

At the 15th December 2021 RECCo strategy workshop, break-out sessions were held to gather feedback on key topics: Priority Service Register, and Supplier of Last Resort. Below is an overview of what was discussed and some of the take-away messages.

In the spirit of ongoing collaboration and feedback, RECCo would appreciate your thoughts and ideas on these topics and more, by completing [this short, anonymous survey](#) or contact us via info@retailenergycode.co.uk. For more information about RECCo in general, please see our [website](#).

Session A: Priority Service Register (PSR) enhancement

Description: Some consumer details, including those required by the PSR, fall under the scope of REC governance. The breadth of the REC, with all network and supply parties acceding, provides an opportunity for greater consistency and better sharing of data in accordance with common principles and interpretations, aiming towards the “tell me once” principle.

Overall: There are well recognised benefits of the “tell me once” principle although there are several issues which would need to be addressed to achieve this. Improvements could be made, and participants would welcome greater engagement on the issues and how they could be addressed. In problem solving, consideration should be given to the implementation of any solution(s) and whether this would require Licence and/or code change.

Session B: Supplier of Last Resort (SoLR) and market resilience

Description: More than 20 suppliers have exited the market this autumn alone. Some have left behind considerable debts which will be mutualised and borne by other suppliers, and ultimately consumers. This is prompting Ofgem to review market entry conditions. A supplier exit usually triggers a SoLR process, whereby another Supplier takes over the customer accounts, though due to the size of its portfolio, Bulb instead entered into Special Administration. Conclusions to be drawn from a review of these market conditions are likely to prompt consequential changes to the REC, which we will facilitate. More generally, we will consider that other industry-led enhancements may be identified, which could for instance better facilitate the SoLR process and mitigate the issues arising from it. For example, whether enquiry service data may be better used in the SoLR bidding process.

Overall: There is a balance to be struck between mitigating risks before SoLR occurs, versus designing and building a market we want to achieve in the future, which may require some investment. There’s a need to take a general market view, with collaboration across the whole sector such that all market participants including consumers are represented. What that means for RECCo is up for debate.