RETAIL ENERGY CODE

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REC SUPPLIER OF LAST RESORT (SOLR) WORK GROUP MEETING NOTES

DATE	**11 November 2025, 13:00**
LOCATION	**By teleconference**

Presenter	Representing	Initials	Role
Glenn Sheern	REC Code Manager	GS	Chair and Subject Matter Expert
James Hardy	REC Code Manager	JH	Senior Change Lead
Carl Dennis	REC Code Manager	CD	Workgroup Member
Shelley Rouse	REC Code Manager	SR	Workgroup Member
James Rees	REC Code Manager	JR	Secretariat
Jack Taylor	REC Code Manager	JT	Workgroup Member
Vaishnavi Campbell-Sharma	REC Code Manager	VCS	Workgroup Member
Aleksis Butler	BUUK	AB	Workgroup Member
Elaine Carr	Scottish Power Energy Networks	EC	Workgroup Member
Nera Uriarte Diez	Scottish Power Energy Networks	NUD	Workgroup Member
Ashley McGlave	C&C Group	AM	Workgroup Member
Duncan Wilson	Smart DCC	DW	Workgroup Member
Mark Stannard	Smart DCC	MS	Workgroup Member
David Addison	Xoserve	DA	Workgroup Member
Rebecca Bennett	Centrica	RB	Workgroup Member
Cathy Mullis	E.ON	CM	Workgroup Member
Angela Joyce	Octopus Energy	AJ	Workgroup Member
Komal Brown	Scottish Power Energy Retail	KB	Workgroup Member
Laide Adekanile	Scottish Power Energy Retail	LA	Workgroup Member
Samantha Wilcock	Shell	SW	Workgroup Member
Michael Orsler	Correla	MO	Workgroup Member

Nigel Roberts	ESG Global	NR	Workgroup Member
Madison Layton	St. Clements	ML	Workgroup Member

1. INTRODUCTIONS

The Chair welcomed attendees to the first Supplier of Last Resort (SoLR) Workgroup meeting. The Chair explained the notes will be anonymised, allowing for an honest and open discussion around Members experience of the SoLR process.

2. TERMS OF REFERENCE

JH informed Members that the draft Terms of Reference (ToR) were published as a Pre-Meeting paper, ahead of the meeting. JH invited attendees to provide comments on the ToR. No comments were received from Workgroup Members, and the ToR were deemed appropriate for the meeting.

3. BACKGROUND AND ACTIVITIES TO DATE

JH provided Members with an overview of the Background and Activities to date, found on slides 4 & 5 of the meeting pack.

No comments were received from Workgroup Members on this agenda item.

4. CODE AND LICENSE OBLIGATIONS

The Chair provided an overview of the Code and License Obligations, found on slides 6-18 of the meeting pack.

No comments were received from Workgroup Members on this agenda item.

5. END TO END SOLR EXPERIENCE

JH introduced the End-to-End SoLR Experience agenda item, allowing Members to share their experiences of the SoLR process, to help the Code Manager gather their feedback to look at possible changes to the Code and or Guidance.

A Third-Party Member expressed concern around the increasing overlap between Central Switching Service (CSS), Market-wide Half Hourly Settlement (MHHS) and Smart processes, particularly in relation to Certificate and Security Management. They emphasised that each system has its own requirements, which could lead to inefficiencies and confusion. They suggested that a unified approach is necessary to streamline these processes and reduce risk.

They also mentioned that their organisation had submitted a document to the MHHS Programme, outlining these concerns and offered to share it with the Code Manager.

A Third-Party Member highlighted that while the Code mandates the commencement of the Change of Supplier (CoS) process within five days, the actual physical data migration can take significantly longer. They cited the example of a previous SoLR, where the end-to-end process took approximately 12 months. They stressed that the processes are complex and require a deep understanding of target systems, and that unrealistic expectations could lead to disruptions.

A Service Provider Member acknowledged the previous issues caused by premature Certificate revocations during SoLR events. They confirmed that the CSS now delays revocation until Switches are completed, which has been approved by the Performance Assurance Board (PAB). Members appreciated this change, however noted that MHHS proposals still resemble earlier problematic approaches. Members advocated for a unified SoLR process across CSS, MHHS, Smart and traditional systems.

A Supplier Member shared their experience with Meter Point Administration Numbers (MPANs) that were left in a 'stuck' state, due to incomplete registrations by the outgoing Supplier. They explained that resolving these issues required complex workarounds, involving Certificates and Encryption Keys. They also raised concerns around the quality and timeliness of data provided at the start of SoLR events, which often includes missing or outdated information. They suggested that the REC should ensure the incoming Supplier receives an accurate and complete data set on the day of the SoLR switch.

A Supplier Member emphasised the need for standardising reporting across SoLR events. They noted that Service Providers often receive varying data requests, which creates inconsistency and potential breached of Code. They proposed that the industry should agree on a standard report format to be used in all SoLR scenarios. They also discussed the challenges of managing SDEP messages, advocating for clear protocols to ensure visibility and responsibility for these messages.

A Supplier Member highlighted the impact of SoLR events on Consumer experience. They explained that unresolved disputes and Erroneous Switches often become difficult to manage when access to historical data is lost. They stressed the importance of ensuring that both the incoming and outgoing Suppliers have the necessary information to resolve customer issue promptly. They recommended codifying SoLR processes across REC procedures to protect the customer journey.

A Service Provider Member raised the issue of system load during large scale SoLR events. They noted thar CSS and the Data Communications Company (DCC) are not currently involved in demand capacity planning, however, should be included in future discussions. They suggested that decision making responsibilities for managing switch volumes should be codified to ensure system stability during peak periods.

The Chair acknowledged anecdotal reports of discrepancies between the CSS and Enquiry Service data. A Workgroup Member confirmed that CSS is the master registration service and encouraged Members to report any inconsistencies, to allow collaborative investigation.

A Supplier Member agreed with the concerns raised by others. They added that Third Parties, such as Data Aggregators (DA's), Data Collectors (DC's) and Meter Operators (MOP's) face limitations during SoLR events, especially as they lose access to data and systems. They emphasised the need to consider these roles in future process improvements.

Following on from this discussion, several key Actions and Follow-Ups were captured:

- REC will explore the possibility of codifying SoLR processes across CSS, MHHS, Smart and traditional systems;
- The DCC and REC will collaborate to improve the resolution of stuck MPANs and ensure accurate data provision;
- The group will consider standardising Service Provider reports and data formats for SoLR events;
- REC will investigate discrepancies between the CSS and Enquiry Services data;
- The Working Group will evaluate protocols for managing SDEP messages to ensure accountability and visibility; and
- The CSS and DCC will be included in future demand capacity planning discussions to manage system load effectively.

6. WORKING GROUP OBJECTIVES AND NEXT STEPS

JH informed Members that the Code Manager will bring these thoughts together ready for the next Working Group meeting, where possible changes to the Code and/or guidance could be considered. JH highlighted the next meeting is scheduled for Thursday 11 December, with meeting invites being issued no later than 13 November, with Pre-Meeting Papers being published on 04 December.

JH encouraged Members to provide any additional feedback, should they wish, by contacting:

- enquiries@recmanager.co.uk;
- Change.management@recmanager.co.uk;
- Glenn.sheern@recmanager.co.uk; and
- James.hardy@recmanager.co.uk.

7. AOB

The Chair invited attendees to provide AOB, with none being raised at this time.

The Chair thanked Members for their input and closed the meeting.