



Stakeholder Strategy Event - Q&A

15th December 2021



Session 1

REC Service - The Importance of Service Delivery

Elizabeth Lawlor, Executive Director, Operations and Transformation, RECCo

Q *What have been the main learning points from 1st Sept go-live?*

A The first key learning point is the need for a clear vision of the end design and operating model. It is critical that all parties in the programme have a clear understanding of the end deliverable and how the component parts of the service or product fit together – whether they be technology, processes or people driven. That clear vision and end goal should be documented in well-defined requirements that limit the risk of interpretation or ambiguity – which can lead to delays or programme costs. For the REC Code Manager service we benefitted from a clear set of requirements, demonstrated by the small number of change requests agreed in the last year and an enduring cost impact of c.1%. Recognising that, it is still important to stop and ask questions along the way, to be flexible, and to make data driven and evidence based decisions, even where such decisions are difficult. An example of this in the transition for Retail Code Consolidation was the Theft Reporting Analytics Service (TRAS). RECCo critically assessed the historic performance of TRAS, taking into account historic VFM reports on the service, and while acknowledging the progress that had been made under SPAA for a re-procurement exercise, considered on the basis of evidence that an automatic renewal on similar terms would not deliver benefits. Therefore RECCo paused the procurement and adopted a return to basics of developing the business case for a theft analytics service.



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The challenge in this multi-party, multi-service Code Manager mobilisation was ensuring that not only did each service provider understand its role, but how this fitted into the wider structure and service and the handoffs and interactions between them. Another key learning is therefore the need for end to end operational readiness testing. Service providers should do as much preparation ahead of service go-live as possible to test not just the systems but the operational processes they have developed. This is especially true for complex / multi-vendor solutions. In the case of the Retail Code Consolidation, the various service providers had worked together to document, and walk through, internal procedures for delivery each of the core service components. Whilst inevitably in live operation, exceptions occur and processes need to be tweaked, these have formed an invaluable baseline to work from.

In all programmes a go/no-go decision will need to be taken against the basis of defined acceptance criteria. It is inevitable that in a programme of any scale, things won't be perfect at go-live. Whilst all material issues will be addressed, there will always be some post implementation activity or defect resolution to be carried out. A key learning is that it is better to prepare for this scenario, set expectations around it and agree the roles and responsibilities, especially where there is to be a transition between programme and enduring operational teams so that roles and responsibilities are understood.

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Finally, the learning that over arches all of the above, is communication and engagement. From the outset there should be a clear communication and engagement plan that encompasses all stakeholder groups. At each stage of the process, from initial design, to build, test and through to implementation, all stakeholders should be informed, asked for input, have the ability to scrutinise and challenge and the opportunity to develop a common understanding what is happening and why. This will aid buy in to the programme, but also to ensure that any new requirements are understood and new ways of working are more easily adopted and socialised, and that everyone feels part of the journey, and ultimately success, of the programme.

“... the learning that over arches all of the above, is communication and engagement.”



Session 2

How are we preparing for switching programme go-live

Andrew Wallace, Switching Programme Implementation Manager, RECCo

Q *Not a question as such but more a comment, that it is proving difficult to follow document changes through from the consultation to baselining under the and in particular, red-lined versions.*

A Following this feedback, the REC Code Manager has published red-lined versions of documents showing the changes between March 2021 consultation and baselining by the Regulatory Group: REC V3 - Baselined Documents - REC Portal.

Q *Who will do the independent review of the switching related REC legal text?*

A Ofgem has asked DCC to undertake a review, it will also commission an independent review. We do not yet know who will undertake this work. We expect it to take place once the new REC text has been baselined by the Regulatory Group and start in Q1 2022.

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Q *What is GUI with regards to EES?*

A GUI stands for Graphical User Interface and is the EES Portal/Website that parties use to access EES data.

Q *Draft versions [of REC V3 Schedules] are not always on Salesforce or if they are, they are hard to find. Welcome an improvement.*

A Comments on the accuracy of Salesforce should be provided to the [Switching Programme](#). We have passed this comment on to the relevant team at Ofgem.

Q *In terms of changes from one version to another what would help is for RECCo to point out the changes per party type to help us focus our attention.*

A Code Manager is identifying stakeholder requirements for information on REC v3 and we have passed this comment through to them for consideration. Once the documents have been agreed by Ofgem as part of the SCR, they will be loaded into EMAR and parties will be able to search content that is relevant to their party type.

Session 3

The REC Code Manager service – What’s next?

Sarah Gratte, Head of Code Management at Gemserv
Rebecca Mottram, Senior Manager, Risk Advisory at Deloitte
Rosalind Timperley, Senior Consultant at Capgemini

Q *How do stakeholders know what’s included in each release or when feedback is taken on-board/implemented?*

A The Code Manager will provide advance notice of Portal Releases in the Weekly REC Bulletins – you can sign up to receive these by emailing enquiries@recmanager.co.uk. The Code Manager is also developing a new Continuous Service Improvement section of the Portal, which will include information around upcoming releases, a schedule of releases planned, and where stakeholders can provide feedback on the Portal.

Q *Will the party risk dashboards be private to parties or publicly viewable?*

A The Party risk dashboard will be available under the Performance Assurance area of the REC Portal and will be privately accessible to your organisation. Data contained in each Party risk dashboard will be visible also to the Code Manager and the Performance Assurance Board, for monitoring purposes.

Q *Where is the performance assurance dashboard on supplier performance located within the portal?*

A The Party risk dashboards are not yet available on the REC Portal and will be delivered as part of a future release, planned for March 2022.

Session 4

The Three-Year Roadmap

Jon Dixon, Director, Development and Strategy, RECCo

Q *Concerns with GD proposals as it has never worked. Hopefully, you're not requiring suppliers to amend billing systems to meet these requirements? Close GD & use the cost to run to pay off remaining.*

A We will explore options that may be available as existing contracts approach the end of their term. In the case of the Green Deal this may include a proportionate and cost-efficient approach for managing the dwindling number of outstanding plans and monies to be recovered, and/or leveraging existing assets to secure additional value. We currently have no proposals which would require change to suppliers' billing systems. Any future proposals will be subject to an impact assessment, if necessary, as part of a change proposal to the REC.