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Performance Assurance Board Paper

DEML Sandbox Quarterly Reporting Update

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For information	Section 1 covers the purpose and scope of the Dynamic Electric Metering Limited (DEML) Sandbox trial quarterly reporting, including the key areas DEML is required to monitor and report to RECCo. In Section 2, RECCo presents its review of the latest quarterly (Q3) data, highlighting positive assurance from DEML's reporting and quality checks, alongside areas requiring continued monitoring, particularly SLA performance and outstanding site-related investigations. The findings also provide practical evidence that can help inform the related Change Proposal (I0278). In Section 3, RECCo has provided next steps and actions. RECCo recommends that the REC Performance Assurance Board (PAB): • **Notes** RECCo's review of DEML's quarterly Sandbox reporting; • **Notes** the findings regarding activity reconciliation, quality-assurance sampling and the identification and reporting of exceptions; • **Notes** that performance against the two-working-day SLA remains an area requiring improvement; and • **Notes** that the findings, outstanding investigations and subsequent reporting will continue to be monitored by RECCo and used to inform the related Change Proposal (I0278).
Appendices	RECPAB_26_1027_08_A: RECPAB_26_0602_03 – Sandbox Trial update- DEML RECPAB_26_1027_08_B: RECPAB_26_0224_03 -Sandbox Application (DEML) RECPAB_26_1027_08_C: RECPAB_26_0324_08 -DEML Sandbox Update -Mar26

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1 Purpose of this quarterly reporting

RECCo received DEML's quarterly reporting data on 9 October 2026. RECCo has reviewed the information provided against the reporting requirements agreed for the Sandbox trial.

The report is intended to provide assurance and evidence in relation to:

- the matching of Meter Serial Number (MSN), Meter Point Administration Number (MPAN) and address data;
- the reconciliation of completed Safe Isolation Provider (SIP) activity to corresponding Data Flows;
- compliance with the applicable two Working Day SLA;
- the results of DEML's quality-assurance sampling; and
- any exceptions requiring investigation or follow-up action.

The data is also intended to capture practical learning from the split operating model that may inform the related Change Proposal (I0278).

2 Summary of findings

RECCo's review indicates that DEML has provided a transparent and useful account of the quarter's activity. The return records positive outcomes while also identifying late and missing flows and site-level exceptions requiring further investigation. Key findings are:

- There was approximately 99.6% Data Flows sent between July – September 2026. The activities without an identified flow were recorded as exceptions rather than being excluded from the return.
- The quality-assurance sample achieved a reported 100% correct rate, providing positive initial assurance over the accuracy of the records included within the sample.
- The exception sites were identified where the MPAN could not be established from the postcode and MSN supplied. The same sites appeared to have been visited twice, despite the work being recorded as successfully completed. The MPAN and repeat-visit exceptions remain under investigation. Their inclusion within the return indicates that the reporting process is identifying and recording matters requiring further review.
- The principal area requiring improvement is the timeliness of Data Flow submission. DEML reported that approximately 86.8% of flows sent during the quarter were outside the two-working-day SLA, with approximately 13.2% submitted within SLA.

  Explanation of being outside of two-working-day SLA:

- The operating model involves three organisations. The Housing Association requests the work, the Electricity Meter Operator (EMO) undertakes the site activity, and DEML sends the resulting Data Flow. DEML is therefore dependent on the EMO to supply complete and timely information following each visit.
- Under the current arrangements, DEML may not be informed that work has been completed until the following working day at the earliest. This leaves limited time to review the information and submit the relevant flow within two working days. The position is further affected by the practice of grouping completed jobs into batches due to the relatively low volume of activity. In some cases, this means that DEML does not receive the information until the SLA has already passed.

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- In July 2026, there was a communication issue between DEML and the EMO contributing to poor performance for this month, with gradual improvement subsequently reported.

3 Next steps

RECCo will continue to monitor the DEML Sandbox reporting, and in particular, RECCo will:

- encourage improvement in the proportion of Data Flows submitted within the required SLA;
- monitor the outcome of the unidentified MPAN and repeat-visit investigations, including any resulting learning or corrective actions; and
- work with the Change Team to identify relevant findings and learnings from the Sandbox trial that should be considered as part of the related Change Proposal R0278.

REC PAB Decision

RECCo recommends that the REC Performance Assurance Board (PAB)**:**

- **Notes** RECCo's review of DEML's quarterly Sandbox reporting;
- **Notes** the findings regarding activity reconciliation, quality-assurance sampling and the identification and reporting of exceptions;
- **Notes** that performance against the two-working-day SLA remains an area requiring improvement; and
- **Notes** that the findings, outstanding investigations and subsequent reporting will continue to be monitored by RECCo and used to inform the related Change Proposal (**I0278**).

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