, identity verification, and consent interactions, with a focus on consistency, clarity, and accessibility. CEGs were designed as guardrails and compliance checklists to ensure a clear, accessible, and recognisable consent experience across the CCS ecosystem, without dictating channel strategies or branding. CEGs would aim to foster trust, simplify compliance, and enable interoperability, while allowing for industry innovation and adaptation to evolving consumer needs.

CEG expectations would include straightforward consent processes, clear narratives at each stage, plain language, proportionate friction, and clear guidance on identity verification and re-verification requirements. Guest journeys are to be as simple and predictable as account journeys, with equivalent identity assurance; research would inform the value and implementation of guest journeys.

AB provided an update on the proposed methodology for consumer research, explaining that three waves of needs-based and usability testing would take place between March and May 2026, encompassing 40 hours of interviews. It was intended that the consumer research would result in evidence replacing the existing assumptions, leading to clear iterative evolution of archetypes, CEGs, and overall journey design.

Interactive Session

Attendees engaged in an interactive session using FigJam, noting:

- Questions requiring clarification;
- Things attendees considered the project team had got right; and
- Things attendees would push back on.

Questions were considered on variety of topics, including:

- Consent duration and termination – MPW explained that Authorised Third Parties (ATPs) must inform the system when consent is no longer valid, with technical mechanisms ensuring tokens are revoked and data access is stopped, and clarified that consent durations will be either one-off or time-bound, in line with GDPR.
- Language and accessibility support – AB and MPW confirmed that research would consider low English literacy and the potential for additional language support, though initial implementation through the Minimum Marketable Product (MMP) would likely not support this.
- Flexible support to disability – the project team emphasised that accessibility was viewed as dynamic, with solutions designed to adapt to users' changing needs and support a range of assistive technologies, rather than offering fixed options.
- Data visibility – addressing questions about what data consumers could view and how ATPs communicate data use, the project team noted that specifications were under development and research would inform requirements for clear, user-friendly communication.
- Safeguarding and dispute mechanisms – concerns about misuse of data by a lead occupant were addressed by outlining a dispute process, allowing residents to contest inappropriate data access, with the system designed to halt sharing while disputes are resolved.
- Digitally excluded users and non-digital journeys: the project team acknowledged that non-digital journeys would be addressed post-MMP, but current research and design aim to ensure the digital solution is inclusive and adaptable, with ongoing engagement to refine support for digitally excluded users.

4. FORWARD PLAN

MJW concluded the meeting by outlining upcoming sessions, including a focus on emerging consultation themes and future webinars, and encouraged ongoing feedback and engagement from all participants.

The next meeting on 26 March 2026 would discuss emerging themes from the consultation, with future topics to be determined based on consultation outcomes. An engagement webinar would be scheduled for 16 April 2026 to provide an update on project progress and plans.

Attendees were encouraged to continue providing feedback via the FigJam board, which would remain open for a short period following the meeting.

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ATTENDEE ORGANISATIONS

Attendee	Representing	Initials	Role
Michael Walsh	Retail Energy Code Company	MJW	Chair
Matt White	Retail Energy Code Company	MPW	Committee Member
Vicky Brown	Retail Energy Code Company	VB	Committee Member
Dan Matthew	Publicis Sapient	DM	Presenter
Liana Bakar	Publicis Sapient	LB	Presenter
Angelica Belli	Publicis Sapient	AB	Presenter
Teresa Thompson	Retail Energy Code Company	TT	Committee Member
Hemant Mistry	Retail Energy Code Company	HM	Committee Member
Eva Von Schaxmann	Retail Energy Code Company	EVS	Committee Member
Paul Rocke	REC Code Manager	PR	Secretariat

Ofgem	Raidiam
Department for Energy Security and Net Zero	Centrica
Ctizens Advice	CGI
Which?	SECCo
Consumer Scotland	SMS Energy
ScottishPower	PayPoint
Elexon	GreenSync
Perse Energy	National Energy System Operator
SSE	N3rgy
E.ON	Flock Associates
East Lothian Housing Association	One Utility Bill
Smart DCC	ESG Global