RETAIL ENERGY CODE

PERFORMANCE ASSURANCE DASHBOARDS

USER GUIDE

Version 1.08 for Dashboards version 1.4.4

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WELCOME

This user guide is to be used in support of the Performance Assurance Dashboards. This user guide will provide details on how to access, use and understand the dashboards.

Further information is also available in the Performance Assurance Dashboard Wiki.



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Click on the links below to navigate to the relevant sections. This will then take you to the section contents, from which you can find support for your specific requirement.

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USING THE DASHBOARDS

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WHAT DO THE DASHBOARDS SHOW?

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WHAT DO I DO IF I NEED MORE HELP?

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ACCESS CONTENTS

The dashboards are integrated into the REC Portal. This can be accessed from the icon at the top of this page. The following slides give you details on how to locate the dashboards.

Access instructions differ depending on user type. Please follow instructions for your user type.

If you have multiple user types after you have logged onto the portal you can navigate to the relevant dashboards following the instructions in each of the sections below, there is no requirement to log on again.

REC PARTY USERS

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PAB MEMBERS

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REC SERVICE PROVIDER USERS

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RECCO USERS

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REC PARTY USER ACCESS

There are 4 steps to access the dashboard for REC Party users. Click through the following slides to see the step-by-step process.

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2. NAVIGATING TO PARTY OPERATIONS

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TYPES OF PORTAL USER

There are different User Types for the Portal, please specify one of the below when setting up an account or enquiring about changing dashboard viewing permissions

User	Description of Access
Director	• A Director can complete Performance Assurance forms for assessment. • The Code Manager requires confirmation of the Director role each year, through written consent from a Companies House Director.
Master Admin User	• A MAU has additional privileges that allow a user to manage organisational data. • A MAU can define hierarchies of organisations within their business. • A MAU has the ability to create other users and is responsible for assigning user roles, granting permissions associated with MAU, Contract Manager and Performance Assurance user types.
REC Contract Manager	• A Contract Manager has all the permissions associated to a standard portal user but can also access the Operational Contacts and Party Register on the Party Operations page.
REC Performance Assurance	• Performance Assurance users have all of the permissions associated with standard users, but are also granted the ability to access, download and upload Performance Assurance reporting and data through the Party Operations area of the portal.
REC Performance Assurance Dashboard Viewer	• If a user has this role, in addition to the Performance Assurance role, they will be able to access and view their REC parties organisations Performance Assurance dashboard. • Users will be able to access their organisations overall score, peer comparison and a breakdown of scores relating to retail risks and theft.
REC Service Provider Dashboard Viewer	• Same as the Performance Assurance dashboard Viewer role, just for Service Provider organisations in the portal.

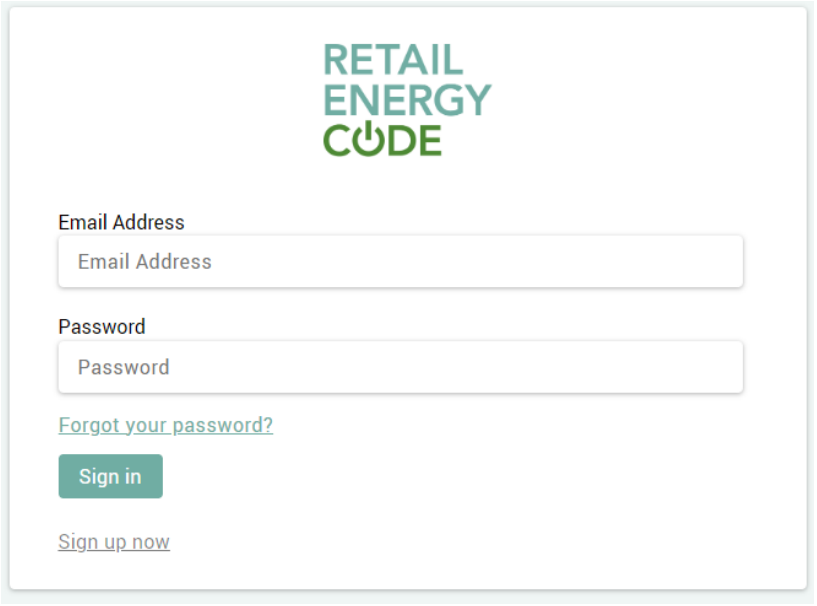
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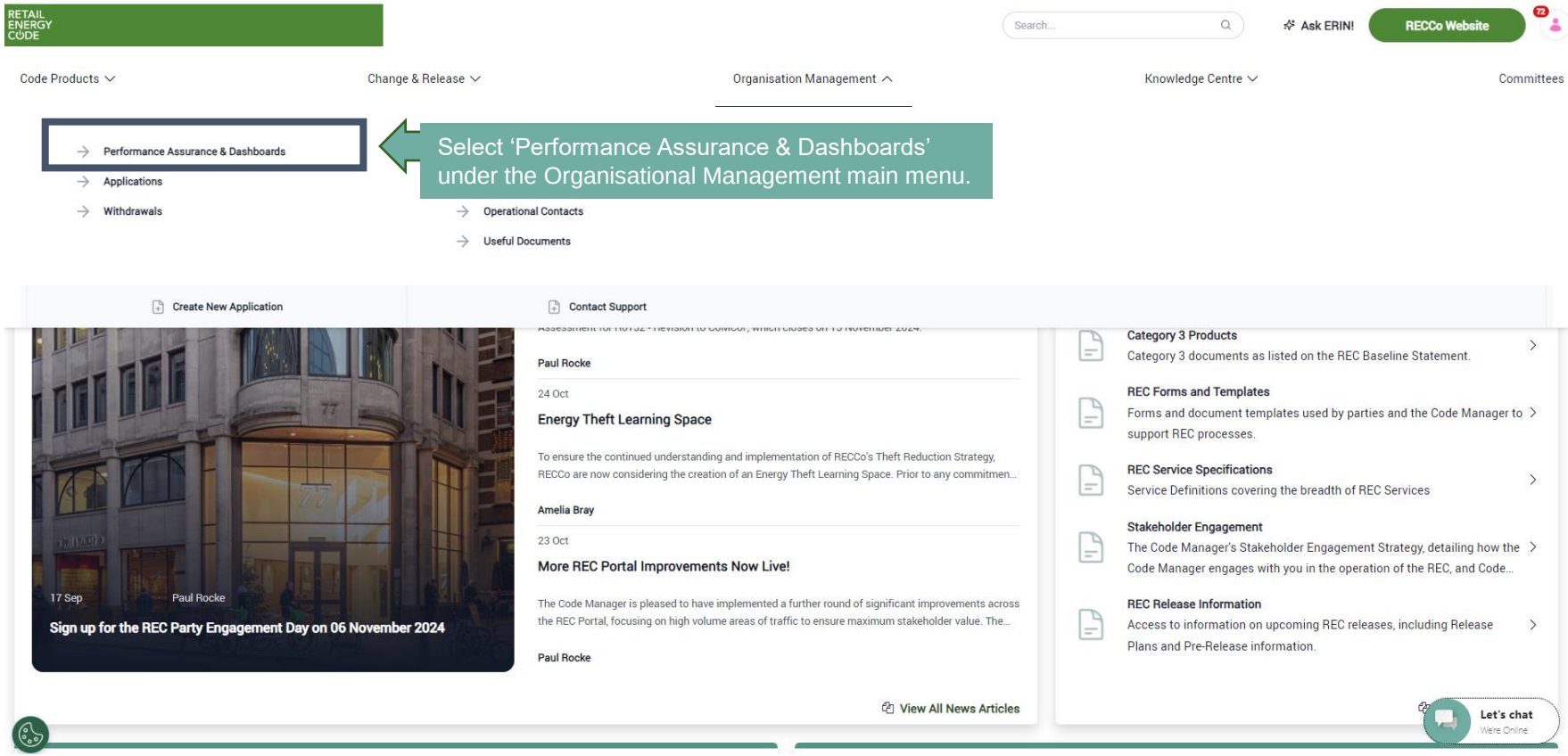
LOGGING IN

You can access the Portal by clicking the ‘GO TO REC PORTAL’ button at the top of this screen or at this link. You should see a login screen like the below to where you can enter your credentials.



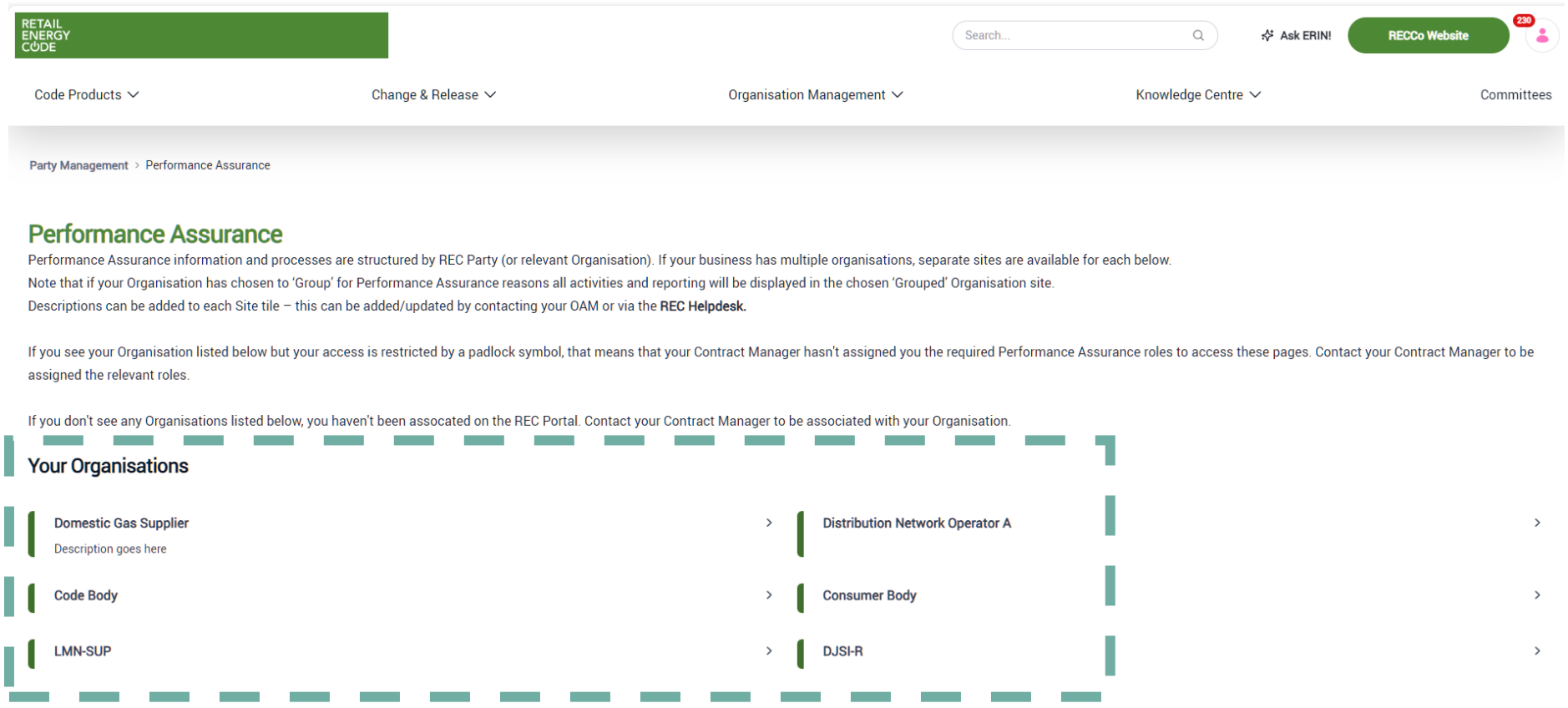
PERFORMANCE ASSURANCE & DASHBOARDS

Once logged in, select the ‘Performance Assurance & Dashboards’ option under the **Organisational Management** main menu



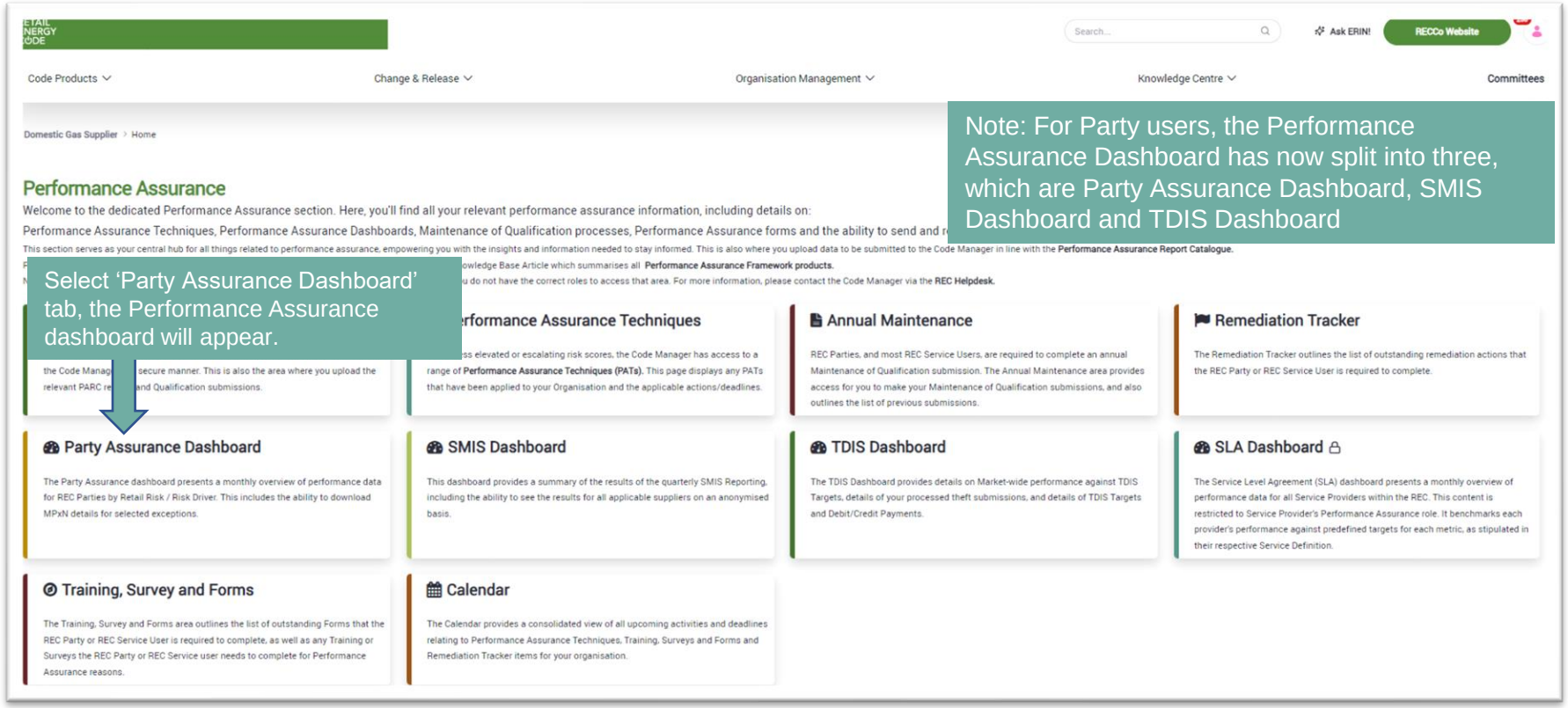
PERFORMANCE ASSURANCE

Once in the Performance Assurance area of the REC Portal, select the relevant Party from your list of Organisations:



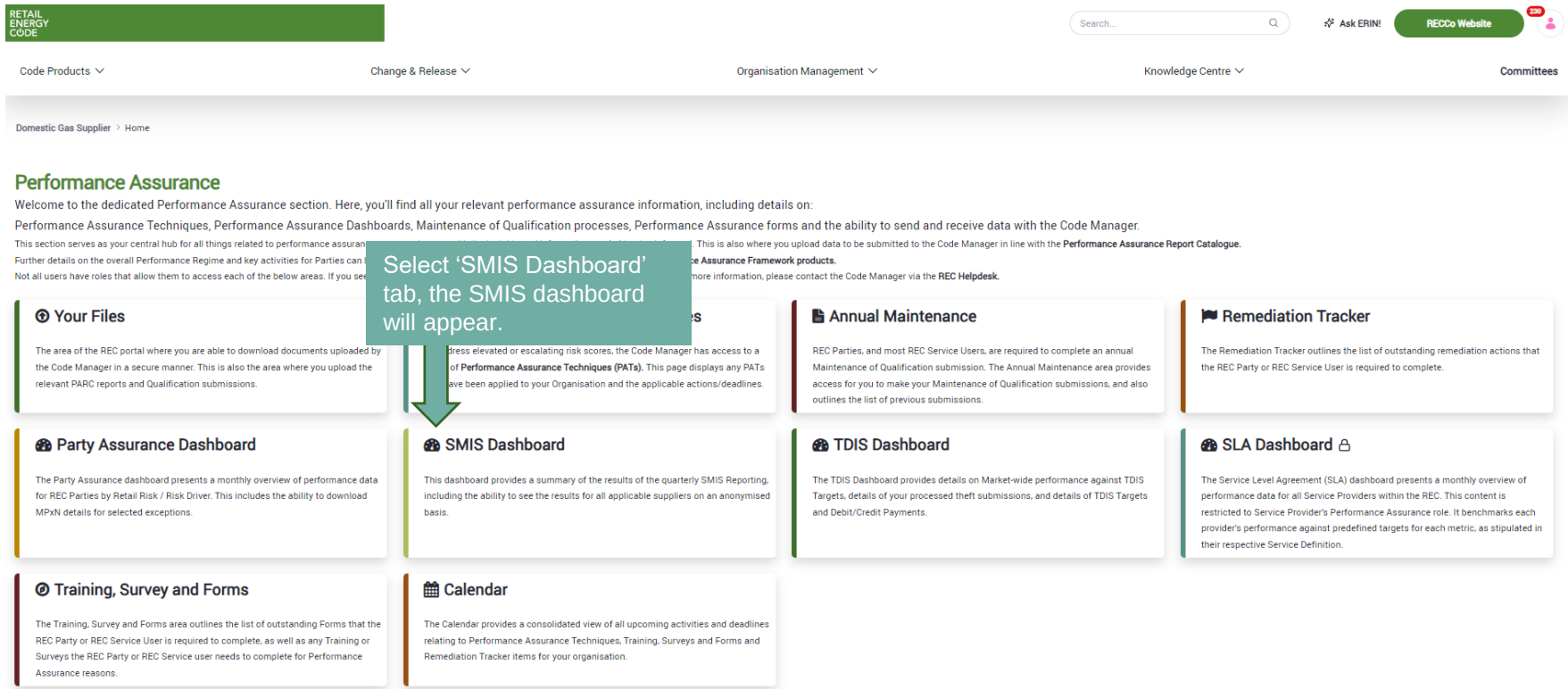
FINDING THE PERFORMANCE ASSURANCE DASHBOARDS

Once in the Performance Assurance section of the REC Portal, select the **'Performance Assurance Dashboard'** tile from Performance Assurance Home page. Note if the dashboard has a padlock symbol against it this means you do not have access – please contact your Master Administration User or the Helpdesk for assistance.



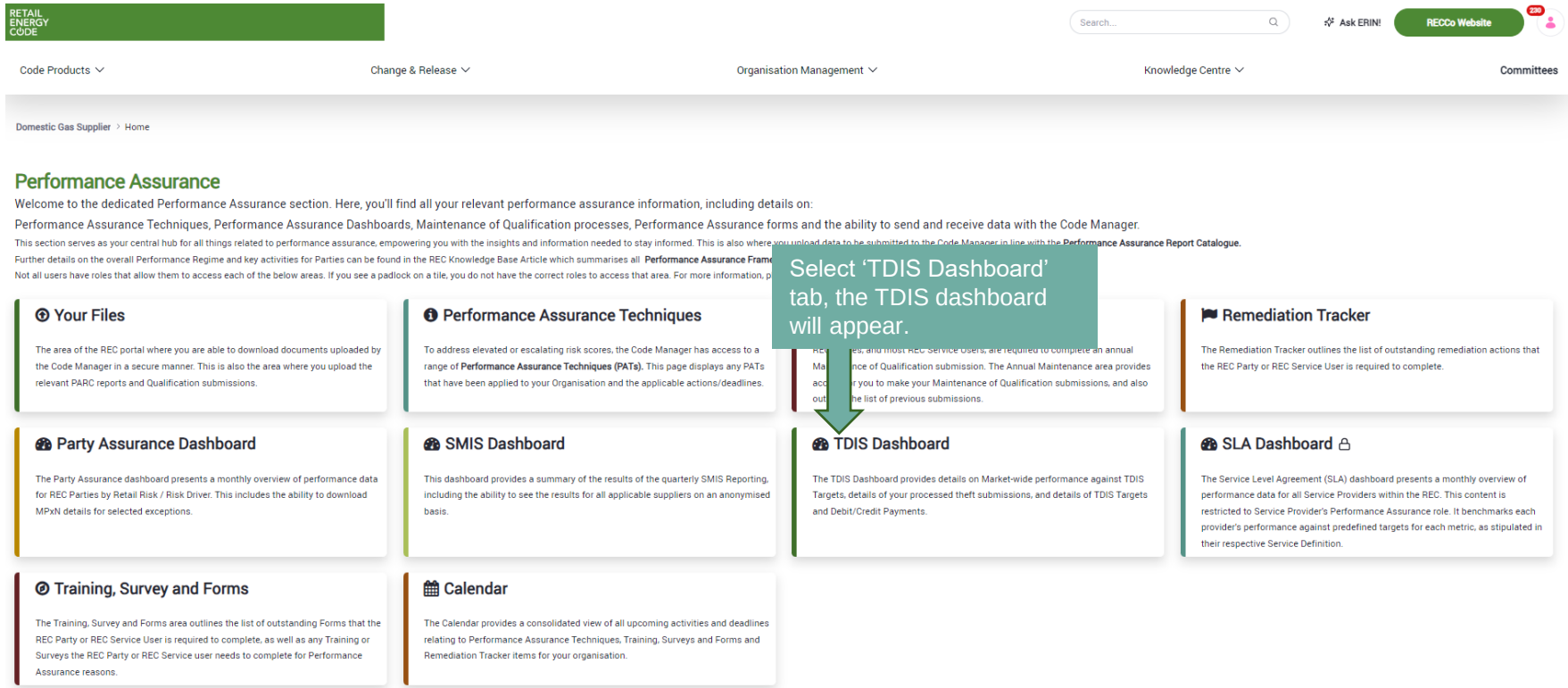
FINDING THE SMIS DASHBOARDS

Once in the Performance Assurance section of the REC Portal, select the **'SMIS Dashboard'** tile from Performance Assurance Home page



FINDING THE TDIS DASHBOARDS

Once in the Performance Assurance section of the REC Portal, select the **'TDIS Dashboard'** tile from Performance Assurance Home page



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PAB MEMBERS ACCESS

There are 4 steps to access the dashboard for PAB Members. Click through the following slides to see the step by step process.

1. LOGGING IN
READ MORE

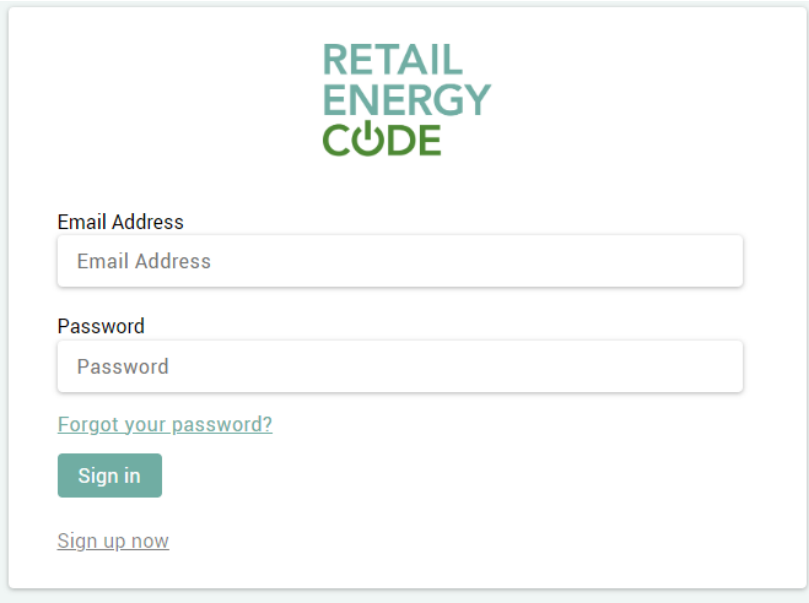
2. NAVIGATING TO COMMITTEES AREA
READ MORE

3. NAVIGATING TO PAB SECTION
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4. FINDING THE DASHBOARDS
READ MORE

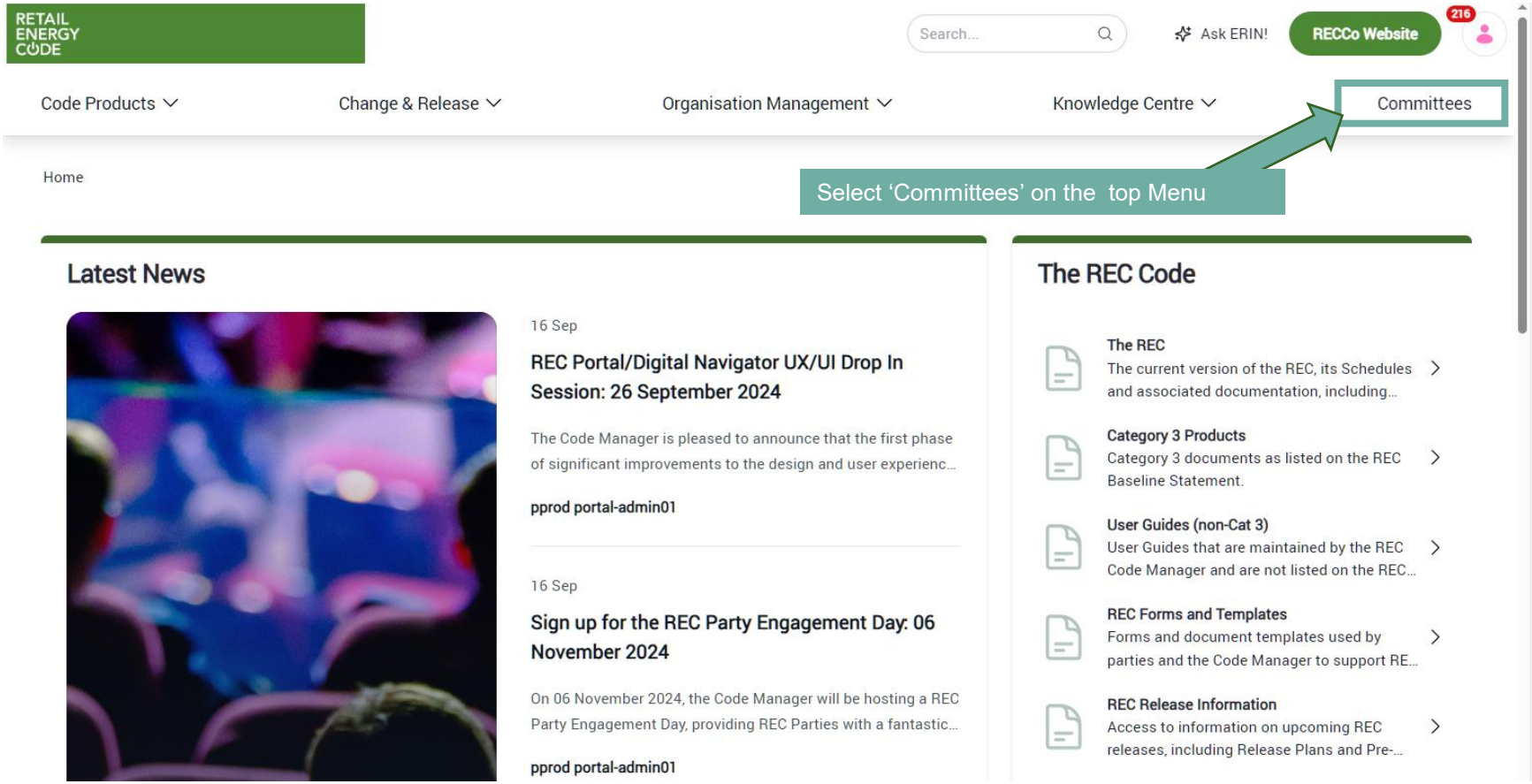
LOGGING IN

You can access the Portal by clicking the ‘GO TO REC PORTAL’ button at the top of this screen or at this link. You should see a login screen like the below to where you can enter your credentials.



COMMITTEES

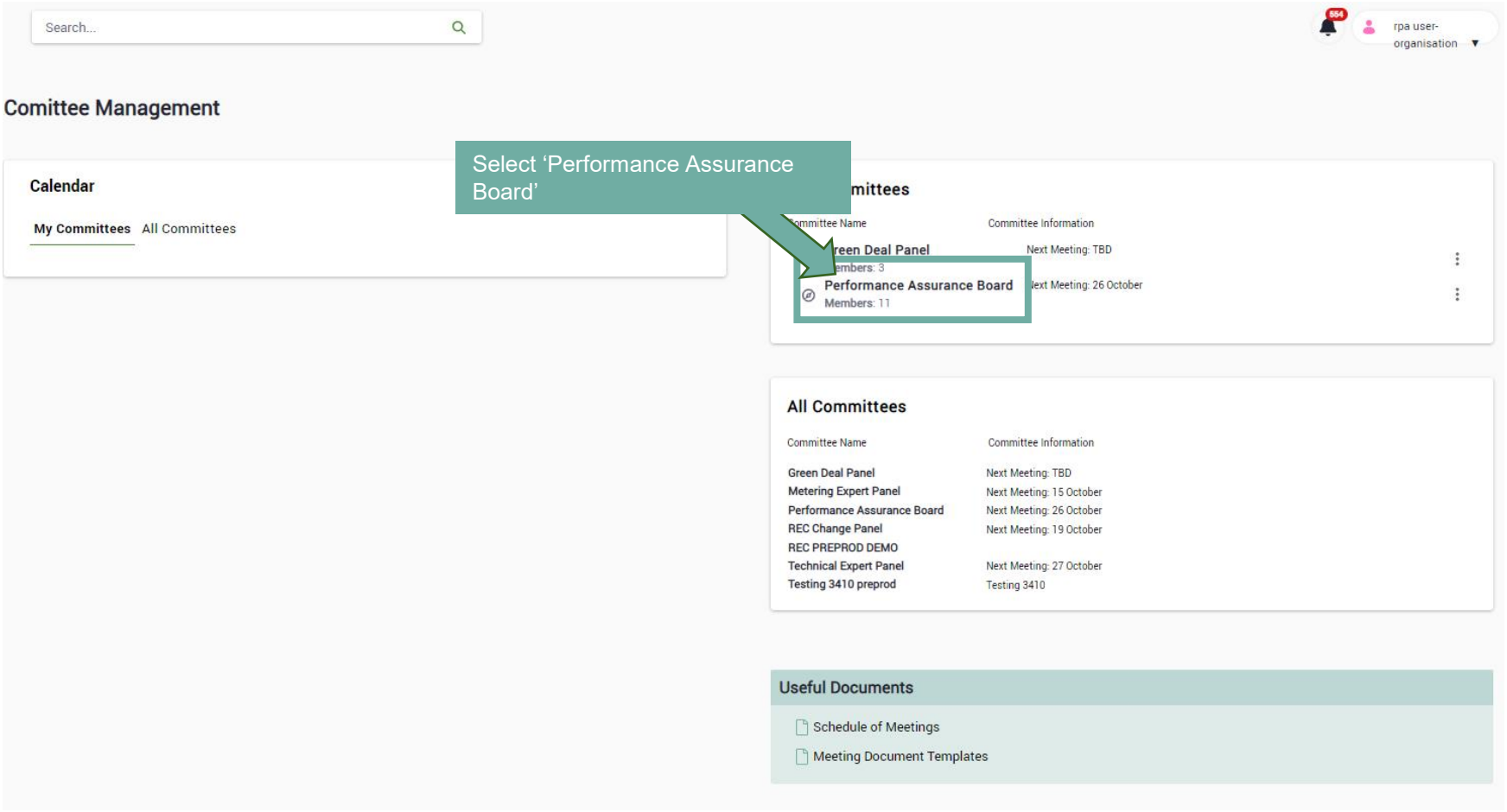
Once logged in, select the **‘Committees’** button from the lefthand tab.



RETAIL ENERGY CODE

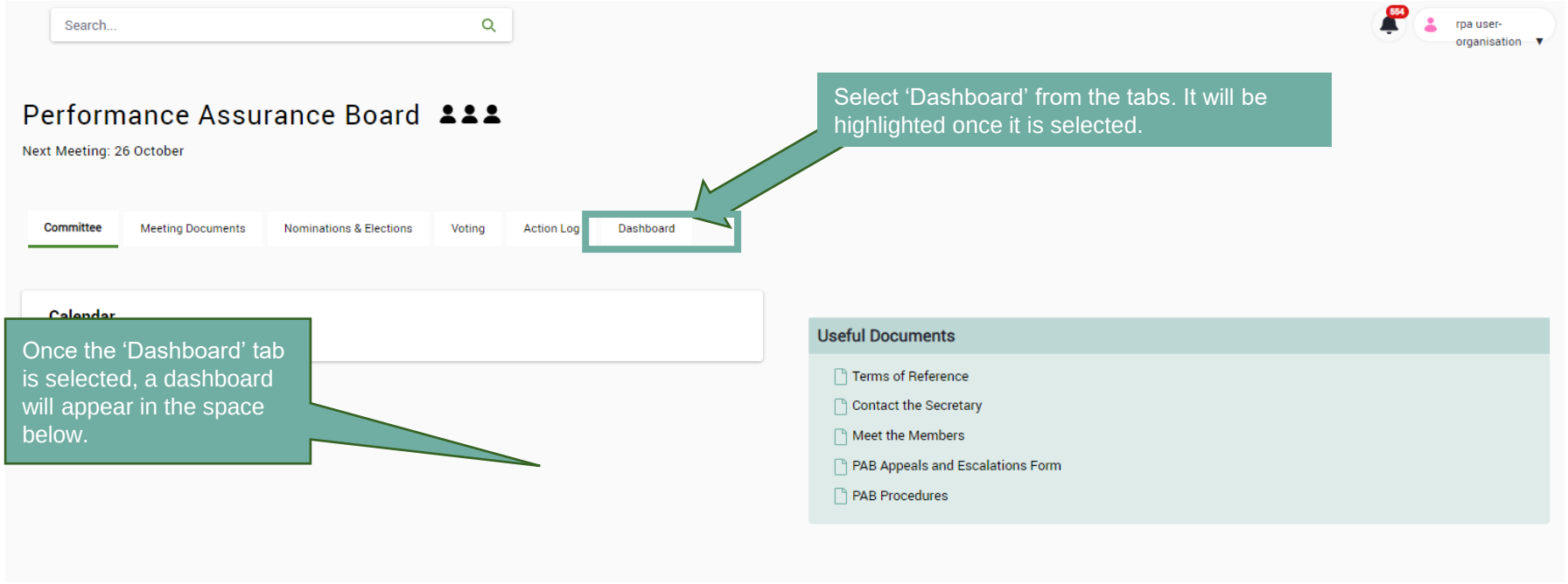
PERFORMANCE ASSURANCE BOARD

Once in the Committees area of the REC Portal, select **'Performance Assurance Board'** from the My Committees section



FINDING THE DASHBOARDS

Once in the Performance Assurance Board section of the REC Portal, select the **‘Dashboard’ tab** from the tabs along the top.



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REC SERVICE PROVIDER USER ACCESS

There are 4 steps to access the dashboard for REC Service Providers. As outlined earlier, the account will need to be set up as a REC Service Provider Dashboard Viewer. Click through the following slides to see the step by step process.

1. LOGGING IN
READ MORE

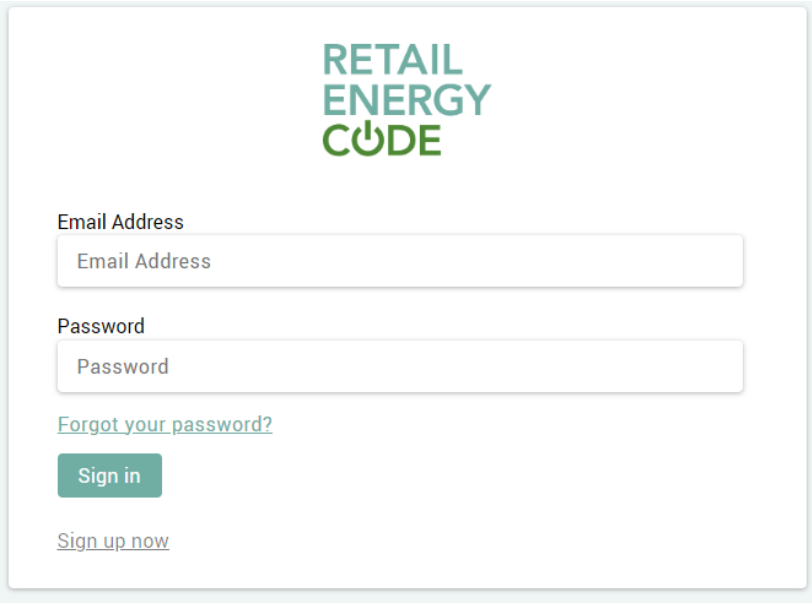
2. NAVIGATING TO PARTY OPERATIONS
READ MORE

3. NAVIGATING TO PERFORMANCE ASSURANCE TILE
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4. FINDING THE DASHBOARDS
READ MORE

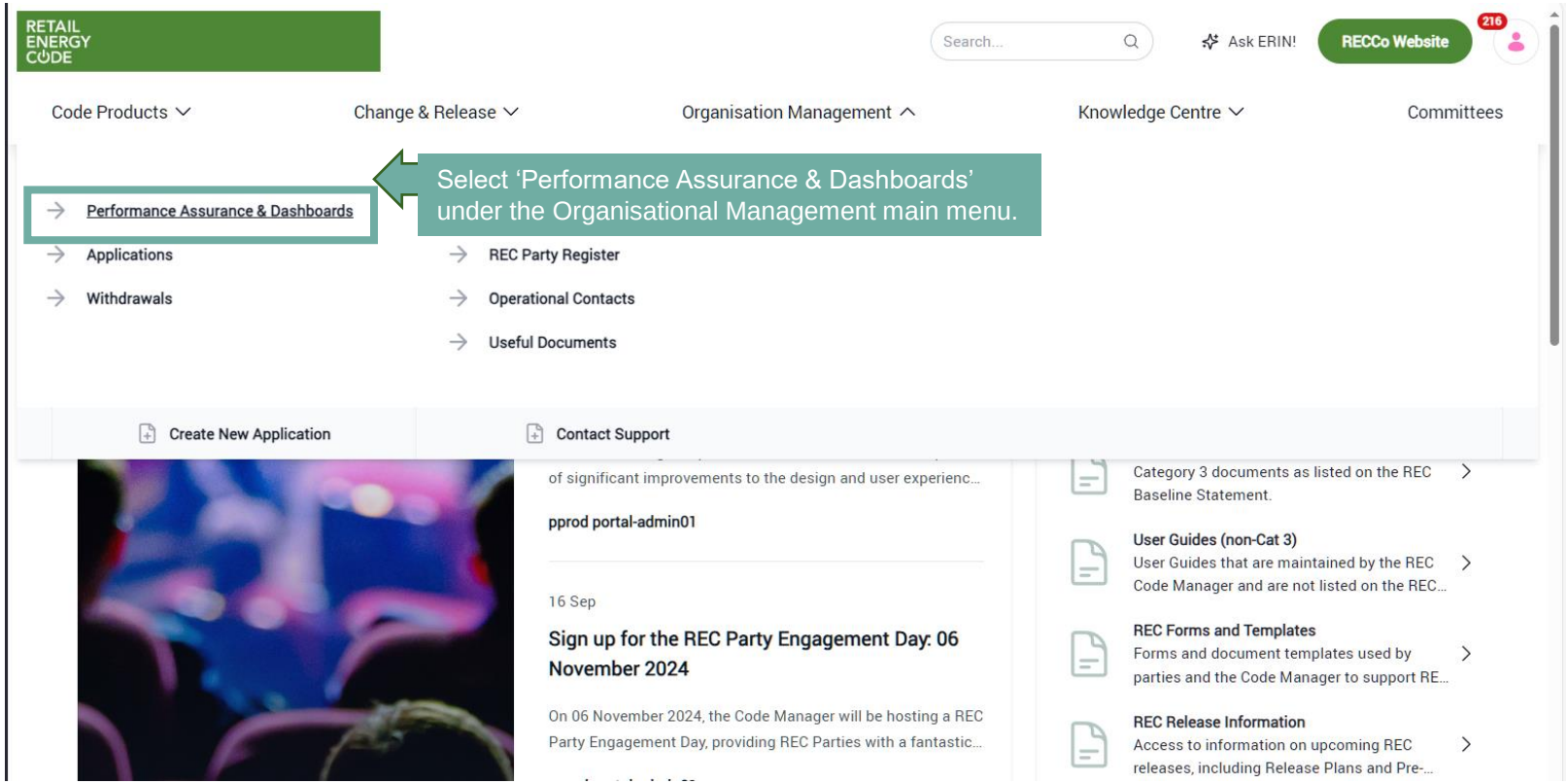
LOGGING IN

You can access the Portal by clicking the ‘GO TO REC PORTAL’ button at the top of this screen or at this link. You should see a login screen like the below to where you can enter your credentials.



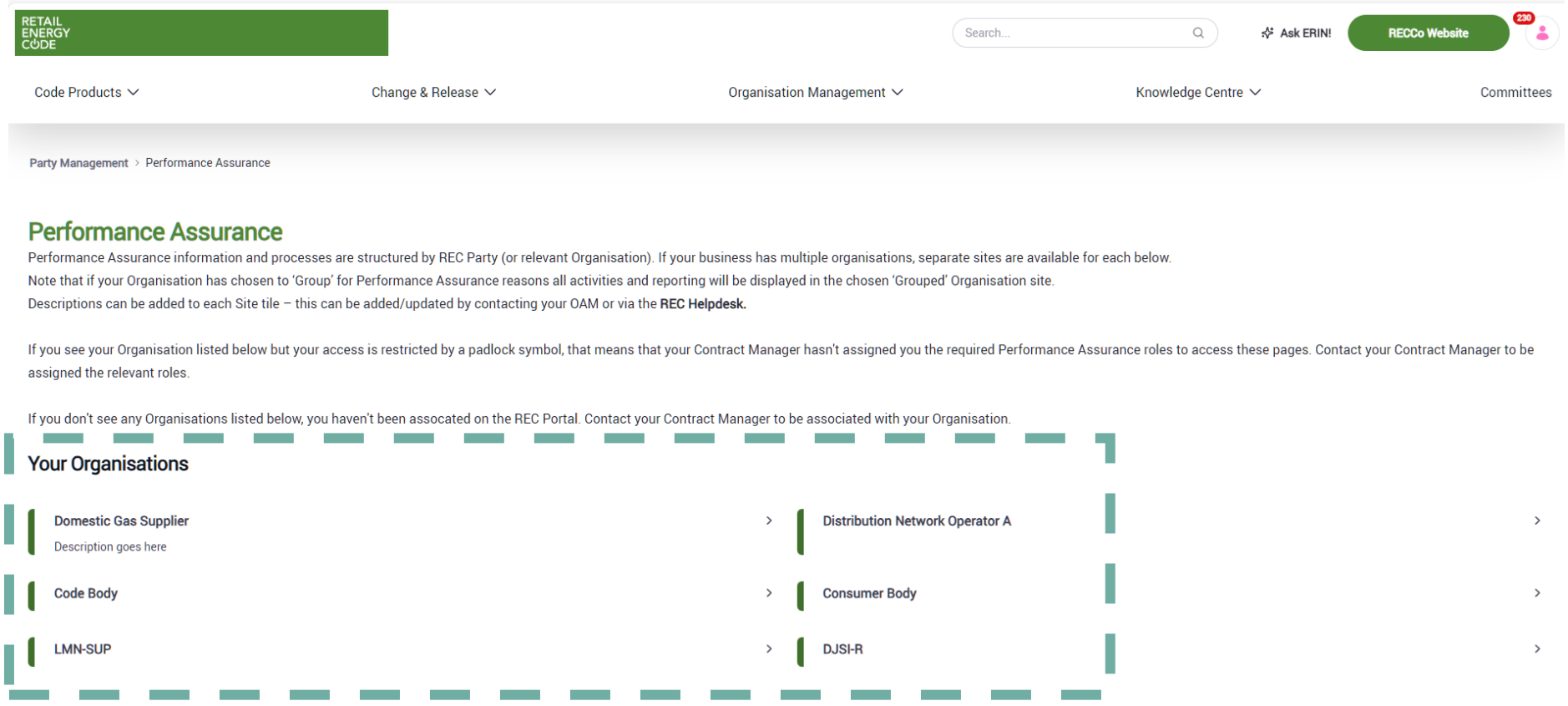
PERFORMANCE ASSURANCE & DASHBOARDS

Once logged in, select the ‘Performance Assurance & Dashboards’ option under the **Organisational Management** main menu



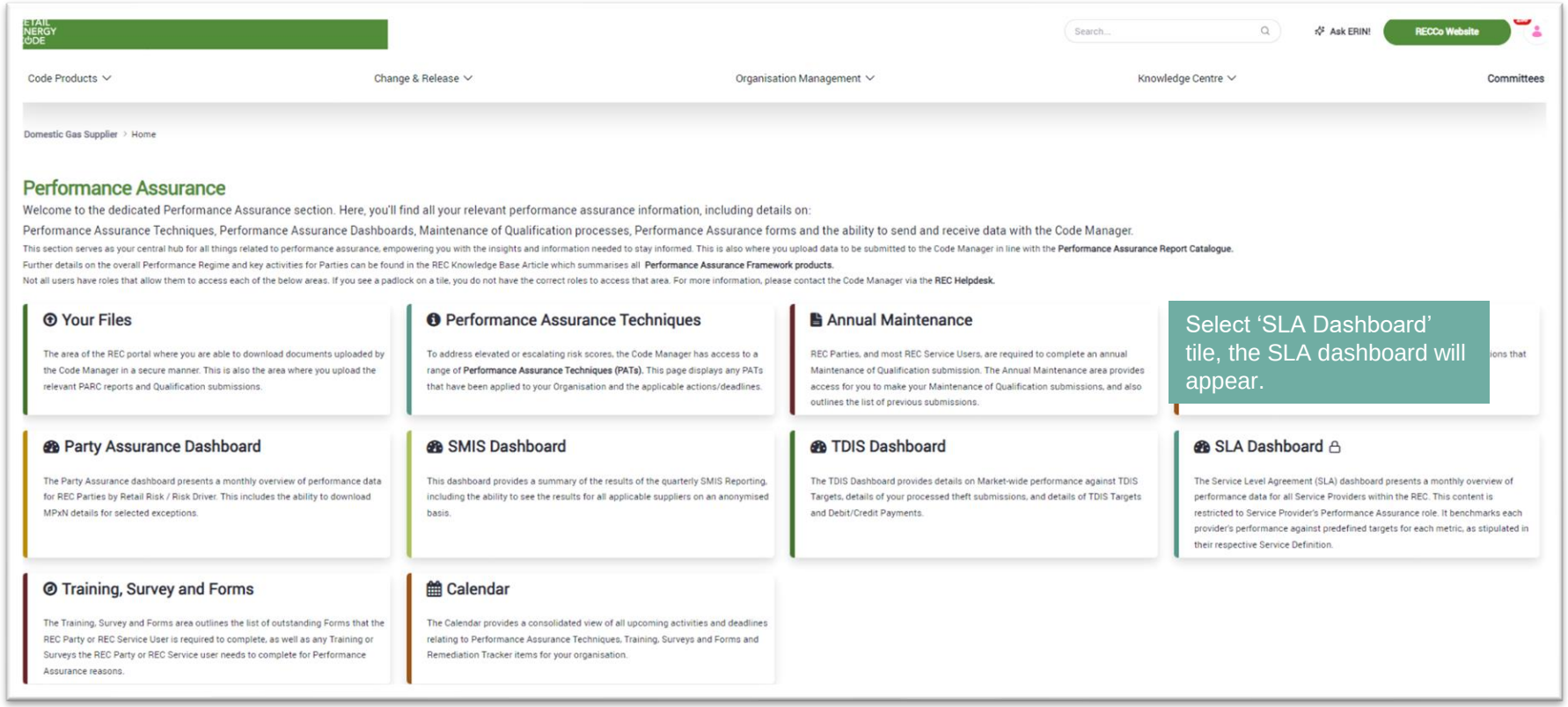
PERFORMANCE ASSURANCE

Once in the Performance Assurance area of the REC Portal, select the relevant Party from your list of Organisations:



FINDING THE DASHBOARDS

Once in the Performance Assurance section of the REC Portal, select the **‘SLA Dashboard’ tile** from the Performance Assurance Homepage. Note if the dashboard has a padlock symbol against it this means you do not have access – please contact your Master Administration User or the Helpdesk for assistance.



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RECCO USER ACCESS

There are 4 steps to access the dashboard for RECCo users. Click through the following slides to see the step by step process.

1. LOGGING IN
READ MORE

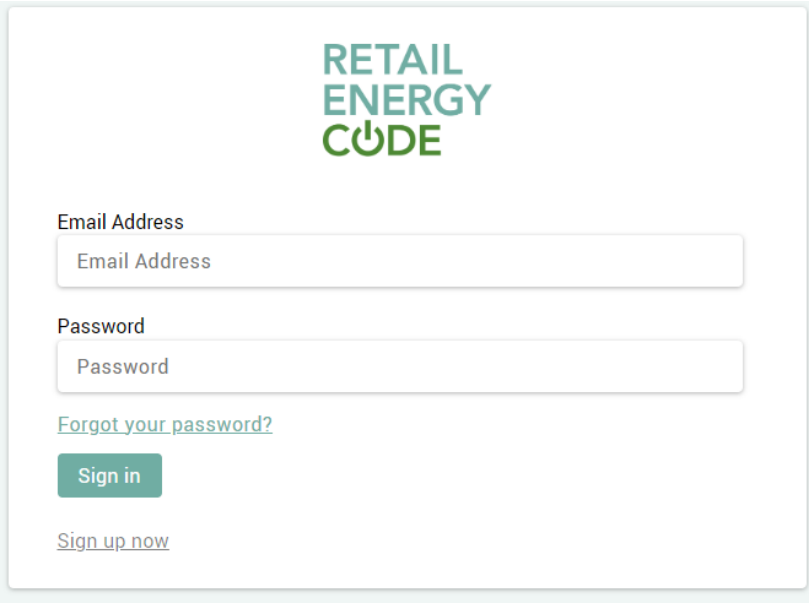
2. NAVIGATING TO PARTY OPERATIONS
READ MORE

3. NAVIGATING TO RECCo DASHBOARDS
READ MORE

4. FINDING THE DASHBOARDS
READ MORE

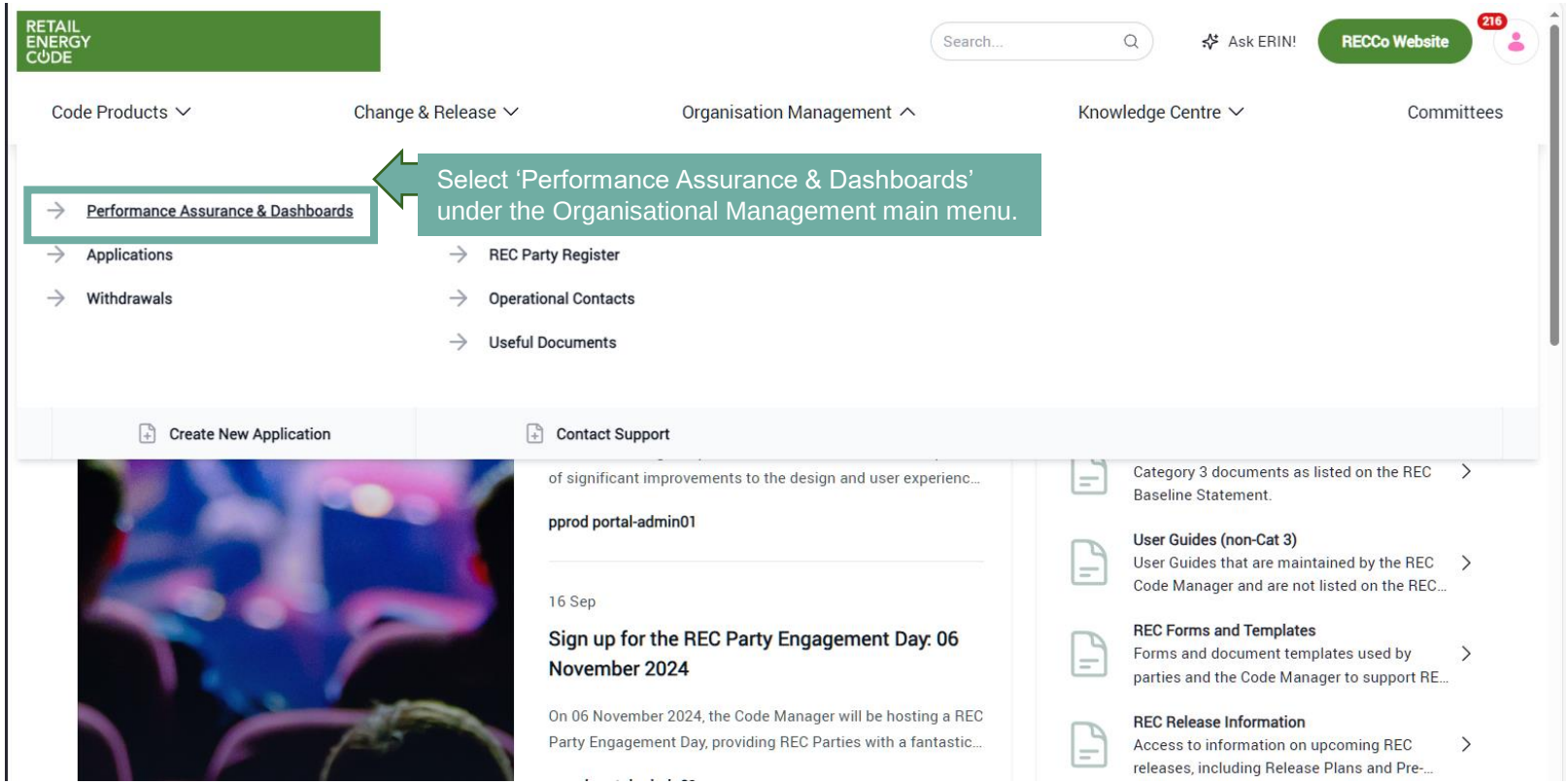
LOGGING IN

You can access the Portal by clicking the ‘GO TO REC PORTAL’ button at the top of this screen or at this link. You should see a login screen like the below to where you can enter your credentials.



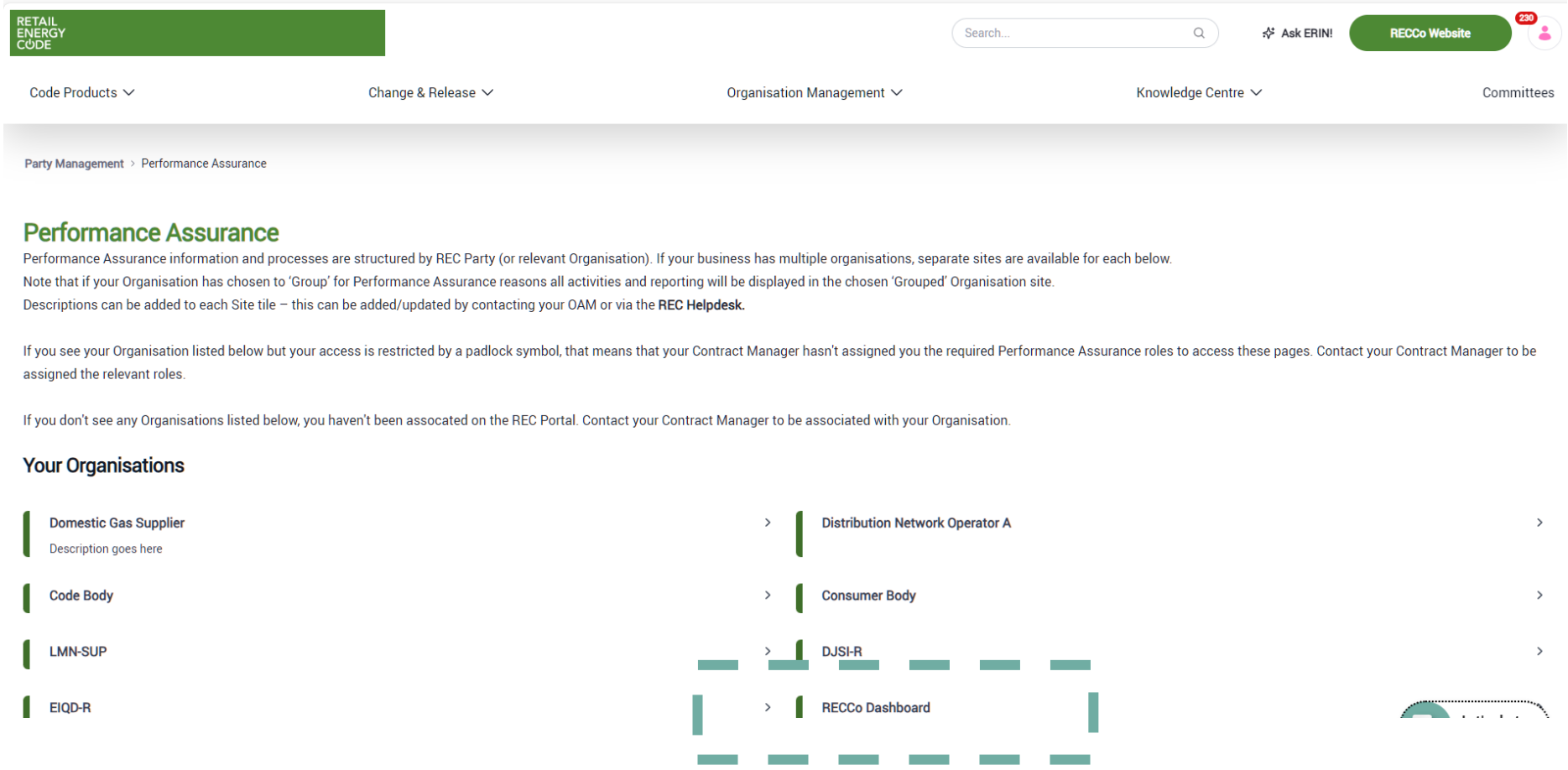
PERFORMANCE ASSURANCE & DASHBOARDS

Once logged in, select the ‘Performance Assurance & Dashboards’ option under the **Organisational Management** main menu



RECCO SLA DASHBOARD

Once in the Performance Assurance area of the REC Portal, select the **'RECCo Dashboards'** organisation



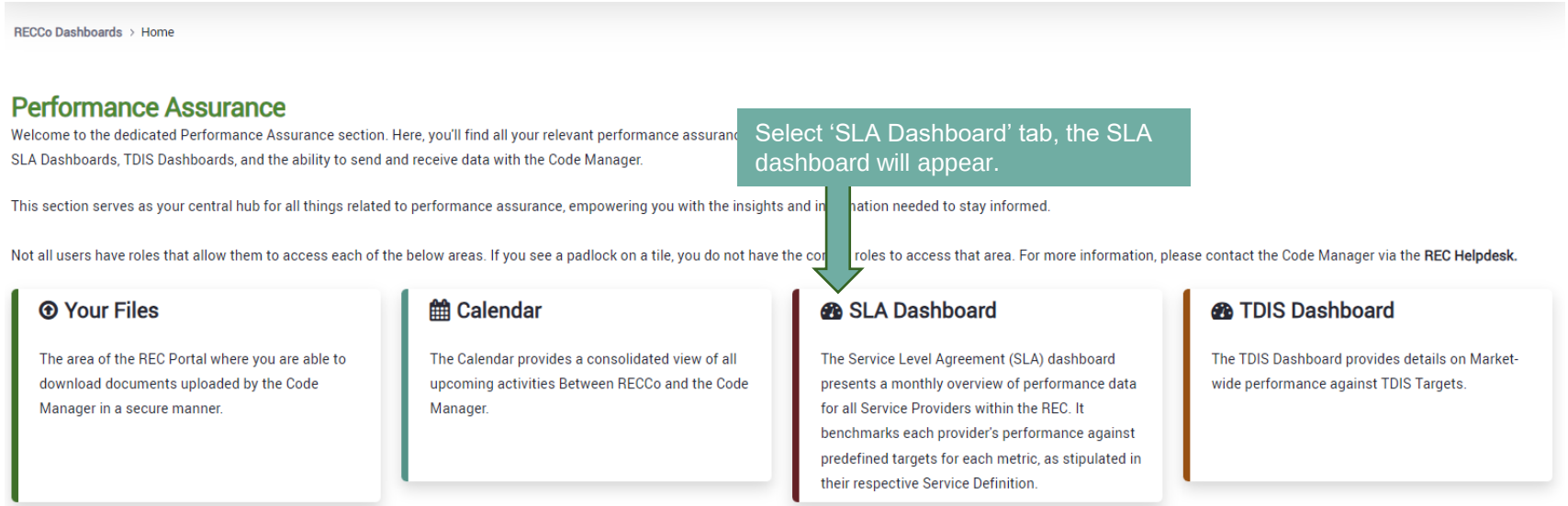
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FINDING THE SLA DASHBOARD

Once in the Performance Assurance section of the REC Portal, select the **'SLA Dashboard'** tile from Performance Assurance Home page.



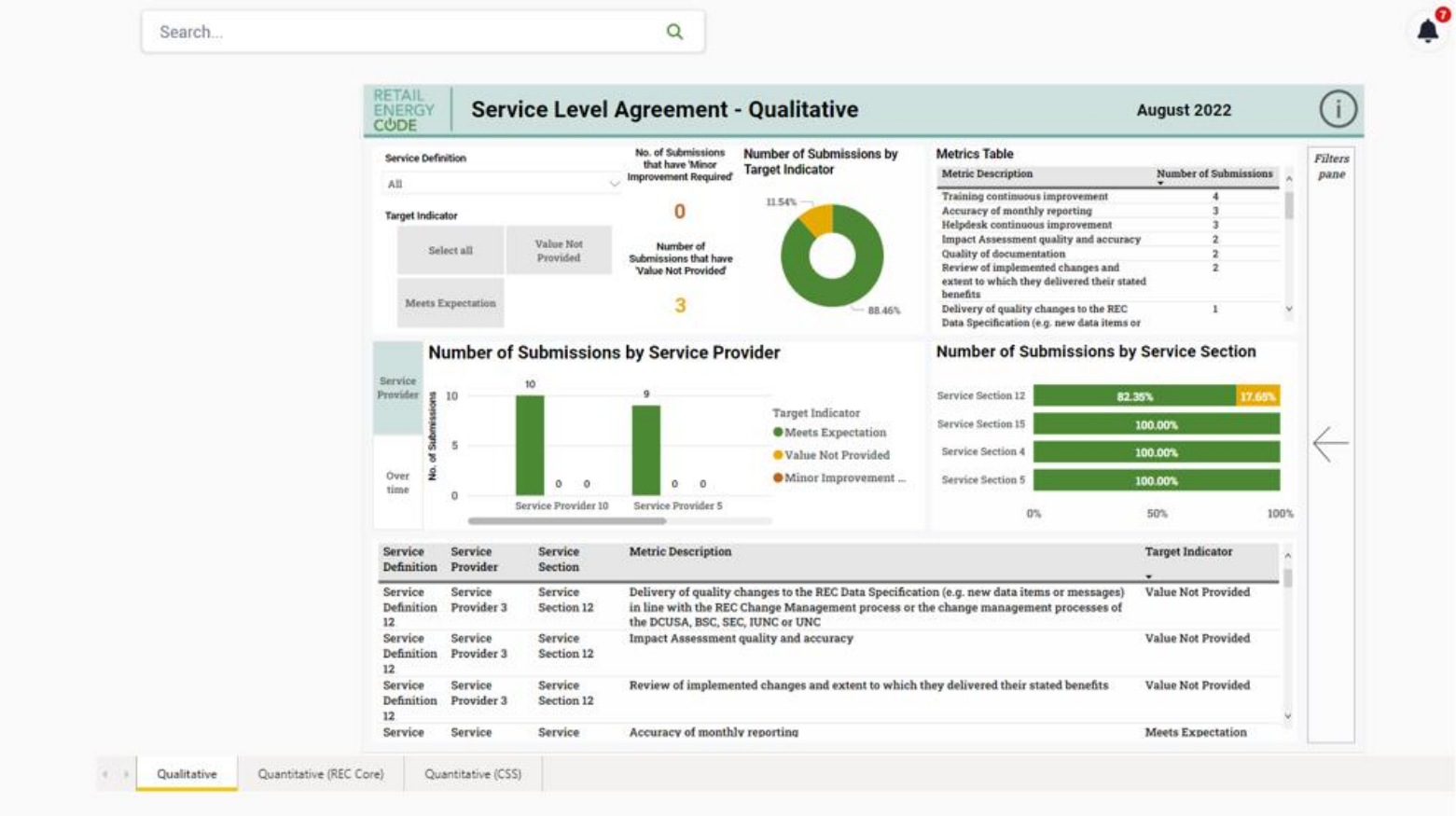
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DASHBOARD

The dashboard should then appear in your browser.



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DASHBOARD FUNCTIONALITY

The dashboards have inbuilt functionality that allow you to interact with the visualisations to get more information from a dashboard. The key functionalities are described in this section.

Click on the links below to navigate to the relevant sections.

NAVIGATION READ MORE

GENERAL LAYOUT READ MORE

USING BUTTONS READ MORE

COLOURS READ MORE

FOCUS MODE READ MORE

TOOLTIPS READ MORE

FILTERS PANE READ MORE

USING TABLES TO FILTER READ MORE

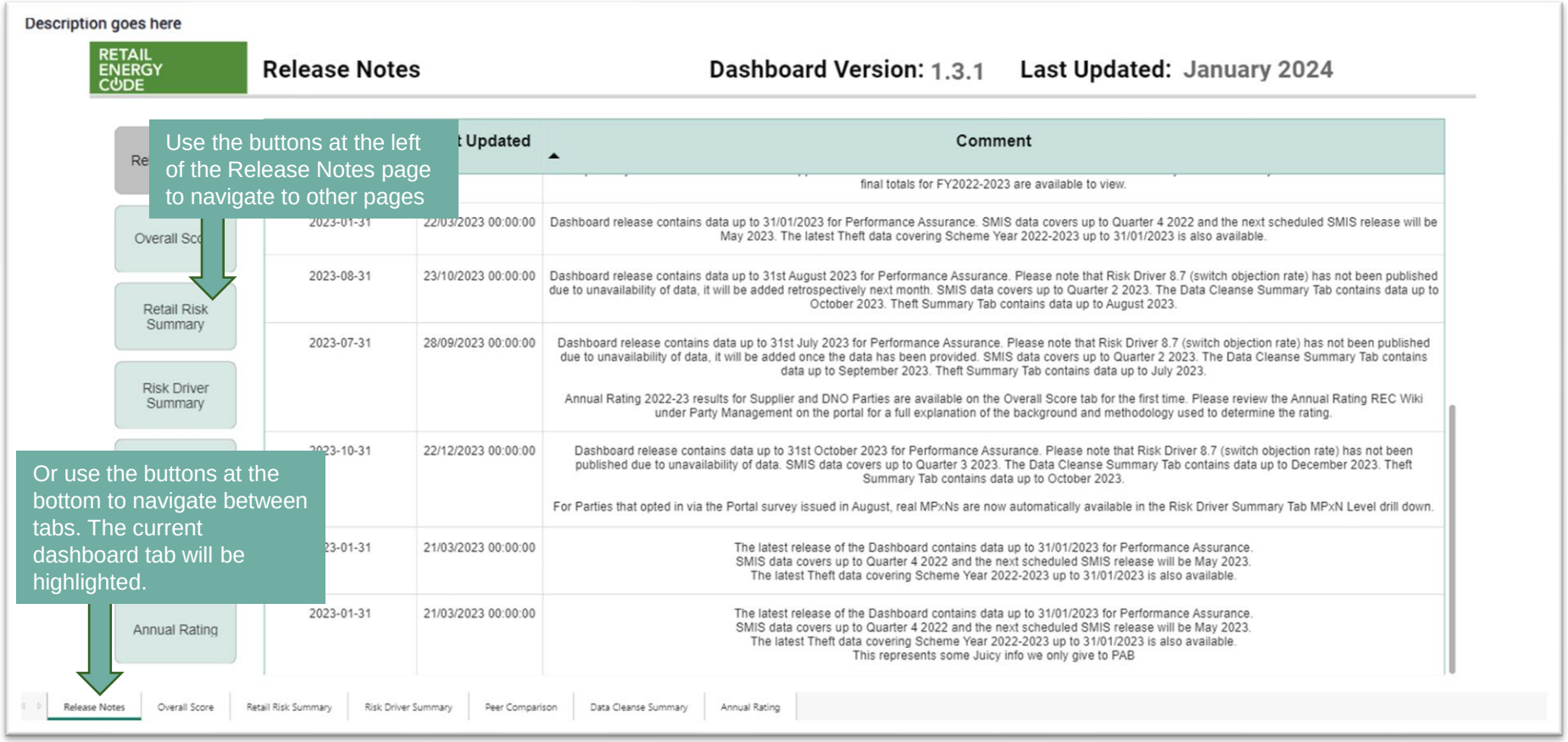
SORTING READ MORE

DRILL DOWNS READ MORE

EXPORTING DATA READ MORE

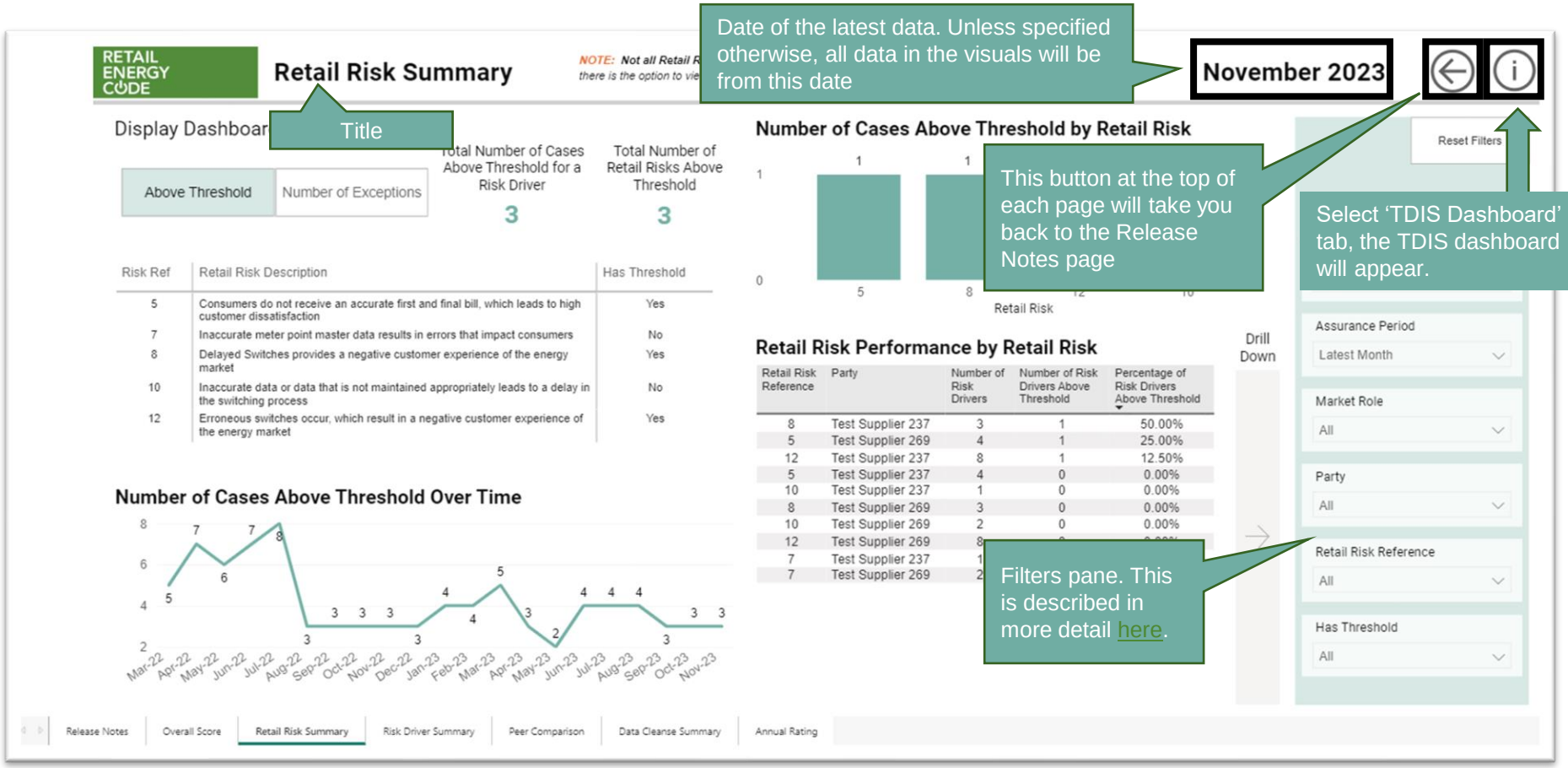
NAVIGATION

There are multiple dashboard tabs to interact with. To navigate between the different dashboard tabs, use the buttons at the bottom of the dashboard or return to the Release Notes and use the buttons at the top.



GENERAL LAYOUT

All dashboards follow a standard layout. There are certain features that we will call out here that will be in each dashboard.



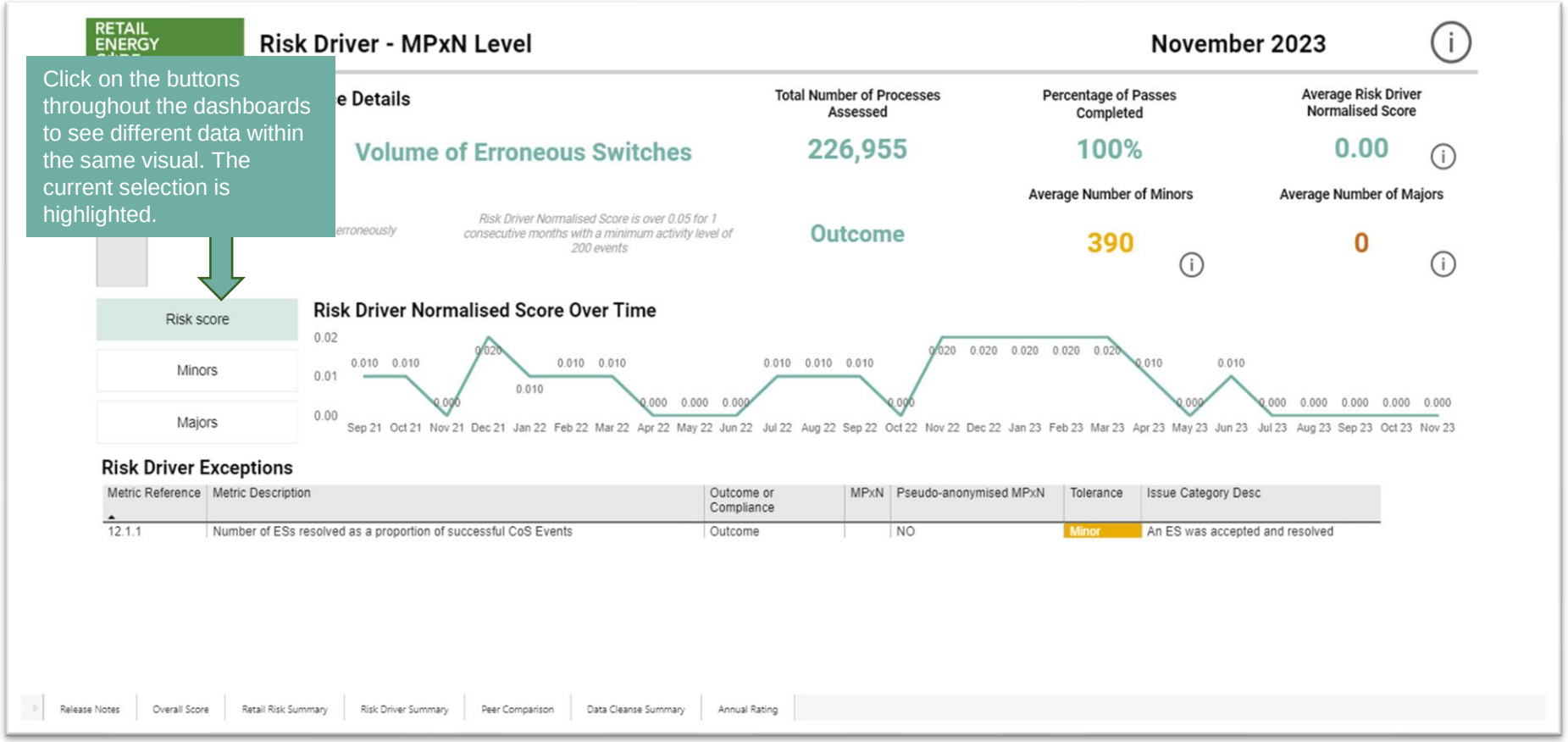
Risk Ref	Retail Risk Description	Has Threshold
5	Consumers do not receive an accurate first and final bill, which leads to high customer dissatisfaction	Yes
7	Inaccurate meter point master data results in errors that impact consumers	No
8	Delayed Switches provides a negative customer experience of the energy market	Yes
10	Inaccurate data or data that is not maintained appropriately leads to a delay in the switching process	No
12	Erroneous switches occur, which result in a negative customer experience of the energy market	Yes

Retail Risk Reference	Party	Number of Risk Drivers	Number of Risk Drivers Above Threshold	Percentage of Risk Drivers Above Threshold
8	Test Supplier 237	3	1	50.00%
5	Test Supplier 269	4	1	25.00%
12	Test Supplier 237	8	1	12.50%
5	Test Supplier 237	4	0	0.00%
10	Test Supplier 237	1	0	0.00%
8	Test Supplier 269	3	0	0.00%
10	Test Supplier 269	2	0	0.00%
12	Test Supplier 269	8		
7	Test Supplier 237	1		
7	Test Supplier 269	2		

RETAIL ENERGY CODE

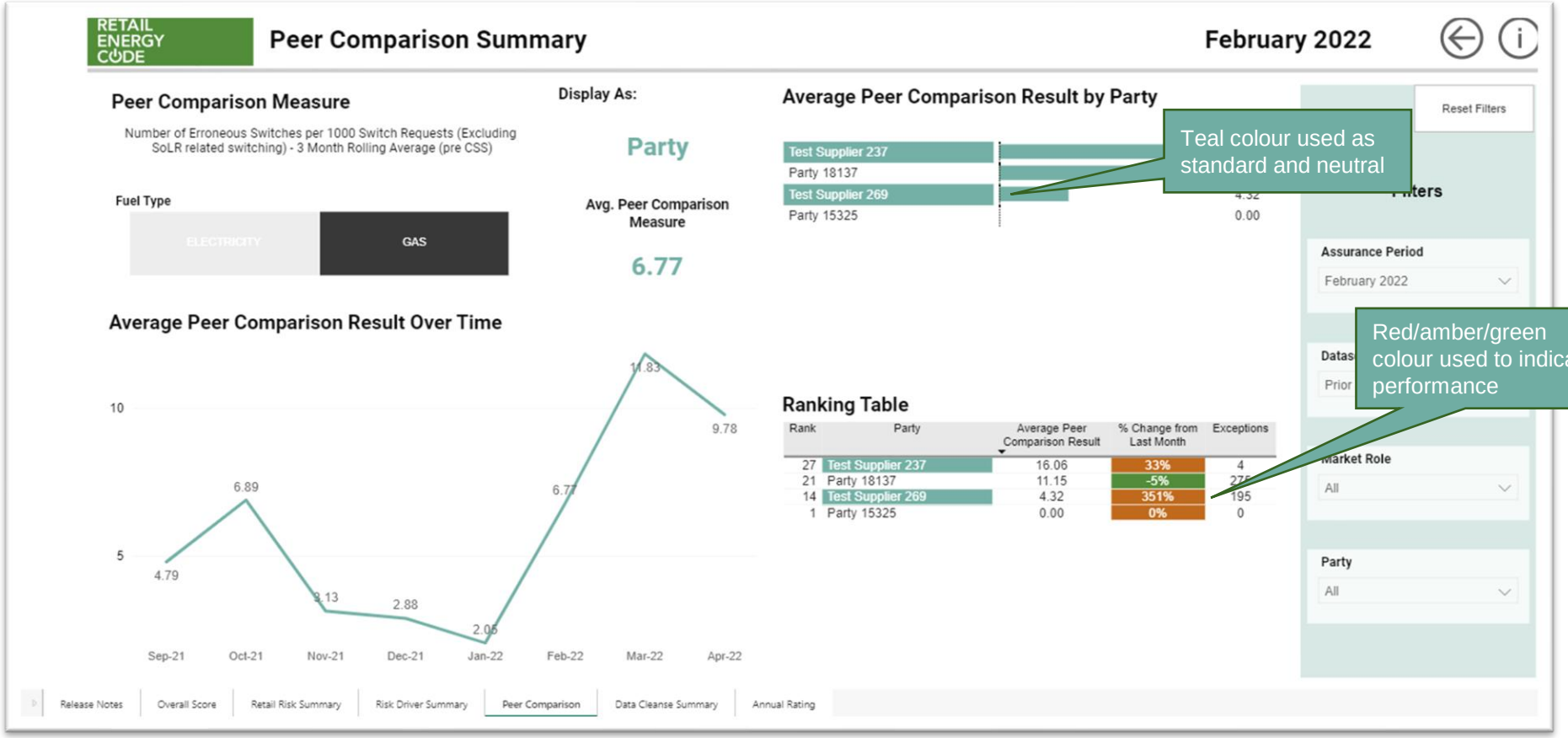
USING BUTTONS

Buttons within the dashboard give the option to view different data within the same visuals.



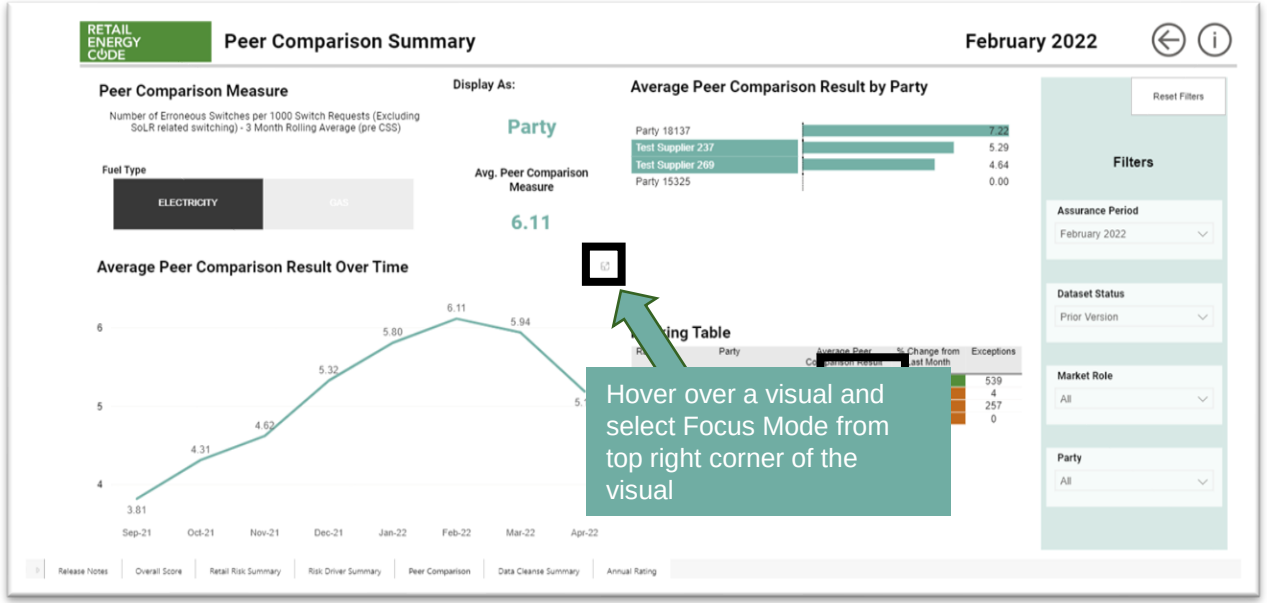
COLOURS IN GRAPHS

Graphs that use red, amber and green indicate performance. Most graphs are in teal, matching the standard REC colour scheme.



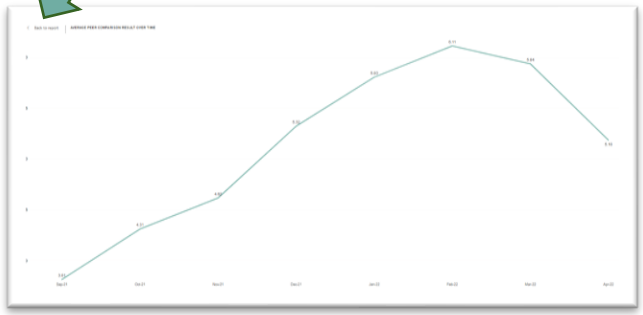
FOCUS MODE

Focus mode can be used to enlarge individual visuals to full screen within the dashboard.



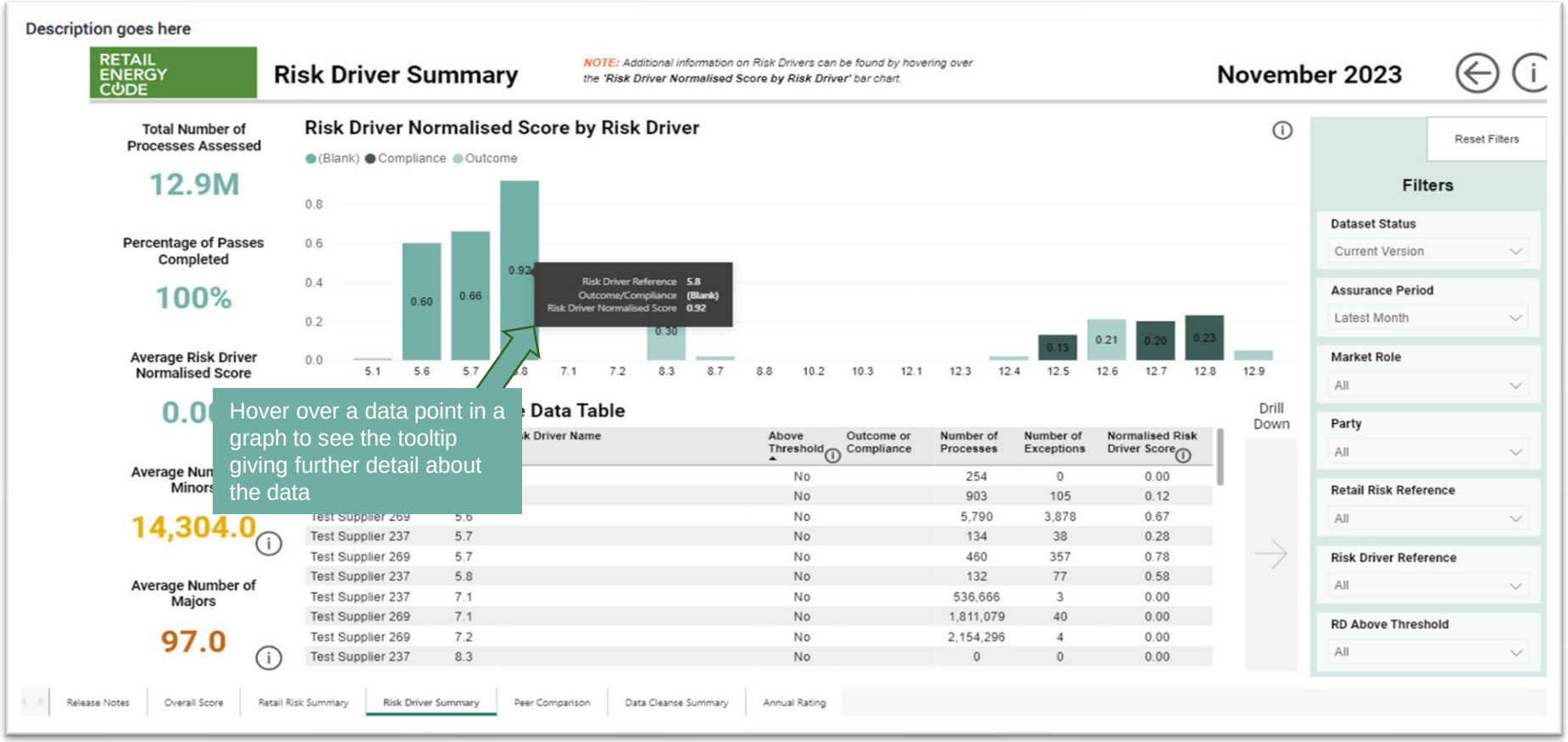
Hover over a visual and select Focus Mode from top right corner of the visual

Use ‘Back to report’ button to navigate back to regular view



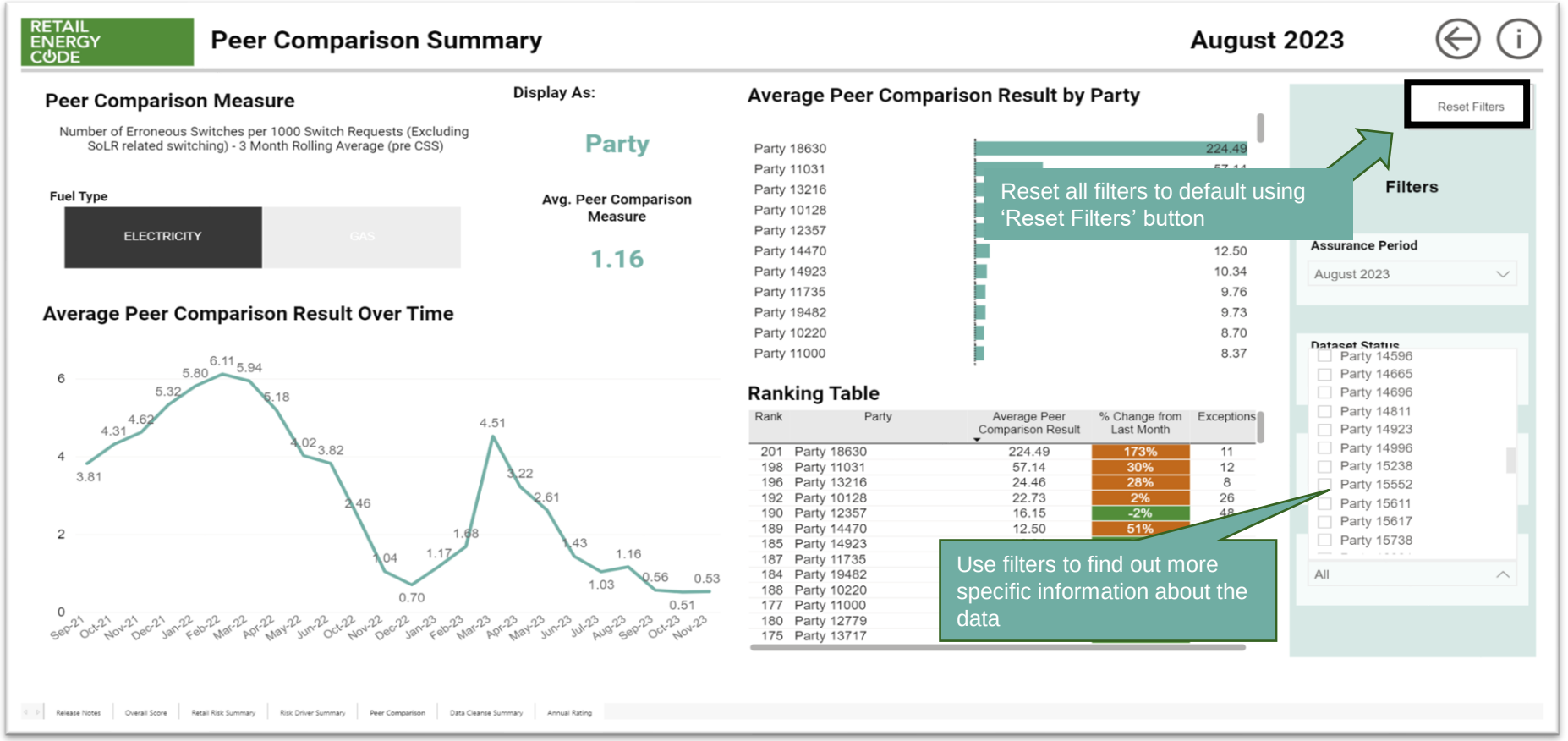
TOOLTIPS

More information can be found about datapoints within visualisations by hovering over a data point. This applies to most bar charts, doughnuts and line charts.



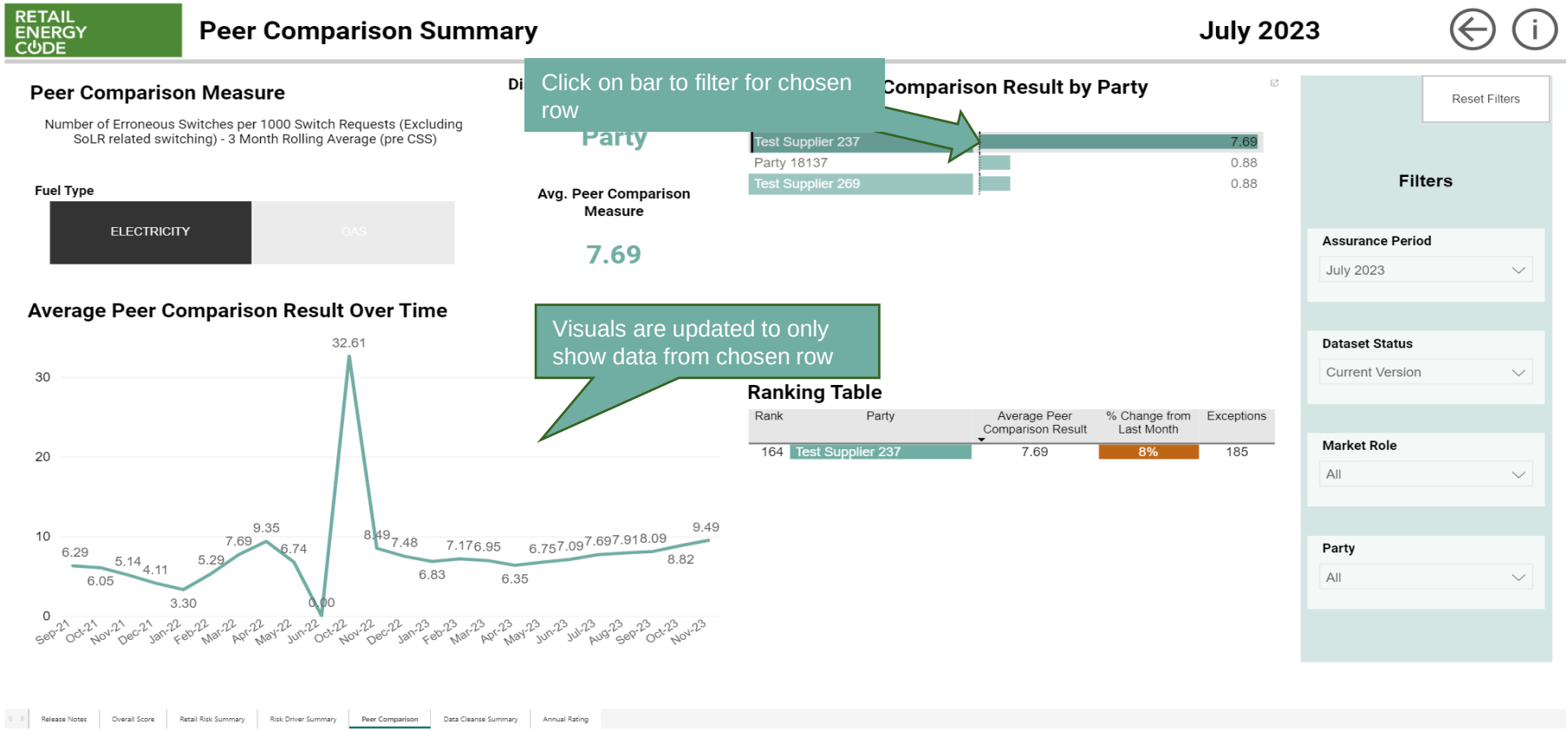
FILTERS PANE

Filters can be used to find out more specific information. There are multiple ways of using filters. We will start with the filters pane.



FILTERING BY SELECTING VISUALS

Another way of using filters is to select a row in a table or a bar in a bar graph. Selecting this will filter the data presented in other visuals based on the row/bar you have selected.



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SORTING

Tables and bar graphs can be sorted based on data in each column.

Risk Driver Performance Data Table

Party	Risk Driver Reference	Risk Driver Name	Above Threshold	Outcome or Compliance	Number of Processes	Number of Exceptions	Normalised Risk Driver Score
Test Supplier 237	12.5				254	0	0.00
Test Supplier 237	5.6				903	105	0.12
Test Supplier 269	5.6				5,790	3,878	0.67
Test Supplier 237	5.7		No		134	38	0.28
Test Supplier 269	5.7		No		460	357	0.78
Test Supplier 237	5.8		No		132	77	0.58
Test Supplier 237	7.1		No		536,666	3	0.00
Test Supplier 269	7.1		No		1,811,079	40	0.00
Test Supplier 269	7.2		No		2,154,296	4	0.00
Test Supplier 237	8.3		No		0	0	0.00

Click on column header to sort on the chosen column

Risk Driver Performance Data Table

Party	Risk Driver Reference	Risk Driver Name	Above	Outcome or mpliance	Number of Processes	Number of Exceptions	Normalised Risk Driver Score
Test Supplier 269	8.8	Supplier doe switching ar		utcome	4,825,718	3,888	0.00
Test Supplier 269	7.2				2,154,296	4	0.00
Test Supplier 269	7.1		No		1,811,079	40	0.00
Test Supplier 237	8.8	Supplier does not resolve consumer-facing switching and billing issues promptly	No	Outcome	1,581,722	56	0.00
Test Supplier 237	7.1		No		536,666	3	0.00
Test Supplier 269	8.7	Inappropriate Objections	No	Outcome	494,113	6,645	0.01
Test Supplier 269	12.3	Inappropriate use of the annulment process	No	Outcome	487,579	111	0.00
Test Supplier 269	5.1	Switch Meter Read Dispute Volumes	No	Outcome	271,677	526	0.00
Test Supplier 269	10.3	Data quality issues preventing switching	No	Outcome	227,048	483	0.00

The table will then be sorted by that column in order.

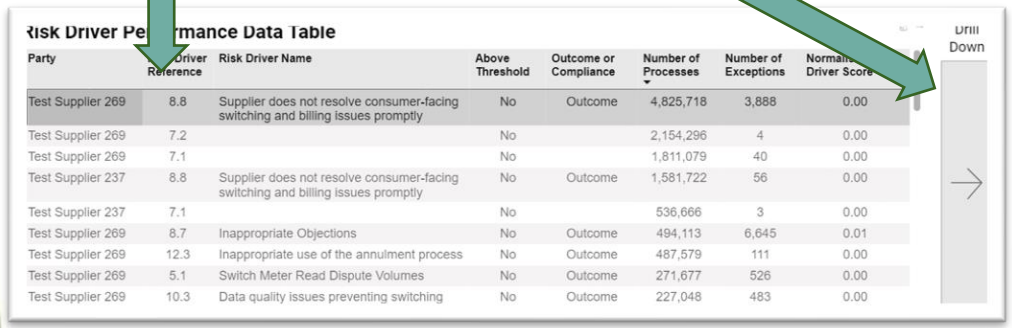
Clicking on the same column a second time will sort the data in the opposite direction (ascending/descending order).

DRILL DOWNS

Drill downs allow you to see more visuals that are focused on the row that you select from the table. This is currently only available from Risk Driver Summary.

Select a row from the table

Click drill down to see more visuals



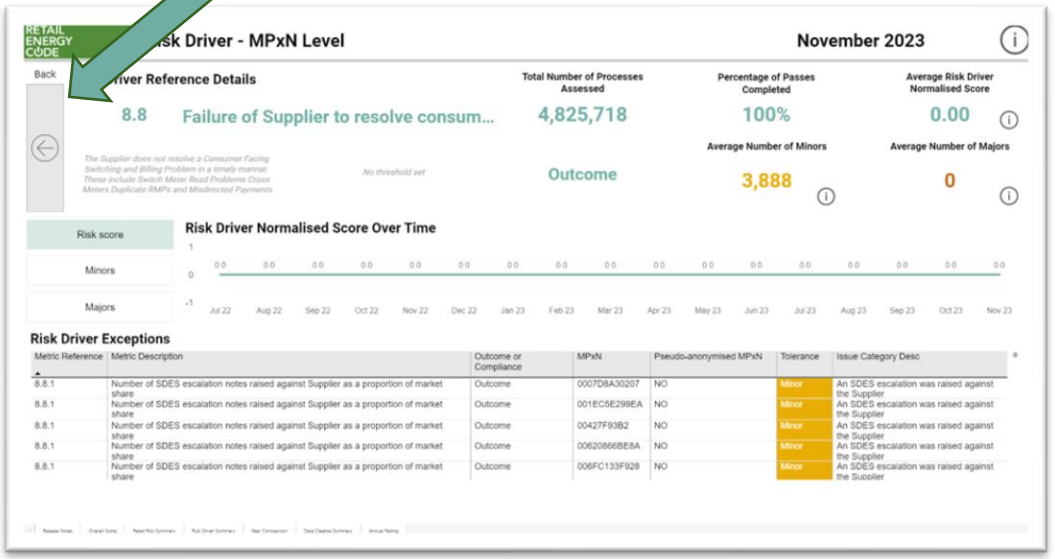
Risk Driver Performance Data Table

Party	Risk Driver Reference	Risk Driver Name	Above Threshold	Outcome or Compliance	Number of Processes	Number of Exceptions	Normalised Driver Score
Test Supplier 269	8.8	Supplier does not resolve consumer-facing switching and billing issues promptly	No	Outcome	4,825,718	3,888	0.00
Test Supplier 269	7.2		No		2,154,296	4	0.00
Test Supplier 269	7.1		No		1,811,079	40	0.00
Test Supplier 237	8.8	Supplier does not resolve consumer-facing switching and billing issues promptly	No	Outcome	1,581,722	56	0.00
Test Supplier 237	7.1		No		536,666	3	0.00
Test Supplier 269	8.7	Inappropriate Objections	No	Outcome	494,113	6,645	0.01
Test Supplier 269	12.3	Inappropriate use of the annulment process	No	Outcome	487,579	111	0.00
Test Supplier 269	5.1	Switch Meter Read Dispute Volumes	No	Outcome	271,677	526	0.00
Test Supplier 269	10.3	Data quality issues preventing switching	No	Outcome	227,048	483	0.00

Drill Down

The visuals in the drilled down dashboard will be filtered on the row that has been selected in the table.

Use Back button to navigate back to the previous dashboard tab



Risk Driver - MPxN Level

November 2023

Back

Risk Driver Reference Details

8.8 Failure of Supplier to resolve consum...

Total Number of Processes Assessed: 4,825,718

Percentage of Passes Completed: 100%

Average Risk Driver Normalised Score: 0.00

Outcome

Average Number of Minors: 3,888

Average Number of Majors: 0

Risk score

Minors

Majors

Risk Driver Normalised Score Over Time

Risk Driver Exceptions

Metric Reference	Metric Description	Outcome or Compliance	MPxN	Pseudo-anonymised MPxN	Tolerance	Issue Category Desc
8.8.1	Number of SDES escalation notes raised against Supplier as a proportion of market share	Outcome	0007D8A30207	NO	Minor	An SDES escalation was raised against the Supplier
8.8.1	Number of SDES escalation notes raised against Supplier as a proportion of market share	Outcome	001EC5E299EA	NO	Minor	An SDES escalation was raised against the Supplier
8.8.1	Number of SDES escalation notes raised against Supplier as a proportion of market share	Outcome	00427F93B2	NO	Minor	An SDES escalation was raised against the Supplier
8.8.1	Number of SDES escalation notes raised against Supplier as a proportion of market share	Outcome	00620866BE8A	NO	Minor	An SDES escalation was raised against the Supplier
8.8.1	Number of SDES escalation notes raised against Supplier as a proportion of market share	Outcome	006FC133F928	NO	Minor	An SDES escalation was raised against the Supplier

RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

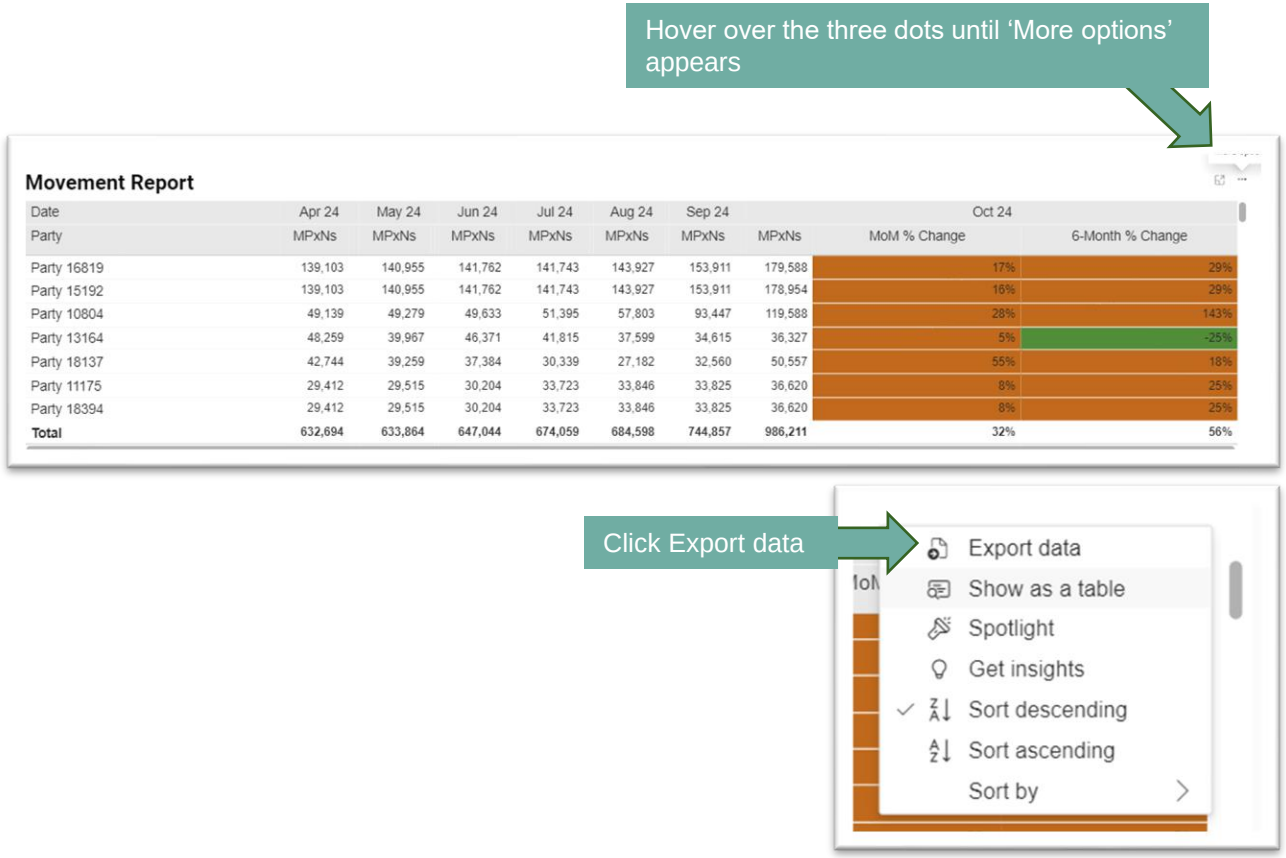
EXPORTING DATA

Certain visuals have the Export data feature turned on which allows the download of tables into an Excel Workbook.

Hover over the three dots until ‘More options’ appears

Follow instructions to export data into preferred folder

Click Export data



RETAIL ENERGY CODE

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DASHBOARD INFORMATION

Click on the links below to navigate to the relevant sections and gain more information about each of the Dashboards.

FREQUENCY OF REFRESHES

READ MORE

VISIBILITY OF OTHER PARTY DATA

READ MORE

PA DASHBOARD

READ MORE

PA DASHBOARD – PAB ONLY

READ MORE

PA DASHBOARD – PARTY ONLY

READ MORE

SLA DASHBOARD

READ MORE

WHAT TO LOOK AT EACH MONTH

READ MORE

RETAIL ENERGY CODE

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GO TO REC PORTAL

HOW OFTEN IS EACH DASHBOARD REFRESHED?

Table below shows the frequency of refresh for each tab and the month/quarter that it contains. The SLA and PA Dashboard are both refreshed on the 2nd to last Tuesday of each month.

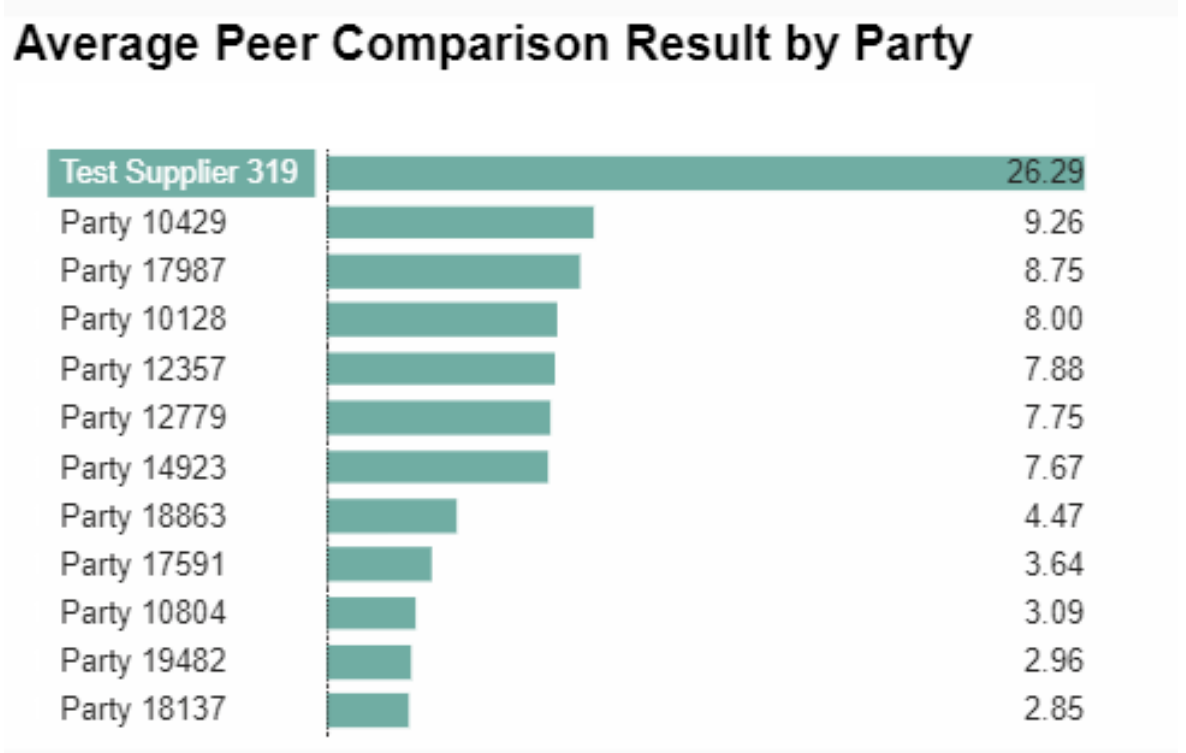
Dashboard Tab	Data Available Up To
Release Notes	Previous Month
Overall Score	2 Months Prior
Retail Risk Summary	2 Months Prior
Risk Driver Summary	2 Months Prior
Risk Driver – MPxN Level	2 Months Prior
Peer Comparison	2 Months Prior
SMIS Overview	Previous Quarter - 2 Month Delay
Theft Summary	Previous Month
Theft Row Details	Previous Month
Theft Targets	Previous Month (except Debit/Credits, which is annually)
Data Cleanse Summary	Previous Month
Quantitative SLA Summary	Previous Month
Qualitative SLA Summary	Previous Quarter
Controlled Market Entry (CME)	Previous Month

RETAIL ENERGY CODE

VISIBILITY OF OTHER PARTY DATA

In some dashboard tabs, Party users will see their own data only. In others they will see their own data, plus anonymised data for other parties in the market. The lefthand table shows a summary of the dashboards to which this applies and the right hand screenshot is an example of how a Party's data is differentiated from other anonymised party data (in this example 'Test Supplier 319' is the Party viewing the dashboard and is the example Party name).

Only Own Party Data	Own Party data and other party data anonymised
Retail Risk Summary	Overall Score
Risk Driver Summary	Peer Comparison
Theft Row Details	SMIS Survey
Theft Targets	Theft Summary
SLA Quantitative/Qualitative	Data Cleanse Summary



RETAIL ENERGY CODE

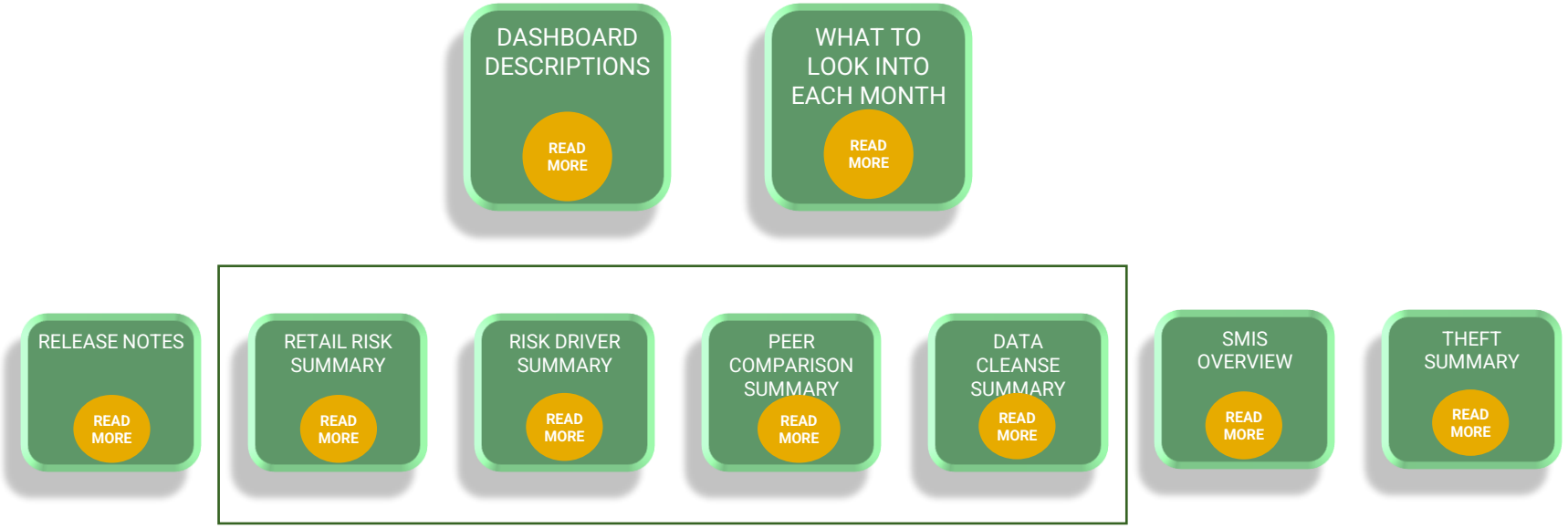
HOME

GO TO REC PORTAL

PARTY DASHBOARDS - CORE

Each dashboard contains a number of different visualisations to help describe the story of the data. This part of the user guide helps you to understand the different visuals in each dashboard and what each dashboard tab is aiming to show.

Click on the links below to navigate to the relevant sections.



Each dashboard contains separate Release Notes

Tabs in the Performance Assurance Dashboards

Tabs in the separate SMIS and TDIS Dashboards (for Parties, also included in the overall PAB dashboard)

RETAIL ENERGY CODE

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DASHBOARD DESCRIPTIONS - PARTY

Descriptions of the analytics dashboards are described below, with detail given as to the dashboards that are available to each user group.

Dashboard Tab	User Group	Description
Release Notes	Parties & PAB Members	Comments related to each monthly dashboard release
Overall Score	Parties & PAB Members	Overall summary of performance by party based on aggregated ‘heat map’ scoring
Retail Risk Summary	Parties & PAB Members	Analysis of Party Performance by Retail Risk
Risk Driver Summary	Parties & PAB Members	Detail of performance against Risk Drivers which stem from the Retail Risks
Peer Comparison	Parties, PAB Members	Comparison of relative party performance for each metric with Peer Comparison PAT applied
Data Cleanse Summary	Parties & PAB Members	Overview of the number of MPANs reported against each Data Cleanse Report and how these numbers change month-on-month and over 6 months
SMIS Overview	Parties & PAB Members	Summary of SMIS survey question responses at an overall or individual supplier level and across Micro-Business & Domestic categories
Theft Summary	Parties & PAB Members	Theft Incentive Scheme metrics including volumes of Tip-Offs, Investigations & Confirmed Thefts, including both overall market and individual party performance

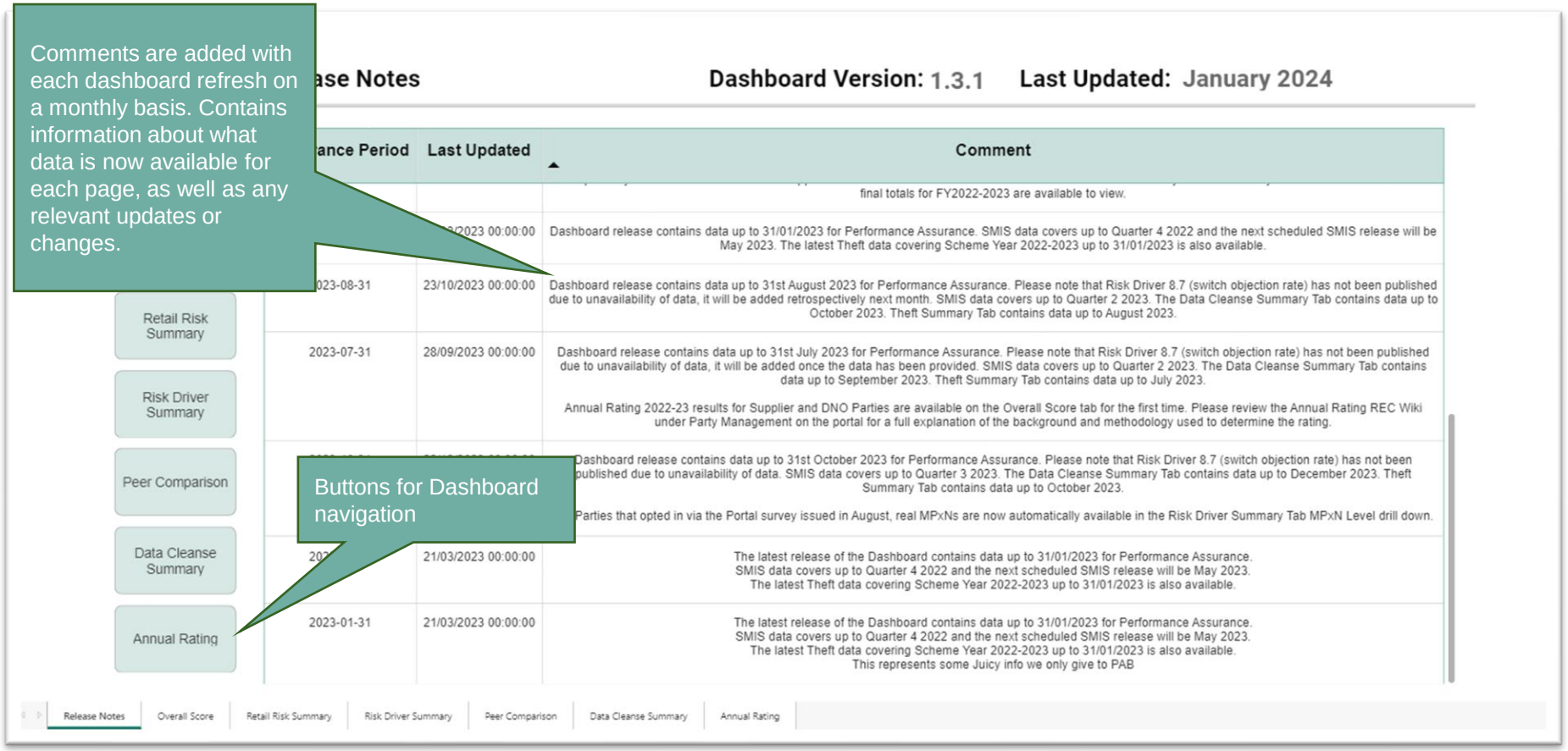
RETAIL ENERGY CODE

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RELEASE NOTES

Comments are added with each dashboard refresh on a monthly basis. Contains information about what data is now available for each page, as well as any relevant updates or changes.

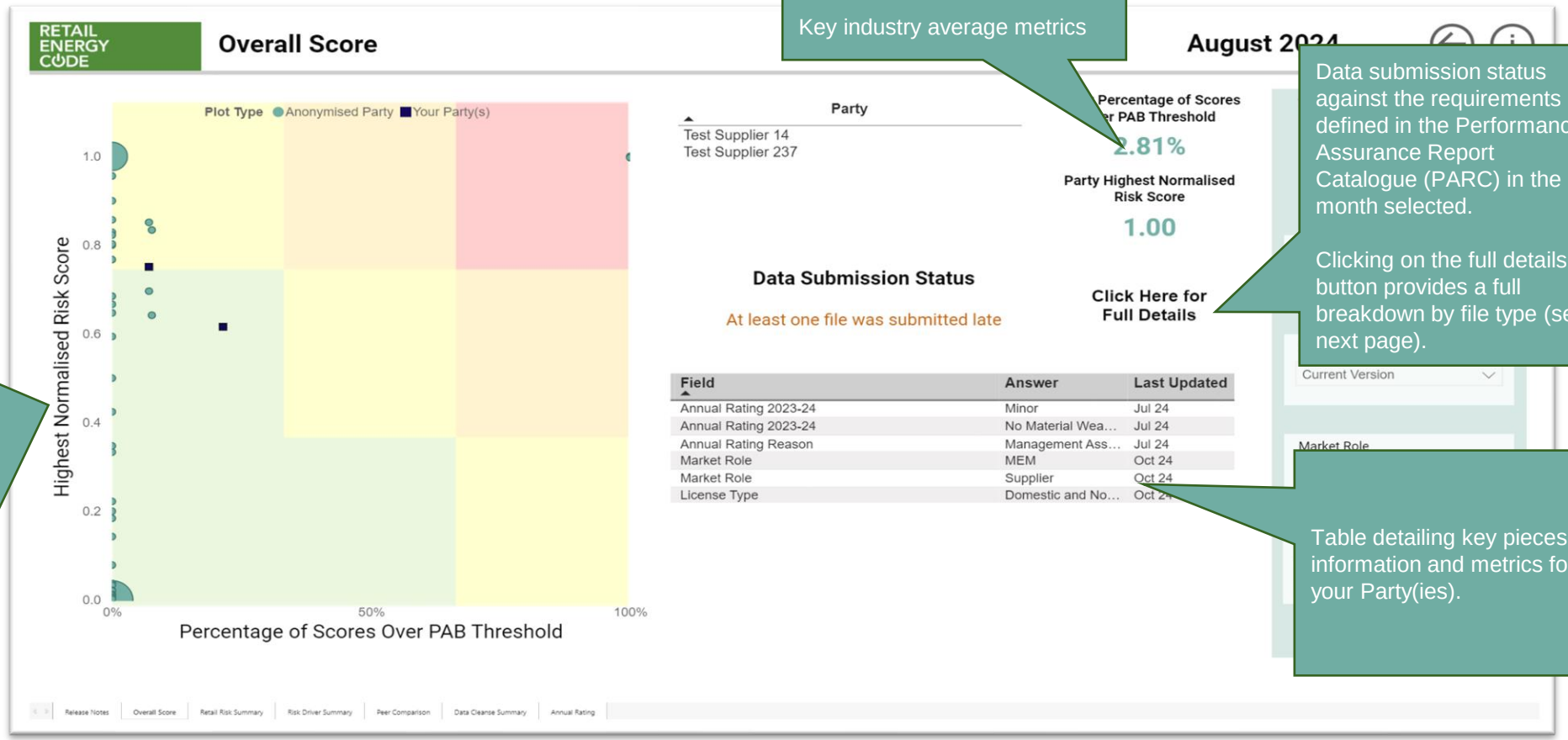


ance Period	Last Updated	Comment
		final totals for FY2022-2023 are available to view.
	2023 00:00:00	Dashboard release contains data up to 31/01/2023 for Performance Assurance. SMIS data covers up to Quarter 4 2022 and the next scheduled SMIS release will be May 2023. The latest Theft data covering Scheme Year 2022-2023 up to 31/01/2023 is also available.
023-08-31	23/10/2023 00:00:00	Dashboard release contains data up to 31st August 2023 for Performance Assurance. Please note that Risk Driver 8.7 (switch objection rate) has not been published due to unavailability of data, it will be added retrospectively next month. SMIS data covers up to Quarter 2 2023. The Data Cleanse Summary Tab contains data up to October 2023. Theft Summary Tab contains data up to August 2023.
2023-07-31	28/09/2023 00:00:00	Dashboard release contains data up to 31st July 2023 for Performance Assurance. Please note that Risk Driver 8.7 (switch objection rate) has not been published due to unavailability of data, it will be added once the data has been provided. SMIS data covers up to Quarter 2 2023. The Data Cleanse Summary Tab contains data up to September 2023. Theft Summary Tab contains data up to July 2023. Annual Rating 2022-23 results for Supplier and DNO Parties are available on the Overall Score tab for the first time. Please review the Annual Rating REC Wiki under Party Management on the portal for a full explanation of the background and methodology used to determine the rating.
		Dashboard release contains data up to 31st October 2023 for Performance Assurance. Please note that Risk Driver 8.7 (switch objection rate) has not been published due to unavailability of data. SMIS data covers up to Quarter 3 2023. The Data Cleanse Summary Tab contains data up to December 2023. Theft Summary Tab contains data up to October 2023. Parties that opted in via the Portal survey issued in August, real MPxNs are now automatically available in the Risk Driver Summary Tab MPxN Level drill down.
207	21/03/2023 00:00:00	The latest release of the Dashboard contains data up to 31/01/2023 for Performance Assurance. SMIS data covers up to Quarter 4 2022 and the next scheduled SMIS release will be May 2023. The latest Theft data covering Scheme Year 2022-2023 up to 31/01/2023 is also available.
2023-01-31	21/03/2023 00:00:00	The latest release of the Dashboard contains data up to 31/01/2023 for Performance Assurance. SMIS data covers up to Quarter 4 2022 and the next scheduled SMIS release will be May 2023. The latest Theft data covering Scheme Year 2022-2023 up to 31/01/2023 is also available. This represents some Juicy info we only give to PAB

OVERALL SCORE

Scatterplot showing each Party's position relative to peers in the month selected. Your Party('s) is shown as a blank square. All other Parties are anonymised and shown as blue dots.

The colours indicate what good and poor performance may look like. Taking the top red square for example, if a Party were to fall in this square, it would mean nearly all Risk Driver scores are over threshold, and that the highest score achieved is high.



Key industry average metrics

Data submission status against the requirements defined in the Performance Assurance Report Catalogue (PARC) in the month selected.

Clicking on the full details button provides a full breakdown by file type (see next page).

Table detailing key pieces of information and metrics for your Party(ies).

FILE SUBMISSION STATUS OVERVIEW

RETAIL ENERGY CODE

Data Submission Status Overview — **November 2023**

Last Updated: 18 March 2024

Back

Performanc		pe	Due Date	Submission Status	File Name (if uploaded)	File Upload Date
Nov 2023		aining Supplier Switching Data	02/01/2024	Not Received		
Nov 2023		osing Supplier Switching Data	02/01/2024	Not Received		
Nov 2023		Commercial Theft Outcome	02/01/2024	Submitted - On Time	XXXX_YYYY_2023-11	28/12/2023
Nov 2023		Commercial Theft Outcome	02/01/2024	Submitted - Late	XXXX_YYYY_2023-11	24/01/2024
Nov 20		Residential Theft Outcome	02/01/2024	Submitted - Late	XXXX_YYYY_2023-11	10/01/2024
No		Residential Theft Outcome	02/01/2024	Submitted - Late	XXXX_YYYY_2023-11	26/01/2024
V 2023	Mandatory	1431 Gaining Supplier Switching Data	02/01/2024	Submitted - On Time	XXXX_YYYY_2023-11	29/12/2023
Nov 2023	Mandatory	1441 Losing Supplier Switching Data	02/01/2024	Submitted - On Time	XXXX_YYYY_2023-11	28/12/2023
Nov 2023	Mandatory	1441 Losing Supplier Switching Data	02/01/2024	Submitted - On Time	XXXX_YYYY_2023-11	29/12/2023
Nov 2023	Optional	1810 Data Cleanse Exemption Report	01/12/2023	Submitted - On Time	XXXX_YYYY_2023-11	27/11/2023
Nov 2023	Optional	1810 Data Cleanse Exemption Report	01/12/2023	Submitted - Late	XXXX_YYYY_2023-11	05/12/2023

Click here to return to the Overall Score tab.

Table providing a breakdown of all expected files and all files received relating to the Performance Period shown.

Reset Filters

Market Role
All

Frequency
All

Requirement
All

We are piloting this new piece of functionality to provide visibility of each Party's performance assurance data submission status against the requirements defined in the Performance Assurance Report Catalogue (PARC):

- Parties are required to submit all **mandatory files** by the file submission due date shown.
- For the **mandatory** 1431/41 switching files, if your party had no switches according to CSS data, you will see 'Automated Nil Return' against your Submission Status
- **Conditional files** are required providing certain conditions are met, for example, the 1341 Theft Outcome files are only required if you are a Supplier Party that has investigated one or more cases of potential energy theft in the month. You do not need to submit a nil return for these items. However, if you are submitting a conditional file, you are still required to do so by the due date shown.
- **Optional files** are not required but may be submitted for your Parties benefit. If you are submitting an optional file, you are still required to do so by the due date shown.

There may be instances where you believe you have submitted files that do not appear here due to complexities with the structure of some organisations and how they're represented in the REC Portal. If you believe this is the case, please contact the REC Service Desk and we can work with you to correct this going forward.

Release Notes | Overall Score | Retail Risk Summary | Risk Driver Summary | Peer Comparison | Data Cleanse Summary | Annual Rating

RETAIL RISK SUMMARY

Button to change the visuals to show number of exceptions or number of cases above threshold. All shown in this screenshot are number of cases above threshold

Key metrics, providing details about the number of cases and risk references with exceptions

Bar chart detailing the number of cases above threshold by retail risk

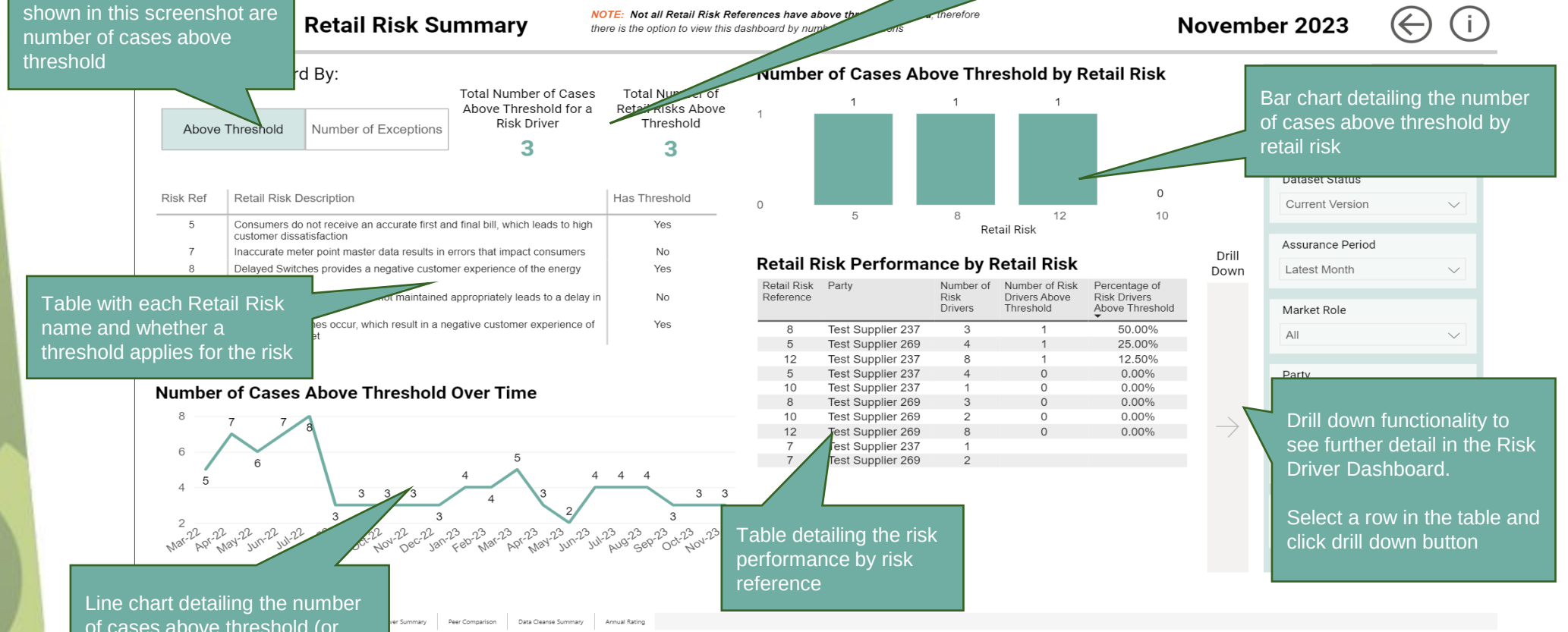
Table with each Retail Risk name and whether a threshold applies for the risk

Drill down functionality to see further detail in the Risk Driver Dashboard.

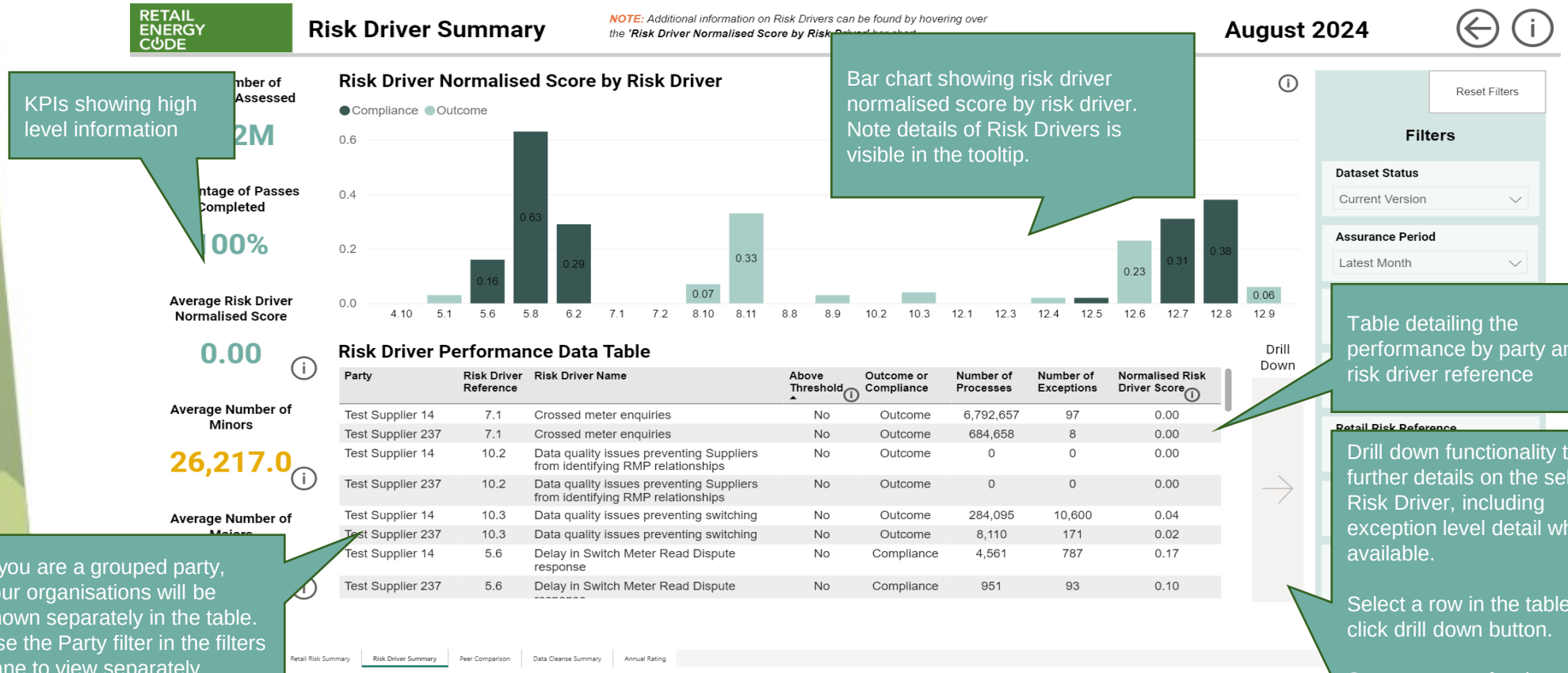
Select a row in the table and click drill down button

Line chart detailing the number of cases above threshold (or number of exceptions) over time

Table detailing the risk performance by risk reference



RISK DRIVER SUMMARY



KPIs showing high level information

Bar chart showing risk driver normalised score by risk driver. Note details of Risk Drivers is visible in the tooltip.

Table detailing the performance by party and risk driver reference

If you are a grouped party, your organisations will be shown separately in the table. Use the Party filter in the filters pane to view separately

Drill down functionality to see further details on the selected Risk Driver, including exception level detail where available.

Select a row in the table and click drill down button.

See next page for description of drilled down dashboard.

RISK DRIVER – MPxN LEVEL (ACCESS LIMITED TO REC PARTIES)

Details of the chosen risk driver reference

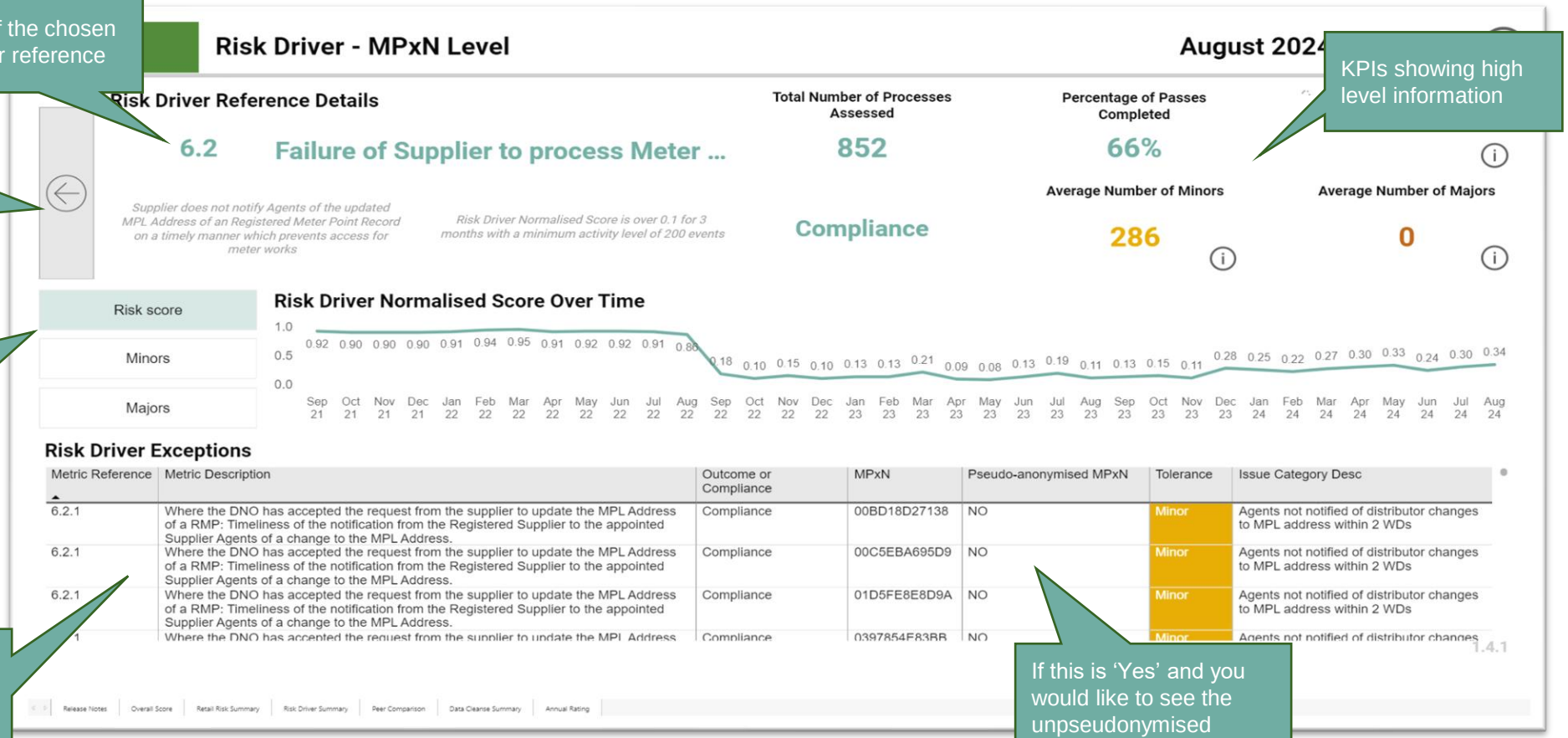
Use button to navigate back to previous dashboard tab

Line chart detailing the performance over time. Select the buttons to change the metric presented

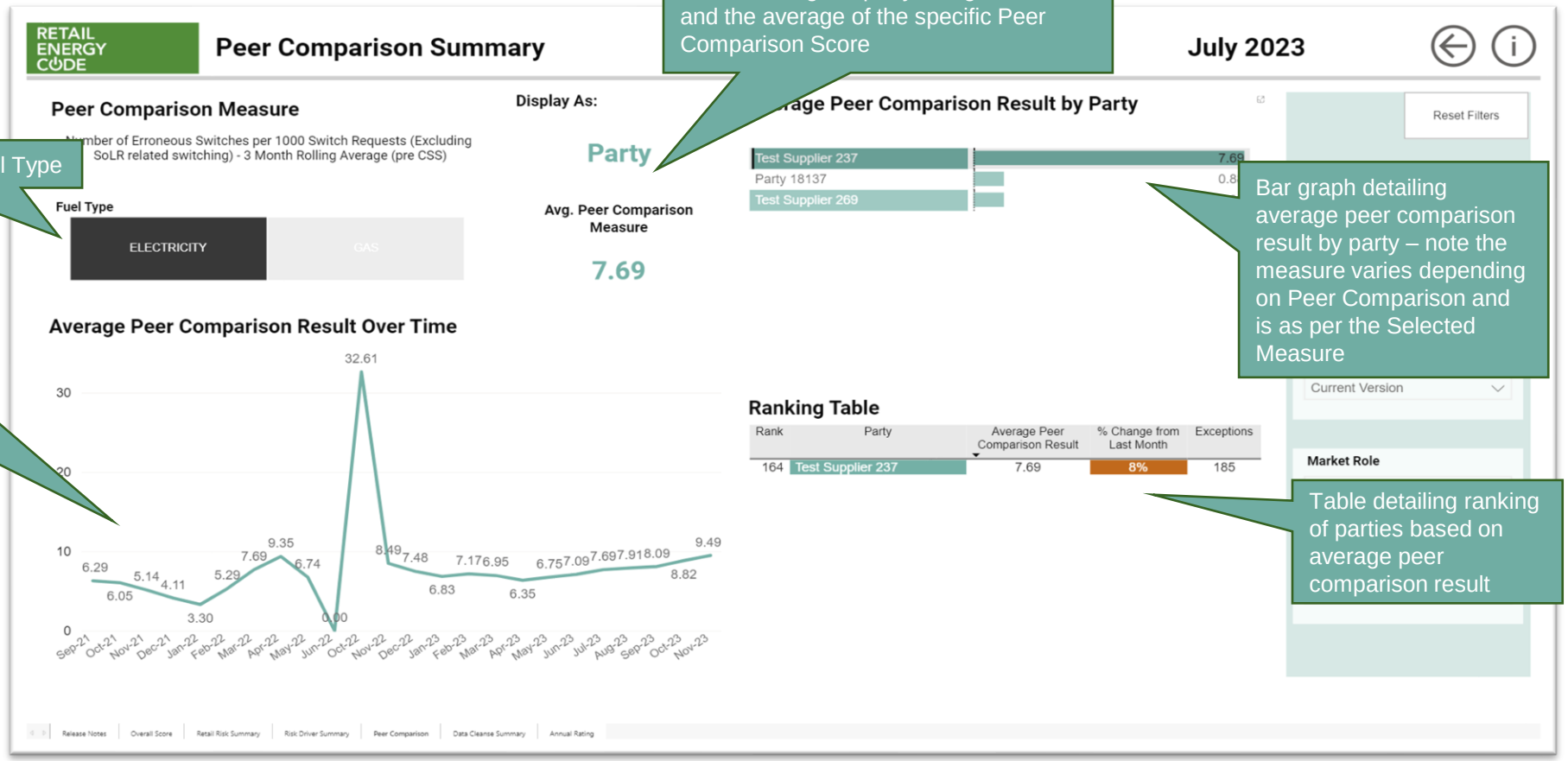
Table showing breakdown of exceptions for the chosen risk driver reference

KPIs showing high level information

If this is 'Yes' and you would like to see the unpseudonymised MPxNs get in touch with RPA



PEER COMPARISON SUMMARY



KPIs showing the party being viewed and the average of the specific Peer Comparison Score

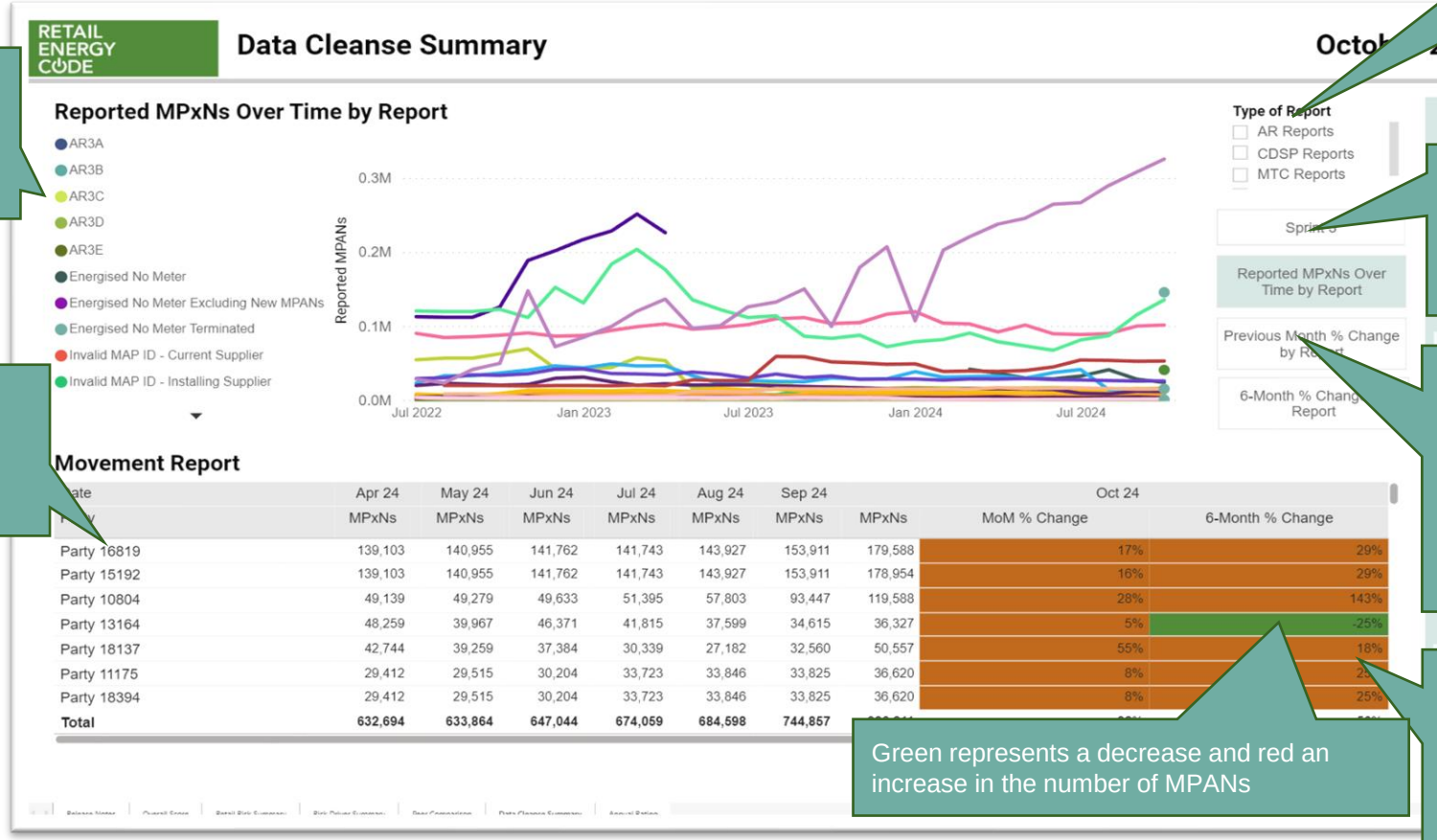
Buttons to change the Fuel Type

Bar graph detailing average peer comparison result by party – note the measure varies depending on Peer Comparison and is as per the Selected Measure

Line chart detailing the average peer comparison result over time

Table detailing ranking of parties based on average peer comparison result

DATA CLEANSE SUMMARY



Legend containing each of the Data Cleanse Reports

View your performance against other anonymised parties

Simplify the page by filtering by 'Type of Report'. There is an individual 'Report' filter in the Filters Pane

Simplify the page by filtering by 'Sprint Reports' to view only the reports in the current Sprint.

Use buttons to switch between a Line Graph and Percentage Change Bar Chart for 1 or 6-month change by Report. The percentage changes will be adjusted if the Assurance Period is changed in the Filters Pane

Green represents a decrease and red an increase in the number of MPANs

Movement Report Table showing total reported MPANs for the latest 7 months and percentage change to previous month and over 6 months

RETAIL ENERGY CODE

SMIS OVERVIEW

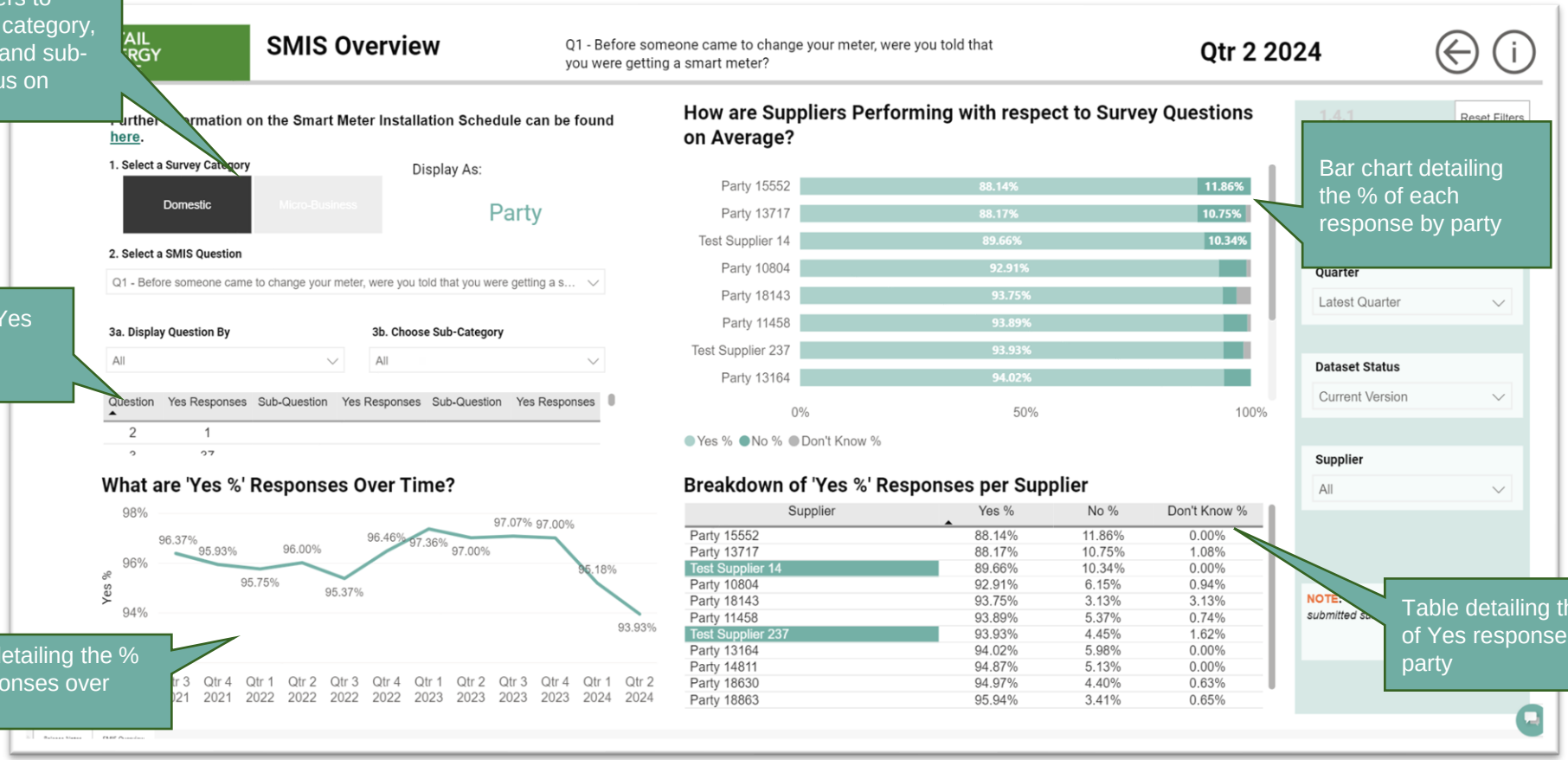
Buttons and filters to select a survey category, SMIS question and sub-category to focus on

Table showing detail of Yes responses for “nested” questions

Line chart detailing the % of Yes responses over time

Bar chart detailing the % of each response by party

Table detailing the % of Yes responses per party

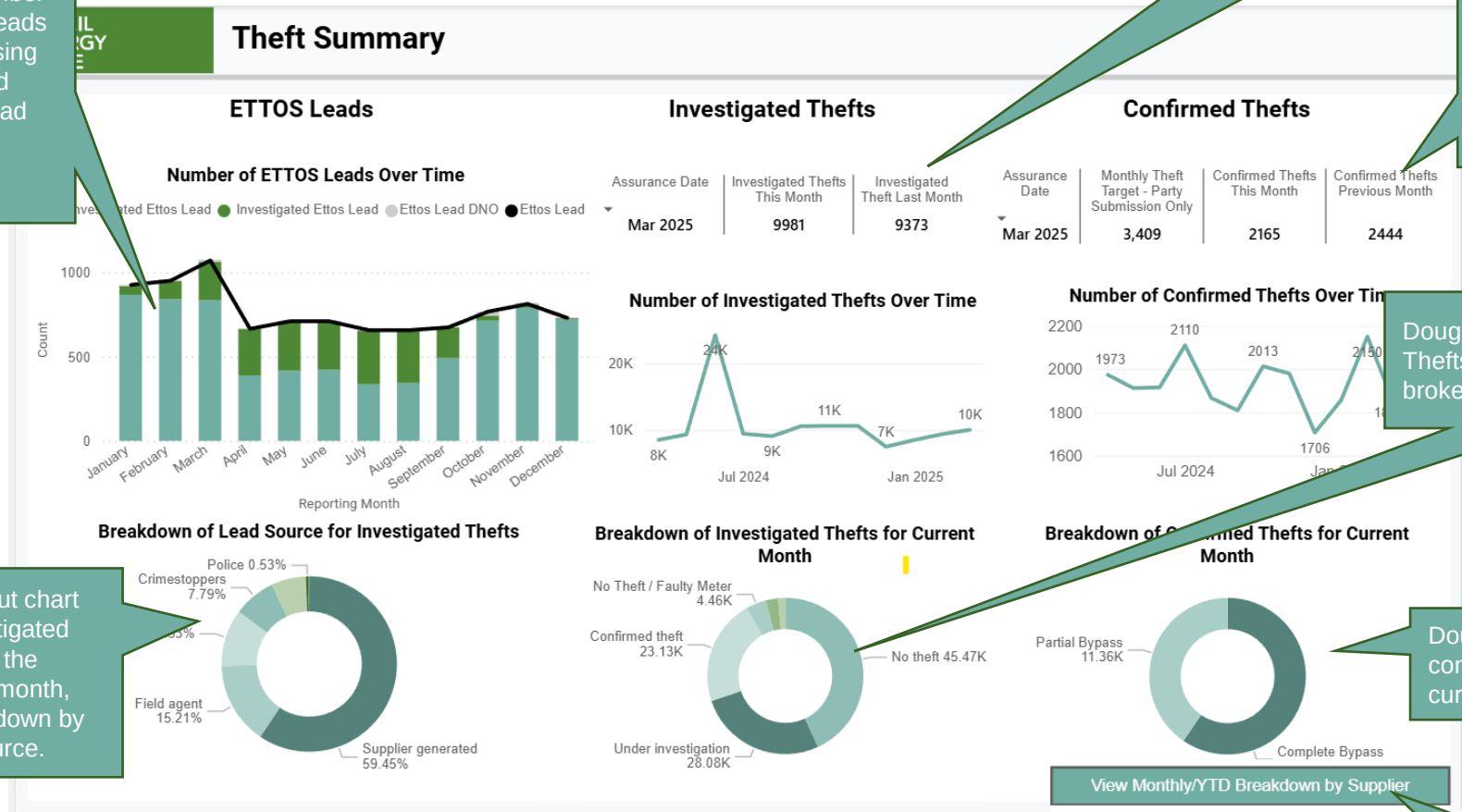


THEFT SUMMARY(1/2)

Bar chart showing number of ETTOS Leads over time, using disseminated date (date lead was first reported).

Table showing number of investigated Thefts in current and previous month

Table showing number of confirmed Thefts in current and previous month and monthly target



Doughnut chart of investigated Thefts in the current month, broken down by theft outcome.

Doughnut chart of investigated thefts in the current month, broken down by lead source.

Doughnut chart of confirmed Thefts in the current month

Button to navigate to Month and YTD tables

RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

THEFT SUMMARY(2/2)

Buttons to change between Month and YTD view in the table

Button to return to Theft Summary Report

RETAIL ENERGY CODE **Theft Summary**

Month | YTD

Supplier	Fuel Type	Meter Type	Meter Type	Monthly Confirmed Thefts This Month
Test Supplier 128	Gas	Residential	Non-Smart	137
Test Supplier 128	Gas	Residential	Smart	216
Test Supplier 128	Unidentifiable	Residential	Smart	1
Test Supplier 14	Electricity	Commercial		581
Test Supplier 14	Electricity	Residential	Non-Smart	3233
Test Supplier 14	Electricity	Residential	Smart	2298
Test Supplier 14	Gas	Commercial		227
Test Supplier 14	Gas	Residential	Non-Smart	998
Test Supplier 14	Gas	Residential	Smart	493
Test Supplier 14	Unidentifiable	Residential	Smart	2
Test Supplier 159	Electricity	Residential	Non-Smart	1
Test Supplier 159	Unidentifiable	Residential	Smart	1
Test Supplier 192	Electricity	Commercial		46
Test Supplier 192	Gas	Commercial		6
Test Supplier 193	Electricity	Commercial		122
Test Supplier 193	Electricity	Residential	Non-Smart	1671
Test Supplier 193	Electricity	Residential	Smart	382
Test Supplier 193	Gas	Commercial		4
Test Supplier 193	Gas	Residential	Non-Smart	382
Test Supplier 193	Gas	Residential	Smart	57
Test Supplier 195	Electricity	Commercial		1
Test Supplier 219	Electricity	Residential	Non-Smart	2076
Test Supplier 219	Electricity	Residential	Smart	1031
Test Supplier 219	Gas	Residential	Non-Smart	521
Test Supplier 219	Gas	Residential	Smart	52
Test Supplier 219	Unidentifiable	Residential	Non-Smart	1
Test Supplier 239	Electricity	Commercial		44
Test Supplier 239	Electricity	Residential	Non-Smart	340
Test Supplier 239	Electricity	Residential	Smart	146
Test Supplier 239	Gas	Commercial		4
Test Supplier 239	Gas	Residential	Non-Smart	92

1.4.1 Reset Filters

Filters

Scheme Year: All

TDIS Reporting Date: Latest Month

Dataset Status: All

Supplier: All

Customer Type: All

Theft Lead Source: All

Fuel Type

Table to show the total confirmed thefts in each incentive pot.

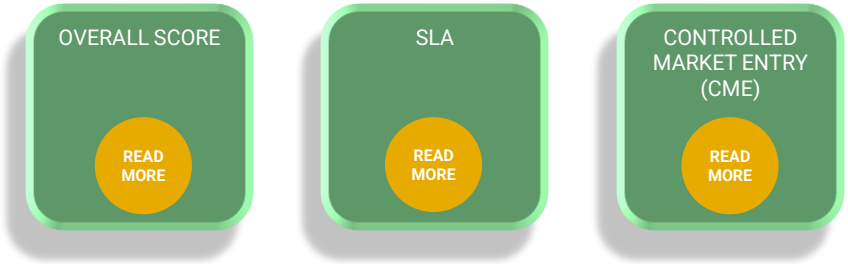
RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

PA DASHBOARD – PAB ONLY

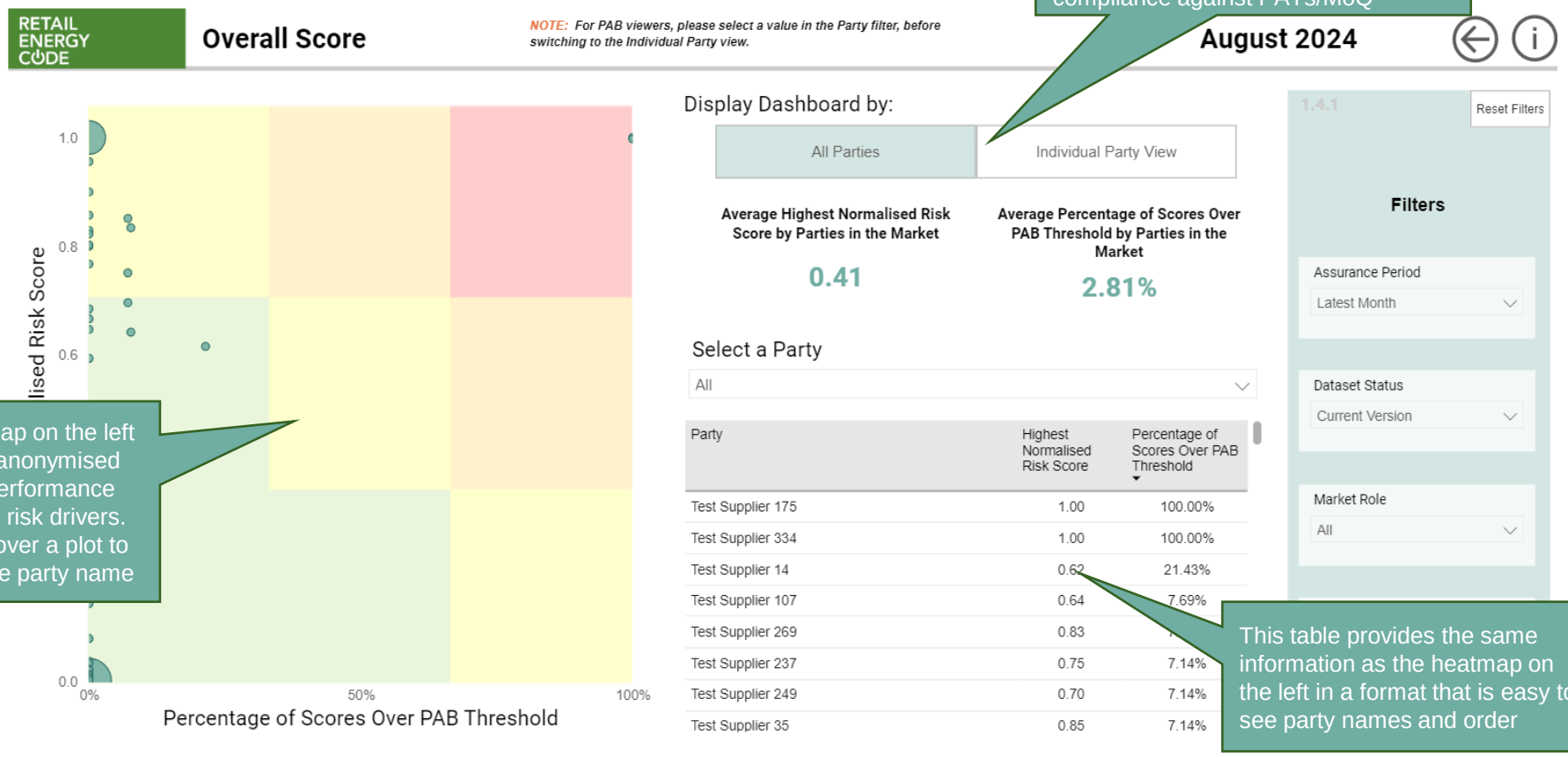
There are some tabs that are only available on the PAB dashboards.



Dashboard Tab	User Group	Description
Overall Score	PAB Members	Overall summary of performance by party based on aggregated 'heat map' scoring. See how each of the Parties are performing against each other on the 'All Parties' button. Change this to 'Individual Party View' to see a specific Parties performance and key details in the right-hand table
SLA	PAB Members	The CSS Quantitative tab of the Service Provider Dashboard is available in the PA Dashboard. Overview of Monthly Data Submissions relevant to specific Service Providers supporting the REC, to assess their performance across detailed metrics that are constructed for a monthly output
Controlled Market Entry (CME)	PAB Members	CME tab provides monthly updates on the performance of Parties against their CME conditions. There is information about the number of parties actively in CME, the total number of registered meter points over time and against the conditions.

OVERALL SCORE

Use these buttons to switch between unanonymised PAB view of All Parties performance to the Individual Party View of each parties' details and compliance against PATs/MoQ



Heat map on the left has unanonymised party performance against risk drivers. Hover over a plot to view the party name

This table provides the same information as the heatmap on the left in a format that is easy to see party names and order

RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

SLA

Filter and buttons to change the Service Definition and Target Indicators in the graphs

KPIs showing number of Service Providers who have not met targets or provided data

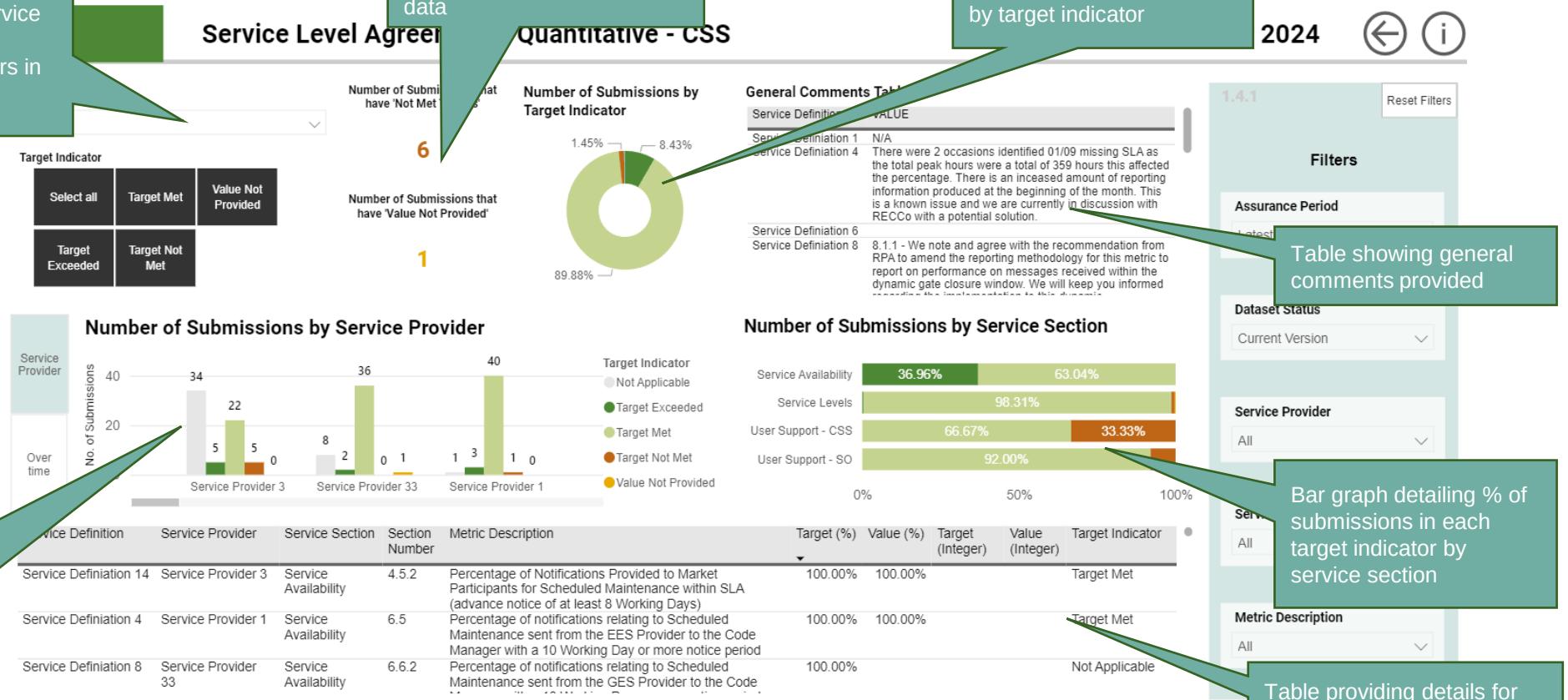
Doughnut chart detailing breakdown of submissions by target indicator

Table showing general comments provided

Bar graph showing number of submissions by Service Provider or over time dependent on the button selected

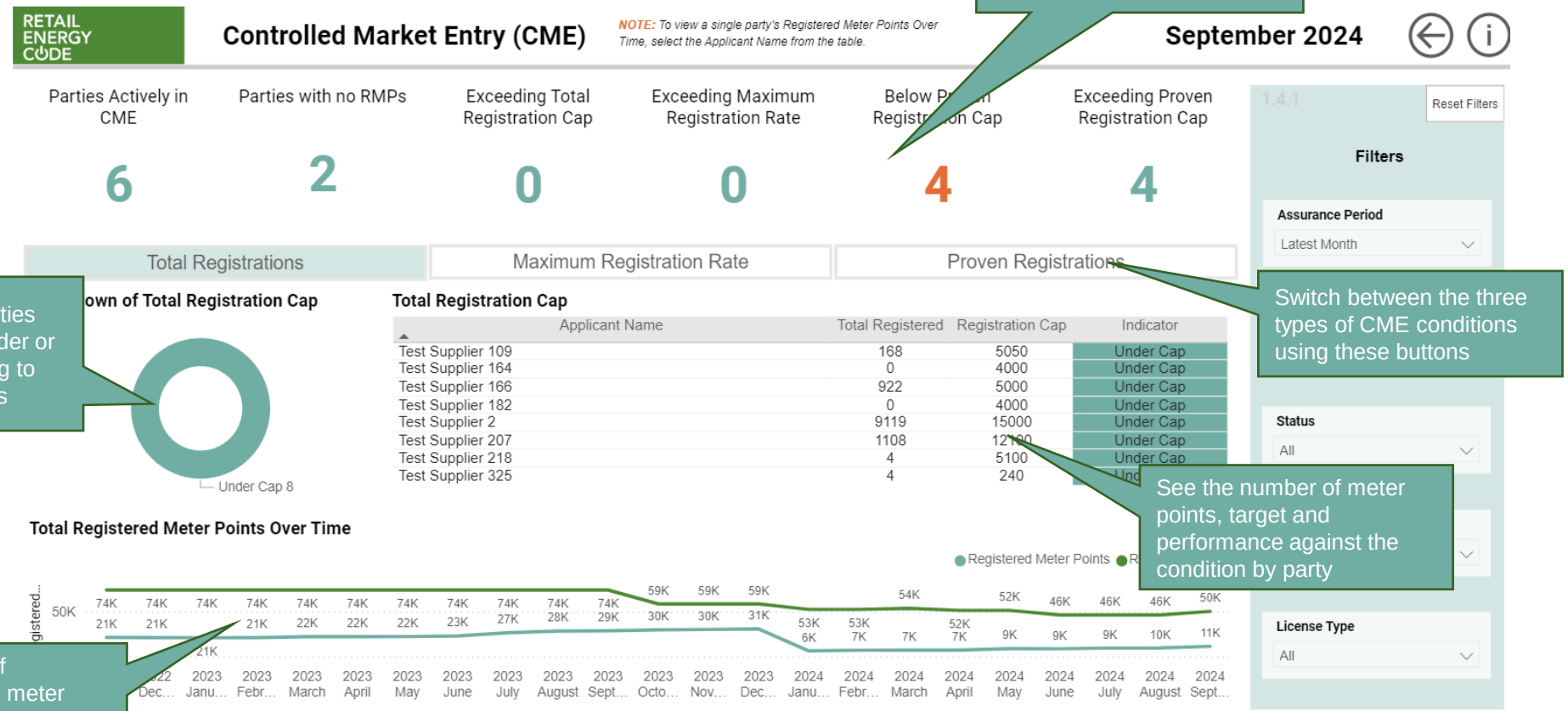
Bar graph detailing % of submissions in each target indicator by service section

Table providing details for each submission



Service Definition	Service Provider	Service Section	Section Number	Metric Description	Target (%)	Value (%)	Target (Integer)	Value (Integer)	Target Indicator
Service Definiation 14	Service Provider 3	Service Availability	4.5.2	Percentage of Notifications Provided to Market Participants for Scheduled Maintenance within SLA (advance notice of at least 8 Working Days)	100.00%	100.00%			Target Met
Service Definiation 4	Service Provider 1	Service Availability	6.5	Percentage of notifications relating to Scheduled Maintenance sent from the EES Provider to the Code Manager with a 10 Working Day or more notice period	100.00%	100.00%			Target Met
Service Definiation 8	Service Provider 33	Service Availability	6.6.2	Percentage of notifications relating to Scheduled Maintenance sent from the GES Provider to the Code	100.00%				Not Applicable

CONTROLLED MARKET ENTRY (CME)



Overview statistics of the number of parties in CME/breaching CME etc.

Switch between the three types of CME conditions using these buttons

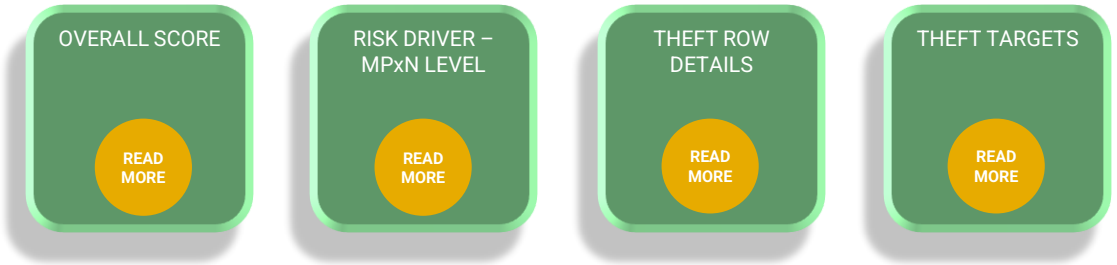
Number of parties exceeding, under or not contributing to their conditions

See the number of meter points, target and performance against the condition by party

Number of registered meter points over time as published

DASHBOARDS – PARTY ONLY

There are some tabs that are only available on the Party dashboards.



Dashboard Tab	User Group	Description
Overall Score	Parties	Overall summary of performance by party based on aggregated 'heat map' scoring
Risk Driver – MPxN Level	Parties	MPxN level breakdown of exceptions for each Risk Driver, accessible using the drilldown functionality on the Risk Driver Summary tab.
Theft Row Details	Parties	Provides an Investigation ID-level breakdown of all Thefts submitted and whether they have been 'Accepted' or 'Rejected' against a Party's targets
Theft Targets	Parties	Contains a breakdown of confirmed thefts against Party targets, and payments when the year is closed, for each TDIS Reporting Year

OVERALL SCORE – PERFORMANCE ASSURANCE DASHBOARD

Matrix detailing performance in regards to PAB threshold and highest normalised score. Your Party or Parties will be unanonymised as navy squares, while all other parties are anonymised teal circles. Plots towards the top right hand corner are performing worse than those in the bottom left

KPIs for current month

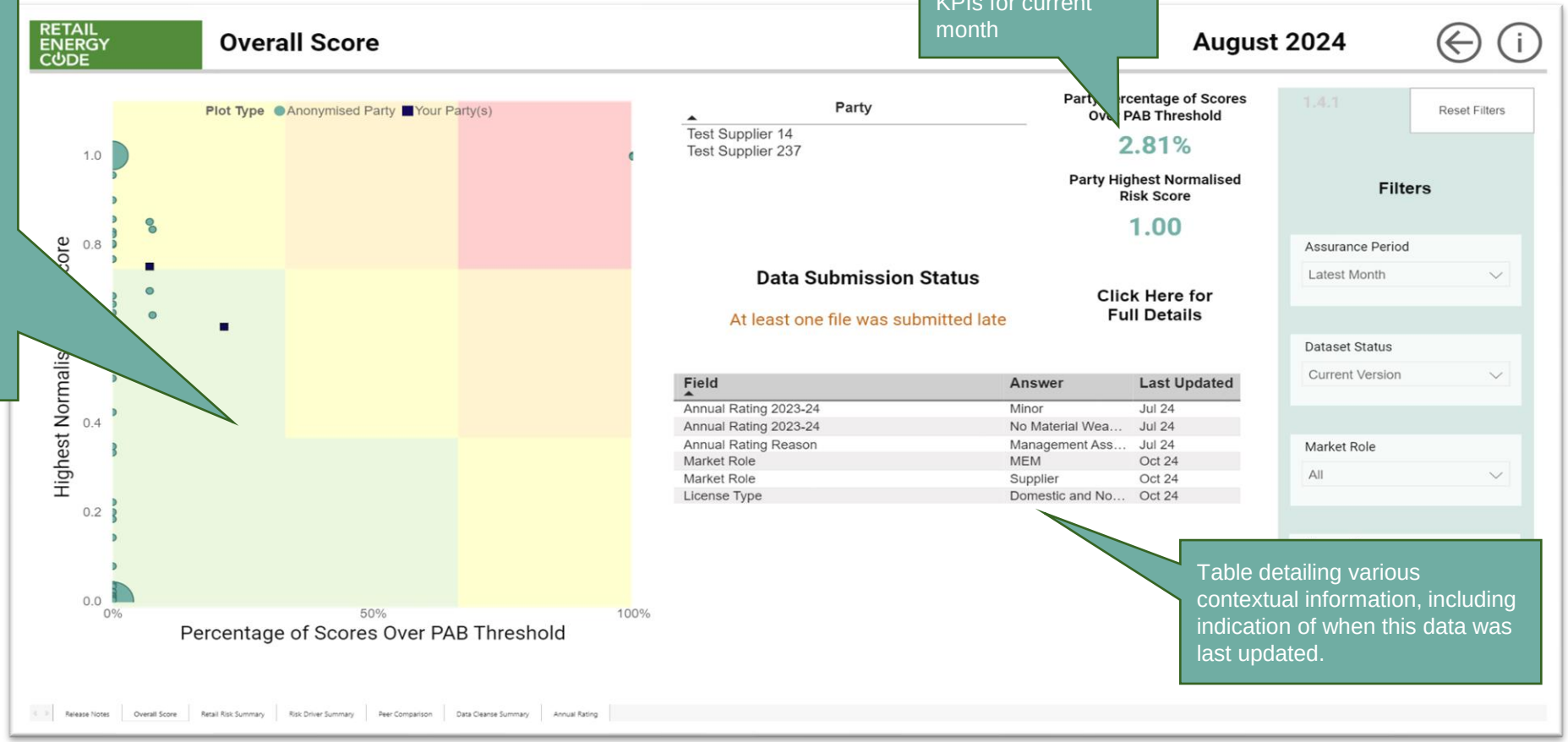


Table detailing various contextual information, including indication of when this data was last updated.

RISK DRIVER – MPxN LEVEL – PERFORMANCE ASSURANCE DASHBOARD

Details of the chosen risk driver reference

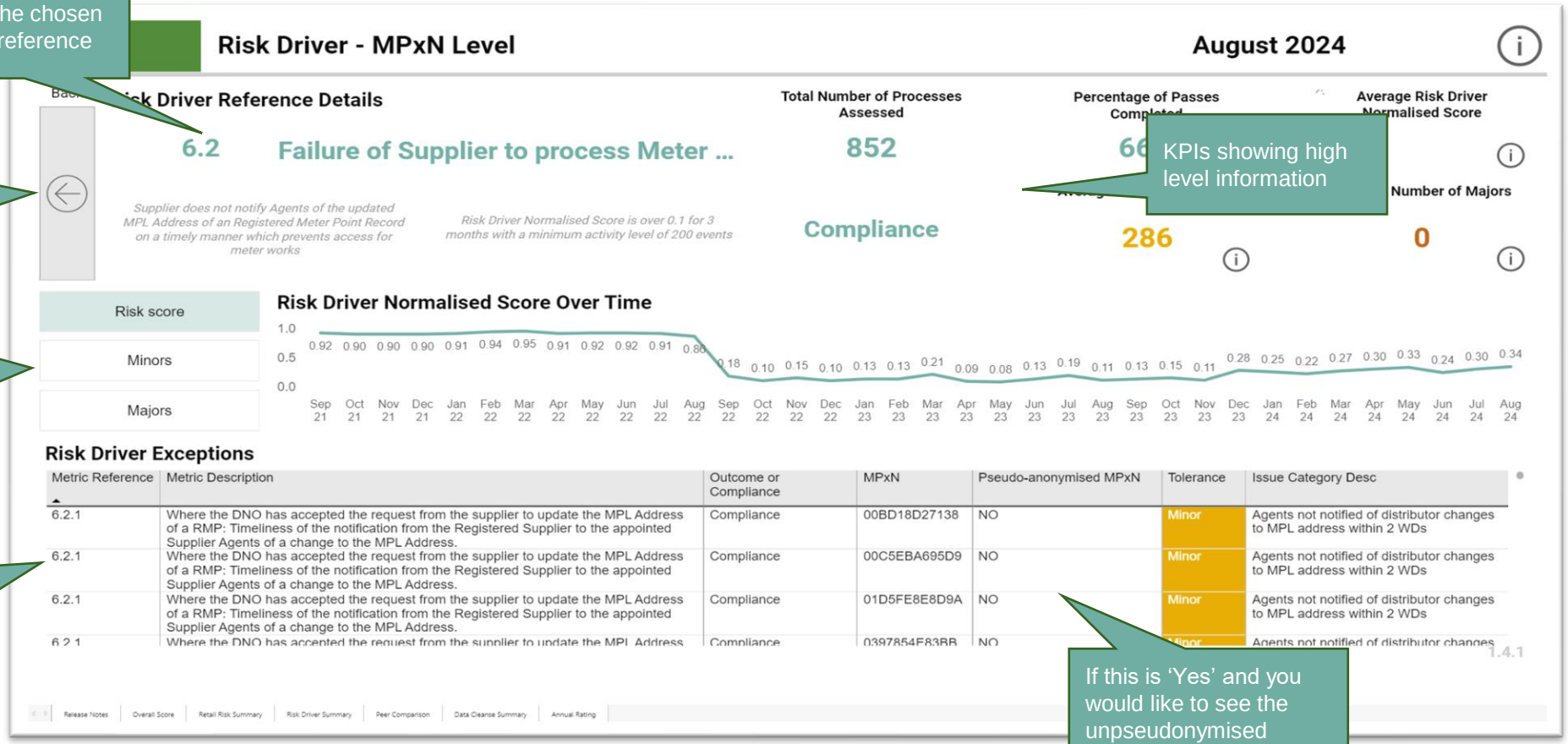
Use button to navigate back to previous dashboard tab

Line chart detailing the performance over time. Select the buttons to change the metric presented

Table showing breakdown of exceptions for the chosen risk driver reference

KPIs showing high level information

If this is 'Yes' and you would like to see the unpseudonymised MPxNs get in touch with RPA



THEFT ROW SUMMARY – THEFT DASHBOARD



Bar chart showing total number of rejected thefts over time.

Clicking on the arrows will drill down to the detailed submissions with Rejections / Warnings

Doughnut chart showing the breakdown of rejected thefts by the reason it was rejected

Doughnut chart showing the breakdown of warnings raised on accepted thefts by the reason the warning was raised.

Bar chart showing total number of warnings raised on accepted thefts over time.

RETAIL ENERGY CODE

THEFT - THEFT DASHBOARD

The ‘Rejected Thefts’ button shows a breakdown of all theft investigations that have been rejected and the reasons why.

Rejected investigations are not included in the TDIS results, the underlying issue should be resolved and the investigation resubmitted to clear the rejection.

The ‘Warning’ button shows a breakdown of all theft investigations that have a warning raised against them and the reasons why.

If a supplier submits a theft that has a warning raised against it or it is rejected and then submits an updated record for the same theft ID, the previous submissoin will move to the Validation Log, which can be viewed by pressing this button

The ‘ETTOS Matching’ button shows a breakdown of all ETTOS leads that have been received, along with the theft details it has been matched to if any.

The ‘Accepted Thefts’ button shows a breakdown of all theft investigations that have been accepted and counted as a confirmed theft.

RETAIL ENERGY CODE

ETTOS Matching | Rejected Thefts | Warning | Validation Log | Accepted Thefts

1.4.1 Reset Filters

File Nam	Supplier Theft Reference	MPxN	Reason	ate Closed
FileN e381.csv	SID100007	1800000008	The "Date Investigation Closed" for this investigation ID is not provided	-01
Fil e381.csv	SID100009	2100000043	The "Date Investigation Closed" for this investigation ID is not provided	
me43.csv	SID100009	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	2
ame13.csv	SID100010	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	
Name381.csv	SID100013	2100000096	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	
e381.csv	SID100013	9100000009	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	
e86.csv	SID100017	2300000015	Tampering Code Check that submitted tampering code is consistent with fuel	
e192.csv	SID100030	2.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	2024-06-03
e192.csv	SID100067	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	2024-05-21
e385.csv	SID100089	1300000071	Tampering Code Check that submitted tampering code is consistent with fuel type.	2024-08-22
e13.csv	SID1001	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	1900-01-01
e385.csv	SID110001	1500000023	Tampering Code Check that submitted tampering code is consistent with fuel type.	2024-08-09
e192.csv	SID110002	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	2024-07-12
e120.csv	SID110005	2000000028	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	1900-01-01
e119.csv	SID110005	1200000052	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	2025-04-03
FileName119.csv	SID110005	9100000002	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	2025-04-03
FileName119.csv	SID110005	9100000002	Tampering Code Check that submitted tampering code is consistent with fuel type.	2025-04-03
FileName13.csv	SID110011	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	1900-01-01
FileName192.csv	SID110013	1.00000012	The 'MPxN' provided against this Investigation ID is not in a valid format	2024-07-16
FileName191.csv	SID110013	1400000000	Supplier Investigation ID No Does not meet the requirement that the supplier investigation ID must relate to a single pot and fuel	2024-07-16

Filters

Scheme Year: All

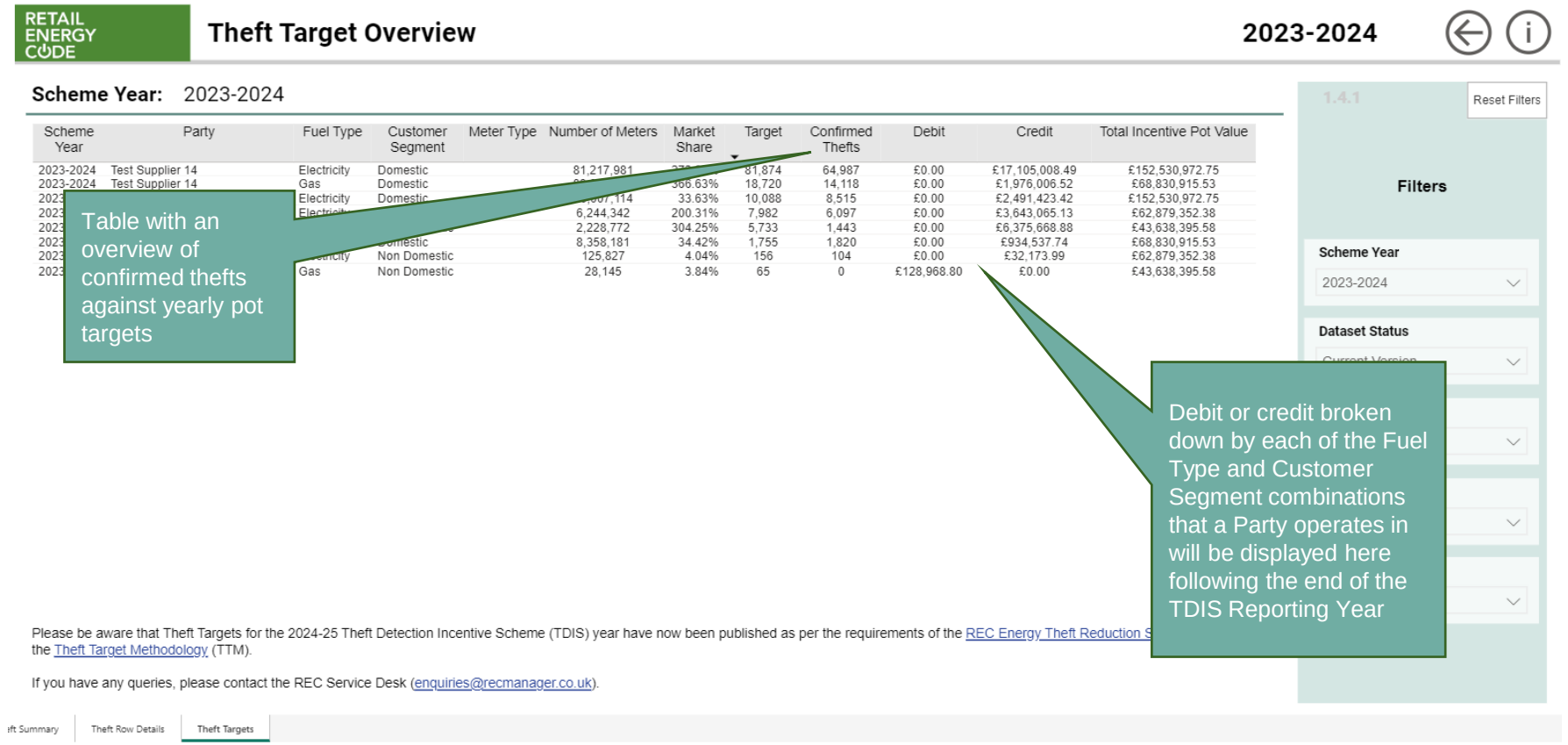
This filter only applies to Accepted Investigations

Customer Type: All

Fuel Type: All

Meter Type: All

THEFT TARGET OVERVIEW – THEFT DASHBOARD



Scheme Year	Party	Fuel Type	Customer Segment	Meter Type	Number of Meters	Market Share	Target	Confirmed Thefts	Debit	Credit	Total Incentive Pot Value
2023-2024	Test Supplier 14	Electricity	Domestic		81,217,981		81,874	64,987	£0.00	£17,105,008.49	£152,530,972.75
2023-2024	Test Supplier 14	Gas	Domestic			366.63%	18,720	14,118	£0.00	£1,976,006.52	£68,830,915.53
2023		Electricity	Domestic			33.63%	10,088	8,515	£0.00	£2,491,423.42	£152,530,972.75
2023		Electricity			6,244,342	200.31%	7,982	6,097	£0.00	£3,643,065.13	£62,879,352.38
2023					2,228,772	304.25%	5,733	1,443	£0.00	£6,375,668.88	£43,638,395.58
2023			Domestic		8,358,181	34.42%	1,755	1,820	£0.00	£934,537.74	£68,830,915.53
2023		Electricity	Non Domestic		125,827	4.04%	156	104	£0.00	£32,173.99	£62,879,352.38
2023		Gas	Non Domestic		28,145	3.84%	65	0	£128,968.80	£0.00	£43,638,395.58

This tab shows the results of the matching of ETTOS leads and investigations submitted under TDIS. Matching is based on the supplier, MPxN and then selecting the closest match when multiple potential matches are shown. Analysis is based (for the supplier or all market view) on the "best" result for each lead (e.g. if an ETTOS lead has two MPxNs and one has been matched a confirmed theft and one to an unconfirmed theft the lead would be shown as matching a confirmed theft).

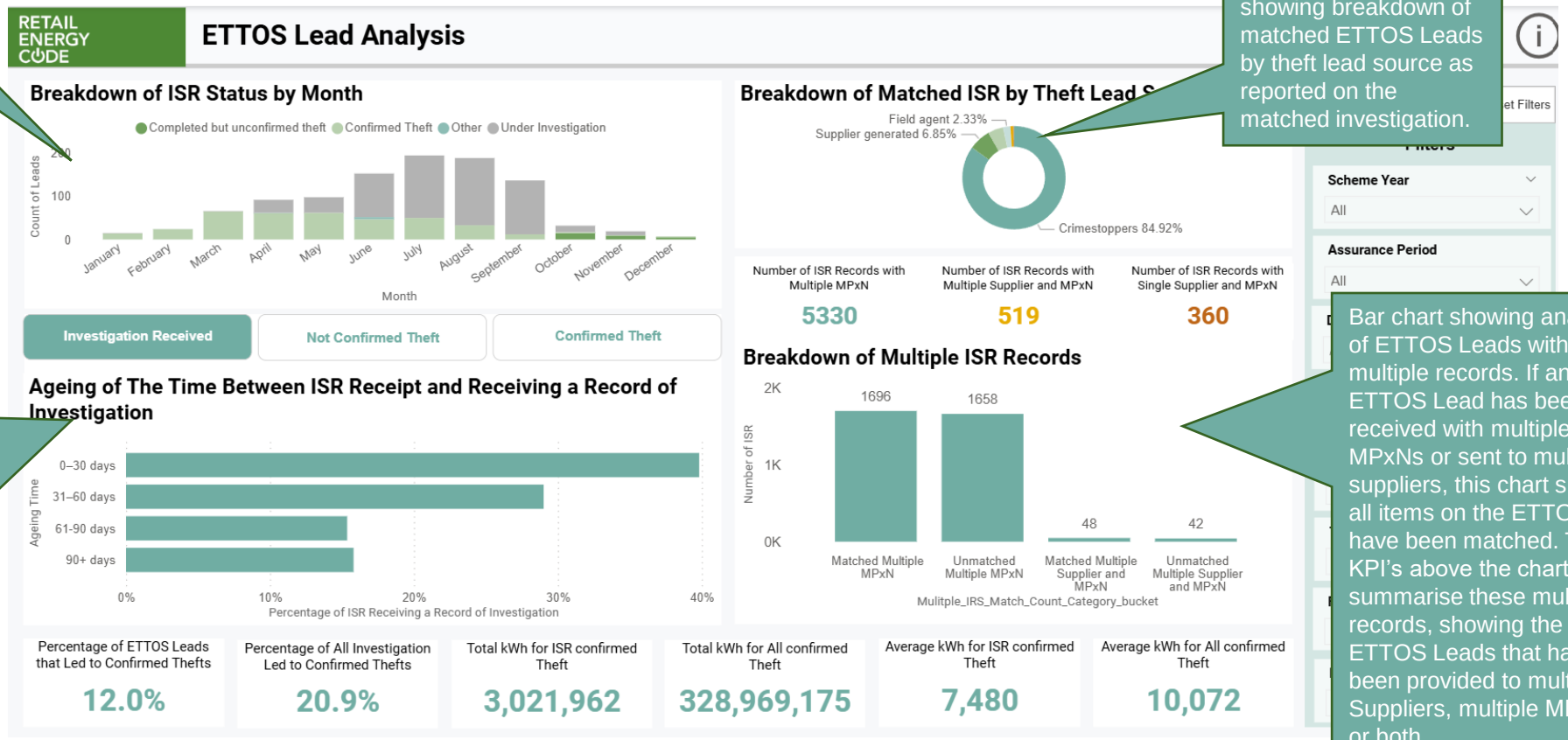
ETTOS LEAD ANALYSIS – THEFT DASHBOARD

Bar chart showing the status of each ETTOS lead, with the month based on the date the lead was disseminated.

Doughnut chart showing breakdown of matched ETTOS Leads by theft lead source as reported on the matched investigation.

Bar chart showing ageing analysis of the time between the ETTOS Lead receipt and receiving a record of the investigation. The 'Not Confirmed Theft' button shows the analysis between ETTOS Lead receipt and investigation reported as closed but not confirmed theft. The 'Confirmed Theft' button shows the analysis between ETTOS Lead receipt and investigation reported as closed as a confirmed theft

Bar chart showing analysis of ETTOS Leads with multiple records. If an ETTOS Lead has been received with multiple MPxNs or sent to multiple suppliers, this chart shows if all items on the ETTOS lead have been matched. The KPI's above the chart summarise these multiple records, showing the total ETTOS Leads that have been provided to multiple Suppliers, multiple MPxN's or both.



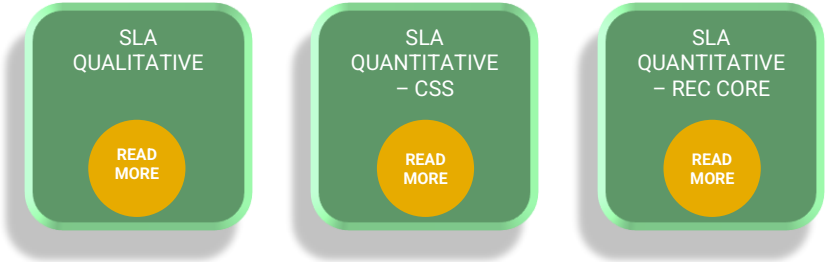
RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

SLA DASHBOARD

Each dashboard contains a number of different visualisations to help describe the story of the data. This part of the user guide helps you to understand the different visuals in each dashboard and what each dashboard tab is aiming to show.



Dashboard Tab	User Group	Description
Qualitative SLA Summary	Service Providers	Overview of Quarterly Data Submissions relevant to specific Service Providers supporting the REC, to assess their performance against various metrics
Quantitative (REC Core)	Service Providers	Overview of Monthly Data Submissions relevant to specific Service Providers supporting the REC, to assess their performance across detailed metrics that are constructed for a monthly output
Quantitative (CSS)	Service Providers	Overview of Monthly Data Submissions relevant to specific Service Providers supporting the REC, to assess their performance across detailed metrics that are constructed for a monthly output

SLA - QUALITATIVE

Filter and buttons to change the Service Definition and Target Indicators in the graphs

KPIs showing number of Service Providers who have not met targets or provided data

Doughnut chart detailing breakdown of submissions by target indicator

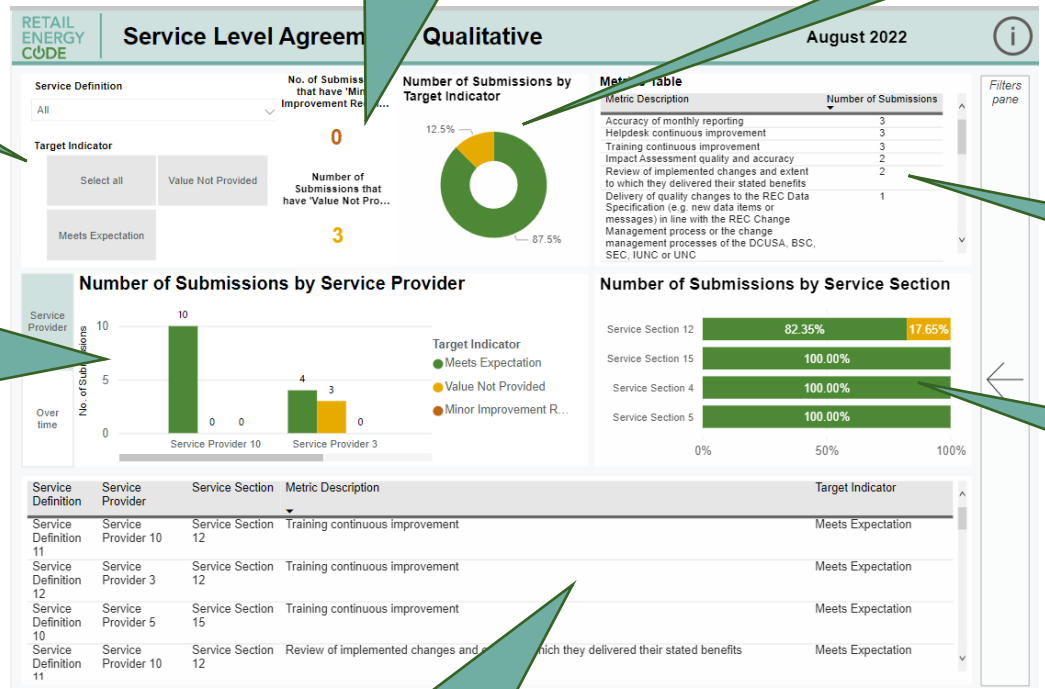


Table detailing number of submissions per metric

Bar graph showing number of submissions by Service Provider or over time dependent on the button selected

Bar graph detailing % of submissions in each target indicator by service section

Table providing details for each submission

SLA – QUANTITATIVE – REC CORE

KPIs showing number of Service Providers who have not met targets or provided data

Doughnut chart detailing breakdown of submissions by target indicator

Filter and buttons to change the Service Definition and Target Indicators in the graphs

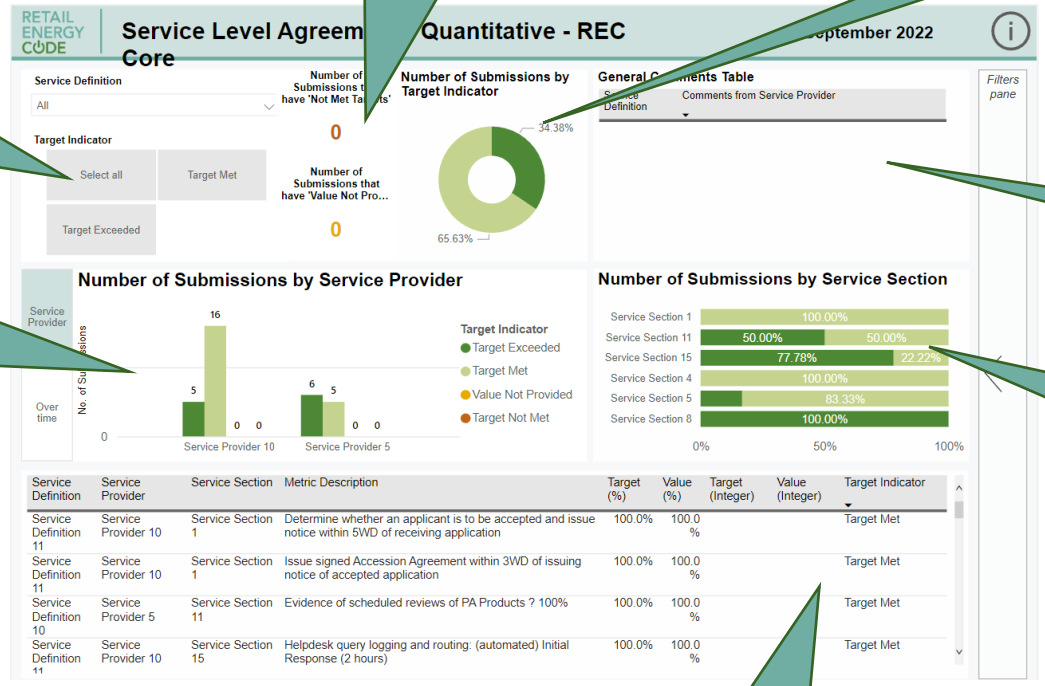


Table showing general comments provided

Bar graph showing number of submissions by Service Provider or over time dependent on the button selected

Bar graph detailing % of submissions in each target indicator by service section

Table providing details for each submission

SLA – QUANTITATIVE - CSS

KPIs showing number of Service Providers who have not met targets or provided data

Doughnut chart detailing breakdown of submissions by target indicator

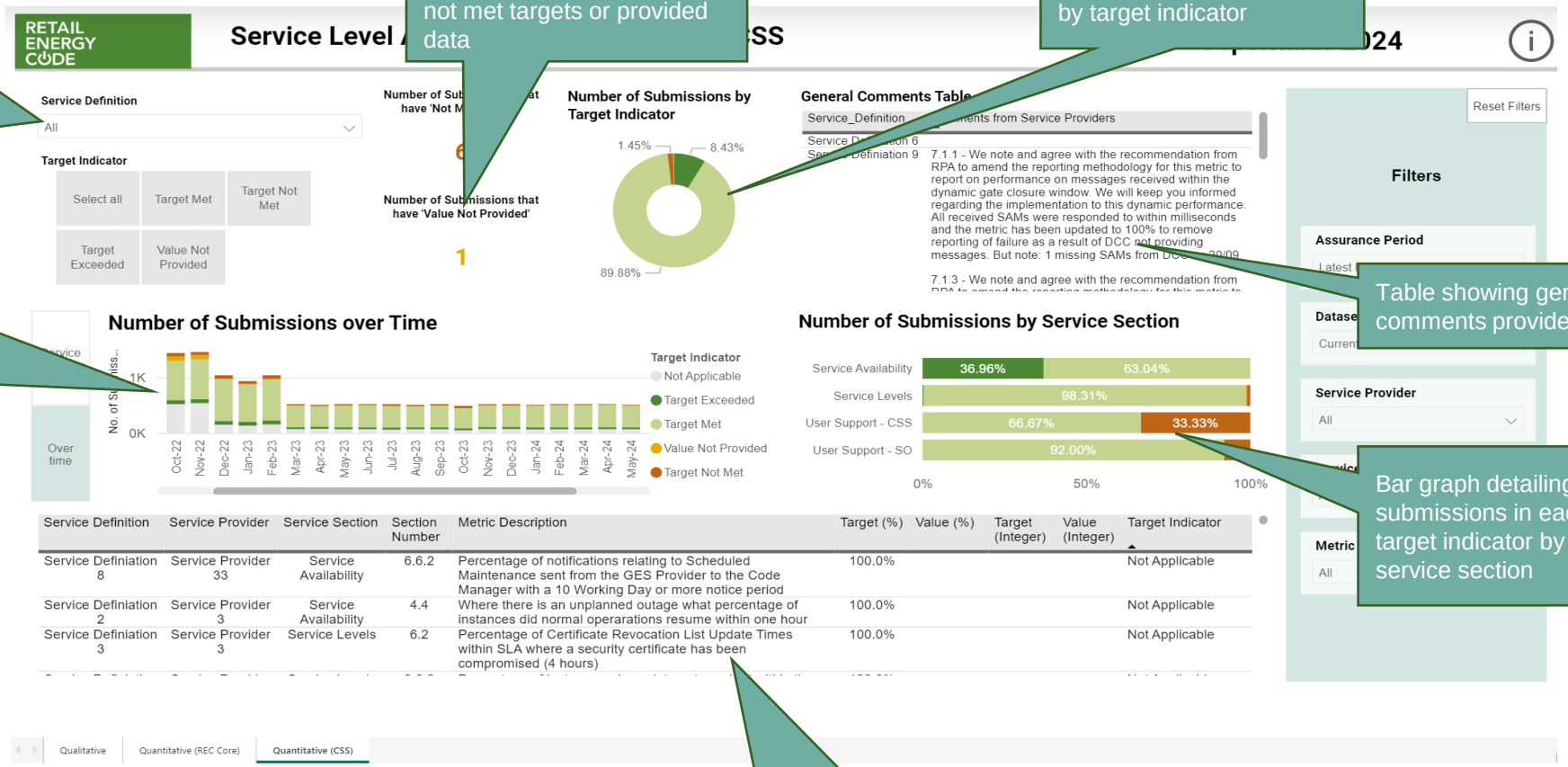
Filter and buttons to change the Service Definition and Target Indicators in the graphs

Table showing general comments provided

Bar graph showing number of submissions by Service Provider or over time dependent on the button selected

Bar graph detailing % of submissions in each target indicator by service section

Table providing details for each submission



RETAIL ENERGY CODE

HOME

GO TO REC PORTAL

WHAT TO EXPLORE EACH MONTH

Below are the key things that each type of Party should look into after the refresh each month.

SUPPLIERS AND DNOS

READ MORE

SUPPLIERS

READ MORE

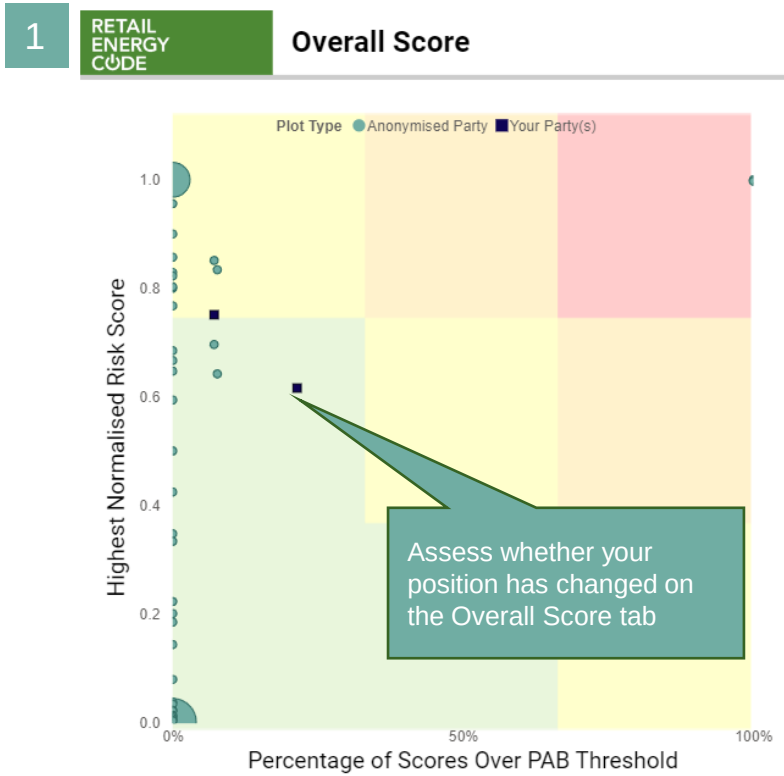
SERVICE PROVIDERS

READ MORE

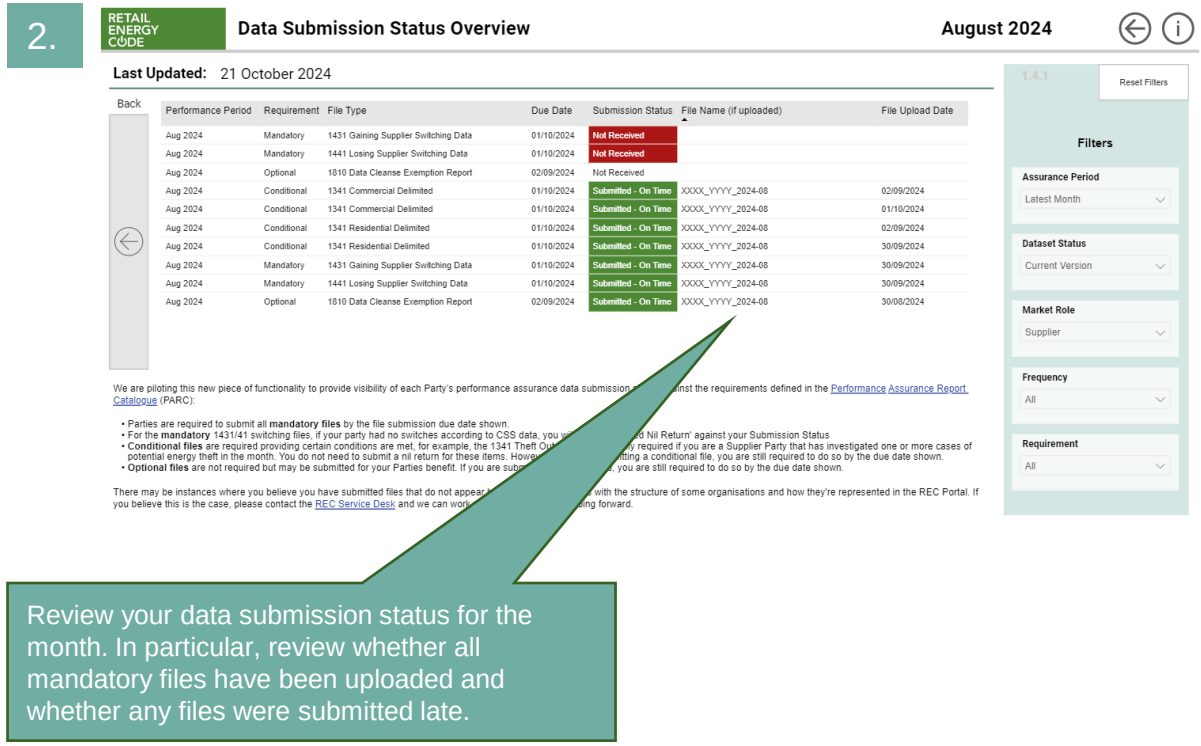
WHAT TO EXPLORE AS A: SUPPLIER/DNO

Here are some examples of how you could use the PA dashboard as a Supplier or DNO Party:

1



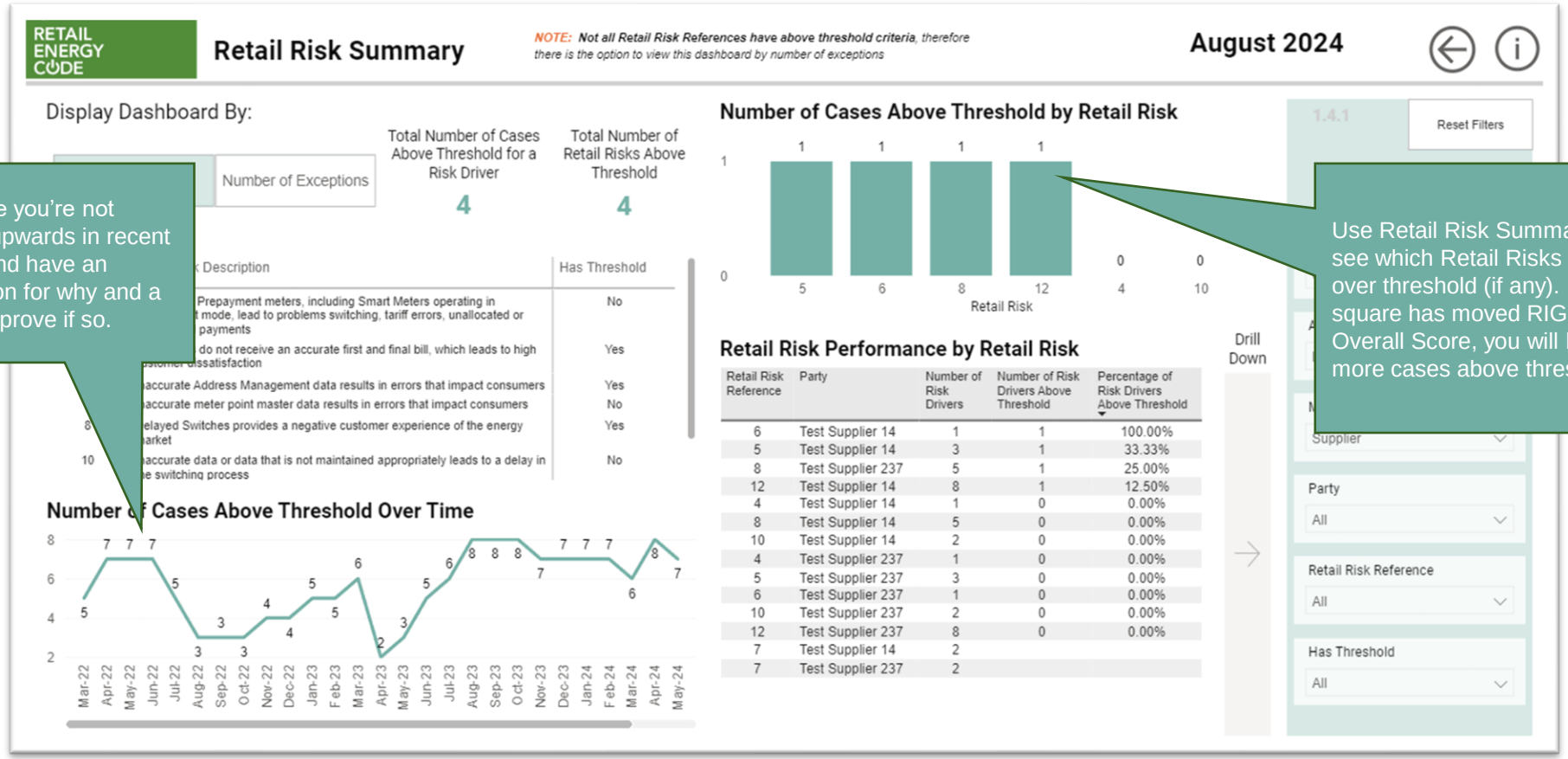
2.



WHAT TO EXPLORE AS A: SUPPLIER/DNO

Here are some examples of how you could use the PA dashboard as a Supplier or DNO Party:

3



Make sure you're not trending upwards in recent months and have an explanation for why and a plan to improve if so.

Use Retail Risk Summary to see which Retail Risks are over threshold (if any). If your square has moved RIGHT on Overall Score, you will have more cases above threshold.

RETAIL ENERGY CODE

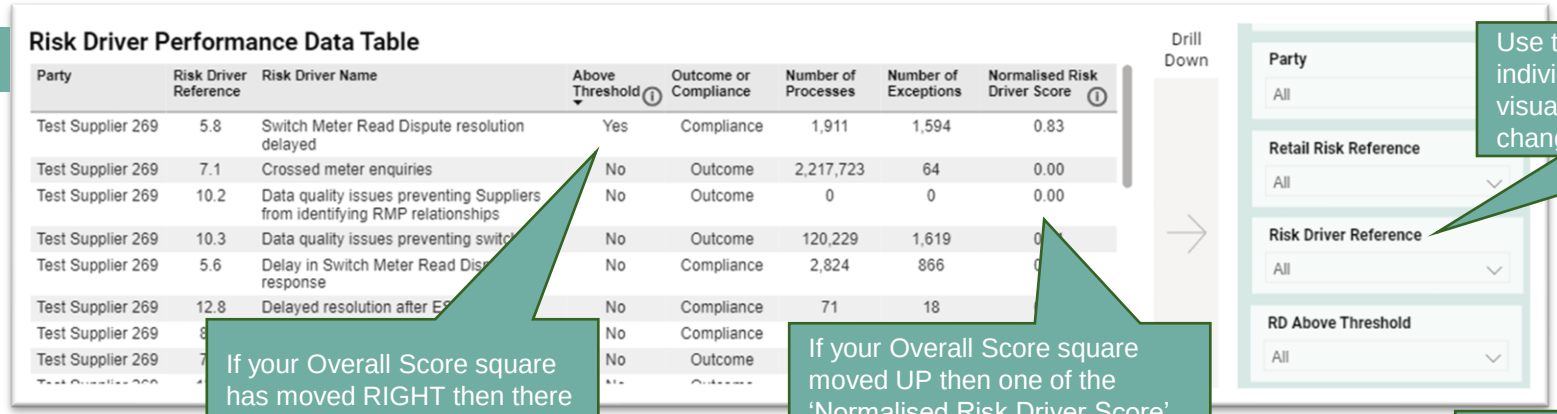
HOME

GO TO REC PORTAL

WHAT TO EXPLORE AS A: SUPPLIER/DNO

Continued examples of how you could use the dashboard as a Supplier or DNO Party:

3.



If your Overall Score square has moved RIGHT then there will be more Yes's for 'Above Threshold'

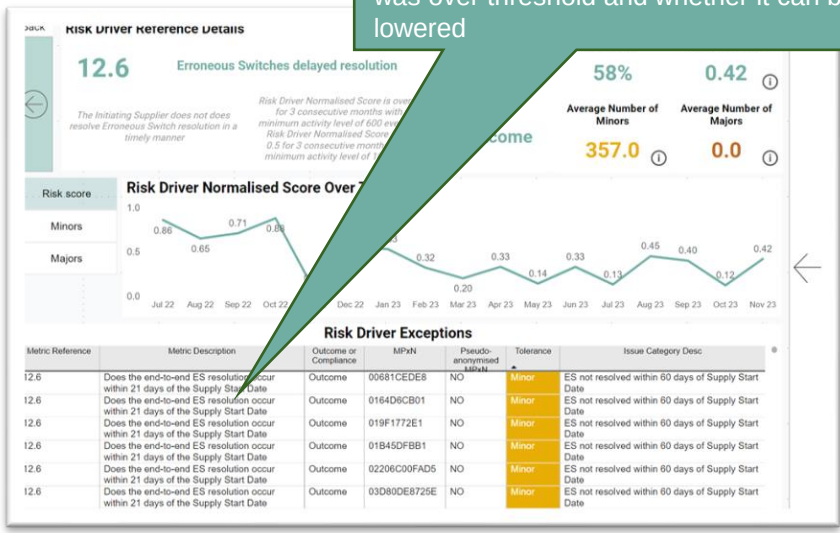
If your Overall Score square moved UP then one of the 'Normalised Risk Driver Score' will be higher – sort this column and see which it was

Use the filter panel to investigate individual Risk Drivers and study to the visuals such as how the score has changed over time

4.



Click the line where Above Threshold is 'Yes' and activate the Drill Down button

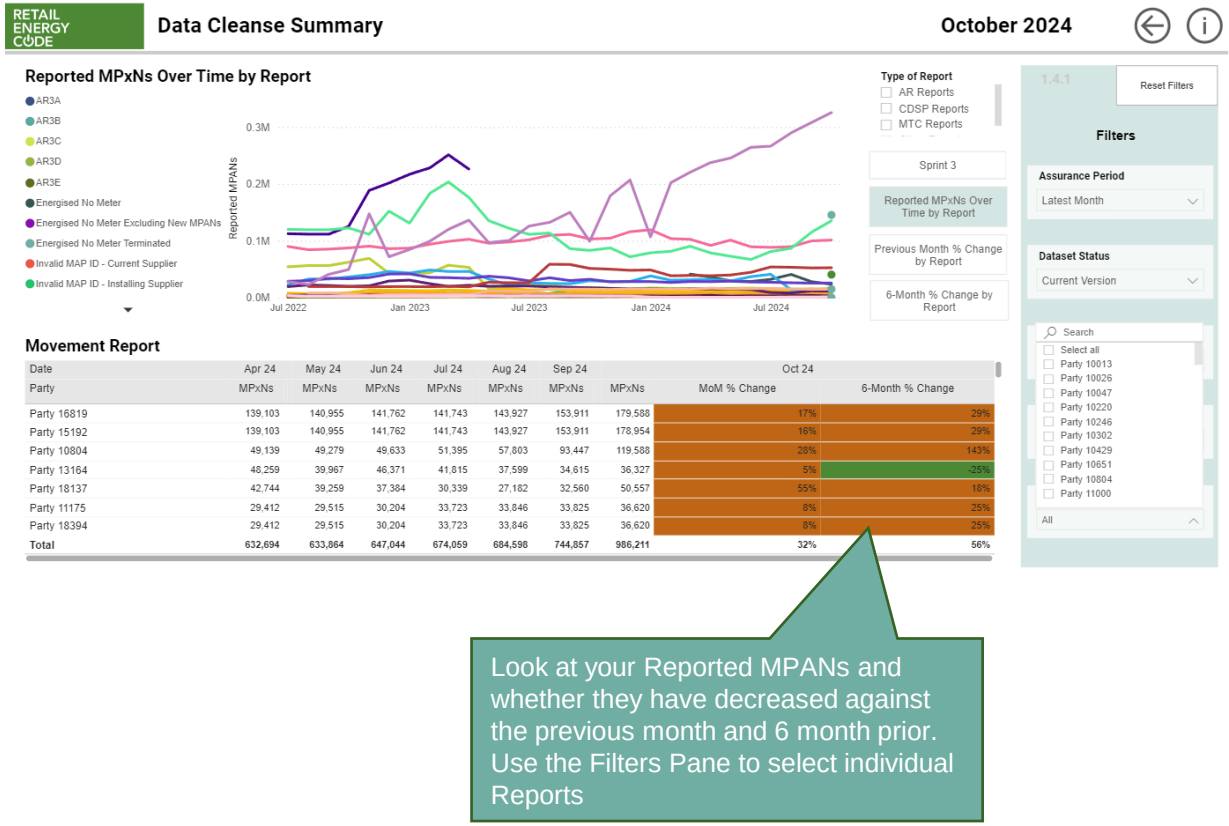


It is important to investigate the MPxN level breakdown of Risk Drivers that are above threshold to assess why the RD was over threshold and whether it can be lowered

WHAT TO EXPLORE AS A: SUPPLIER/DNO

Continued examples of how you could use the dashboard as a Supplier or DNO Party:

5.



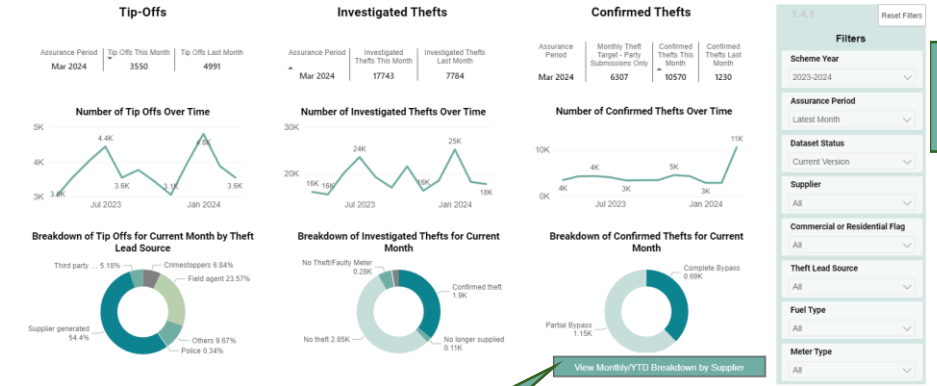
Date	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24		
Party	MPxNs	MPxNs	MPxNs	MPxNs	MPxNs	MPxNs	MPxNs	MoM % Change	6-Month % Change
Party 16819	139,103	140,955	141,762	141,743	143,927	153,911	179,588	17%	29%
Party 15192	139,103	140,955	141,762	141,743	143,927	153,911	178,954	16%	29%
Party 10804	49,139	49,279	49,633	51,395	57,803	93,447	119,588	28%	143%
Party 13164	48,259	39,967	46,371	41,815	37,599	34,615	36,327	5%	-25%
Party 18137	42,744	39,259	37,384	30,339	27,182	32,560	50,557	55%	18%
Party 11175	29,412	29,515	30,204	33,723	33,846	33,825	36,620	8%	25%
Party 18394	29,412	29,515	30,204	33,723	33,846	33,825	36,620	8%	25%
Total	**632,694**	**633,864**	**647,044**	**674,059**	**684,598**	**744,857**	**986,211**	**32%**	**56%**

Look at your Reported MPANs and whether they have decreased against the previous month and 6 month prior. Use the Filters Pane to select individual Reports

WHAT TO EXPLORE: SUPPLIER

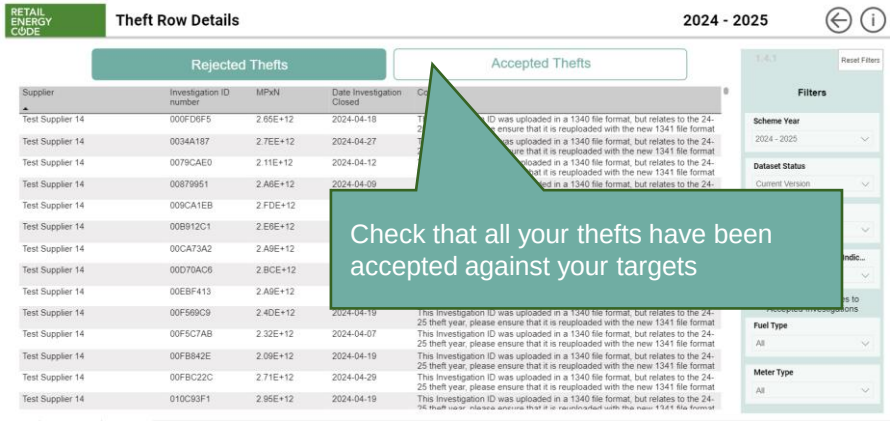
Here is an example of how you could use the dashboard as a Supplier Party to monitor Energy Theft & SMIS:

1.



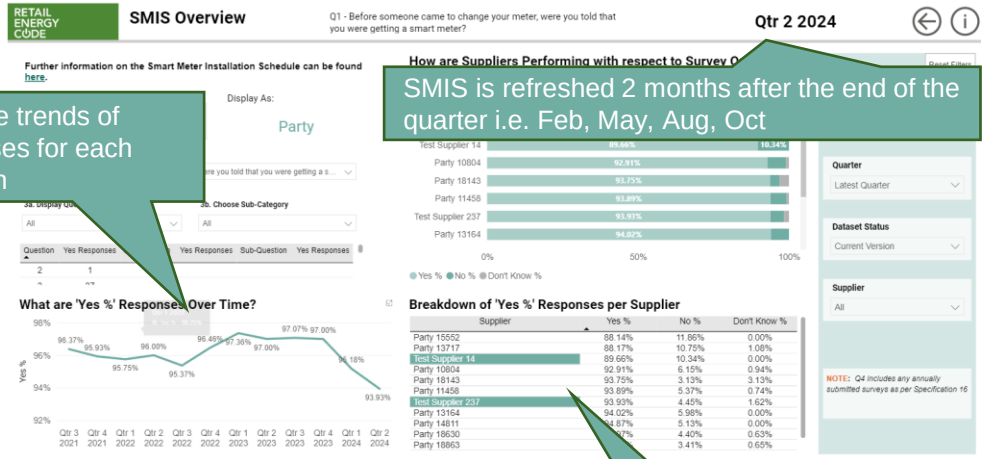
Use the YTD button on the Theft Summary page to look at your confirmed thefts for the year against your targets

2.



Check that all your thefts have been accepted against your targets

3.



View the trends of responses for each question

SMIS is refreshed 2 months after the end of the quarter i.e. Feb, May, Aug, Oct

See how your responses compare to other parties

RETAIL ENERGY CODE

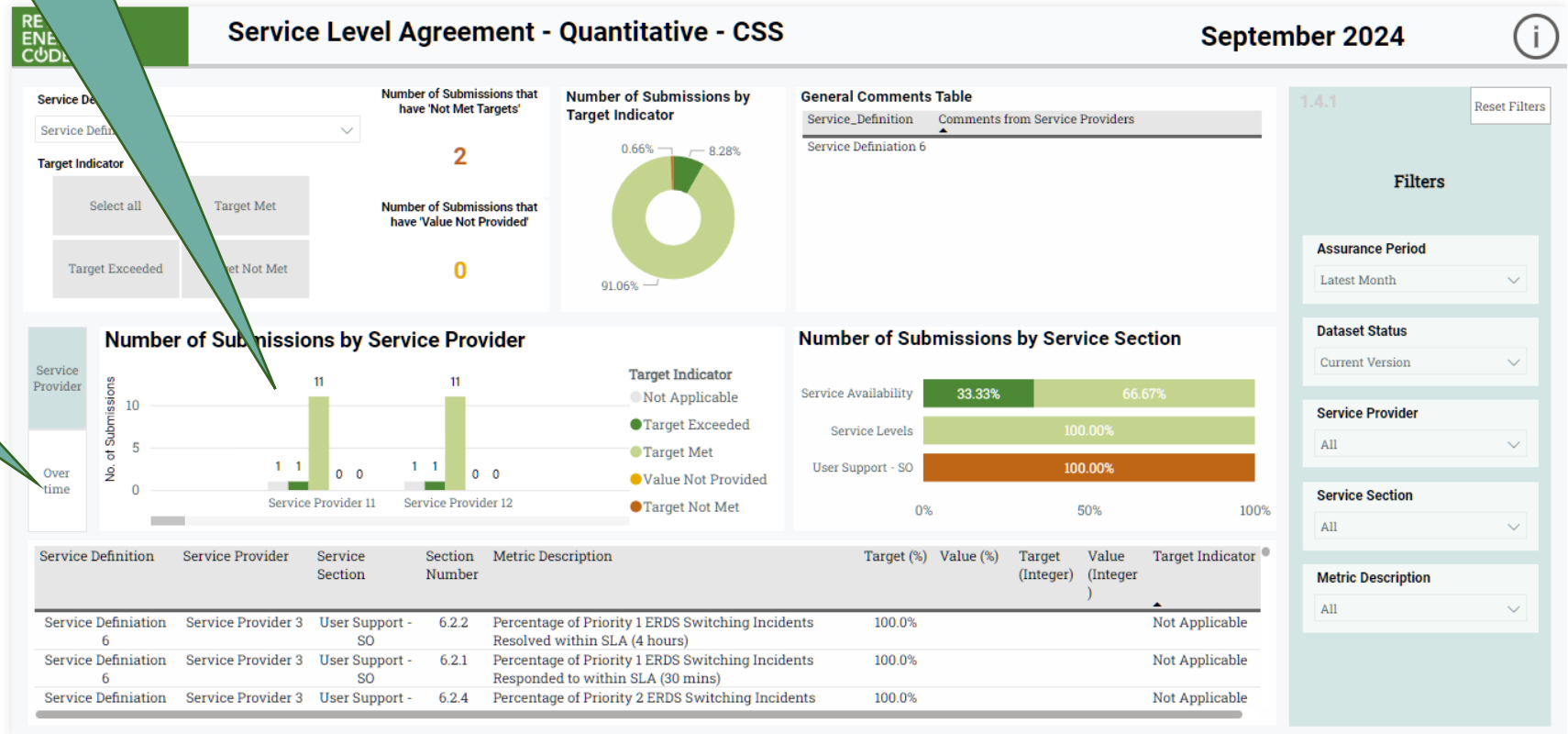
HOME

GO TO REC PORTAL

WHAT TO EXPLORE AS A: SERVICE PROVIDER

Take note of performance against each metric

See your performance against previous months



FURTHER AREAS OF SUPPORT

Further information, including videos are available on the Dashboard Knowledge Article

If you need further support, then please contact:



The REC Helpdesk
Email enquiries@recmanager.co.uk
Call the Service Desk on 0800 640 4300
Use the 'Let's Chat' option in the Portal

The Helpdesk is available Monday – Friday, 9am to 5pm.



Your designated **Operational Account Manager**



The **Performance Assurance Team,** via email: performanceassurance@recmanager.co.uk

If you have any feedback on this User Guide, please contact performanceassurance@recmanager.co.uk