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The Consumer Consent Solution

Frequently Asked Questions

Published: 18 September 2025

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What is the Consumer Consent Solution?

The Consumer Consent Solution (CCS) is a standardised, secure framework that lets people give, manage, and withdraw permission to share their energy data with trusted third parties. It will be part of the Retail Energy Code (REC).

The Retail Energy Code Company (RECCo) leads delivery, while the Office of Gas and Electricity Markets (Ofgem) provides policy direction.

Why is it necessary?

People need a simple, trusted, and consistent way to control their data. As the energy system becomes smarter and more digital, data helps people make informed choices. This solution puts control back in people's hands and builds trust.

- ➔ People can share data confidently for their own benefit
- ➔ Tailored services become easier, such as flexible tariffs, energy advice, and switching support
- ➔ Confusion and duplication reduce across the market
- ➔ Privacy and security improve through clear rules and audits
- ➔ Innovation grows, which helps people save money, cut carbon, and choose services that fit their needs

Who does it impact?

1. Consumers gain greater transparency and control over how their data is used
2. Energy suppliers, service providers, and third-party intermediaries (TPIs) adopt the solution to support new services and migrate existing consents into the solution
3. Data holders and infrastructure operators integrate with the framework to enable secure, consistent data sharing
4. Regulators, policy makers, and consumer groups use it to ensure fairness, privacy, and consistent practice

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Does it include non-domestic customers?

No. The first release covers domestic customers only. Non-domestic customers are out of scope, as their data sharing is permission-led rather than consent-led.

How will it benefit domestic consumers?

- Clarity to see and manage consent
- Choice to access a broader range of services
- Confidence that data is used properly
- Control to withdraw permission at any time
- Longer-term benefits will unfold for consumers, the market, and the system

How will it build on existing consumer mechanisms and avoid duplication?

The approach is **reuse** first. It will align with existing mechanisms, like smart meter opt-in and open banking patterns, where it adds value. It will not replace working solutions unless there's a clear benefit. The goal is to reduce fragmentation, avoid duplication, and make it easier for people to give informed consent through familiar channels. Changes will be delivered through the REC, including a new REC Schedule and updates to the REC Data Specification.

How will it interact with other industry initiatives?

The goal is a cohesive, **interoperable data ecosystem** that reduces duplication and works seamlessly for consumers and the market. This means it will complement and integrate with several industry initiatives:

- Data Communications Company (DCC)
- Data Sharing Infrastructure (DSI)
- Flexibility Market Asset Register (FMAR)
- Settlement Data Repository (SDR)
- Smart Energy Code Company (SECCo)
- Tariff Interoperability (TI)

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How can industry and third parties use it?

- Obtain and manage consent in a standardised, secure, and auditable way
- Reduce the cost and risk of fragmented or bespoke consent systems
- Launch innovative, data-driven services with confidence
- Build consumer trust with a consistent, easy-to-understand consent experience across energy services
- Meet regulatory and data protection requirements, such as the UK General Data Protection Regulation (UK GDPR)
- Unlock new opportunities, such as supporting adjacent initiatives like the Settlement Data Repository (SDR) and Smart Data work

How can consumers use it?

- Share data with switching and comparison services
- Enable personalised energy advice
- Join demand flexibility offers, including off-peak savings
- Access social support or tailored tariffs (for example, through housing providers or charities)
- Withdraw consent quickly and easily
- Access new services as they emerge

How is it different from existing consent tools?

Consent is fragmented. Many journeys rely on bilateral contracts between service providers and data holders. This slows sharing and adds complexity. The new approach changes that.

- Standardises and simplifies consent across the energy sector
- Provides one consistent, interoperable foundation across the market
- Enables faster, more secure data sharing between organisations
- Focuses on simple journeys, transparency, inclusivity, and security by design
- Reduces reliance on separate bilateral contracts between service providers and data holders

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- Replaces fragmented, duplicative approaches with a single trusted route
- Helps businesses meet regulatory and data-sharing requirements, and supports consumers' rights under the Data Use & Access Act 2025 (DU&A), subject to the legislation being in force

When will the framework be available, and how do MVP and MMP differ?

➔ A Minimum Viable Product (MVP) will be developed and tested in 2026. It proves the service with the smallest feature set.

➔ A Minimum Marketable Product (MMP) will follow in Quarter 1, 2027. It will add what's needed for broad market adoption and deliver the first market-ready release.

➔ Iterative releases will follow through 2027, and beyond.

The timelines seem tight. Is this realistic?

Yes. The programme is phased. Delivery runs in two-week sprints, with functional prototypes to reduce risk early. Governance, assurance, and delivery move in parallel to achieve the first market-ready release (MMP).

We'll share progress through the REC Portal Consumer Consent Hub and Consumer Consent Digest monthly newsletters. The Office of Gas and Electricity Markets (Ofgem) will publish an Impact Assessment in October 2025. That assessment will add clarity and help refine the delivery timeline.

What data will be available?

It enables and manages a person's consent to share data through other agreements. The MMP will initially support smart meter consumption data. Additional data types will become available as more sources are added to the framework.

How is the ongoing use or onward sharing of data prevented?

➔ Common journey and language

➔ Clear what's shared, when, with whom, and for what purpose

➔ Access is only permitted for that purpose

➔ Other third parties cannot access that data

➔ Breach of conditions if shared onward, with removal from the Trust Framework

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➔ Open banking has a directory of approved providers

How will it be governed?

It will be underpinned by a governance framework in the REC, which will set obligations, roles, and service levels. A new REC Schedule and updates to the REC Data Specification will codify the model. Accreditation, onboarding, and audit will sit in the Trust Framework, with compliance managed through the Performance Assurance Framework (PAF). Further details will be shared once the REC Change is agreed upon.

How does it link to the Data Use & Access Act 2025?

It aligns with the Data Use & Access Act (DU&A), and RECCo acts as the Interface Body. This ensures secure and fair data sharing.

How will industry be consulted and informed?

- We've set up three Working Groups with representatives from across the sector. They provide broad input and encourage open, transparent engagement. Each Working Group will publish a recommendation paper, and drafts will be shared for comment.
- While membership is currently fixed, there will be many opportunities to get involved, including engagement days, public consultations, and surveys over the coming months.
- Updates will be shared on the REC Portal Consumer Consent Hub, Consumer Consent Digest monthly newsletters, RECCo Consumer Consent Service Hub, and engagement days.

Who can I contact for more information?

Whether you have a question, concern, or want to stay informed, our dedicated Consumer Consent Solution team is here to help and collaborate with you. Contact us at:
consumerconsent@retailenergycode.co.uk

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