

RETAIL ENERGY CODE

Code Manager Annual Report 2024/25



We are the REC Code Manager. Appointed by the Retail Energy Code Company (RECCo) to manage the delivery of REC arrangements, we employ effective governance systems and drive innovation in the retail energy market.

Welcome to our Annual Report, in which we provide an overview of the key services and achievements in the period ending 31 March 2025, and provide a look to the future.

EXECUTIVE SUMMARY

Welcome

Welcome to the latest Annual Report from the Code Manager, taking a look back at some of the key projects, milestones, and achievements from the twelve months to 31 March 2025.

Much of the prioritisation of our service is determined as a direct result of the feedback that you – the REC Parties and wider stakeholders – contribute through the annual Stakeholder Satisfaction Survey. We thank you for your open and honest feedback about what we do well, what you think we could do better, and what you think we should be focusing our time on.

In this report, we'll explore some of the fundamental improvements to REC services that we delivered in the past year, including optimisation of our change process, redesign of the REC Portal, enhancements to our AI tool 'ERIN'. We'll provide updates regarding some of the major industry projects that we're supporting: notably the Market-wide Half Hourly Settlement (MHHS) Programme, and Prepayment Levelisation Scheme. And we'll celebrate some notable successes, such a reaching a milestone Change Proposal, and delivering tangible, quantifiable improvements through the delivery of our Performance Assurance Framework.

Industry continues to evolve at pace, with the REC central to much of the ongoing market innovation. In addition to delivering the benefits of the MHHS Programme, the REC is expected to become – alongside the Balancing and Settlement Code (BSC) – the first industry code brought into the Energy Code Reform arrangements in 2026. We're already working closely with RECCo to ensure that our processes are fully aligned with updated obligations in advance of a formal go-live date.

We are pleased that so many of our REC Parties and wider market participants continue to engage with us through all of our channels. The number of subscribers to our Weekly Bulletins grows each month, our topical webinars continue to attract diverse attendees, and our new Change Issues Group (CHIG) has proven particularly popular with those seeking early engagement with issue analysis and solution development as part of our change process.

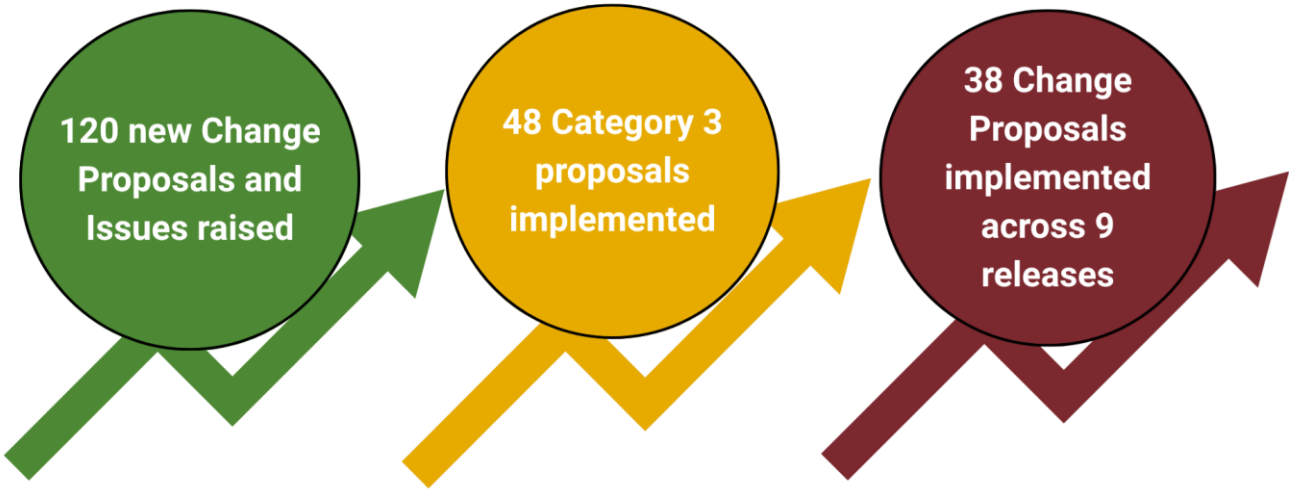
We hope you find this Annual Report informative, and that it may provide some insight into the focuses of the Code Manager. If you have questions about anything you find within, we'd be delighted to hear from you. Please get in touch by sending an email to our Service Desk: enquiries@recmanager.co.uk.

Sincerely,

REC Code Manager

CHANGE MANAGEMENT

Through effective Change Management, the Code Manager facilitates the evolution of the REC to provide ever-increasing value to the Consumer and wider industry. Volume of activity within the Change Management Process was up across all measures throughout 2024-25.



Change delivery

We celebrated the raising of our 250th Change Proposal in April 2025. Over the past twelve months, 120 Change Proposals or Issues have been raised - compared to 57 last year. We're working on more Change Proposals – and they progress more quickly than ever. We know how important it is to move with agility, ensuring the benefits of solutions can be quickly realised. The average time between a Change Proposal being raised and approved has reduced from 206 to 56 working days since June 2024. The average time for a proposal to progress to implementation has decreased by 7%.

We've recruited to strengthen the capacity and capability of our team. We have taken direct action to clear down a backlog of Change Proposals waiting for triage. And we've reassigned some documents as 'Category 3' so that – where appropriate – amendments can take a faster route to implementation.

Through the promotion of the REC Issues process and the establishment of the Change Issues Group, we can make sure that problems that don't need a formal Change Proposal are kept out of the process. This means that resource is available to focus on implementing the most impactful solutions.

Change process improvements

In July 2024, **R0167** formally introduced improvements to the change process following a period of review. These changes were designed to encourage and facilitate critical stakeholder engagement.

It is easier than ever to raise a REC Issue. On the REC Portal, you can now raise either a REC Issue or a Change Proposal. This distinction allows the separation of those matters which require deeper exploration from defined Changes that have been identified to the Code. We've received 52 REC Issue submissions since July 2024, of which ten have progressed to a Change Proposal. We rejected 15 submissions at point of validation, as we improved triaging, which means that we are not working on Issues that have no realistic prospect of progressing.

To reduce the burden on industry stakeholders, we've streamlined the documents we publish. We now combine the previously distinct change documents into a single Change Report that will grow to contain more details as the Change or Issue moves through the process.

And we've been more flexible in our approach to releases, implementing 38 changes across nine releases, including six extraordinary releases. Implementing non-technical change as part of extraordinary releases means that we have been able to increase the speed of delivery.

Collaborative working groups

This year, we established the Change Issues Group (CHIG), an expert forum facilitating active knowledge sharing between all interested stakeholders. The first meeting of the group was held in June 2024. Through its monthly meetings CHIG has played a critical role in the coordinated resolution of impactful industry challenges. Approximately 50 attendees every month support the Code Manager in identifying which REC Issues should become Change Proposals, or whether an alternative approach would be more effective – such as the publication of guidance.

Open access to discussions provides stakeholders with fantastic opportunities for engagement at the earliest stages of the process. Diverse participation provides the Code Manager with the deep expertise it requires to develop comprehensive solutions. And the input of Consumer Representatives ensures that we continue to anticipate and measure the impacts of our work on the end user.

We have also set up separate working groups for dealing with more complex changes. Establishing separate working groups for these means we can engage the right people at the right time, whilst still progressing other changes through CHIG.

Increased industry engagement

Impact assessment and consultation responses for REC Issues and Change Proposals have seen a notable increase in the last twelve months. This rise can be attributed to several factors:

1. **Increased Stakeholder Engagement**: There has been a concerted effort to engage more stakeholders in the change process, leading to higher participation rates. We have representation on more industry forums, and CHIG has been critical in engaging a wider range of stakeholders. We've hosted webinars to support stakeholders on impactful areas of change – like our R0155 webinar which attracted over 140 attendees.
2. **Enhanced Communication Channels**: Improved communication, and accessibility of consultation and impact assessment documents have made it easier for stakeholders to provide their input. We utilise social media channels such as LinkedIn, to promote impact assessments and consultations and encourage Parties to respond.
3. **Improved response forms**: We have improved the response forms so that it is easier for Parties to provide the information we need. One example is providing cost to implement in ranges in impact assessments, so that Parties can provide this information more easily. Before this change, we rarely received tangible costs, since it's been implemented 77% of respondents have provided this.

Moving forward

We continue to look at ways in which we can improve the Change Process. Some of the initiatives we already have planned are:

- Providing training to Change Analysts on how to improve benefits analysis, so we can build more detailed business cases and measure benefits more effectively.
- Building a data bank on benefits and cost analysis, so that stakeholders don't need to provide this information every time we want to implement a new change.
- Exploring the ways we can utilise AI and technology to speed up the change process, such as summarising consultation and impact assessment responses and pulling out key themes.
- Continuing to develop the team by providing relevant training and opportunities to grow.
- Awareness and preparation in terms of knowledge and upskilling for upcoming industry initiatives such as Market-wide Half Hourly Settlement (MHHS), Code Reform including the Strategic Direction Statement, Tariff Interoperability, and Consumer Consent.

TECHNICAL CHANGE

Changes that affect REC systems and Service Providers often have complexities and requirements that legal text-only changes do not. Since go-live, we've improved how we deliver our operations and established a new technical change process. Some of the principles of that process are set out below.

Elevated engagement

We're continuing our successful bi-weekly Technical Change workshops, with attendees from across the Code Manager, RECCo, REC Service Providers, and key service providers to REC Parties. We review current and upcoming change activity to discuss solutions, requirements and impacts, so that there is a consistent understanding of issues and an opportunity to share information. This approach ensures alignment between all parties and robust and comprehensive impact assessments.

Data Specification quality

We've been undertaking a detailed review of legacy guidance and rules related to Market Messages and Data Items in the Data Specification. Known as Annex C (for electricity) and Annex B (for gas), we've completed the initial report on whether/where the contents should be included in REC documentation. We'll be working with REC Parties (and liaising with other Codes where appropriate) via the change process to finalise changes to the Data Specification, legal text and guidance notes.

Release assurance

After introducing several process improvements to the release procedures, we've initiated a weekly review of components and activities along with a status update to ensure alignment leading up to a release. In support of continuous improvement, we've run lessons learned exercises, examining how greater efficiency and effectiveness are achieved during solution development and implementation.

Industry data

We strengthened the way we process Supplier Operational Data (SOD), to mitigate the risk of receiving inaccurate data submissions. We have fostered new relationships and communication channels with Elexon to enable faster triage of queries and issues in data received. This should ultimately reduce the number of tickets raised in ServiceNow regarding SOD.

Data access arrangements

We have initiated the design phase of R0148 (Introduction of classification-based access model). R0148 extends and improves access to industry data to enable this data to be used more innovatively, effectively and strategically across the energy industry, by securely opening up data. We have been working with the Gas and Electricity Enquiry Service Providers to redefine how Enquiry Service Users interact with data, moving through the solution development phase via a collaborative approach, ensuring that any proposed solution works for the REC, its Service Providers and Users.

Moving forward

Data Specification: We've started scoping improvements to EMDS data entry and back-end validation. The approach to developing a visual data entry tool should lead to fewer discrepancies (compared to standard manual entry), through fewer direct code queries being required and improved quality assurance/sign off. Enhanced validation will ensure data can only be entered into EMDS when strict criteria are met, such as data type matching, duplicate entry checking and typographical checks.

Core systems: Across systems such as Central Switching Service (CSS) and the Enquiry Services, we are continuing with improvement initiatives that have been identified as having opportunities, such as more efficient reporting within CSS and the ease of access to Enquiry Services data.

MARKET-WIDE HALF HOURLY SETTLEMENT

MHHS is an industry-led programme created to introduce new electricity market arrangements enabling the flexibility to support Net Zero transition. A shorter and more accurate Settlement timetable using Half Hourly meter readings for settled energy will support a cost-effective electricity system, encourage flexible use of energy and help Consumers with lower bills. For the REC, our electricity processes and documents are affected by changed industry roles, new and amended Market Messages and routes, updated processes and interfaces with a new industry system for sharing data. We continue to work closely with RECCo, the MHHS Programme (the Programme), other Code Bodies and Ofgem and wider MHHS stakeholders to support required activities.

Operational readiness

We've worked to help shape Programme transition, operational readiness planning and development including cutover to go live, early life support and service management. We continue to develop the information available on the REC Portal to ensure stakeholders have access to key information about MHHS implementation, particularly regarding changes to the REC. We've initiated relationships with the Data Integration Platform (DIP) Manager, participating in readiness sessions to establish and document ways of working for enduring change and release management, qualification, and reporting.

Code drafting

Working closely with the Programme, Ofgem and other Code Bodies, we progressed the Significant Change Review Change Proposal R0209 - Implementation of MHHS Arrangements to secure Authority approval for the REC MHHS Code Drafting in December 2024. We have continued to work closely with RECCo to identify and develop further updates required due to changes in the MHHS Design or to refine the approved drafting. Using REC Issue I0241 - MHHS Incremental Changes for go live, we've ensured that industry have the opportunity to feed into all drafting before it is taken through Programme review. Drafting updates are required to the following REC artefacts:

- Schedule 1
- Schedule 9
- Schedule 28
- A new Migration Schedule
- EES Service Definition
- ERDS Service Definition
- EES API technical specification
- Data Specification

Data Specification

Working alongside key industry stakeholders, we have translated new data requirements from Programme design documents into the existing Energy Market Data Specification (EMDS) format, allowing users to interpret new MHHS DIP messages with a consistent and familiar experience. Early in 2025, some errors were noted in the version produced for R0209 approval. Working closely with the Programme, we completed a full review and quickly delivered an updated version. This work also identified some wider inconsistencies and improvements which will be delivered through appropriate future releases. A lessons learned exercise has triggered several innovations to enhance delivery of the Data Specification more widely including user-driven change.

Other documents

We've continued to progress other new and revised documents not in scope of the Programme's code drafting workstream but also impacted by MHHS - primarily the REC Category 3 documents, including:

- Metering Configuration Table (a new product to house legacy Market Domain Data)
- guidance for Meter Updates and Market Segment Updates
- creation of enhanced Process Maps for the new MHHS processes
- amendments to entry assessment documentation, REC/BSC joint story boards, data access documentation and other guidance documentation.

Release planning and preparation

The dedicated release planning working group has developed and started to deliver against a detailed plan for the REC Release required for MHHS Milestone 8 ‘Code changes delivered’. Release activity includes:

- inputting the approved code drafting into the Digital REC.
- quality reviews.
- creating downloadable versions that will be available on the REC Portal at go live.
- cutover planning for the release of the Digital REC, EMDS, and REC Portal documentation.
- implementation of Category 3 Change Proposals.
- coordination with release stakeholders.
- release communications and engagement.

We continue to ensure release planning for other Change Proposals considers the Programme timescales.

Cross-code planning and horizon scanning

We contributed to cross-code horizon scanning, updating a central log for Programme visibility and assessment of potential impacts. We play a key role in planning for delivery of code changes, working closely with all stakeholders to ensure coordination and alignment of the governance processes in readiness for approval and implementation.

We have established ways of working within REC to ensure REC membership of the DIP Change and Advisory Board (DCAB) is appropriately supported, facilitating the best interests of REC stakeholders in DIP Manager readiness for MHHS go-live, DIP service operations and change governance.

Qualification

We have worked alongside the BSC and the Programme to design and implement the Qualification phase; the purpose is to assess whether Programme participants that plan to operate in MHHS have the appropriate systems, processes and controls in place to undertake the BSC and REC requirements for the MHHS Design.

We created a Qualification Assessment Document (QAD) that Parties will need to complete, alongside a Qualification Testing Framework, for Parties to demonstrate that they will be able to operate in accordance with their REC obligations. These requirements were aligned to the REC Assessment Criteria, initially approved by PAB last year.

All Parties that wish to progress with MHHS Qualification outlined their Qualification approach in a pre-Qualification Submission, which we reviewed to confirm it aligned with expectations. Additionally, we reviewed the Initial QAD submission of all Parties that have completed System Integration Testing (SIT), as well as all DNOs, and provided feedback on where they need to provide further information and evidence.

We continue to collaborate with other stakeholders such as the PAB, Programme, Parties, and other Code Bodies to refine our approach to Qualification. For example, we organised joint PAB sessions with BSC to develop an approach on exemptions (e.g. for Parties not operating in the smart segment) to ensure our assurance approach is both robust and adaptable to the different operating models that exist in the market. Going forward, we will continue to review the MHHS Qualification process as we operate it between now and October 2026.

Engagement

We continue to proactively engage with all bodies involved in MHHS, attending forums, raising issues and completing reviews in close collaboration. We have worked closely with the Programme throughout the year to provide visibility of key programme activities impacting REC stakeholders through our communication channels. Where appropriate we have also used Programme communication channels to provide messaging on REC specific activity, for development of code drafting updates. We’ve created a new weekly REC MHHS Bulletin, held on an MHHS Hub on the REC Portal, where you can also find approved REC documents that will be released at M8.

At a REC MHHS Education Day in February 2025, we provided industry with an opportunity to gain specific insight into the impacts of MHHS on the REC and its stakeholders.

Moving forward

As the Programme moves to go-live, we will continue to work closely with all stakeholders. Looking forward, key focuses will be:

- supporting REC Parties through Qualification ahead of the start of migration in October 2025.
- progression of I0241 to Change Proposal for industry consultation through to Authority approval.
- governance of additional code changes required to support MHHS implementation.
- preparation and implementation of the REC MHHS release in September 2025 which will deliver the MHHS code changes alongside delivery of the MHHS core systems.
- operational readiness across the REC.
- establishing arrangements for early life support and hypercare.

We are coordinating and supporting the delivery of a programme of upskilling for colleagues across the Code Manager and RECCo, which will in turn contribute to enabling a greater level of support to you.

MARKET SCHEMES TECHNICAL SUPPORT

We delivered the solution for two further Ofgem-initiated market schemes during 2024/25. We worked closely with RECCo, Ofgem, and industry partners to design, build, launch, and operate policy initiatives to time and quality.

Market Stabilisation Charge

The Market Stabilisation Charge ran throughout 2023/24, delivering a settlement system for payments between domestic Suppliers who acquired and lost customers when wholesale prices significantly dropped below the prescribed wholesale price cap index. The Code Manager provided the technical solution which managed the data processing in support of the scheme. The scheme concluded on 31 March 2024, and we managed the final reconciliation runs and adjustments before winding down the scheme platform and systems. All MSC data has now been destroyed.

Prepayment Levelisation

The PPM Levelisation scheme launched on 01 April 2024. This policy “levelises” end customer tariffs by requiring Suppliers to charge direct debit customers more and discount prepayment meter tariffs, with a reconciliation process to account for each Supplier’s portfolio. We receive supplier portfolio data via a secure platform, run the reconciliation system and provide outputs to RECCo, Ofgem and Suppliers. Throughout 2024/25 we have delivered the scheme reconciliation as business as usual. In January 2025, the multi-rate component of the scheme went live, replacing the previous single-rate calculation component for electricity meter points. The multi-rate hypercare period concluded and was signed off in March 2025.

REC COMMITTEES

Through our committees, we deliver an effective governance and engagement mechanism, ensuring that stakeholders are at the heart of the decision making which progresses our code arrangements. Over the past twelve months, new committees have been established to support evolving requirements. Furthermore, we continue to review our methodology for managing our meetings to ensure that our members and attendees enjoy an easy and consistent experience when they join us.

New groups

We've already spoken about the CHIG meetings established in June 2024, designed to enhance early-stage engagement and ensure a rich and diverse level of knowledge is involved in shaping the future of the REC. In the 2024 Stakeholder Satisfaction Survey, we were delighted that you told us this new committee was one of the most effective for supporting your engagement and contributions.

We also launched the Theft Issues Group (TIG) this year. Launched in April 2024, TIG focuses on addressing energy theft issues collaboratively, bringing together experts from across the industry to identify and develop solutions to combat energy theft effectively.

And we also established and closed several targeted workshops, each with specific Terms of Reference, to address challenges identified within the change process. These included the workgroup for R0155 exploring evidentiary standards for Change of Tenancy events, and for R0152 which supported broad revisions to the Consolidated Metering Code of Practice (CoMCoP).

Improved member engagement

We've worked proactively to identify how we can support our appointed committee members carry out their roles effectively and to minimise unnecessary burden on them. In October 2024, REC Change Panel members provided feedback on how the committee is operating and where improvements could be made. The feedback was overwhelmingly constructive and has directly informed our 2025–26 priorities. Key themes included a desire for greater visibility of change progression, more strategic engagement opportunities, and enhanced clarity around roles and expectations.

Working with the Performance Assurance Board (PAB), we've improved the way we communicate. We implemented a quarterly in-person meeting, as well as interactive sessions to enable collaboration between PAB members and attendees, enhancing the focus on performance assurance delivery.

Moving forward

As we move into 2025/26, our focus is on embedding improvements and continuing to evolve our committee structures and processes:

- Refresher Training: virtual and in-person sessions will be delivered to clarify roles, responsibilities, and joint understanding of the Terms of Reference of the various groups.
- Horizon Scanning: a new standing agenda item will help members anticipate upcoming topics and prepare more effectively.
- Change Heatmap: a visual tracker will be reintroduced to improve transparency around change progression and support prioritisation.
- Strategic Engagement: we're exploring a Committee Member Strategy Day to align forward work plans and strategic drivers.
- Technology

We remain committed to ensuring that all REC Committees are inclusive, transparent, and responsive to the needs of the market. Our goal is to empower members to make informed, impactful decisions that benefit the entire industry.

OPERATIONAL ACCOUNT MANAGERS

Each REC Party, non-REC Party Service User, and all Third-Party Intermediaries (TPIs) signed up to the REC voluntary Code of Practice are assigned a dedicated Operational Account Manager (OAM). OAMs act as a single point of contact for their parties, offering meetings to ensure all messaging is effective, obligations are understood, and queries addressed. We know that different Party types require different approaches and OAMs demonstrate flexibility in their interaction with organisations.



Focus on service

As the REC Services have continued to evolve, the OAM Team has expanded in size and scope to meet the demand driven by both the increased quantity and breadth of REC stakeholders, as well as ongoing industry change. As that change continues at pace, both within the REC and the wider market including through the MHHS Programme, OAMs have provided ongoing tailored and high-quality support to their Parties. This helps you meet expanding obligations and keep up to date with the impacts of change.

The Service User OAMs provide a deeper understanding of the data and technical solutions available to Users through delivering a full end-to-end service including governance and on-boarding. After streamlining the data access process, new categories of REC User have been approved by PAB, enabling innovation for a wider range of stakeholders. Where technical solutions are not yet available, the Service User OAMs have been working with the REC Enquiry Services Providers to assess new products. This includes a portal for ECO4 Providers and an API supporting stakeholders offering a wider range of services including energy consulting and Net Zero obligations.

Engagement day

In November 2024, the OAM Team were delighted to meet face-to-face with at the Code Manager Engagement Day. This has been accompanied by presence at a variety of RECCo hosted engagement days throughout the year to help strengthen relationships with Parties. We look forward to welcoming you to similar events throughout 2025/26.

Moving forward

There are many upcoming programmes such as Tariff Interoperability, Consumer Consent and others in the pipelines. We anticipate that this will drive many new types of organisations to interact with the REC in the coming years, with a range of different services being offered. We will need to strengthen our knowledge in a range of areas and industry to ensure we can consolidate and pass on information effectively.

Additionally, each new cohort will need detailed consideration of the stakeholder engagement support needed. This could involve new engagement groups to target Code Manager and Party resource on specific changes and areas. We look forward to meeting these challenges together with you.

PERFORMANCE ASSURANCE

Our Performance Assurance Framework (PAF) continues to represent a fundamental change in how market performance is measured and assessed, and how interventions to improve performance are applied. In this section, we explore some of the key achievements in Performance Assurance over the past twelve months, including how our activities have positively impacted the REC and REC Parties.

Creating meaningful incentives has driven up performance

Since its inception, the Theft Detection Incentive Scheme (TDIS) has created meaningful impact with many Parties engaging positively in the scheme. However, a persistent challenge faced in codes preceding the REC has been some organisations not complying with its respective obligations in the Theft Detection Incentive Scheme (TDIS). Examples of these have been not participating in the scheme itself, or not undertaking theft investigations.

We directly targeted this area with the design of our Annual Rating system, particularly the inclusion of TDIS performance as a principal factor in the rating, as reputational incentives can be as powerful as financial ones to encourage organisations to act against energy theft.

The annual rating approach has contributed to a dramatic increase in the number of Suppliers investigating thefts as there were 26% fewer Parties that did not actively engage with the process of detecting and reporting thefts.

We recognise other initiatives for Energy Theft reduction such as Ofgem's letter to Energy Suppliers and some of the changes we have made to the Theft Target Methodology (TTM) are also likely to have had an impact on Parties' theft detection activities. We continue to support the further evolution of TDIS including through our contributions to changes proposed at TIG.

Demonstrating the value of a data led approach

We continue to demonstrate the value of a data led approach – with our key enforcement actions clearly identified through central data. We protected domestic consumers, robustly putting in place controls over the activities of a rapidly growing new entrant. Our risk scanning approach identified signs of performance issues combined with rapid growth – a key concern with new entrants. A persistent inability to meet REC obligations led PAB to restrict switching until this organisation had the staff and technology in place to operate in line with REC obligations. PAB's ability to confidently tackle such complex issues creates important incentives to other Parties to meet their obligations – making the work of each REC project and change have more impact and generate greater customer value.

Ensuring REC Service Provider accountability

With REC Services demonstrating consistent performance improvement, the Code Manager and Performance Assurance Board have collaborated with Service Providers to maintain the momentum. However, where we've noted standards have fallen below the Code expectations, we've worked closely with those service providers to address performance issues and improve outcomes for market participants. This has included supporting RECCo and DCC in completing their action plans following the 2023/24 Major Switching Incident, by ensuring all actions from the lessons learnt activity are tracked through to completion. This has resulted in improved performance from DCC and proactive responses to emerging process and system issues. Independent review and oversight have been key to rebuilding confidence in the switching technology. We've also taken steps to address instances where service delivery has not met the standards required under the REC.

Protecting consumers from Erroneous Switches

We identified increasing numbers of Erroneous Switches and confirmed these were related to new aggressive marketing agents. In this instance we worked with the Supplier who rapidly closed this sales channel, protecting Suppliers from additional work, and preventing further consumers suffering harms associated with mis-selling. We did this in a constructive way – helping the Supplier address an issue in part of its business without the need for serious sanctions. This underlines the increasing complexity of retail markets, and the need for a dynamic, data-led approach that goes beyond reviewing aggregate data.

Resolving issues in the non-domestic market

We've maintained focus on resolving the issues we identified in the non-domestic market that resulted in PAB referring one Supplier to Ofgem. We are pleased to see significant improvements in the engagement of this Supplier and are using our Performance Assurance Techniques to drive system, process and communication improvements and prevent any further prevention of non-domestic consumers accessing new contracts when they have a right to switch.

Challenging Energy Suppliers

Whilst we have been robust in the period, particularly challenging Suppliers to resolve consumer issues to higher standards, this has not come at the cost of our reputation – quite the opposite. The annual Stakeholder Satisfaction Survey has demonstrated considerable improvement in stakeholder views of our service – particularly enhanced communication and engagement. We will be building on this success with PA check-ins, an approach to much closer engagement with REC Parties trialled in the period which is now being rolled out more widely.

Moving forward

Retail markets are complex and dynamic, and as a result effective Performance Assurance will always need to be responsive and focused on the reality of performance. Having said that there are several areas where we anticipate driving performance improvements in the coming year:

PA Check-Ins

We're building on the success of the PA check-ins pilot launched in 2024, an approach to much closer engagement with REC Parties trialled in the period. This aims to build relationships with Parties and seek your input to ensure PA is focused on the most relevant risks in the market.

Non-Domestic Consumers

Testing the effectiveness of the important R0155 change aiming to improve retail markets for non-domestic consumers – clearly signalling the need for Suppliers to enhance processes, checking they've met new requirements, and testing whether the requirements effectively resolve the issue.

Meter Data Improvements

Driving improvements to meter data in gas that improve customer billing as well as energy settlement, whilst implementing a similar mechanism in electricity.

Meter Accreditation

Tightening meter accreditation schemes - as issues with CoMCoP are resolved in summer 2025 we will, alongside the metering auditor, tackle organisations with significant issues meeting these standards first time round, or that are slow to resolve identified issues.

MHHS

Delivering our MHHS qualification approach – supporting the success of these significant enhancements to the market whilst protecting Parties by maintaining minimum market standards.

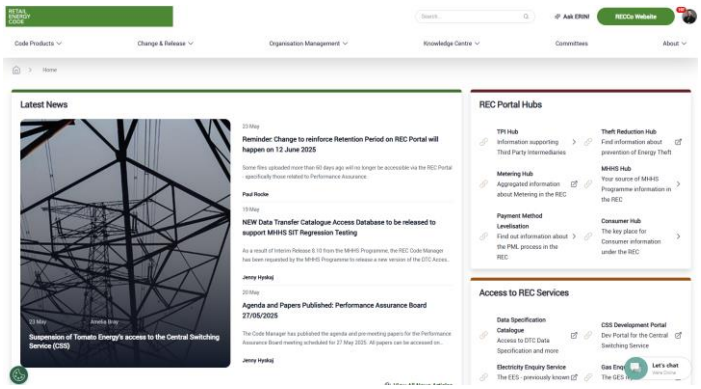
Data Quality

Continuing to drive better data quality across the industry, which will only become more important as the industry transforms to respond to the challenges that Net Zero creates.

REC PORTAL

With over 8,000 registered users, and many hundreds of returning users active every week, the REC Portal is the central hub of code arrangements across all stakeholder groups.

Each month we plan incremental releases to fix issues and improve usability of the REC Portal, as we listen to our direct stakeholder feedback and learn from a richer set of data analytics, to prioritise impactful changes. In addition to countless minor improvements, we've also made some more significant advancements over the course of the past year, as illustrated below. Regular releases throughout the year implemented fixes and improvements to address user challenges on the REC Portal; however, some of the more significant aspects of activity are detailed below.



User Experience redesign

Following feedback from users of the REC Portal and Digital Navigator, we initiated a project to explore improvements to the User Experience (UX) and User Interface (UI) across our online tools. The feedback generated a long list of recommendations, which were categorised and prioritised and following a workshop in March 2024, In September and October 2024, we implemented broad improvements across a number of releases.

In the most recent Stakeholder Satisfaction Survey, you told us that navigation and accessibility of our systems had improved because of the changes. You now find it quicker to find the information you're looking for. We continue to make incremental improvements to the UX as we identify opportunities – a key aspect of the redesign was to make it much quicker to make front-end changes to the REC Portal in response to feedback.

Portal hubs

We've revived the Metering Hub area of the REC Portal, aggregating all information related to the latest Metering news, events and activities, wiki articles, FAQs, reports and more. This helps stakeholders with a specific interest in Metering to easily find the up-to-date information they needed all in one space. We created a new MHHS Hub to provide easy access to information related to the MHHS Programme. And we've been actively exploring future enhancements to the Theft Reduction Hub, which we'll be looking to take forward over the coming months.

Change Proposal portfolio overview

We've integrated a live Kanban view of live Change Proposals in a simple and easy to view page. Users have given a lot of positive feedback to this page in making Change Proposals more accessible to view progress. Since the creation of this page, we've now added the function to allow the download of a.csv version enabling greater accessibility.

Moving forward

UX/UI: Following the conclusion last year of the UX/UI Project, we will have a continued focus on User Experience backed by data gathered under the UX/UI Project to ensure our UX keeps up with users' needs.

Theft Hub: We're working closely with RECCo to establish requirements for improved usability of the Theft Reduction Hub, supporting stakeholders self-serve the materials they need to help them reduce energy theft.

Digital Services Provision: We're preparing for RECCo's appointment of a new Digital Services Provider in 2026 and will work closely with them to ensure the controlled transfer of data, minimising disruption to service users.

THE DIGITAL REC

The Digital REC is a cornerstone of REC operations, facilitating easy, navigable and searchable access to the REC Schedules, Service Definitions and the Data Specification. The Digital Navigator interface provides information on Releases, Process Maps and our AI tool ERIN.

Following last year's UX review, we delivered several enhancements to the content and presentation of the Digital REC backed by user behaviour gathered through the site, primarily:

- **Improved search** – Improved AI search functionality, with the single search bar able to search across all aspects of the digital REC using the context of the search term to determine where to point the user.
- **Improvements to page loading speed** – Improvements across the API infrastructure and code standardisation drove significantly faster page load speeds allowing for user experience enhancements to be seen across many data-heavy pages.

ERIN: Our Artificial Intelligence tool

A significant delivery in Autumn 2023 was the launch of a REC Artificial Intelligence tool: "ERIN" (Energy Resource Information Network). The tool provides a rapid way to find information from within the REC, having been trained to answer questions by searching over 100 key REC artefacts including operational documents and guidance. Alongside the answer, sources are provided as hyperlinks to allow users to view the originating REC documents. Users are encouraged to rate the answers to enable us to continuously refine ERIN. Generative AI technology has rapidly advanced and in early 2025 we upgraded OpenAI's GPT-4o, introducing superior language comprehension skills, making it more effective in responding to complex queries.



We closely monitor usage and feedback, to make performance and user experience improvements such as improving the document splitting and searching algorithms to ensure the correct content and context is used by the model and displayed to the user. Additionally, we've held specific training events for users interacting with ERIN.

Process maps

Ensuring the process maps follow the same standards that the formal UX project laid out, we had a systematic review of the content and the layout to allow the UI to match the complexity of the information it was displaying. Adding in several "pdf viewing" functionalities such as zooming and centring. The benefits of increased digitalisation include identification of inconsistencies and duplication. Having noticed discrepancies in how a key term – 'DPI' - Domestic Premises Indicator – was used across systems, we raised a proposal to review and align the term.

Data Specification

As part our UX/UI Project, which improved accessibility and increased the consistency of look-and-feel between REC and the Digital REC, we implemented changes to how the REC Data Specification is navigated to and displayed to make it quicker and easier for users to find the information they are seeking.

Moving forward

We'll continue to use data and user feedback as part of our analysis tools to help identify how and when stakeholders use the Digital REC and assess areas for change to workshop with users. Examples of improvements we will seek to make are enabling potential publication of redlined documents on the Digital Navigator.

Graph Database - Pending approval, a graph database will be leveraged to enable a wide range of user experience enhancements and further AI innovations

Digital Navigator Data Specification Input - To increase the speed & accuracy at which changes can be made across the data specification within the digital navigator a drag and drop message builder will be built.

SERVICE DESK AND REC WIKI

A core function of the Code Manager is to provide accessible, accurate information to support REC Parties and wider stakeholders in their interpretation of the code. The REC Wiki, the Service Desk, and support for new and existing Parties are the main ways we deliver this.

Service Desk

Our Service Desk continues to support stakeholders and consumers with getting prompt and accurate responses to their questions surrounding the REC. During the last year, the Service Desk has responded to over 10,000 tickets and supported on a further 3,066 tickets ensuring these are raised through to our second line support teams. The most common second line tickets were focused on Performance Assurance Maintenance and Qualification, Performance Assurance reporting, navigating the Digital REC, questions around Market Messages, and REC Portal permissions.



Internal knowledge sharing

Our internal collaboration meetings with all second line teams continues to form a strong part in ensuring we are kept up to date with any current discussions, while also allowing us to add value and identify additions to the self-serve knowledge held within the REC Portal.



REC Wiki

Our REC Wiki service continues to be a library of knowledge articles designed to help Portal Users self-serve information about all aspects of the REC and retail market arrangements. This is constantly curated, with new articles added all the time based on the queries we receive into our Service Desk and through our OAMs. Over the past twelve months period, our Wiki articles had over 33,000 views. This demonstrates that REC Stakeholders are using Wiki as a first point of call for REC information, and we have observed a decrease in Service Desk calls related to topics added to Wiki.

New REC Parties and roles

During the past year, changes to the REC saw two new role types introduced: Crowded Meter Room Co-ordinators and Safe Isolation Providers. We provided additional support onboarding these organisations coming into those new roles, through the creation of additional REC Wiki articles, and specific and targeted engagement through our OAMs.

Moving forward

We continue to develop the Service Desk in line with the needs of our REC Parties and stakeholders, and in response to the feedback we receive. We're also preparing for RECCo's appointment of a new Digital Services Provider in 2026 and the secure transition of data, working collaboratively to ensure that your experience Service Desk is not disrupted during the process.

COMMUNICATION AND EVENTS

Ensuring that REC stakeholders receive the right information at the right time and in the right way is critical to the effective and smooth running of the REC. We've further enhanced our Communications and Event processes over the last year and continue to work closely with the wider Code Manager team and RECCo to focus on key messaging for REC Stakeholders. We host monthly meetings with RECCo and Code Manager colleagues to identify the highest impacting messages that we need to amplify to stakeholders. We tailor the communication approach depending on the message, whether that be through direct emails, OAM meetings, social media, webinars, or any other channel.

REC Bulletins

The Weekly and Change Bulletins continue to be a key tool in communicating REC and industry news to stakeholders. With over 1000 recipients for the Weekly Bulletin and over 800 for the Change Bulletin, these bulletins are reaching a wide audience which continues to grow.

In July 2024, we introduced the MHHS Bulletin. This was because we want to include as much information as possible without overwhelming the main bulletin. The introduction of the MHHS Bulletin has enabled more key information to be shared with stakeholders. All MHHS Bulletins are available on the REC Portal in the dedicated MHHS Hub.

Training and events

Over the past year we have hosted 20 Code Manager-led events, a year-on-year increase of 11%. We hosted our first in-person event in November 2024, the REC Party Engagement Day. This event was also live streamed to ensure that as many stakeholders could attend. We received positive feedback about the day as it allowed stakeholders to attend specific topic clinics with SMEs and allowed face to face interactions with their OAMs. We are looking to host these face-to-face sessions annually.

We've hosted more specific webinars, notably around Change Proposal R0155 which has been mentioned in previous sections, which had over 100 attendees. We continue to try to ensure webinars are catered to all areas of industry and key information is shared.

In total, our webinars attracted almost 800 attendees across the year – and 97% of attendees said they found our events beneficial.

Other communications tools

In September 2024, we introduced blog posts onto the front page of the REC Portal. Four blog posts are visible on the front page as well as link to all historic blog posts. The blog posts include key updates on changes and committees as well as urgent information that can be updated quickly without the need to wait until emails or bulletins get sent. In the six months that these blogs have been available, there has been over 2,500 views on these news posts. You can also search for blog posts by using key words in the REC Portal search function.

Moving forward

We look to continue to ensure stakeholders are receiving the correct information in the correct way into next year.

Investment in technology: We'll be working to implement new digital tools to improve our communications service this year. Microsoft Teams Premium licences will allow a more streamlined process for the management of REC webinars, including reducing the effort required for you to sign up to our events. Additionally, the adoption of a new mass mailing tool will improve the process for sending out our Bulletins, make the subscription/unsubscribe process easier, and improve our access to analytics so we can further tailor our solution.

Support for programmes: We work in close collaboration with those running major impacting industry programmes, such as MHHS, Energy Code Reform, and the review of Third Party Intermediary arrangements. We want to ensure that you are closely supported and have immediate access to the information that you need at critical points in the programme delivery.

KEEPING IN TOUCH

As well as the projects and programmes referred to throughout this document, there are many more elements of the service that the Code Manager continues to deliver. Many of our priorities are determined by the outputs of the Stakeholder Satisfaction Survey which is commissioned every Autumn.

You can stay updated on the work of the Code Manager by making sure that you're signed up to receive the REC Weekly and Change Bulletins. Send an email to enquiries@recmanager.co.uk to get yourself and your colleagues added to the distribution list. And remember to follow our LinkedIn page for daily updates too.

Your feedback is critical for enabling us to maximise the effectiveness of our continuous improvement approach to service delivery. When we make changes, we rely on your feedback to let us know whether those changes have the intended impacts. If you have anything to say about the Code Manager service, or about this document, please visit the Continuous Service Improvement page on the REC Portal to complete our feedback form.


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