



Your Voices Heard:
Insights from
our REC Services
Annual Satisfaction
Survey

April 2024



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Introduction from our Chief Operating Officer



Elizabeth Lawlor
Chief Operating Officer

In 2023/24, we completed our first year of operating the full suite of REC Services. During that time, we actively sought and listened to stakeholder feedback and, following our roadshows last summer, we made several immediate improvements across the Code Manager and Enquiry Services. However, we recognise there's more we can do to meet the standards we've set for ourselves and that you rightly expect of us.

We want to thank all the stakeholders who provided in-depth feedback in our annual survey, which we conducted in partnership with Researchcraft towards the end of 2023. The survey gathered quantitative and qualitative feedback from users across all core REC Services that we're responsible for, helping us to prioritise change in 2024-2025. Importantly, this survey is a key metric that we use to assess our Service Providers, the majority of which operate under a performance regime.

Who responded?

We directly invited more than 700 stakeholders to participate in the survey. As shown in [Graph 1](#), we were pleased to receive **68 responses** this year (a **9.1% response rate**), compared to 45 responses last year. This year, we asked participants about their experience with the Gas Enquiry Service (GES) and Meter Scheme Audit Services

(MSAS) for the first time. Across all areas of feedback, we received diverse responses, attracting a comprehensive range of service users' viewpoints. Our data shows that:

- 76% of respondents report working in the energy market for more than ten years;
- 66% of respondents interact with REC Services at least once a week, and;
- 37% of respondents are directly involved in REC working groups, committees or meetings.

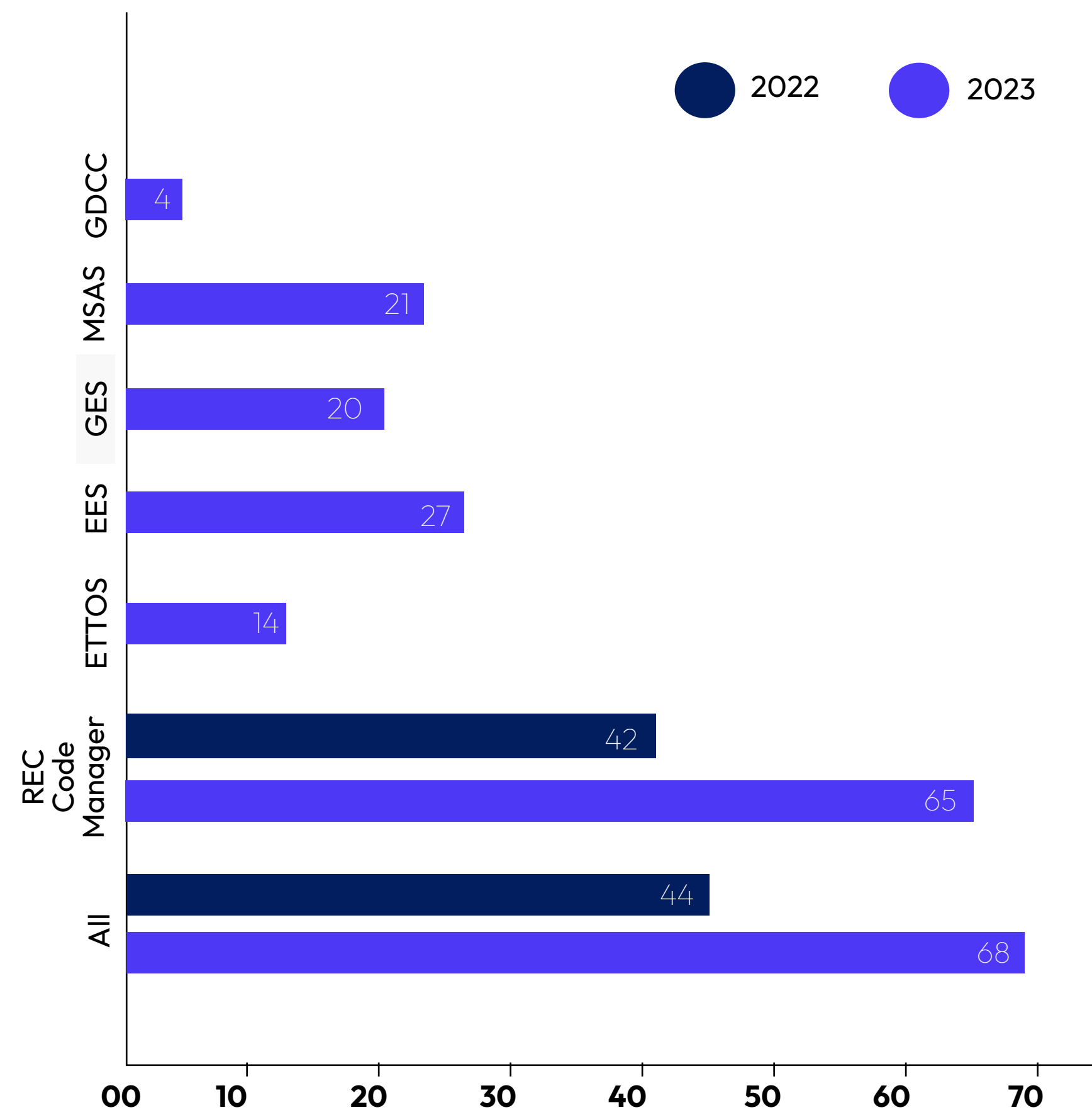
Our next steps

In March 2024, we published our final Strategy and Forward Work Plan for 2024-2027. Our focus for the coming year is clear:

“Delivering Service Excellence: We are enhancing our core services to address stakeholder needs and maximise our mission’s impact.”

The feedback summarised in this report will inform our actions as we work closely with our service partners to improve our operating model and deliver unified, effective, and efficient services to REC Parties. Thank you to our service partners for working proactively with us to make this possible. We will keep stakeholders updated on our progress as part of our new quarterly reporting cycle.

Graph 1: Number of responses received for each service area



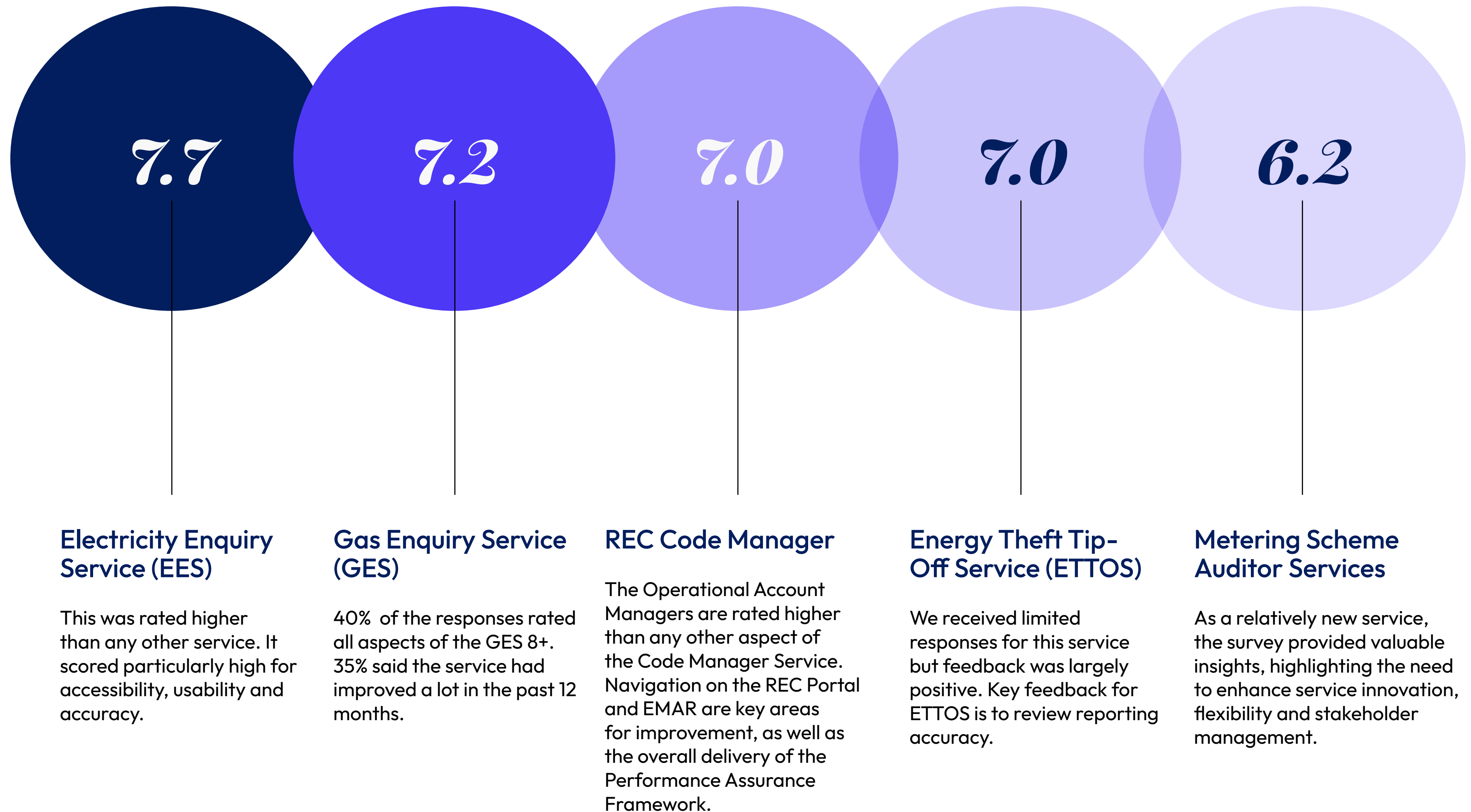
Key Findings

Overall, our services scored well in the survey, with stakeholders rating the Electricity Enquiry Service (7.7/10) and the Gas Enquiry Service (7.2/10) particularly highly. Stakeholders also expressed their appreciation for our Code Manager service (7.0/10), especially regarding the valued Operational Account Managers (OAMs), the delivery and administration of our REC Committees and overall professionalism.

However, clear areas for focus include the usability and interactivity of both the REC Portal and the EMAR, the REC Change Process, and the REC Performance Assurance arrangements which continue to echo feedback heard through other engagement channels with stakeholders.

This document provides stakeholders with our response and our commitment to further improving our services over 2024/25.

Figure 1: Average satisfaction rating for each service out of 10, where 1 is 'Extremely Dissatisfied' and 10 is 'Extremely Satisfied'



Improvements In *Progress*

We're dedicated to actively listening and acting upon stakeholder feedback, ensuring we align our priorities with your needs and expectations. We organised three workshops in June and July 2023 to gather feedback, specifically on our Code Manager and Enquiry Services. We wanted to ensure these services meet the needs of our users and deliver the highest level of service possible.

During the workshops, participants discussed strengths, areas for improvement, and their vision for the future. A recurring theme was prioritising service foundational aspects before expanding. The workshops highlighted the Code Manager service as a key area for us to focus on improving. In contrast, participants were largely happy with the current functioning of the Enquiry Services.

Since the workshops, we've collaborated with service providers to make enhancements, informed by additional feedback from our annual survey. The following section outlines the initiatives underway across core REC Services.



REC Code Manager Service

At RECCo, our core purpose is to ensure that the Retail Energy Code (REC) operates and evolves to fulfill its objectives. Operating primarily under an outsourced delivery framework, we prioritise accountability and high service standards.

The REC Code Manager Service is responsible for delivering the Retail Energy Code's day-to-day functions and supporting the industry in fulfilling its code obligations. The service's activities include supporting REC Parties, providing the REC Portal, provision of the digital REC and service desk, maintaining the Performance Assurance Framework, managing the REC Change Process, data management and providing training.

At a glance...

 **7.0/10**

Respondents were asked to rate their satisfaction with the Code Manager Service out of 10, with 1 being extremely dissatisfied and 10 being extremely satisfied.

 **49%**

of respondents were able to highlight positive improvements that the REC Code Manager had made in the past 12 months. The biggest improvement was in communication.

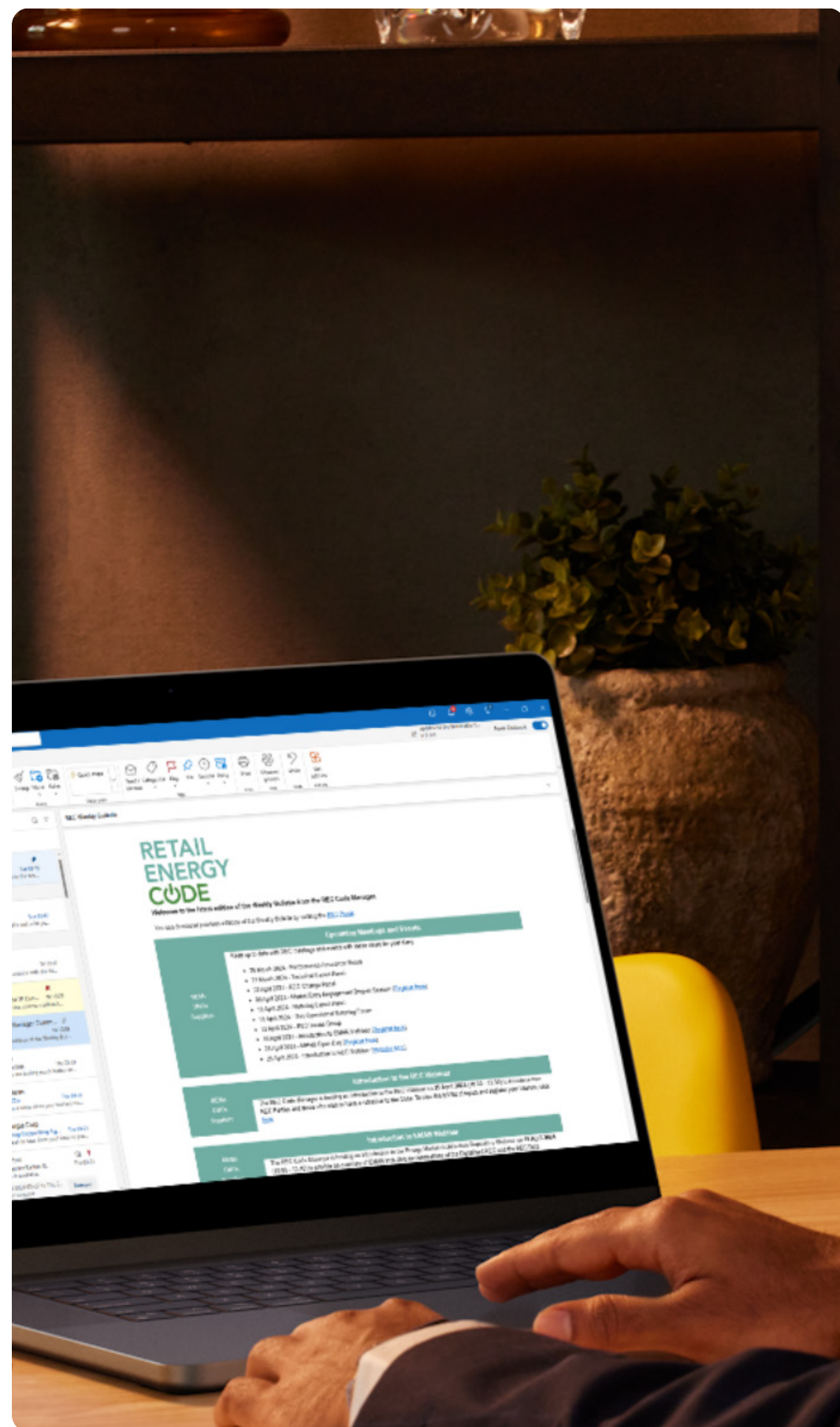
 **18%**

identified that streamlining processes should be a key priority for improvement in the next 12 months.



REC Code Manager Service

1. Stakeholder Engagement



You said...



You value the efforts of the Operational Account Managers (OAMs) but expressed concern that the current resources are spread thin across REC Parties.

“Get more of them [OAMs], they are a real asset! I have a really good relationship with my OAM, they are very approachable and always there to help me when I need some support.”

“More proactive contact for matters that impact us as a Supplier. Our REC OAM manages too many Suppliers in my opinion and so is too thinly stretched.”



You want to see improvements in the speed and quality of Service Desk responses and escalations.

“Speed of response and resolution – we’ve had a number of things this year that have taken a long time to reach a resolution and each time the delay has made things worse for the Supplier.”



You want clearer communications tailored to your business interests.

We are...



Adding more resources to the OAM team.

We will ensure that resources grow to support REC and non-REC Party users as the number of interactions with OAMs increase.



Increasing the efficiency of the REC Service Desk.

We’re training frontline staff to be able to answer a broader range of enquiries directly. In addition, we will streamline the current process, ensuring that more complex queries reach the appropriate SME faster.



Evolving the Code Manager’s weekly updates.

We’ll be trialling various improvements to the weekly Code Manager bulletin. Recently, the bulletin has been filtered to allow readers to easily access information relevant to their role in the energy market.

REC Code Manager Service

2. Change & Release Management

You said...



You want additional opportunities to contribute to the development of REC Change Proposals.

“The Change Process needs to find a way of harnessing industry expertise to develop high quality solutions without reverting back to the old processes of endless meetings and working groups.”



The REC Change Process is too slow and lacks the necessary SME support to develop robust solutions.

38% of respondents want better efficiency in the Change Process. You said: “Just make the process slicker. We’re getting to the point where there’s a huge backlog, meaning some Change Proposals will sit there for years, which we were supposed to be getting away from with the REC.”

We are...



Identifying suitable stakeholder engagement opportunities.

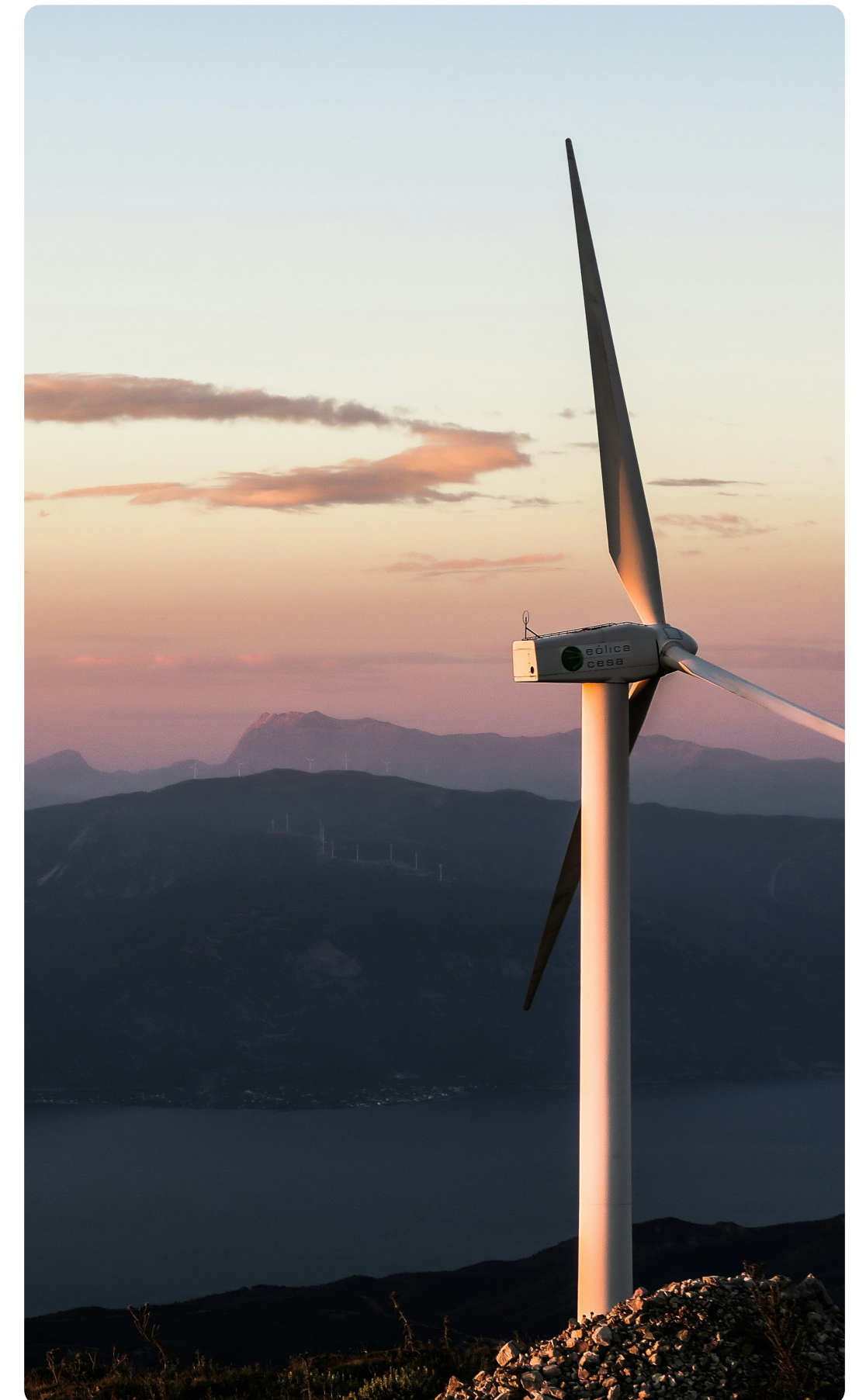
In 2023, we introduced the REC Issue Group (RIG) to facilitate industry discussions on various issues. This has received very positive feedback from stakeholders. Currently, we’re collaborating closely with the Code Manager to consider how we can evolve this group further.



Introducing a new Change Process following an end-to-end review.

We recently reviewed the REC Change Process and identified some operational processes that were hindering our ability to deliver change efficiently. In 2024/25, we’ll be continuing to invest in the change team. The Code Manager will ensure that there is the necessary mentoring, training and knowledge sharing between SMEs and Change Analysts.

The new process ensures that a problem is clearly defined, so that the Code Manager can identify the expertise needed to be drawn from within or from wider industry.



REC Code Manager Service

3. Technology Enablement



You said...

! The REC Digital Services need further improvement.

78% of responses want further improvements to the Portal and 86% want EMAR to be simplified. You said: "I still don't find the portal particularly intuitive to use. It can be slow to load. The format, look and feel isn't great. It annoys me that I can't see previews of documents like panel papers and I have to download everything to read it."

"The landing page has improved but after that there is still too much information being presented on each page to make this a user-friendly tool."

"Takes a long time to navigate. Cannot use the database version at all. It's a mystery to me."

! The introduction of ERIN has made navigating the REC easier, but it should continue to be developed.

We are...

✓ Continuing with our User Experience (UX) project.

We'll collaborate with stakeholders to improve the Digital Services UX in 2024/25. We will focus on enhancing the interfaces and improving navigation across the REC Portal and Digital Navigator supported by ERIN.

✓ Considering the future for REC Digital Services.

We recognise that the User Experience project won't solve all current technological challenges across the REC Code Manager Service. Therefore, we've established a Code Manager evolution project and a Stakeholder Advisory Group to provide feedback and advice on future service options based on REC Service User experiences and learnings to date.

✓ Implementing a programme of continuous improvement for ERIN.

We're planning future enhancements to ERIN with your feedback in mind. By telling us how you find the tool and reviewing the quality of the answers, you can help us make ERIN better in the future.

REC Code Manager Service

4. Performance Assurance

You said...



You want better communication and to have more say in the direction and decisions of the Performance Assurance Framework.

“More regular contact, just to touch base rather than only contacting us when something hasn’t gone right. More frequent contact would prevent us from doing things incorrectly.”



You want improved guidance and training.

“Understanding requirements for different companies would be helpful. I’m now thrown in the pot with everyone else, and not everything applies to me.”



You want to see improvement to the theft Performance Assurance processes.



You want REC Performance Assurance to help improve the quality of data under the REC.



You want the Performance Assurance team to consider Suppliers’ concerns when producing the Supplier Annual rating.

We are...



Improving the standard and frequency of our communications.

We will be improving the REC Service Desk support function, training OAMs to provide better Performance Assurance support, trialling direct meetings between REC Parties and the Performance Assurance team, and working with the Code Manager to fix issues with the REC Portal.



Refocussing the quarterly Performance Assurance webinars on stakeholder interests and concerns.

We’ll also be enhancing our guidance material and engaging more directly with stakeholders through the REC Issues Group (RIG), the PA newsletter and check-ins.



Setting up an Industry working group to consider gas Metering Operations improvements.



Undertaking data cleanse activity with REC Parties using an efficient sprint process and direct contact.



Electricity Enquiry Services

The Electricity Enquiry Service (EES) operates under the governance of the REC. The EES was developed to streamline the customer switching process for suppliers by effectively triangulating data. This service benefits both REC and non-Parties.

At a glance...

 **7.7/10**

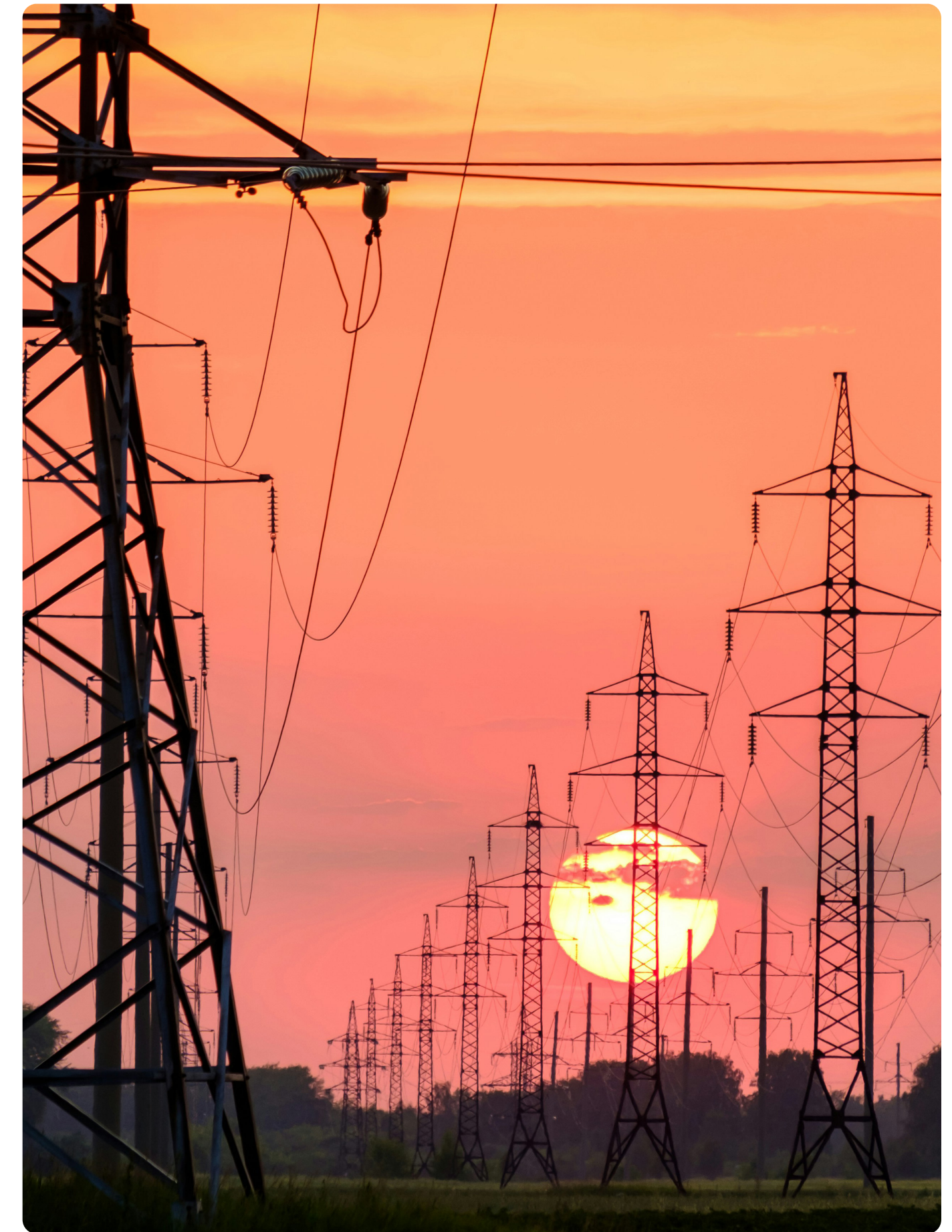
Respondents were asked to rate their satisfaction with the Electricity Enquiry Services out of 10, with 1 being extremely dissatisfied and 10 being extremely satisfied.

 **96%**

of respondents say that the service has either stayed the same or improved a little in the past 12 months.

 **48%**


identified the improvements they would like to see with the service. The majority of these responses highlighted issues they were experiencing with the EES portal.





Electricity Enquiry Services





You said...

- 

Annual consumption data from the EES would be a beneficial addition.
- 

Having the ability to search using the UPRN would be beneficial.
- 

You want better documentation, including background and examples for each field in the EES API.
- 

You would like Import and Export MPANs to be linked in the same way that Primary and Secondary MPANs are.
- 

Resolve the latency issues that are being experienced with the API.

We are...

- 

Providing annual consumption data as part of the Market-Wide Half-Hourly Settlement programme.

Both users of the online portal and the API will be able to access this data.


- 

Progressing a REC Change Proposal which will include the UPRN into the EES.

- 

Continuing to update the EES specification to provide better guidance and support.

In version 3.1.5 of the EES we've introduced an expanded set of examples for each API field.

- 

Encouraging industry to use the MPAN association section in the EES Portal.

The functionality was implemented to link import and export meters in June 2023. Users can now view an 'MPAN Association' section in the EES Portal, and the corresponding data items are configured in the API. Industry is expected to populate these data items before the migration to MHHS begins.

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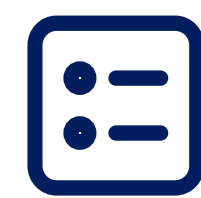
Continuing to improve the APIs ability to handle large data requests.

We've achieved a 55% decrease in the average response time since November 2023.

Gas Enquiry Services

The Gas Enquiry Service (GES) provides users with access to gas market data sourced from either the Gas Central Data Service or the Central Switching Service (CSS). Serving as a central platform, it enables users to retrieve information related to Supply Meter Points in connection with the Gas GB Market.

At a glance...



7.8/10

Respondents were asked to rate their satisfaction with the Gas Enquiry Services out of 10, with 1 being extremely dissatisfied and 10 being extremely satisfied.



35%

of respondents were able to highlight positive improvements that the GES had made in the past 12 months, whereas 55% thought it had stayed the same.



10%

identified that improvements had been made to the portal functionality and stability.



Gas Enquiry Services

You said...



You want improved response rates on your updates.

“Stability of service has improved but latency can be poor particularly during nightly data updates.”



You want improved access via the Portal, in particular for TPIs.

“Allow TPI access via portal as well as via API – doesn’t make sense that we are not authorised/eligible to access a portal.”



You wanted the GES to deliver more data via the API.

“The GES system needs to deliver more data especially via the API, it has been proven within our business the better the data prior to acquisition the better the experience for the customer.”

We are...



Replatforming the GES Service.

We are actively working with Xoserve and Corrella to re-platform the GES, making it more robust and efficient. The new platform will deliver improved response times, system stability and resilience.



Actively seeking to address latency issues.

We are enhancing our maintenance efforts, exploring strategies to optimise volumes and making progress on our initiative to re-platform the current GES service.



Planning to engage directly with service users to understand emerging needs.

This will help inform the evolution of the service in the short and long-term. We welcome discussions with GES users to better understand future data needs and will ensure data needs is a key focus of our engagements in 2024/25.



Energy Theft Tip-Off Service (ETTOS)

The ETTOS (Energy Theft Tip-Off Service) is administered by Crimestoppers, who operate under the public-facing Stay Energy Safe brand. A marketing agency is employed to enhance awareness of the tip-off service, promote safety, and offer guidance and informative resources regarding energy theft issues. This service facilitates anonymous reporting of energy theft incidents 24/7, 365 days a year via telephone or online channels. Crimestoppers converts these tip-offs into reports and distributes them to energy suppliers and network parties for further action.

Up until 31st March 2024, Crimestoppers has been responsible for overseeing the marketing agency employed to promote the Stay Energy Safe brand. Recently, RECCo conducted a competitive procurement process to directly appoint a marketing agency starting 1st April, 2024. RECCo aims to leverage the accomplishments of ETTOS and the Stay Energy Safe Brand while taking a more active role in the brand's ongoing development and future campaigns. This will involve close collaboration with Crimestoppers and the marketing agency, ensuring that the service continues to provide value for money.

At a glance...

 **7/10**

Respondents were asked to rate their satisfaction with the Energy Theft Tip-Off Service out of 10, with 1 being extremely dissatisfied and 10 being extremely satisfied. We received 14 responses, with the majority of users feeling that the service had either improved in the past 12 months or stayed the same.

 **35%**

of respondents rated their ability to interpret the information provided via the service as 8 out of 10.



Energy Theft Tip-Off Service (ETTOS)



You said...

! You would like information on how the ETTOS can help industry parties to address suspected energy theft.

“Provide info on how the ETTOS service can help industry parties to deal with suspected theft”.

! You would like more training and engagement to ensure a more comprehensive approach.

! You want more effective monitoring of the outcome that ETTOS campaigns are having.

We are...

✓ Running a 12-month pilot programme to improve collaboration with internal and external stakeholders.

In November 2023, RECCo and Crimestoppers initiated a 12-month pilot programme which introduced a Network Engagement Manager. This role aims to raise awareness of Stay Energy Safe messages, to deter energy theft and encourage those with information to pass on what they know.

✓ Actively exploring further opportunities for training and engagement.

Crimestoppers provide regular training for their staff members who process tip-offs to ensure they possess industry knowledge. They can also help Suppliers train their contact centre staff. If you are interested, please [contact the team](#). We introduced Energy Theft Forums last year to update industry and discuss key topics relating to our Energy Theft Reduction Strategy.

✓ We're collaborating with the Code Manager to analyse investigation and reporting processes for tip-offs.

This includes the number confirmed as instances of Energy Theft. A Change Proposal will be submitted to clarify the obligation of REC Parties to investigate and report on these tip-offs, ensuring effective monitoring in the future.

Metering As A Service (MSAS)

The Metering Service conducts routine audits of metering Parties to consistently monitor and uphold compliance with the Consolidated Metering Code of Practice (CoMCoP).

This encompasses auditing Gas Meter Equipment Managers and Meter Installers (Gas MEMs and MIs), Electricity MEMs, Automated Meter Reading Service providers, and Smart Metering Service Providers to ensure adherence to regulatory standards.

At a glance...

 **6.6/10**

Respondents were asked to rate their satisfaction with Metering As A Service out of 10, with 1 being extremely dissatisfied and 10 being extremely satisfied. As a new service, we recognise that there is room for improvement. This will be a key priority area in 2024/25.

 **10%**

of respondents were able to highlight positive improvements that MSAS had made in the past 12 months. The included communication and planning.



Metering As A Service (MSAS)

You said...



You want a streamlined audit questionnaire, eliminating redundant and duplicate questions.

“Simplify and shorten the audit questionnaire, only issue questions relevant to the activities performed by the party being audited.”

“Separate gas and electric obligations to make it clear and simpler, separate installer from maintenance.”



You want sufficient advanced notice for audits.

“Adequate notice of the audits and getting the correct time frame between audits. seems there are inconsistent intervals between audits”

We are...



Completing a review of CoMCop under REC Change Proposal R0152.

Its primary objectives includes rectifying any anomalies, eliminating duplication, and enhancing clarity on potentially ambiguous obligations. This ongoing review is planned for completion by October 2024.



Working with the metering auditor to streamline the audit process.

Ensuring our service provider furnishes a calendar year-end schedule of audit dates for the subsequent year, along with a reminder 8 weeks before the scheduled audit date.



Next Steps

We are committed to keeping stakeholders informed about our progress in achieving our strategic priority of 'Delivering Service Excellence' and our continuous improvement efforts across our services for 2024/25. Starting from July 2024, we will provide regular updates through our new quarterly reporting cycle.

Stay updated by subscribing to our monthly newsletter, 'Inside RECCo,' or by following the weekly Code Manager Bulletin.

We value your feedback. Please let us know your suggestions for future reports by [completing this short survey](#).



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