RETAIL ENERGY CODE

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Supplier of Last Resort (SoLR)

REC Process Improvement Working Group

TERMS OF REFERENCE

The following table sets out the history of changes made to this document.

Version	Status	Publication Date	Reason for Change
0.1	Draft	04 November 2025	Initial draft of document by REC Code Manager

1 ESTABLISHMENT AND ROLE

1.1 The REC Code Manager has established the Supplier of Last Resource Process Improvement Working Group following engagement with the REC Change Issues Group on 04 September 2025 where the Code Manager explained that from reflecting on recent Supplier of Last Resort events, the process may be improved.

1.2 The Working Group provides stakeholders with the opportunity to contribute their knowledge, experiences, and suggestions for the Supplier of Last Resort process.

1.3 The Working Group is not expected to make decision; however, as part of this Working Group, the Code Manager will be considering if any Code changes, or guidance documents, are required and will be seeking engagement from industry on the process. This may include engagement on the sequencing of standing data changes and access removal, any specific information needs for the Replacement Supplier, agreed methods of Supplier of Last Resorts and any practical agreements for closing out difficult cases.

2 COMPOSITION OF THE WORKING GROUP

2.1 The Working Group shall be open to all REC Parties, with no restriction on the number of attendees permitted to participate. Attendance by non-REC Parties and Consumer Representative groups shall be subject to the discretion of the REC Code Manager or subject to direct invitation.

2.2 The use of, and attendance of AI bots, or any other such AI-drive, non-human attendees, are prohibited.

2.3 All Working Group attendees must have the relevant experience and expertise of the subject matter to allow them to fully contribute to the discussions held at meetings.

2.4 The Working Group will be conducted as an open session; therefore, attendees are not required to appoint an alternate in the event they are unable to attend a meeting.

2.5 The REC Code Manager shall act as the Chair of the Working Group. The Chair is responsible for agreeing the content of the meeting agendas and issuing invitations. The REC Code Manager shall provide a named Chair and may at its discretion appoint an Alternate Chair in event that the named

Chair is unavailable.

2.6 The REC Code Manager shall act as Secretary to the Working Group. The REC Code Manager shall provide a named Secretary and may at its discretion appoint an Alternate Secretary in event that the named Secretary is unavailable.

3 PROCEEDINGS OF THE WORKING GROUP

3.1 All meetings of the Working Group will be held remotely via Microsoft Teams.

3.2 The frequency and duration of meetings may vary depending on the nature of the business to be tabled. The Code Manager will endeavour to provide a minimum of five Working Days' notice prior to convening a meeting, and all meetings will commence no earlier than 10am and conclude no later than 4pm.

3.3 Where necessary, the REC Code Manager shall liaise with Working Group attendees during meetings to determine mutually agreeable dates and times for future meetings.

3.4 Where appropriate and where timescales require, offline requests may be made of Members. Such requests will be managed via email.

3.5 Attendees will be asked to remain on mute when not speaking. To prevent disruptions, the REC Code Manager may use the mute function as deemed necessary.

3.6 Meetings of the Working Group will be recorded solely for the purpose of accurate recording of the minutes and will not be shared outside of the REC Code Manager. Once the minutes have been approved, the Secretary will be responsible for the deletion of the recording.

3.7 Whilst there is no minimum requirement on attendees required to achieve quoracy, in the event of limited attendees being present at a meeting, the Chair may exercise its discretion to defer one or more agenda items to a further meeting where more attendees are expected.

4 MEETING DOCUMENTATION

4.1 The Secretary shall ensure that the agenda, previous meeting actions, or documentation that would assist the Working Group to have effective discussion are published on the REC Portal five Working Days prior to the meeting.

4.2 The acceptance of late documentation which is requested to be published within five Working Days of the meeting is subject to the discretion of the Chair. If accepted, such documentation will be published on the REC Portal, and all Working Group attendees will be notified via email.

4.3 The Secretary shall ensure that minutes from each meeting are published on the REC Portal five Working Days following the meeting.

4.4 All published documents shall be made available via the REC Portal to attendees and wider stakeholders, unless there is a clear reason to restrict publication only to attendees.

4.5 It is expected that all attendees read the pre-and post-meeting documentation to ensure that they are well prepared to contribute effectively to the discussion.

4.6 Any actions that are assigned will be captured within the meeting minutes.

5 CONFLICT OF INTEREST

5.1 Whilst it is not expected that any conflict of interest should prevent any attendee from fulfilling their role, it shall be each attendee's responsibility to declare any financial interest that they and/or their employer may have in the outcome of any matter brought before the Working Group.

5.2 The Secretary will record any declaration of interest in the minutes, but the attendee will otherwise be free to continue participation in the discussions.

6 CONDUCT

6.1 Working Group attendees are expected to conduct themselves in a professional manner, refraining from comments or behaviour that may be considered unreasonable or hinder the effective functioning of the Working Group.

6.2 All attendees must act in accordance with Competition Law.

6.3 Where any unreasonable or disruptive behaviour persists, the Chair may use its discretion and request that an individual leave the meeting and/or restrict their future attendance.