RETAIL ENERGY CODE

6. I0318 – INTRODUCTION OF CONSUMER CONSENT SOLUTION

HARRIET TRUSS

CONSUMER CONSENT SOLUTION (CCS)

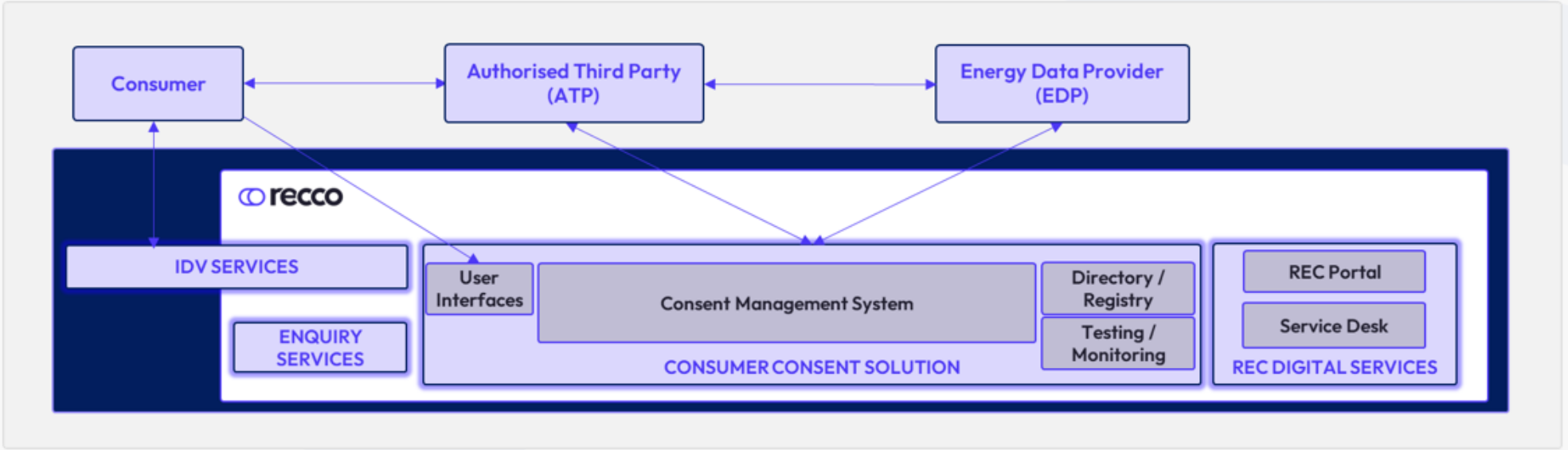
- New, secure digital solution.
- Empowers energy consumers to control who can access their energy data.
- Enables people to easily grant, manage, review, and revoke consent.
- Supports transparency, consumer choice, and data protection across the retail energy market.
- Service being developed in line with Ofgem's published Design Principles .
- Will underpin a supplier licence obligation for recording consent consistently across the sector.

RECCO PROJECT KEY CONTACTS

RETAIL ENERGY CODE

- Tracy Hardy – Senior Responsible Owner
- Matt White – CCS Product Owner
- Sarah Jones – Regulation & Governance Lead
- Ann Perry – Market Design Lead

Overall Solution Architecture



CONSUMER CONSENT SOLUTION			
Consumer-focused **User Interfaces** which will be held centrally **or** distributed to Data Users or Data Providers	A **Trust Framework** Directory and Registry for organisations to publish themselves and datasets an API details for Discovery	**Consent Management System** to store consent records and enable data exchange with certificates and tokens/credentials	**Testing and Monitoring** functionality to ensure industry-wide compliance and API uptime

IDV SERVICES	COMPANIES HOUSE (UKGOV)	ENQUIRY SERVICES	SERVICE DESK	REC PORTAL
A CCS **ID&V** service will be selected, but we will also look to integrate and federate with external ID&V services	**Companies House** will be used for validating beyond MMP requirement of business and/or micro-business	**Enquiry Services** will be used to 'Match' and validate addresses provided by consumers with MPxNs	A **Service Desk** will be included to support industry, which may be part of the CCS or a separate component delivered by RECCo	**REC Digital Services** will be the main frontend for industry, streamlining accreditation and onboarding

CONSUMER CONSENT SOLUTION - BACKGROUND

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Ofgem

- 2022-24: Development leading to mandate & Consent Solution paper
- Apr-May 2025: Appointed RECCo to deliver Consumer Consent Solution
- CCS Arrangements to be governed under the REC
- Jun-Dec 2025: Industry engagement transitioned to RECCo

RECCo Project

- Deliver technical solution
- Deliver governance arrangements
- Engagement with industry
  - Topic Specific Groups
  - Webinars
  - In Person Engagement Days

Current status

- Design consultation open until 25 March 2026
- Technology procurement in progress
- Governance framework in development
- REC Issue raised – I0318

R0318 – INTRODUCTION OF CCS

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RECCo project

- Responsible for the delivery of the Consumer Consent Solution.
- Including development of solution, governance, assurance and legal drafting.

REC Issue

- Ensures visibility amongst REC change stakeholders.
- Supports engagement before approval and implementation through REC change governance.

RECCo consultation on legal drafting in Q3 2026

- Primary opportunity to input into legal text.

REC Change Proposal

- Will progress following refinements resulting from the legal drafting consultation.

OVERVIEW OF REC IMPACTS

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REC Main Body	New Schedule for CSS Arrangements	New Service Definition (new Service Provider)	New API Technical Specification (Data Spec)
Customer Experience Guidelines (Data Spec)	Schedule 9 - Qualification & Maintenance + Access Agreement	Schedule 10 - Charging Methodology	Schedule 29 - Address Management
	Schedule 1 - Interpretations & Definitions	Performance Assurance documents	

I0318 WHAT'S NEXT

- Regular updates at Change Issues Group
- Signposting to engagement opportunities
- Direct link to RECCo project legal drafting
- Move to Change Proposal expected in Q4 2026

GET INVOLVED

Consumer Consent Solution Design Consultation

- Consulting on the proposed design of the Consumer Consent Solution and the Minimum Marketable Product

    - To **respond,** download the Consumer Consent Solution Design Consultation Pack from RECCo | Consumer Consent Programme page

    - Complete **Annex A: Consultation Response Form**, and email your completed response to consumerconsent@retailenergycode.co.uk by 17:00 on **25 March 2026**.

Further information

- REC Portal - Consumer Consent Hub

Retail Energy Code Company

Building a Retail Energy Market fit for the future

Involved in consumer data and consent in the energy sector?

Let's connect.

The Consumer Consent Project is live, and we want to hear from you. Whether you have a question or concern or want to stay in the loop, our team is here to collaborate.

📩 **Reach us at: consumerconsent@retailenergycode.co.uk**

Your feedback plays a key role in shaping a secure, consumer-centric solution.

Get Involved in Developing Consumer Consent (MMP)

Help shape a practical, consumer-centred approach to consent

Scan me!