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Meeting	RECPAB_26_0929
Date	29/09/2026, 10:00am
Location	In Person / Hybrid

Meeting Minutes

Performance Assurance Board (PAB)

Attendee	Representing	Initials	Role
Jon Dixon	RECCo	JD	PAB Chair
Dorcas Batstone	Independent Member	DBa	PAB Member
Steve Arthur	Independent Member	SA	PAB Member
Steve Verdon	Independent Member	SV	PAB Member
David Brown	Metering Equipment Manager (MEM) Representative	DBr	PAB Member
Fungai Madzivadondo	Distribution Network Operator (DNO) Representative	FM	PAB Member
Shiv Singh	Gas TransporterRepresentative	SSi	PAB Member
Simon Waltho	Balancing and Settlement Code (BSC) Representative	SW	PAB Member
Paul Saker	Supplier Representative	PS	PAB Member
Paul Everett	Supplier Representative	PE	PAB Member
Angela Joyce	Supplier Representative	AJ	PAB Member
Anne Jackson	Uniform Network Code (UNC) Representative	Aja	PAB Member

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Beth Procter	Smart Energy Code (SEC) Representative	BP	PAB Member
Jess Collins	Citizens Advice	JC	PAB Member
Kat Higby	RECCo	KH	Assurance Integration Lead
Joy Nnanami	RECCo	JN	Assurance Manager
Lara Rosset	RECCo	LR	PAB Secretary
Shelly Rouse	REC Code Manager	SR	PAB Observer
Scott McPhillimy	Ofgem	SMc	PAB Observer
Lewis McKenzie	REC Code Manager	LMcK	PAB Observer
Becca Fox	REC Code Manager	BF	PAB Observer
James Rees (for item 5)	REC Code Manager	JR	Operational Account Manager
Eise Handy (for item 5)	RECCo	EH	Service Delivery Manager - Enquiry Services
Lorna Mallon (for item 6)	REC Code Manager	LM	Principal Regulatory Consultant
Rosalind Timperley (for item 7)	REC Code Manager	RT	Managing Consultant Energy & Utilities
Florentina Monea (for item 8)	REC Code Manager	FM	Change Analyst
Rachel Norberg (for item 9-12)	REC Code Manager	RN	Sandbox & Derogation Lead
Ian Chalfon (for item 13)	REC Code Manager	IC	Energy Change Specialist
Ben Breen (for item 14)	DCC	BB	Service Operations Manager

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1&2 Review of Open Actions and Approval of Previous Minutes

The Chair welcomed attendees to the meeting of the PAB. No apologies were received.

The PAB unanimously **APPROVED** the actions and draft minutes from the PAB meeting held on 25 August 2026.

PAB Members reviewed the open actions. Updates were provided regarding publication of guidance on PAB indemnities, cross-code collaboration activity, technical inconsistencies across the market, future SDEP planning and the previously requested DCC update.

Two actions were closed following updates provided at the meeting. Remaining actions will continue to be monitored and reported back to the PAB as defined in the Action Log.

3 Verbal Update on Assurance Service Delivery Transition

JN Presented

RECCo provided a verbal update on progress of the assurance service delivery transition following go live of the new service arrangements on 1 September 2026.

RECCo advised that the transition had largely completed successfully. The principal remaining focus is related to migration of assurance dashboards in line with the new arrangements. Three of the five dashboards remained subject to final validation and defect resolution activities. It is a fast progressing project with daily changes and updates.

PAB members queried expected completion date and any potential impact of a delay on dashboard users. RECCo advised that the target completion date is 01 October 2026. Stakeholders will be informed if any delays or limitations occur while final validation activities are completed.

The PAB:

- **NOTED** the update.

4 Party Assurance Update

LMcK Presented

The Performance Assurance Team provided its first Party Assurance update as the new Party Assurance Provider and outlined planned enhancements to reporting, including greater focus on consumer outcomes and emerging trends.

PAB members discussed current industry theft levels, increasing debt across the market and whether reported theft volumes accurately reflected prevailing market conditions. PAB members also discussed opportunities to identify and share best practice arising from future process assessments and assurance activity.

PAB members supported the proposed Theft Detection Incentive Scheme (TDIS) process assessment selection and noted ongoing investigation into data quality issues affecting risk drivers 6.1 and 6.2.

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The PAB:

- **NOTED** PATs applied by the Code Manager, the removal of incorrect Central Data Services Provider (CDSP)

  information requests and the temporary removal of risk drivers 6.1 and 6.2 from Party dashboards while a

  possible data issue is investigated.
- **APPROVED** the selection of a Supplier to be subject to a Process Assessment for TDIS verification.
- **APPROVED** the initiation of the REC Market Exit process for two Parties following their identification as dissolved/liquidated entities.

NEW ACTION: Code Manager to arrange a session with a PAB member as requested to further discuss process assessment methodology and next steps.

5 Addition of Metering Inventory Services to the Electricity Data Access Matrix

JR and EH joined virtually

The Code Manager requested that the PAB considers the addition of Metering Inventory Services as a new user category within the Electricity Data Access Matrix.

PAB members discussed the anticipated usage levels of the service, including the proposed volume of API requests and operational use cases. Further discussion took place regarding whether similar requirements may arise for gas metering services in future and how such requirements might be accommodated through future service development.

PAB members sought further clarity regarding the circumstances in which the proposed access arrangements would be utilised and requested that additional consultation activity be undertaken to better understand anticipated usage and operational scenarios before implementation proceeds.

Following discussion, PAB members requested that additional consultation questions be included to better understand anticipated usage and use cases before implementation proceeds.

The PAB:

- **APPROVED** the Code Manager's proposed alterations to the Electricity Data Access Matrix *(Provided that no material issues are identified through consultation)
- **APPROVED** the Code Manager's proposed alterations to Appendix 1
- **APPROVED** the Code Manager's proposed alterations to the Service User Categorisation and Assessment Document

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- **APPROVED** the Code Manager's proposed implementation date for 23 October 2026. *Post-meeting note: the implementation date has been amended to 30 October 2026 to allow the PAB to review consultation responses at the October PAB meeting ahead of implementation,*

NEW ACTION: The Code Manager to liaise with relevant PAB members to agree an additional question on prospective use and anticipated usage for inclusions in the consultation.

NEW ACTION: Code Manager to report back to PAB once consultation closes, confirming any implications for implementation.

6 Update to the Address Prioritisation Matrix (APM)

LM joined virtually

The Chair noted that the title of the paper had been amended and invited the Code Manager to outline the proposed changes.

The Code Manager explained that feedback received during trial activity had identified a small number of additional outcome categories required within the Address Prioritisation Matrix process. The proposed amendment would introduce these categories to ensure Distribution Network Operators (DNOs) were able to provide more accurate and consistent responses when using the Address Prioritisation Matrix. It was noted that the proposed changes would be subject to consultation before being brought back to PAB for final approval.

PAB members raised no concerns regarding the proposal.

The PAB:

APPROVED the change solution to be issued for consultation.

7 Robotics Sandbox Update

RT joined virtually

The Code Manager requested approval from the PAB to delay the start date of the previously agreed Derogation for the EDF and OVO robotics sandboxes. The proposed delay would align the sandbox period with implementation of REC Change Proposal R0122 (SDEP Review Improvements (2) – Usability) now expected in the June 2027 release. This would allow time to prepare guidance and training materials once the R0122 solution has been developed, and to provide the three-month notice period requested by consultation respondents.

PAB members questioned the reasons for delaying the previously agreed derogation and whether there was sufficient visibility of any informal use of robotics within SDEP. The PAB Chair highlighted the outstanding action to report to the October PAB meeting on SDEP's challenges and limitations, noting that this report could also clarify the use of robotics.

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On that basis, the PAB agreed to determine whether the start date of the previously agreed derogation and explicitly link it to the delivery of R0122.The PAB:

- **APPROVED** postponing the effective date of the Derogation until the trial is ready to commence after the delivery of R0122.

8 Tariff Interoperability Phase 1a – Supplier Performance Assurance Requirements

FM joined virtually

The Code Manager presented an update to REC Change Proposal R0323 - Tariff Interoperability Phase 1a – Supplier Performance Assurance Requirements and requested approval for an extension to the Proposal Plan.

The Code Manager explained that following industry consultation, several requests for additional clarity had been received. In parallel, further review identified that one of the proposed performance assurance reports required refinement to ensure that the information being collected remained appropriate and proportionate. Discussions were ongoing with the relevant service providers to assess reporting requirements and any implementation implications.

To allow completion of the additional analysis and solution refinement activity, the Code Manager proposed extending the Proposal Plan by one month, with the PAB decision moving from September to October 2026.

The PAB:

- **APPROVED** the extension to plan for R0323 as set out in the paper.

9 PAB Training – REC Sandbox & Derogations

RN joined virtually

The Code Manager provided a training session for PAB members surrounding sandbox and derogations. PAB members welcomed the introduction of enhanced governance arrangements, including appointment of a dedicated Sandbox and Derogation Lead, increased engagement with RECCo's market strategy and design teams and broader cross-code involvement.

PAB members discussed how innovation opportunities could be encouraged more effectively through REC governance and considered whether future sandbox activity could support wider market development initiatives.

The PAB:

NOTED the training session.

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10 Derogation Report – Market Stabilisation Charge (MSC) Statement Production Timescales Extended

RN Presented

The Code Manager requested approval of a temporary derogation relating to Market Stabilisation Charge (MSC) Statement Production Timescales. The derogation sought to temporarily extend statement production timescales from 15 to 40 working days whilst the full MSC solution is implemented.

The Code Manager explained that REC had commenced preparations for collection and calculation of MSC liabilities, however implementation of the associated REC Change Proposal remained subject to completion of the change process. The derogation was therefore proposed to provide sufficient flexibility to ensure accurate reconciliation and production of MSC statements during the initial implementation period.

PAB members discussed the relationship between the derogation and REC Change Proposal R0343 (MSC - Amending Statement Production Timescales)and sought clarification on whether the proposed arrangements were intended to be temporary or enduring. RECCo clarified that the derogation was intended only to support the initial implementation period, whereas the associated change proposal sought to establish a more sustainable approach should the Market Stabilisation Charge be reintroduced in future.

PAB members noted that while suppliers could experience delayed receipt of MSC statements, the proposed approach would improve accuracy and reduce the risk of incorrect calculations during the early stages of implementation.

The PAB:

- **APPROVED** the aspects of the Derogation as set out in the paper, including the timescales and recommended conditions.

11 Derogation Report – Exemption TI Energy Supplier Message Retry Requirements

RN Presented

The Code Manager presented a proposal seeking approval of a temporary derogation from the message retry requirements applicable to Tariff Interoperability (TI) Energy Suppliers. The Code Manager explained that the current Phase 1a design does not support the relevant retry functionality and that the requirement had been unintentionally retained within the REC drafting. The derogation would therefore provide clarity to Suppliers whilst permanent amendments are progressed through Phase 1b.

PAB members discussed whether alternative approaches could be adopted through amendment of legal drafting rather than reliance on a derogation. Concerns were also raised regarding visibility of active derogations within the REC and the importance of ensuring Parties can clearly identify where requirements have been temporarily disapplied. PAB members encouraged further consideration of how derogations and exemptions can be communicated more effectively within the digital REC environment.

The Code Manager confirmed that engagement with Suppliers had not identified evidence of significant development activity being undertaken in relation to the affected requirement and noted that early clarification would reduce the risk of unnecessary implementation activity.

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The PAB:

- **APPROVED** the aspects of the Derogation as set out in the paper, including the timescales and recommended conditions. *(subject to a clarification being added to the legal text that a Derogation has been applied)

NEW ACTION: Code Manger to add a clarification to the legal text that a Derogation has been applied.

12 Quarterly Sandbox and Derogation Update

RN Presented

The Code Manager provided an overview of all active Sandbox and Derogation applications. PAB members noted progress made across the portfolio and ongoing monitoring activity undertaken by the Code Manager.

PAB members discussed the DML SIP trial and requested visibility of the results from the first quarterly report once available. The Chair noted that an update would be beneficial to enable PAB members to understand the progress and outcomes of the trial.

The PAB:

- **NOTED** the update.

NEW ACTION: The Code Manager to bring an update on the DML Derogation to the October PAB, liaising with the PAB Chair on the scope of the item.

13 Amendments to the PARC relating to Address Management

IC joined virtually

The Code Manager provided an update on the REC Change Proposal relating to amendments to the Performance Assurance Reporting Catalogue (PARC) associated with Address Management reporting requirements. PAB members were advised that the legal text had been published and that the proposal was progressing in line with the approach previously endorsed by the PAB. No material changes, issues or variations had been identified since the proposal was last considered.

The Code Manager confirmed that the proposed implementation date remained aligned to the February 2027 release cycle.

The PAB:

- **NOTED** the update.

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14 Delay to Supplier Arranged Appointment Notifications Update

BB joined virtually

DCC provided an update on the recurring Supplier Arranged Appointment Notification incidents and confirmed that the majority of affected messages had now been successfully processed. DCC outlined a number of improvements implemented following the incidents, including enhanced monitoring, alerting, certificate management controls and review of retry arrangements.

PAB members expressed concern regarding the recurrence of the incidents and sought assurance that sufficient controls were now in place to reduce the risk of future occurrences. PAB members also highlighted the importance of understanding and communicating wider impacts on DNOs, Suppliers and customers where incidents occur.

DCC confirmed that lessons learned had been incorporated into ongoing improvement activity and that future incident reviews would continue to consider wider stakeholder impacts.

The PAB:

- **NOTED** the update.

15 Any Other Business

Annual stakeholder survey link and QR code shared with PAB members.

The Chair updated PAB members on forthcoming non-domestic smart meter requirements being introduced by DESNZ.

PAB members supported establishing an extraordinary PAB session to begin work on the new reporting requirements.

RECCo to arrange a session with PAB and relevant stakeholders to begin development of the reporting and monitoring arrangements for the new non-domestic Smart Meter installation requirements.

The Chair also provided an update regarding the forthcoming transfer of the DCC licence to DCC2 and noted that future consideration may be given to whether existing performance measures remain appropriate under the revised arrangements.

16 Close of Meeting

- The Chair declared the meeting closed.

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