Introduction to the *Retail Energy Code*

RETAIL
ENERGY
CODE

INTRODUCING YOUR PRESENTERS

RETAIL ENERGY CODE



Jenny Hyskaj

REC Code Manager



Paul Rocke

REC Code Manager



Carl Dennis

REC Code Manager



Holly Law

REC Code Manager



Harriet Truss

REC Code Manager

HOUSEKEEPING

RETAIL ENERGY CODE

- Event recording
- Use of Slido
- Opportunities for Q&A



AGENDA FOR TODAY

RETAIL ENERGY CODE

AGENDA ITEM	PRESENTER
Background to the REC	Paul Rocke
Engagement within REC	Carl Dennis
Innovation and REC Change	Holly Law
Ongoing REC Programmes	Harriet Truss
Summary	Paul Rocke
Q&A	All

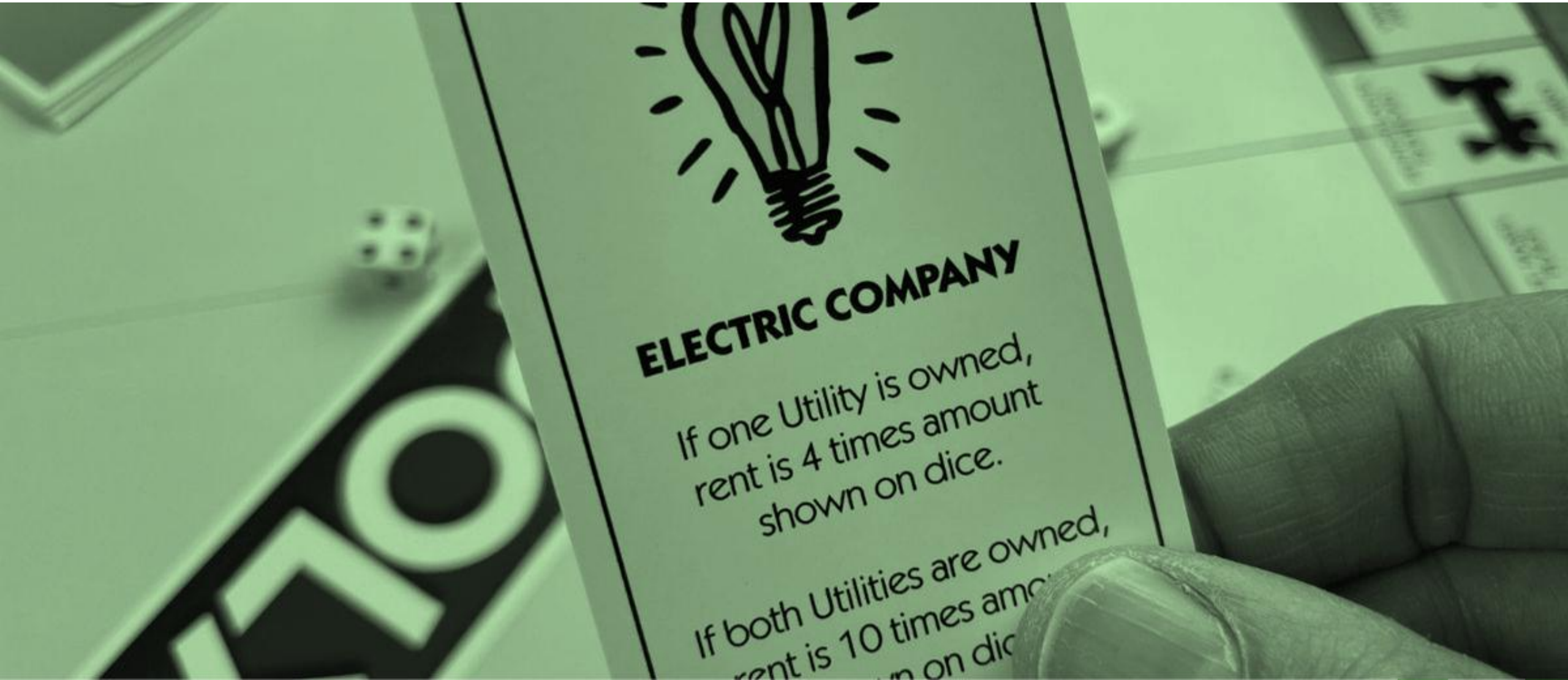
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BACKGROUND TO THE REC

PAUL ROCKE

ENERGY MARKET LIBERALISATION

RETAIL ENERGY CODE



MULTIPLE CODES TO ONE RETAIL FRAMEWORK

RETAIL ENERGY CODE

One retail energy code bringing together previously fragmented obligations

TODAY'S ENERGY CODE LANDSCAPE

RETAIL ENERGY CODE

Wholesale and system

Networks and charging arrangements

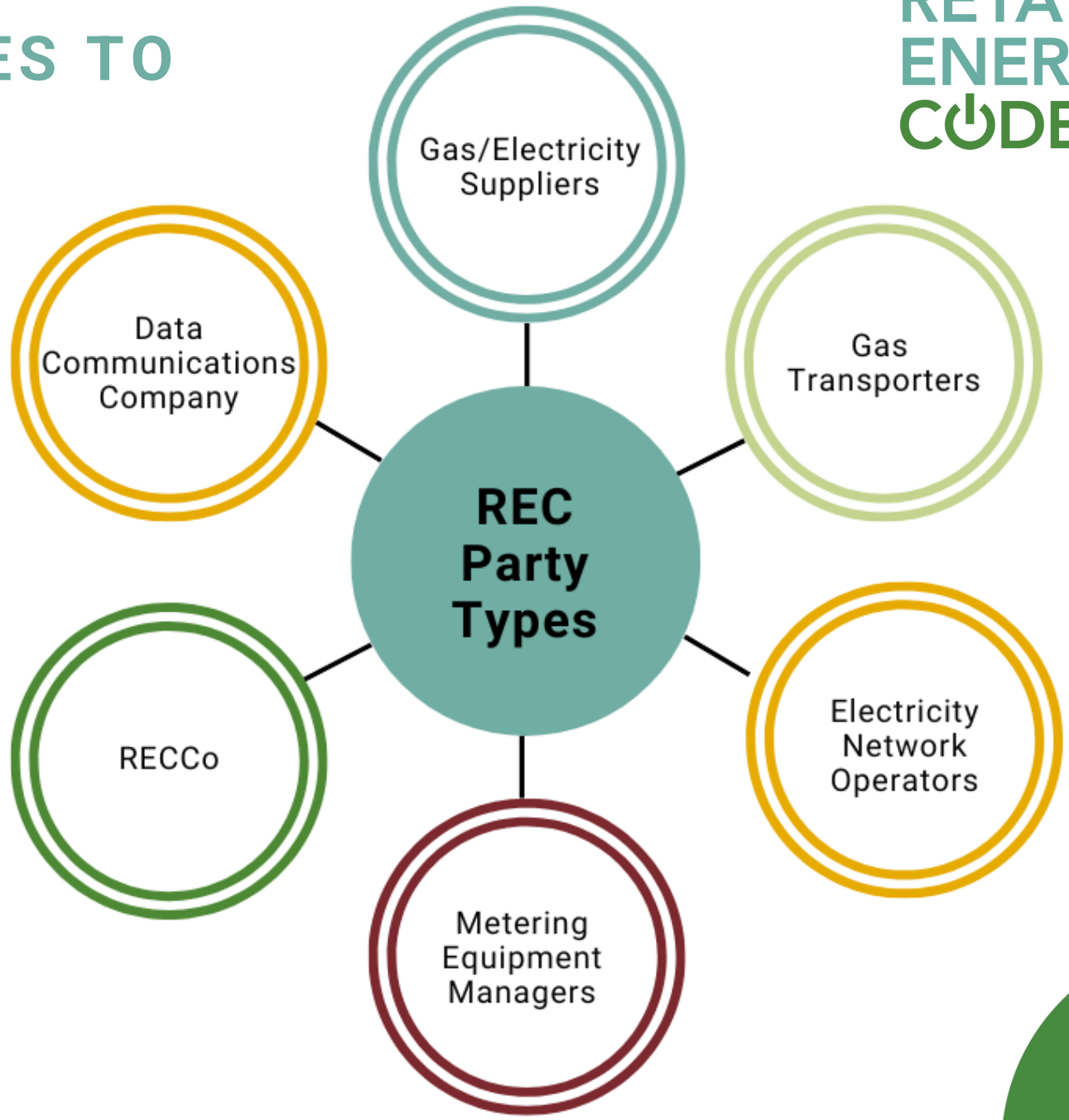
Retail market rules RETAIL ENERGY CODE **Switching • Registration • Metering • Consumer Data • Theft**

The REC governs how competition operates **at the retail interface**

WHO THE REC APPLIES TO

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Any organisation with **defined retail market responsibilities under the REC**



SCOPE OF THE REC

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Switching and Registration

Supplier and site changes

Consumer Data

Access. accuracy, and protection

Market Change and Innovation

Change, sandboxing and reform

Metering Operations

Roles, responsibility, and safety

Prepayment and Theft

Protections and obligations

The REC governs end-to-end **retail market interactions** across gas and electricity

RECCO AND THE REC CODE MANAGER

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recco

Owns and operates the Retail Energy Code

Sets strategic direction, oversees delivery.

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REC Code Manager runs the REC day-to-day

Delivers change, assurance and operational services.

Moving towards a more **unified and consistent experience** for industry.

REC SERVICES

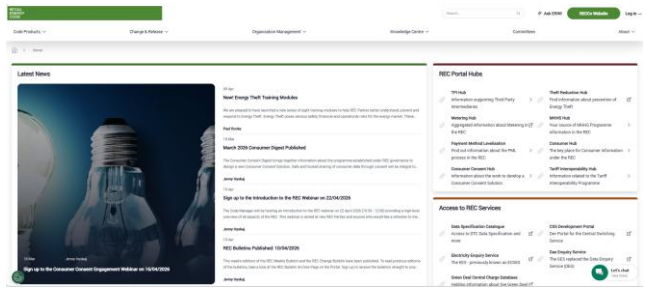
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Electricity Enquiry Service (EES)

Gas Enquiry Service (GES)

Energy Theft Tip Off Service (ETTOS)

Central Registration Service (CRS)





Guidance, access and support for REC services are available via the REC Portal and your OAM

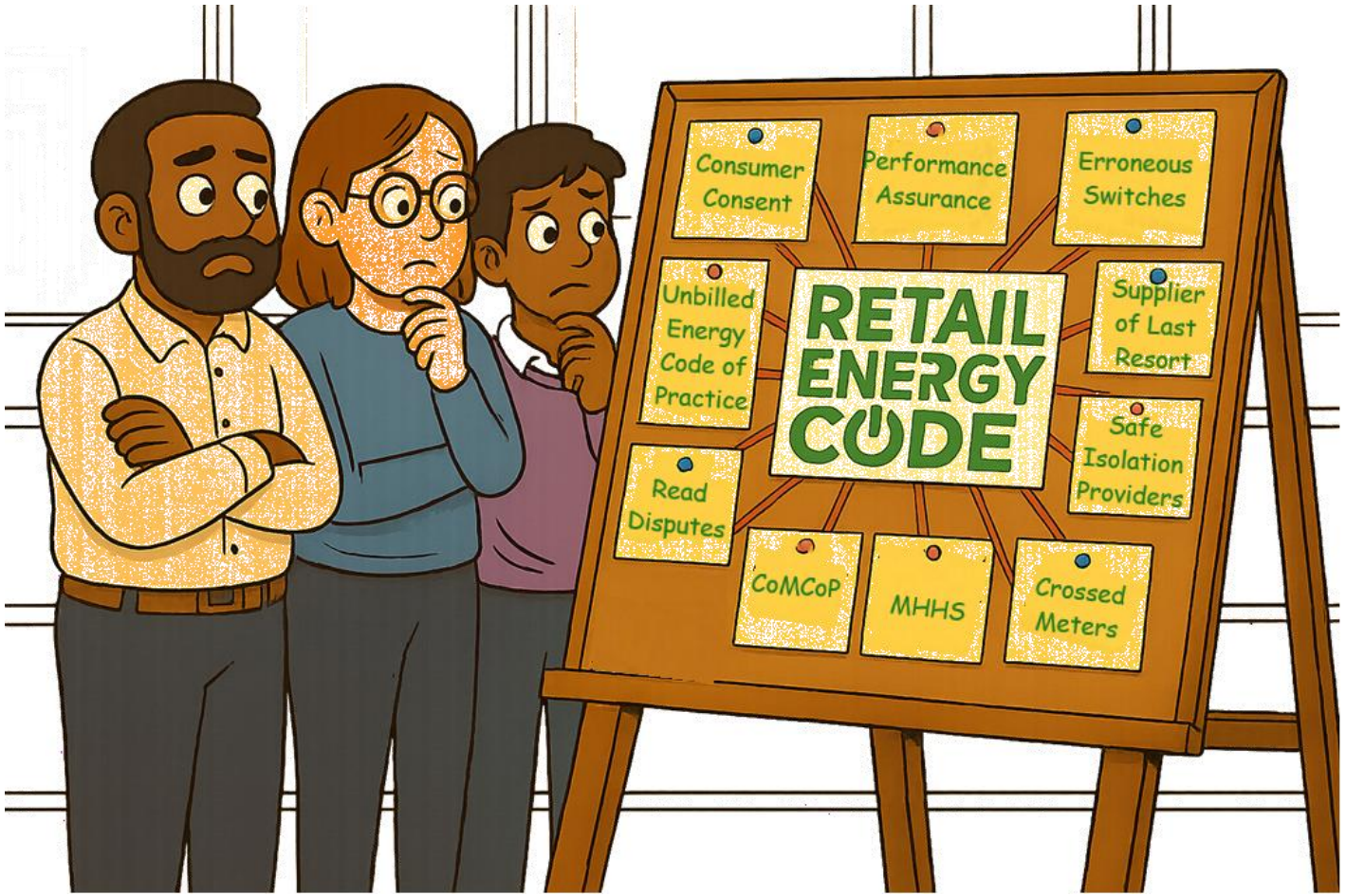
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ENGAGEMENT WITHIN REC

CARL DENNIS

REC PUZZLED

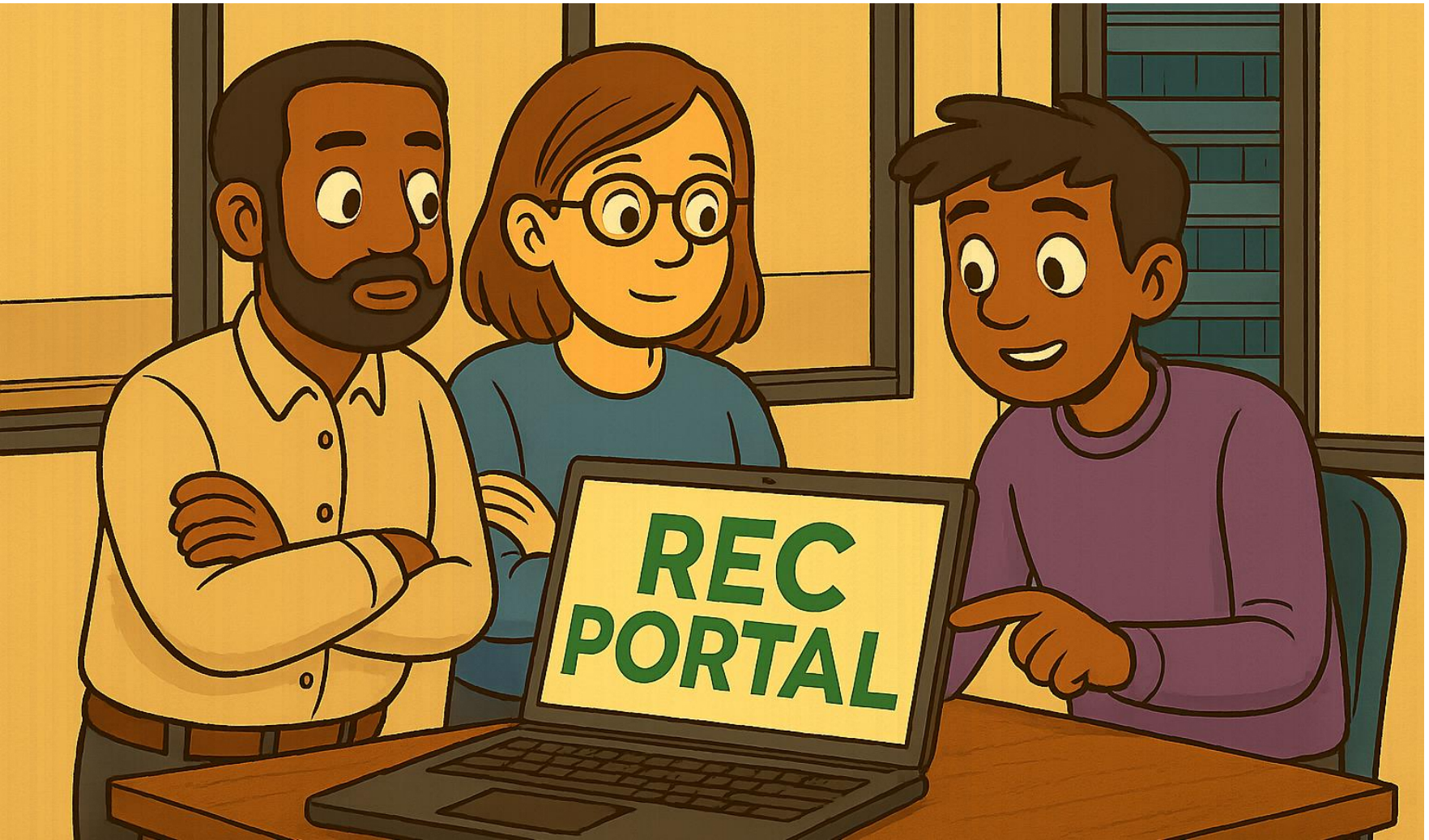
- The Retail Energy Code is broad
- It covers a wide range of Consumer Facing process, each of which can be tied to various obligations across multiple Schedules
- Piecing everything together can be a daunting prospect
- But to save yourself getting REC Puzzled…..



REC PORTAL

RETAIL ENERGY CODE

Familiarise yourself with the **REC Portal!**

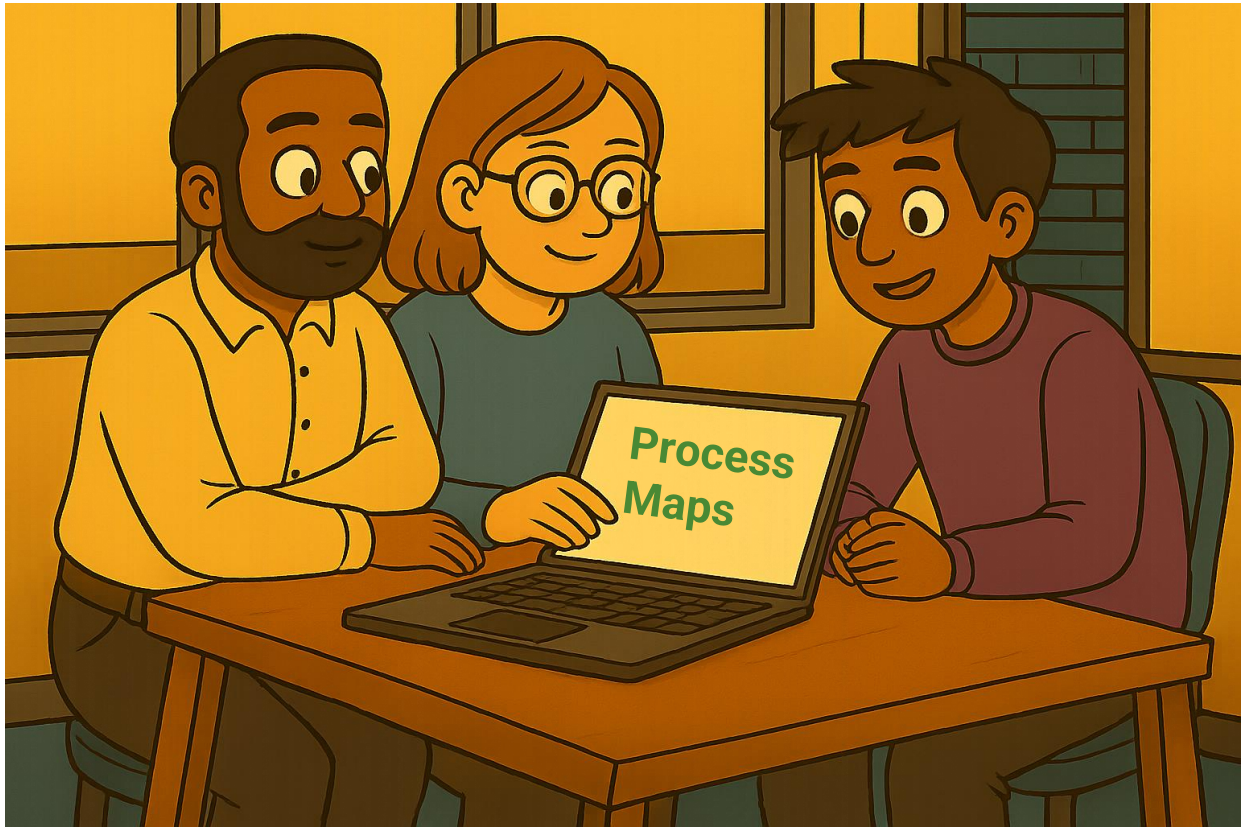


REC PORTAL – THE SCHEDULES

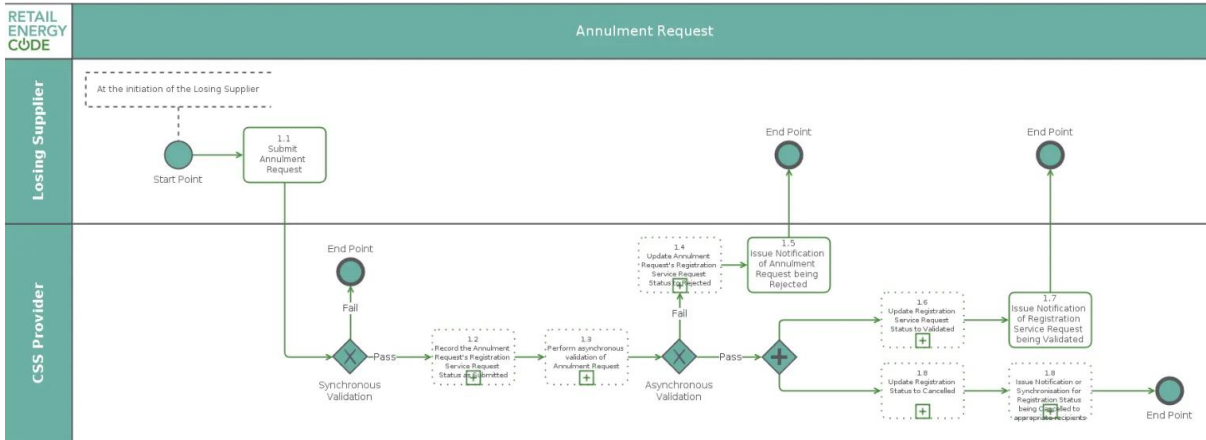
- REC Governance and Change Management
- Define mandatory and optional obligations by Party type
- Contain operational processes for the GB Energy Market
- Service Specification for REC Service Providers
- Technical Specifications for Market Messages
- Performance Assurance and Compliance
- Charging and cost recovery
- Data handling
- Dispute Resolution



REC PORTAL – PROCESS MAPS AND MARKET MESSAGES



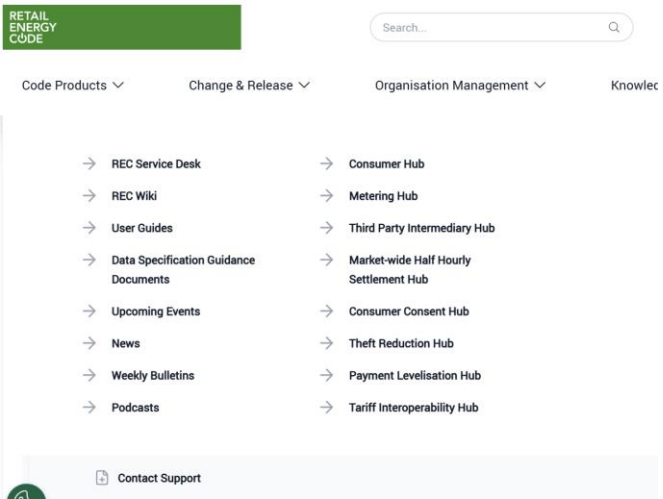
- Process Maps and Market Message specs combine to bring to life the Processes defined in the Schedules
- They help to complete the picture when combined with the REC Schedule interface tables



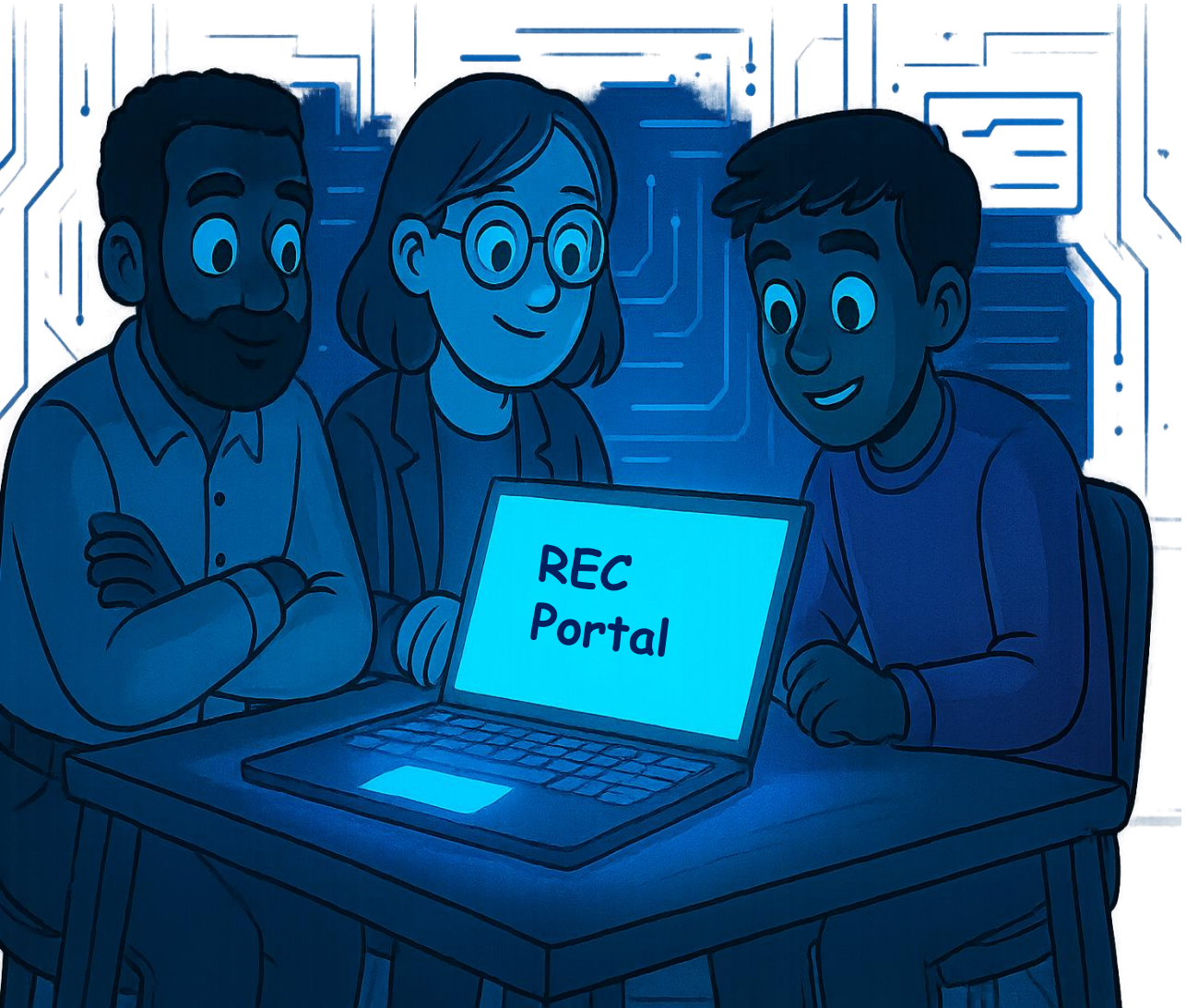
REC PORTAL – KNOWLEDGE CENTRE

- ERIN stands for ‘Energy Retail Information Network’ and is the REC knowledge-base that can help you explore and query the REC Portal.
- REC Wiki has hundreds of pages of best practice, FAQs and process clarification
- REC Podcasts – ingest topics in bite size shows
- Specialist hubs for greater knowledge – Theft, Metering, Consumer, TPI, MHHS to name a few.





REC PORTAL – THE FUTURE IS COMING



- The REC Portal is getting a glow up
- The REC Digital Service Provider has been selected
- They are currently in the design and UAT phase
- Expect to see the new Portal in Q4 2026

SERVICE DESK

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Webchat

Email

Phone

Portal tickets

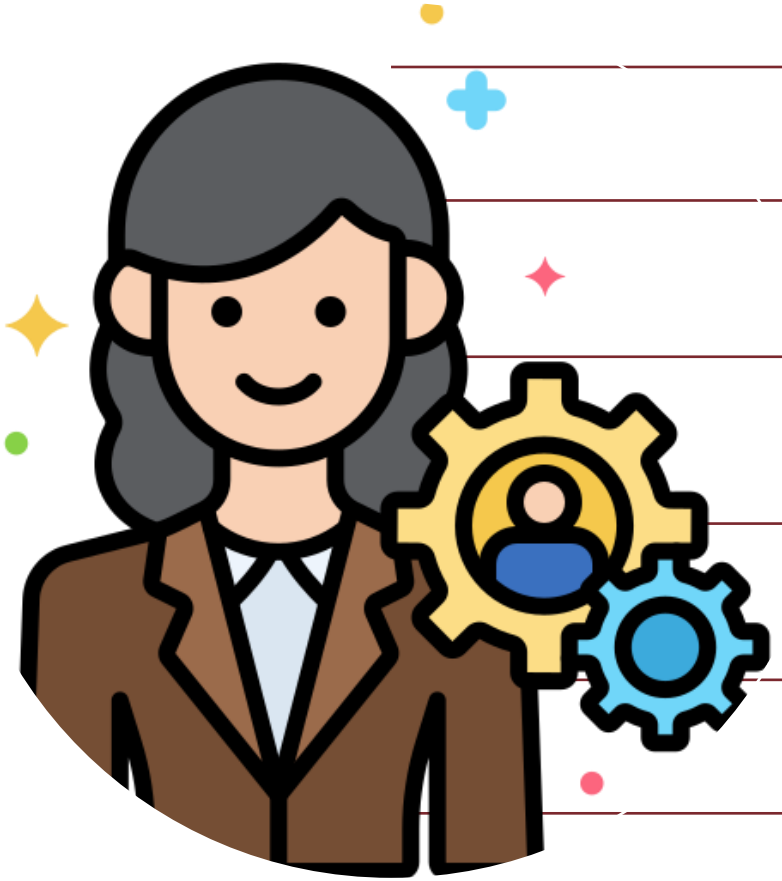
99.7% Enquiries resolved within 3 days

88% Enquiries fixed at first line within 24 hours

14,000 Enquiries per year

Highly collaborative, with both internal teams and wider industry codes to ensure that we answer or redirect your enquiry as smoothly as possible.

OPERATIONAL ACCOUNT MANAGEMENT



- **Welcome** meeting
- **REC Portal** set up & navigation
- **Market Entry/Qualification** discussions
- Offer of **regular catch ups**
- **Operational Contacts**
- **Performance Assurance** support

All REC Parties, Non-Party REC Service Users and Voluntary Code of Practice TPIs have an Operational Account Manager (OAM) appointed at the point of application

PERFORMANCE ASSURANCE

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Protecting Consumers & Other Industry Participants

Identification & Evaluation of Risks



Performance Monitoring & Remediation

We are your **critical friend**

We are here to help **you maintain and improve** your compliance with the REC and support you in meeting your obligations. We value **open dialogue** with Parties.

HOW WILL THE PA TEAM ENGAGE WITH ME?

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Preventive

Provision of High-Quality Guidance

Qualification / Maintenance of Qualification

Training and Guided Pathways



Incentive

Notification

Peer Comparison

Performance Charges



Risk Monitoring

Cross Industry Monitoring

Specific Topic Monitoring

Sentiment Analysis

Surveys



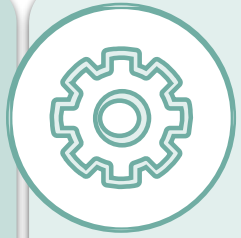
Assessment

Enquiry

Information Request (IR)

Self-Assessments

Code Manager Assessment



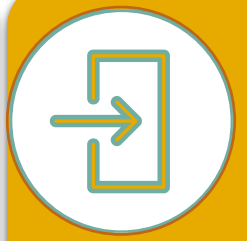
Remediation

Action plan

Periodic Monitoring and Closure Reports

Management Assertion

Code Manager / Independent validation



Escalation

Specific Conditions

Referral to Ofgem

Event of default

Performance Assurance Techniques

Escalations

OTHER WAYS TO ENGAGE

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Change Issues Group (CHIG)

- REC Parties
- Interested Market Stakeholders



Operational Metering Forums (G-OMF and E-OMF)

- REC Parties
- Qualification Service Provider
- Interested Stakeholders



Communications

- Weekly Bulletins
- Change Bulletins
- Regular webinars
- News articles
- LinkedIn



REC Issues Group

- REC Parties
- Monthly meeting
- Open discussions of problems

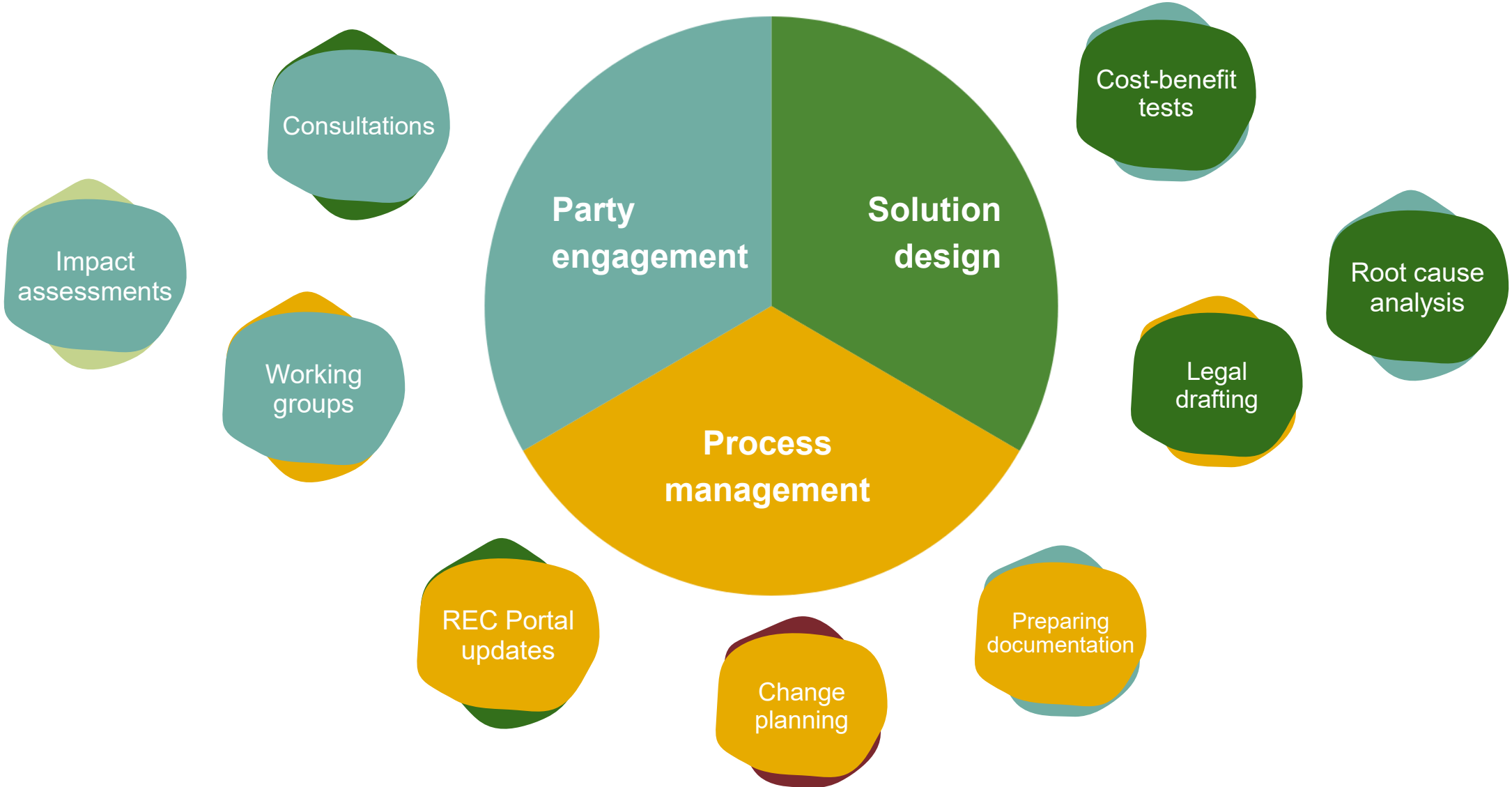
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INNOVATION AND REC CHANGE

HOLLY LAW

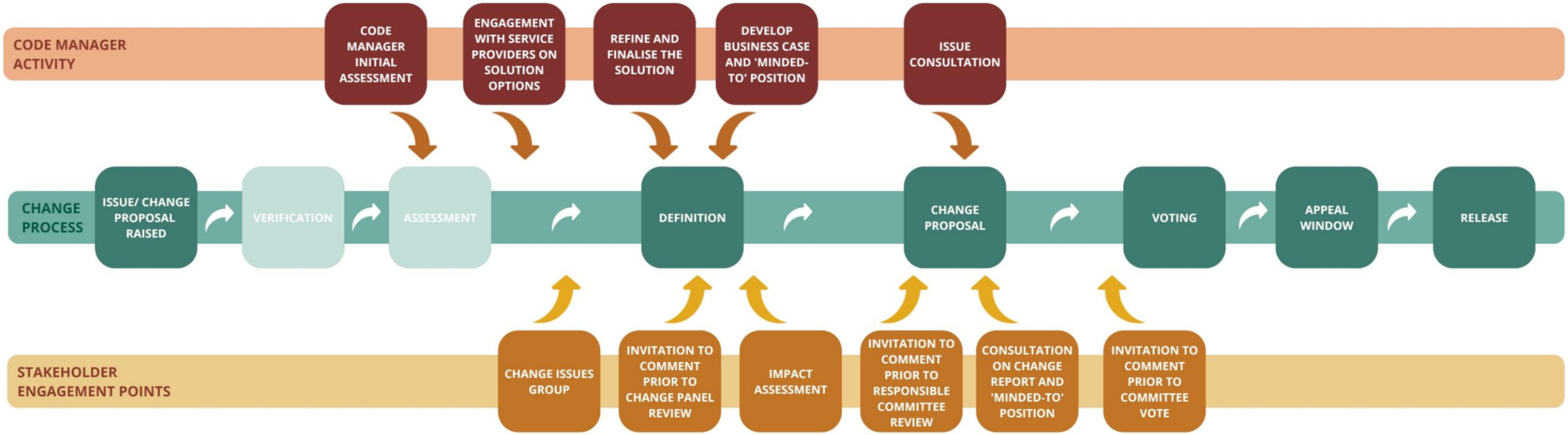
WHAT DOES THE CHANGE TEAM DO?

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REC CHANGE PROCESS

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RAISE A CHANGE OR ISSUE

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Search...

Ask ERIN!

RECCo Website

Log in →

Code Products | Change & Release | Organisation Management | Knowledge Centre | Committees | About

- Change Management
- Change Register
- Change Portfolio Overview
- Consultations
- Impact Assessments
- Category 3 Change Log
- Codes Roadmap
- Prioritisation Matrix
- Code Releases
- Release Management
- Data Specification Pre-Release Information
- Meter Product Table Changes

Raise REC Issue or Change

Contact Support



Webinar on 22/04/2026

The Code Manager will be hosting an Introduction to the

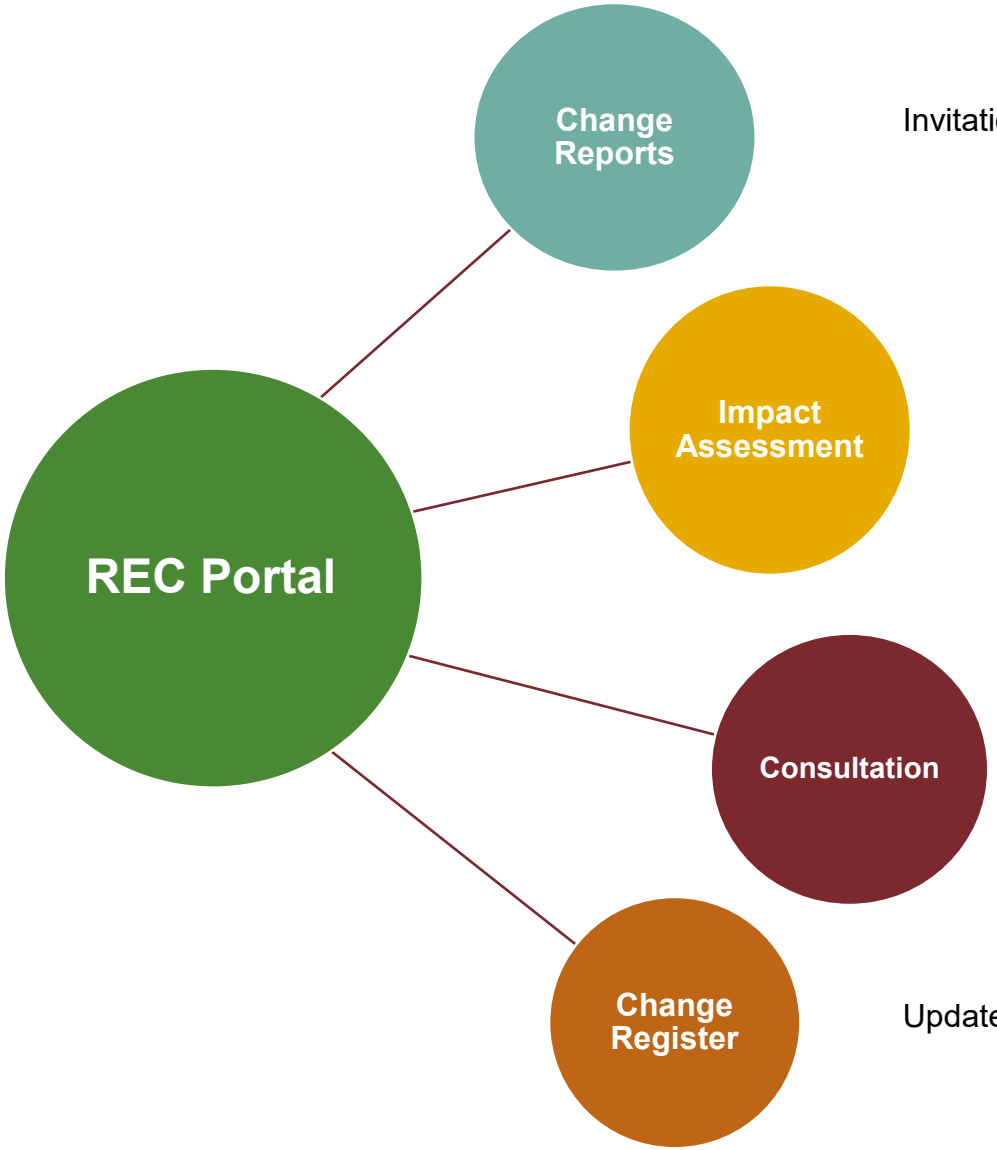
Theft

Metering Hub

Let's chat
We're Online

Your source

ENGAGEMENT WITH THE CHANGE PROCESS



Invitation to comment on Change Reports and Change Proposal Plans

Targeted impact assessment request to identify business impacts

Consultation on the Preliminary Change Report and Code Manager recommendation

Updates on Changes across the entire portfolio

OTHER WAYS TO ENGAGE

RETAIL ENERGY CODE



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INNOVATION IN THE REC

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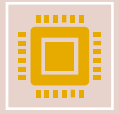
Sandboxes are used to trial new approaches **without being subject to the usual rules**



Sandbox trials inform decisions and **can be a precursor to REC changes**



They support **evidence collection** to determine whether a different approach is viable



Create **benefit cases** for REC changes through controlled tests and trials



Supports REC values of innovation and **promoting consumer benefit**

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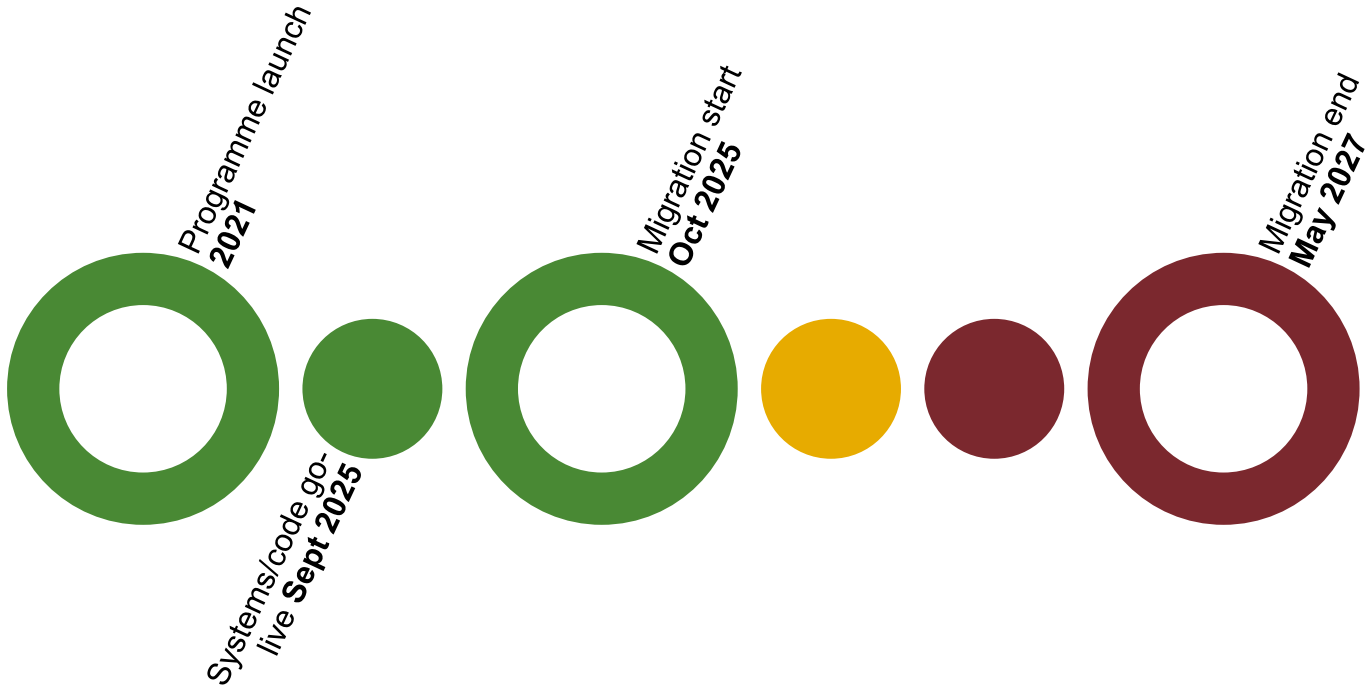
ONGOING REC PROGRAMMES

HARRIET TRUSS

MARKET-WIDE HALF HOURLY SETTLEMENT

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MHHS PROGRAMME

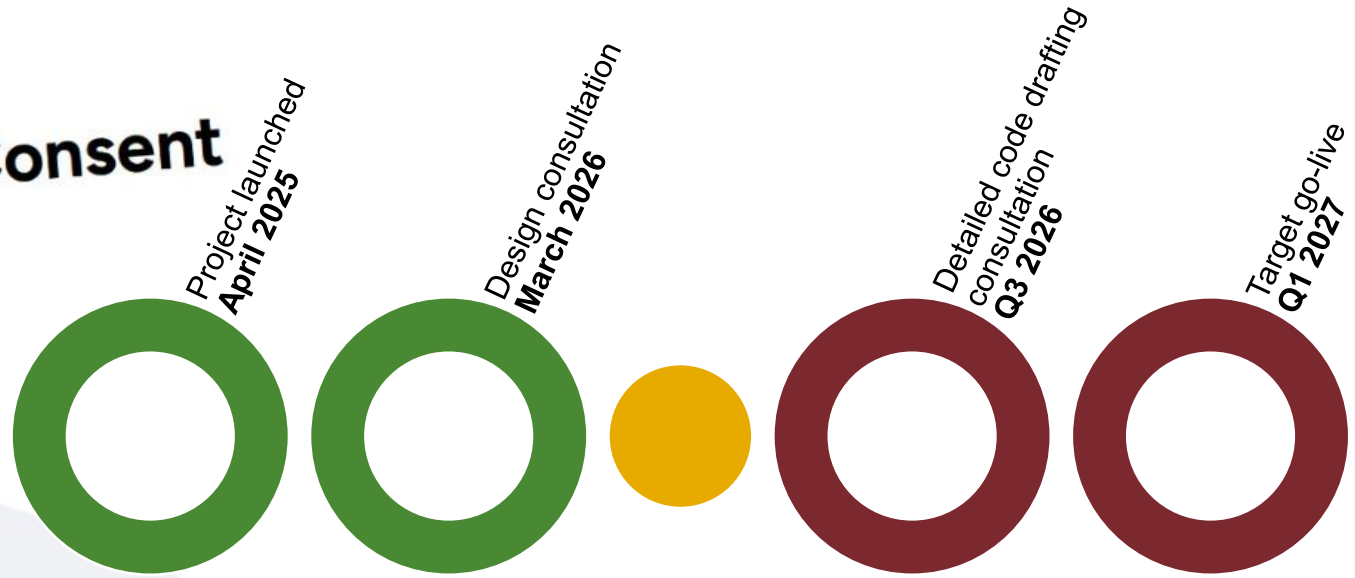


Efficiently delivering market-wide half hourly settlement, enabling **market flexibility** and **integration of renewable energy**.

CONSUMER CONSENT SOLUTION

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Help shape a practical, consumer-centred approach to consent

Scan me!

Providing a central energy market consent management solution and a consumer facing portal, **enabling consumers to view and manage consent for sharing their energy data.**

TARIFF INTEROPERABILITY

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Enables Energy Smart Appliances to access and respond to time-of-use and dynamic tariffs through a standardised interface, making it easier for consumers to benefit **from flexible energy services and reduce energy costs**.

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SUMMARY

PAUL ROCKE

The REC is a framework designed to support a **functioning**, **evolving** retail energy market

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1. Make use of the **REC Portal**

2. Know your **OAM**

3. **Engage** early

You don’t need to navigate the REC alone

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Q&A

ALL

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THANKS FOR ATTENDING

CONTACT US: ENQUIRIES@RECMANAGER.CO.UK

CONTACT INFORMATION

RETAIL ENERGY CODE

REC Service Desk: enquiries@recmanager.co.uk

Raise a ticket online: https://recportal.co.uk/service-desk-landing

REC Change Mailbox: change.management@recmanager.co.uk

REC Performance Assurance Mailbox: performanceassurance@recmanager.co.uk

REC Committees Mailbox: committees@recmanager.co.uk

REC Technical Enquiries Mailbox: technicalenquiries@recmanager.co.uk

Consumer Consent Programme: consumerconsent@retailenergycode.co.uk

Tariff Interoperability Programme: Tariffinteroperability@retailenergycode.co.uk

RECCo mailbox (general): info@retailenergycode.co.uk

RECCo mailbox (invoicing): finance@retailenergycode.co.uk

Electricity Enquiry Service helpdesk: support@candc-uk.com

Gas Enquiry Service helpdesk: https://www.xoserve.com/help-and-support/raise-a-new-support-request/

Switching Service management system: https://dccprod.service-now.com/csm

Follow REC Code Manager on LinkedIn: https://www.linkedin.com/company/rec-code-manager/

REC PORTAL USEFUL PAGES

RETAIL ENERGY CODE

REC Portal Home: https://recportal.co.uk/home

REC News: https://recportal.co.uk/news

REC Party Register: https://recportal.co.uk/group/guest/industry-contacts

REC and the REC Schedules: https://recportal.co.uk/rec-main-body-schedules

REC Category 3 documents: https://recportal.co.uk/category-3-documents

REC Wiki: https://recportal.co.uk/rec-wiki-landing

REC User Guides: https://recportal.co.uk/user-guides

Upcoming and past REC events: https://recportal.co.uk/rec-events

Market Messages: https://digital-navigator.azurewebsites.net/search/market-messages

Market Scenarios process maps: https://digital-navigator.azurewebsites.net/market-scenarios

Consumer Hub: https://recportal.co.uk/consumer-hub

Metering Hub: https://recportal.co.uk/web/metering-hub

Energy Theft Reduction Hub: https://recportal.co.uk/group/energy-theft

Performance Assurance Information Hub: https://recportal.co.uk/performance-assurance-information-hub

Market-wide Half Hourly Settlement Hub: https://recportal.co.uk/market-wide-half-hourly-settlement

Consumer Consent Hub: https://recportal.co.uk/consumer-consent-hub

Tariff Interoperability Hub: https://recportal.co.uk/tariff-interoperability-hub

Past REC Bulletins: https://recportal.co.uk/rec-bulletin-archive

Past REC Podcasts: https://recportal.co.uk/podcasts

OTHER USEFUL RESOURCES

RETAIL ENERGY CODE

RECCo website: https://retailenergycode.co.uk/

RECCo LinkedIn: https://www.linkedin.com/company/the-retail-energy-code-company/

REC Bulletins sign up page: https://retailenergycode.eo.page/jbxky

Electricity Enquiry Service: https://www.ecoes.co.uk/

Gas Enquiry Service: https://www.xoserve.com/products-services/data-products/gas-enquiry-service-ges/

Green Deal Central Charge database: https://www.gdccportal.com/

Ofgem register of licenced companies: https://epr.ofgem.gov.uk/

CACoP: https://cacop.co.uk/

Smart Energy Code (SEC): https://smartenergycodecompany.co.uk/

Balancing and Settlement Code (BSC): https://www.elexon.co.uk/

Uniform Network Code (UNC): https://www.gasgovernance.co.uk/

IGT Uniform Network Code (IGT UNC): https://www.igt-unc.co.uk/

Distribution Connection and Use of System Agreement (DCUSA): https://www.dcusa.co.uk/

System Operator Transmission Owner Code (STC): https://www.nationalgrideso.com/industry-information/codes/system-operator-transmission-owner-code-stc

Connection and Use of System Code (CUSC): https://www.nationalgrideso.com/industry-information/codes/connection-and-use-system-code-cusc

Distribution Code: http://www.dcode.org.uk/

Grid Code: https://www.nationalgrideso.com/industry-information/codes/grid-code