RETAIL ENERGY CODE

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REC ISSUES GROUP
MEETING NOTES

DATE	**09 October, 10:00**
LOCATION	**By teleconference**

Presenter & Role	Representing	Initials
Carl Dennis (Chair)	REC Code Manager	CD
Becca Fox (Performance Assurance)	REC Code Manager	BF
Chelsea Evans (Operational Account Manager)	REC Code Manager	CE
Poppy Mullins (Change Analyst)	REC Code Manager	PM

1 INTRODUCTIONS & HOUSEKEEPING

The Chair welcomed attendees to the October 2026 meeting of the REC Issues Group (RIG) and confirmed the agenda.

The Code Manager provided updates on outstanding actions from the previous meeting:

Action Ref	Details
RECRIG_26_0814_04_01	The Code Manager to facilitate a working discussion between affected Suppliers and REC Change Management relating to Switch Meter Readings under Market-wide Half Hourly Settlement
Meeting Update: The Chair highlighted that this outstanding action related to discussions following an issue raised at the RIG meeting in August concerning; • Registers used when providing opening and closing reads and disputing readings. • Management of read disputes and Change of Supply exceptions under MHHS and reduced timelines. The Chair confirmed that a workshop had been arranged for Monday 12 October 2026, from 13:00 – 14:00 and interested parties were invited to contact carl.dennis@recmanager.co.uk to participate. **Status:** Open	

2 PERFORMANCE ASSURANCE UPDATE

Data Cleanse Sprint 7

The Code Manager (BF) provided an update on Data Cleanse Sprint 7. The sprint remains planned, although the start date has not yet been confirmed. The Data Analytics and Performance Assurance team intend to ensure that the scope is evidence-led and targeted towards data quality issues that have greater consumer impact before commencing activity.

BF emphasised that the objective is to ensure future cleansing activity is proportionate and focused on delivering consumer benefits, rather than progressing activity without clear purpose. Service stability remains the immediate priority for both the Data Analytics Service Provider and Performance Assurance.

The scope, outcomes and success measures for Sprint 7 are currently being developed using the latest available insights. Performance Assurance also intend to review the data requirements from previous sprints and may amend the structure of future cleansing activities. Further information will be shared through RIG once proposals are more mature.

Risk Driver Review

BF reported that Performance Assurance have completed the first month of reviewing risk drivers and associated data sets. Several improvement opportunities have already been identified across multiple risk areas. Whilst the improvements are not expected to be immediate fixes, they are likely to require broader industry engagement. Opportunities for party involvement will be provided as the work progresses.

3 CONSUMER JOURNEY WHEN MANAGING LOOPED SERVICES

The Code Manager (CE) provided an overview of the issue, which can be found on slides 7-10 of the meeting pack.

CE introduced a discussion that had been raised by a Party, regarding the increased need to upgrade looped services, particularly as a result of growing demand for Electric Vehicle (EV) chargers, heat pumps, Radio Teleswitch (RTS) meter replacement activity, smart meter upgrades and solar installations.

The objective of this discussion was to:

- Understand how Parties currently manage looped service scenarios.
- Determine whether existing industry documentation and governance adequately supported affected Parties.
- Explore opportunities to improve the consumer journey and reduce failed appointments.

Understanding Looped Services

A looped service was described as an arrangement where two or more neighbouring premises share a single service cable. The equipment is owned by the Distribution Network Operator (DNO), and in some cases, multiple properties may share common infrastructure, for example fuses.

DNO representatives indicated that such arrangements are generally considered legacy network configurations and are no longer routinely installed due to increased electricity demand arising from technologies, such as EV charging and solar generation. Existing looped supplies are often being upgraded via the DNO when identified.

Customer Journey Issues

Supplier representatives explained that looped services are often only discovered during site visits. This creates significant customer experience issues because:

- Customers may have taken time off work for an appointment.
- Meter works cannot proceed once a looped service is discovered.
- A separate DNO appointment is required to de-loop the service.
- A further Supplier visit is needed after de-looping is completed.

This creates additional delays, inconvenience and cost for both consumers and industry parties.

Visibility of Looped Services

A key topic of discussion was whether DNOs hold sufficient asset information to identify looped services before Supplier appointments are booked. Members suggested that better visibility of such sites could allow DNOs and Suppliers to coordinate in advance, thereby reducing aborted visits.

A RIG member offered to investigate what data may be available through DNO asset records and whether a mechanism exists to identify looped properties proactively. They agreed to work with other RIG members to explore possible solutions and report back.

Industry Views

Members discussed several possible approaches:

- Use of conditional asset reporting and DNO engagement processes.
- Potential development of registers or asset visibility mechanisms.
- The possibility of industry guidance rather than formal code changes.
- Consideration of Energy Networks Association (ENA) involvement to develop common industry guidance and engineering standards.

Members broadly agreed that the issue is less about changing industry codes and more about improving operational guidance and customer journeys. It was suggested that future guidance could potentially be hosted through relevant metering forums once a common approach is agreed.

CE confirmed any feedback on this topic can be sent directly to Chelsea.Evans@recmanager.co.uk.

Action: RECRIG_1009_03_01 – The Code Manager to liaise with DNOs to investigate how looped services are managed within their own organisations and provide feedback to the group, considering whether guidance should be developed going forward.

4 KEY CALLOUTS

The Chair provided an overview of Key Callouts, which can be found on slides 11-13 of the meeting pack.

REC Engagement Day

Members were reminded of the REC Engagement Day taking place in Central London on 12 November 2026. Members were encouraged to register for the event.

A question was raised regarding remote attendance. It was confirmed that the event is intended to be an in-person event and will not be recorded. Concerns were raised that this may limit participation for parties unable to travel.

Action: RECRIG_1009_04_01 – The Code Manager to raise concerns around the REC Engagement Day not being recorded and available for parties to watch if they can't attend in person.

CoMCoP Accreditation Mark

The Chair advised that the CoMCoP Accreditation Mark had been launched and can be used by accredited organisations to demonstrate their accredited status to consumers and industry participants. Access to the launch materials can be found on the REC Portal.

Consumer Consent Consultation

The Chair advised that the Consumer Consent Consultation closed at 9am on 19 October 2026 and that a webinar was hosted on 29 September 2026 regarding the subject.

Stakeholder Advisory Forum (SAF) Elections

The Chair explained that voting remained open for six SAF representative positions until 5pm on 21 October 2026.

A RIG member noted they had not received all the nomination forms they were expecting, highlighting they operated in several Market Roles. Post meeting, the Code Manager has identified an error on the distribution lists that was limited to this Party.

Theft Detection Incentive Scheme (TDIS) Validation

The Chair advised that the TDIS scheme is in an extended validation period. Invoice and credit issuance may therefore be later than normal, although the extended review is intended to improve accuracy and assurance.

Data Transfer Catalogue (DTC) Release

Members were informed that the DTC Catalogue version 15.6 has been published ahead of the November release and is available for download from the REC Portal.

RECCo Stakeholder Satisfaction Survey

The Chair encouraged Members to complete the Annual Stakeholder Satisfaction Survey before 16 October 2026. Feedback was welcomed on both positive experiences and areas requiring improvement.

Change Updates

The Code Manager (PM) provided an overview of the current Change activities, such as Consultations, Information Requests and upcoming Working Groups, which can be found on slides 14-17 of the meeting pack.

A RIG member queried the invited Parties for the Theft Calculator Working Group, which PM advised she would need to confirm and feedback the answer. Post meeting the Change Team has confirmed it was an error on the slide and Parties can contact enquiries@recmanager.co.uk to be added to the distribution list.

5 ANY OTHER BUSINESS

5.1 PROFESSIONAL CONDUCT ON SDEP

The Chair highlighted recent feedback regarding the tone of communications being observed through the Secure Data Exchange Portal (SDEP). Members were reminded that SDEP is a professional industry communications platform and that respectful engagement should be maintained at all times.

A RIG member supported the comments and noted a noticeable increase in unhelpful or dismissive responses in some interactions. It was recognised that operational pressures can be challenging, but

Members were encouraged to remain constructive given the potential customer impacts involved in many disputes and exception cases.

5.2 CENTRAL SWITCHING SERVICE (CSS) BUSINESS CONTINUITY DISASTER RECOVERY (BCDR) EXERCISE

The RECCo representative (CH) provided an update on DCC's planned CSS BCDR exercise.

Following industry engagement sessions, DCC reviewed feedback that the proposed live exercise was scheduled too close to MHHS implementation activities. As a result:

- The planned October and November BCDR dates have been postponed.
- An interim BCDR activity will be developed with REC support.
- Further details will be shared through the DCC Switching Operator Forum.

Any feedback can be provided to:

bcdrteam@smartdcc.co.uk

Mark.stannard@smartdcc.co.uk

Victoria.Crossan@smartdcc.co.uk

No further business was discussed. The Chair thanked attendees for their input and closed the meeting.

Next Meeting: 13 November 2026.