Public	Information intended for unrestricted access, such as published news articles and press releases.

Reference	RECPAB_26_1027_06
Status	For decision
Pages	3

Retail Energy Code Performance Assurance Board Paper

Updates to the 2026/27 Performance Assurance Operating Plan (PAOP) and an overview of September PAOP activities

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For decision / information	Section 1 provides details of the updates to be made to the 2026/27 Performance Assurance Operating Plan (PAOP). Section 2 provides an overview of planned PAOP activities undertaken in September 2026. The Code Manager recommends that the Retail Energy Code (REC) Performance Assurance Board (PAB): • **Approves** the updated Performance Assurance Operating Plan 2026-27 (v7.1) for publication; and • **Notes** the September 2026 PAOP activities
Appendices	RECPAB_26_1027_06_A – RECCo Performance Assurance Operating Plan 2026–27 V7.1 RECPAB_26_1027_06_B – RECCo Performance Assurance Operating Plan - September 2026 Activities

1 Changes to the Performance Assurance Operating Plan

The REC PAB approved the 2026/27 PAOP (v7.0) at its August 2026 meeting (RECPAB_26_0825_03 – PAB Strategic Products). At the time of approval, the scope and delivery timelines for several planned assurance activities remained subject to further development and confirmation.

The PAOP has subsequently been updated to reflect the further refinement of these activities, including their scope and anticipated delivery timelines. This paper seeks PAB approval of the revised 2026/27 PAOP (v7.1), provided in Appendix A, for publication. The key updates are summarised below:

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PAOP Reference and Activity	Updates
3.3 – TDIS Verification	Updated to include scheduled timings of PAB approval of the sample selection, **s**ample-based verification and PAB reporting.
4.1 – Address Data Accuracy	The scope of work has been updated to include activities for Address Prioritisation Matrix (APM) monitoring, assessing the backlog clearance, improvement activities and PAB reporting. The annual schedule of these activities has also been included.
4.2 – Meter Technical Detail Accuracy	Additional details included within the scope of work, including a thematic assessment of MTD accuracy and performance based on existing data**,** and a planned PAB paper for January 2027, which will provide the outcome of the analysis and subsequent proposals for assurance. The annual schedule of activities has also been included.
4.3 – PSR and vulnerable consumers	Includes the schedule of activities, which are focused around supporting the Ofgem review of PSR and wider vulnerability policy, and assessing the impact of the Ofgem review on the REC.
4.4 – Energy Theft	RECCo recognises that the Theft Assessment Calculator requires further development and has engaged with Parties to understand their requirements. RECCo is now refining those requirements, with the aim of progressing solution development in 2027. A further update will be provided following the commencement of this activity.
4.5 – Switching and billing	Includes the schedule of activities, which are focused around identifying the impact of non-compliance against Schedule 30 on consumer outcomes, reviewing available data sources, validating/establishing appropriate non-compliance thresholds and considering the application of PATs.

REC PAB Decision
The Code Manager recommends that the REC PAB: • **Approves** the updated Performance Assurance Operating Plan 2026-27 (v7.1 for publication

2 Changes to the Performance Assurance Operating Plan

Appendix B provides updates on PAOP activities that have been completed in September 2026 in Column Y.

The updates provide an overview of work completed in September and highlight next steps on each activity where appropriate.

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REC PAB Recommendation
The Code Manager recommends that the REC PAB: • **Notes** the September 2026 PAOP activities

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