

Retail Energy Code Company Limited

Quarterly Report

Update on our progress for Forward Work Plan 2024/27

Q2



Welcome to RECCo's Q2 report

This report provides a Q2 update on our progress towards the four key priorities outlined in our Strategy and Forward Work Plan (FWP) for 2024-2027.

Our aim is to engage all stakeholders throughout the lifecycle of our FWP, fostering a collaborative and transparent environment to advance and deliver our key priorities.

We want to keep you informed of our collective progress, and we hope this report, along with updates through our other communication channels, serves that purpose. At RECCo, we procure and manage several REC Services to

meet the requirements of the Retail Energy Code (REC) and support the functioning of the retail energy market.

As part of our service management approach, we monitor and report on our service providers' performance against contracted Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). This ensures our services operate effectively and efficiently while helping us identify and prioritise areas for improvement. This report provides a dashboard view of our core service performance, which we will continue to develop based on your feedback about what you'd like to see.

We welcome the opportunity to update you on our progress and encourage you to provide feedback via this [short form](#).

We hope you enjoyed our first quarterly report and found it useful. If you missed it, you can view it [here](#).

Introduction

In March 2024, we published our Forward Work Plan, which gives a detailed overview of our four strategic priorities for 2024/25.



**Delivering Service
Excellence**



Data & Digitalisation



**Energy Theft
Reduction**



**Regulatory
Programmes**

The first section of this report provides an update on our achievements in the second quarter and outlines our plans for the upcoming period (Q3). Our primary focus remains on enhancing our current services for stakeholders and supporting evolving future needs.

Delivering Service Excellence

Workstream: Code Management ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
<p>Enhance the efficiency and effectiveness of the REC Change Management Process</p>	<p>In Q2, we successfully established an Industry Change Advisory Group to provide expert advice and guidance on industry changes. This collaboration enabled us to implement the new REC change process in July 2024, introducing an ‘issues’ process designed to streamline the REC change management system. The Change Issues Group, which was created as part of this initiative, has been well-received by stakeholders and has maintained strong attendance levels.</p> <p>Additionally, we worked closely with the Code Manager to conduct a pilot ‘Post-Implementation Review’ of REC Change R0021. The purpose of the review was to assess whether the REC Change Process effectively addressed the problem statement outlined by the proposer of R0021. The resulting report, produced by the Code Manager, concluded that R0021 was successful in meeting the initial problem statement. However, the review also highlighted that a deeper examination of the root cause could have revealed broader industry challenges, had this occurred it may have led to the development of a different solution which we will ensure is a learning for future solution development.</p>	<p>We will continue to work alongside the Code Manager to further develop the REC Change Process reporting to provide greater insight into the effectiveness of the process. The Code Manager will also be conducting a review of the revised REC Change Process, to ensure the changes have been delivered the intended outcomes.</p>

Workstream: Code Management ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
Grow RECCo Code Manager support resource	The REC Service Desk and Operational Account Managers (OAMs) have been upskilled in key REC Performance Assurance areas in order to be able to resolve more stakeholder queries at the first line.	We will continue to work with the Code Manager to ensure the necessary support is available to meet the needs of stakeholders, including continuing to grow required knowledge across the teams based on access to our growing reporting.
Optimise REC Service User engagement and accessibility across REC help desks and other advisory services	We have worked closely with the Code Manager to develop a Stakeholder insight report. This will help us to improve how we capture and report on stakeholder interactions and feedback. These insights have allowed RECCo and the Code Manager to prioritise continuous improvements, which includes better targeting of communications through multiple channels and coordinating key messages and activities for stakeholder categories.	We will continue to work with the Code Manager to explore new opportunities to seek, capture and act on stakeholder feedback across each of the REC Services. This feedback is crucial for translating into future improvements to the REC Services we deliver.
Improve the REC performance assurance regime aligned to stakeholder feedback	<p>The Q1 pilot of the Performance Assurance check-ins has been successfully completed and well-received by Suppliers. We will continue this approach for the remainder of the year, expanding participation to include more stakeholders from Suppliers, MEMs/ MAMs, and DNOs to networks, with frequency determined by their risk profiles and preferences.</p> <p>The Performance Assurance Operating Plan and the Risk Register are undergoing consultation with Stakeholders, ensuring alignment of the Code Manager and Performance Assurance Board (PAB) to industry insight and feedback.</p>	We will assess and cost evaluate the performance assurance-related improvements to the portal, to determine if they are value for money for stakeholders, ahead of our work to introduce a new digital service.

Workstream: Code Management ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
<p>Improve the user experience across digital platforms</p>	<p>Over the Q2, we've been working closely with the Code Manager to enhance user experience across our digital platforms. Several key improvements have been made to both the usability and performance of our digital services, including:</p> <ul style="list-style-type: none"> • Enhanced Portal Navigation • Improved Code Schedule Experience • Refined Market Entry Process • Erin Enhancements <p>In addition, Q1 saw the establishment of a Procurement Evaluation Panel (PEP), which includes 11 evaluators from RECCo and industry stakeholders, plus an independent member. This panel will assist in selecting a Digital Services Partner to support RECCo in delivering future digital platforms. The PEP is now onboarded and engaged in the process.</p> <p>We continue to engage with the Stakeholder Advisory Group to explore medium-term options for evolving the Code Manager Service, particularly in light of upcoming regulatory changes such as Code Reform.</p>	<p>The PEP evaluation concluded in October, and the next steps will be completed in November to shortlist two bidders for the BAFO stage, pending successful moderation and completion of quality and pricing evaluations.</p> <p>We will continue to progress further pre-mobilisation support for change requests (CRs) with the Code Manager Service Providers, followed by planning and delivering engagement with them.</p> <p>Ongoing engagement with the Stakeholder Advisory Group will continue as we explore options for the collective Code Manager service post-August 2026 when the contracts are currently scheduled to conclude.</p>

Workstream: Enquiry Services ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
Enhance RECCo's data management practices	<p>Activities related to open data, in support of RECCo's Data and Digitalisation Strategy, are progressing well. The team is collaborating on necessary actions to advance Open Data initiatives across the REC and REC Services, and data classification efforts are underway. Currently, RECCo's Enquiry Service providers are reviewing open data proposals to securely open to the enquiry services data.</p> <p>Workshops have been conducted with the existing enquiry service providers, and Impact Assessments have been initiated for completion.</p>	We will continue to support REC change R0148 and work with the service providers to develop the solution. The proposal will be published for consultation along with the classification of the data items as detailed in the Enquiry Services metadata catalogue.
Improve the capacity and performance of both the electricity and gas enquiry services	<p>The Gas Enquiry Services (GES) re-platform was successfully completed in late October.</p> <p>Currently, 28 service improvements are underway across both enquiry services, informed by stakeholder feedback from 2023/24. These improvements aim to enhance capacity and performance, ensuring we prioritise stakeholder needs effectively.</p>	The Electricity Enquiry Services (EES) architecture enhancement project is progressing, with the Service Provider proposing a potential solution to RECCo. This proposal aims to initiate a proof-of-concept phase in Spring 2025 and is currently under review by RECCo, pending agreement on the next steps.
Work to deliver an Open Data approach to enquiry services	<p>Change Requests have been submitted to both the C&C Group and Xoserve for Impact Assessments, which are expected to be completed by the end of 2024.</p> <p>We will keep stakeholders updated on the progress of this workstream in the coming months.</p>	We are currently awaiting the results of the Impact Assessments submitted to the C&C Group and Xoserve. Once received, we will evaluate the findings and determine the next steps for advancing our Open Data initiatives and enhancing the Enquiry Services.

Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
Implement recommendations from P1 Major Incident	We worked closely with DCC to complete their remaining actions, and evidence has been provided to the Code Manager for independent assessment on behalf of the Performance Assurance Board (PAB). This assessment focused on verifying that the intended actions have been successfully delivered.	In Q3, we will prioritise our collaboration with the Code Manager to ensure the effective delivery of REC Change Proposal R0168. Our goal is to clarify behavioural expectations of DCC in relation to potential Major Switch Incident events. This focus will help ensure all parties are aligned and prepared for future scenarios. Further updates will be provided as we progress.
Improve incident and performance management procedures	We have worked closely with the DCC to implement enhanced governance, providing deeper insight into their performance. This collaboration has allowed us to focus on key areas of operational performance, identifying opportunities for improvement in critical areas such as change management, Central Switching Service (CSS) certification, and code-defined audits.	We will continue collaborating with the DCC to identify further opportunities for improving performance reporting. This will enable us to drive and support ongoing operational enhancements.
Review governance model, implement improvements and enhance ways of working with DCC.	<p>We worked with DCC on a governance review and made the identified changes.</p> <p>We have delivered key priorities which include:</p> <ul style="list-style-type: none"> • Engagement strategy & Communication • Change Management & Improvements • Assurance • Action management • Cross Code Working • Performance • Additional Improvements 	<p>Over the coming year we will focus on five key areas:</p> <ul style="list-style-type: none"> • Change management – to improve delivery and effectiveness we will run workshops to develop requirements for Solution Development • Technical change delivery • Process optimisation • Audit framework - work with DCC to improve tracking and deliver the CRS related audit framework • Cross-code issues – we will work with industry and other code bodies to ensure cross-code collaboration is in place to manage CRS related performance issues

Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
Engage with Ofgem on the separation of CRS from the DCC Licence	We continued to engage with Ofgem, DCC and key stakeholders including SECCo and members of the Switching Stakeholder Advisory Group to evidence the benefits of transfer. A full information pack and supporting cost benefit analysis has been provided to Ofgem. We have also developed a detailed Service Delivery Model and Transition Plan in preparation, should Ofgem decide to transfer.	Any further activities are dependent on Ofgem's decision, which is expected late November 2024.

Workstream: Our People ●

Outcomes	Q2 Progress	Q3 Focus
<p>Launch a comprehensive programme to enhance team capabilities</p>	<p>We have continued to assess the needs across our teams in alignment with RECCo's Forward Work Plan for 2025-2028, which is currently in development. Recognising the importance of having the right skills in place to meet our stakeholders' expectations, department leads are actively evaluating skill requirements ahead of putting in place tailored training programmes.</p> <p>Our top priority is to focus on developing and upskilling our existing employees. This will ensure we are well-equipped to deliver on our commitments in the coming years.</p>	<p>In Q3, we will look to implement tailored training programmes to address the skills needed to deliver RECCo's Forward Work Plan for 2025-2028. We will also ensure that any required additional capacity is clearly documented in RECCo's Forward Work Plan and supporting budget.</p>
<p>Introduce new initiatives to support physical and mental health</p>	<p>In Q2, we introduced several initiatives to enhance employee wellbeing and provide support during critical times. This includes a new bereavement policy that addresses pregnancy loss and an updated family-friendly policy to support fertility treatments. Additionally, we expanded our network of mental health first aiders and conducted monthly lunch-and-learn sessions on various topics to promote physical, mental, and emotional wellbeing.</p>	<p>In Q3, we will focus on three key initiatives to enhance our workplace environment. We are partnering with a menopause in the workplace expert to guide us in becoming a menopause-friendly organisation. This includes developing a comprehensive employee policy, providing guidance for line managers, and conducting awareness sessions to foster open conversations about menopause and how it can affect our colleagues, friends and family.</p> <p>We will be conducting company-wide Resilience training to provide employees with tools to maintain a positive work life balance.</p> <p>We are also reviewing our policies and procedures through the lens of Equality, Diversity, and Inclusion (ED&I) to ensure we offer a workplace of equal opportunity as part of our commitment to being a great place to work.</p>

Data & Digitalisation ● ● ● ● ●

Workstream: Consumer Consent

Outcomes	Q2 Progress	Q3 Focus
<p>Continue to support Ofgem and DESNZ in their development of policy on Consumer Consent</p>	<p>We submitted a response to Ofgem’s second Consumer Consent consultation. Our response highlighted the following reasons to support Ofgem’s proposal:</p> <ul style="list-style-type: none"> • RECCo is a not-for-profit organisation dedicated to managing and evolving the sector’s shared needs for the retail energy market • We have a robust governance framework in place, via the REC • We are voluntarily adopting Ofgem’s Data Best Practice Guidance to ensure our practices are secure, transparent, and in the best interests of consumers • RECCo maintains strong relationships with a diverse range of stakeholders <p>Since our submission, we have engaged with several of our stakeholders to discuss how we would implement the solution if selected by Ofgem as the delivery body. Further updates will follow as developments occur.</p>	<p>As we await Ofgem’s decision, we will continue to advocate the merits of our case and engage with stakeholders.</p> <p>Further updates will be shared as we receive more information.</p>

Workstream: Data Access

Outcomes	Q2 Progress	Q3 Focus
Improve REC alignment with Ofgem's Data Best Practices	We have continued to support the progression of REC change R0148. We are now working with our Enquiry Services Providers to ensure the proposed solution can enable greater access to industry data, without creating an excessive demand on existing services. Our proposed solution is to publish a set of industry reports, that are available to all. This will enable us to calculate future demand for industry data from non-REC parties whilst also moving data access requests to be classification-based rather than role based. The latter will be supported by a Data Access Register detailing who has access to what data items and any conditions.	We will continue to support REC change R0148 and work with the service providers to develop the solution. The proposal will be published for consultation along with the classification of the data items as detailed in the Enquiry Services metadata catalogue.

Workstream: API Gateway

Outcomes	Q2 Progress	Q3 Focus
Implement changes to RECCo's enterprise architecture, including implementing an API gateway	The implementation of RECCo's API gateway is nearly complete with penetration testing and final service documentation due in by the end of the year.	We will complete the API Gateway production version to ensure it is ready for utilisation in the implementation of RECCo's future Digital Services.

Workstream: Data Security

Outcomes	Q2 Progress	Q3 Focus
Strengthen RECCo's system security	RECCo recently conducted penetration testing across its systems. Following this assessment, enhancements have been made to the REC systems, and we have begun a review of system usage to ensure ongoing security and efficiency.	We will continue to review and implement changes to RECCo's systems. This ongoing process aims to enhance overall performance and security, ensuring our systems meet evolving needs. Updates will be provided as we make progress.

Workstream: User Experience

Outcomes	Q2 Progress	Q3 Focus
Continue to develop AI capability	ERIN, the REC's AI tool, has been tested utilising the capabilities of ChatGPT version 4o, and the results show significant improvements. An impact assessment has been initiated to evaluate the benefits and costs of upgrading ERIN over the coming months.	We will review the results of the impact assessment for ERIN's use of ChatGPT version 4o. This will enable us to make an informed decision on whether upgrading ERIN would be beneficial to stakeholders. We will share updates as we progress with our decision.

Energy Theft Reduction Programme ●●●

Outcomes	Q2 Progress	Q3 Focus
Improve the efficacy of the incentives scheme	Following discussions and development through the Theft Issues Group, the Code Manager has raised change RI0173 . This change aims to improve the efficacy of the incentive scheme by rewarding the desired suppliers' behaviours rather than only the outcome of an investigation. We are also progressing several complementary Change Proposals that will improve the incentive scheme by including a dual fuel exceptional claims process - RI0175 .	We will continue to implement the proposed REC changes and aim to have them all in place by April 2025. We will also progress some longer-term theft proposals that will support the existing incentives scheme.
Develop a portal to improve industry-wide data sharing	The beta version of the Detertech Portal has been soft launched and is currently undergoing user testing.	<p>We will continue to improve the functionality of the Detertech Portal and work with stakeholders to ensure data is being uploaded.</p> <p>Based on initial user feedback and potential new data feeds, we will plan a wider launch of the Theft Portal.</p> <p>We will analyse the data sets from the two Energy Suppliers (and if a possible a third). We will endeavour to confirm this data alongside confirmed theft data to identify relevant trends and potential red flags. We will report our findings when completed.</p>

Energy Theft Reduction Programme ● ● ●

Outcomes	Q2 Progress	Q3 Focus
Consult on a proposal for a dedicated police unit to tackle energy theft	Following the support for our proposals in the Strategic Outline Case, we have drafted a more detailed Outline Business Case which will be consulted upon shortly.	Subject to feedback on the Outline Business Case, we will progress the necessary changes to give effect to the proposals.
Progress recommendations of the end-to-end process review	We have been implementing the 22 recommendations from the end-to-end review and documenting our progress ahead of engaging with stakeholders over Q3.	At the December Theft Forum we will provide an update on how we are progressing with the recommendations, and we will publish an update report on the RECCo website. This will mark two years from the Theft Accelerated Solutions Event which provided helpful insights to inform the end-to-end review.

Regulatory Programmes & Policy Delivery

Workstream: Market-wide Half Hourly Settlement ● ● ● ●

Outcomes	Q2 Progress	Q3 Focus
<p>Deliver six core workstreams (code drafting, qualification, design changes, testing, operational readiness and stakeholder engagement) to support the successful implementation of MHHS</p>	<p>We have continued to progress with R0209 in accordance with the agreed M7 timescales and planning for post-M10 change control is ongoing with the MHHS Programme.</p> <p>We will continue to develop the Qualification Testing Scope and publication of the Qualification Wave allocation.</p> <p>EES – We have completed the second cycle of SIT Functional and SIT Migration testing with no open defects. Internal PIT testing for Non-Functional has completed with one open defect to be resolved.</p> <p>CSS – Confirmation on the approach to manage the increased number of appointment messages for MHHS Migration. The testing approach is to be agreed.</p>	<p>We will continue to support with the progression of the SIT Functional and SIT Migration testing in accordance with the revised timetables proposed by the MHHS Programme.</p> <p>We will also:</p> <ul style="list-style-type: none"> • Complete EES Non-Functional and Operational PIT Testing. • Establish a test version of EES API for use by MHHS Participants to support testing and operational readiness. • Progression of activities to support MHHS operational readiness for REC Code Manager. • Prepare for the MHHS Qualification to then facilitate the Qualification Wave reallocation following the Programme replan. • Agree R0209 in accordance with M7 timescales and agreement of post-M10 change control arrangements with Programme.

Workstream: Code Reform & Licensing ●●●

Outcomes	Q2 Progress	Q3 Focus
Engage with and implement code governance reform	<p>We have responded to the Ofgem and DESNZ consultations, sharing our insights and lessons learned from the introduction of the REC by attending several workshops and stakeholder events.</p> <p>During our recent Roadshow events we engaged directly with REC Parties to discuss the impacts of Code Reform on REC arrangements. This allowed us to capture feedback on how RECCo can best meet potential future licence conditions.</p>	<p>We anticipate further consultations in the coming months, which we will review and respond to as required.</p> <p>Additionally, RECCo is considering the impacts of Code Reform proposals on the future Code Manager service through its Code Manager Evolution project. We will keep stakeholders updated as this project progresses.</p>
Undertake preparation and process to acquire Code Manager licence	<p>As reported above, we have responded to the Ofgem and DESNZ consultations and shared our thinking and lessons learnt from the introduction of the REC by attending several workshops and stakeholder events.</p>	<p>We will continue to engage with stakeholders to identify the changes that are expected to be made to the existing REC arrangements, as a result of Code Reform and provide updates as proposals unfold.</p>

Workstream: Tariff Levelisation ●

Outcomes	Q2 Progress	Q3 Focus
Deliver payment levelisation reconciliation from 1 April 2024	The initial levelisation process has been established and is operating as required. The latest iteration of the process has been agreed with Ofgem and plans are in place to work with the relevant stakeholders including Ofgem, Energy Suppliers and the Code Manager Service Provider to make the required changes. Ofgem has confirmed that it is no longer progressing its proposals to introduce volumetric levelisation.	We will introduce REC Change R0182, to recognise and reconcile the specific adjustments for multi-register metering. The change was approved in October and to ensure that the change solution is fit for purpose by its release date January 2025, we will conduct thorough process and performance testing with our relevant Service Partners.

Workstream: Third-party Intermediaries ●●●●

Outcomes	Q2 Progress	Q3 Focus
Develop assurance & accreditation processes for the TPI Code of Practice	We have progressed the REC Change Proposals R0137 to mandate that non-domestic suppliers use only an accredited TPI. We will support the progression of the change through the REC Change Process and submit R0137 to Ofgem for approval. We consider that this proposal will continue to have merit even if the Government seeks to introduce regulation of TPIs.	Subject to Ofgem decision, we will proceed with the implementation of an accreditation process for TPIs to comply with the TPI Code of Practice (CoP).

REC Services SLAs & KPIs

At RECCo, service excellence is a core strategic priority. We are committed to continually improving the services we provide to our stakeholders, collaborating with our Service Providers to meet Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

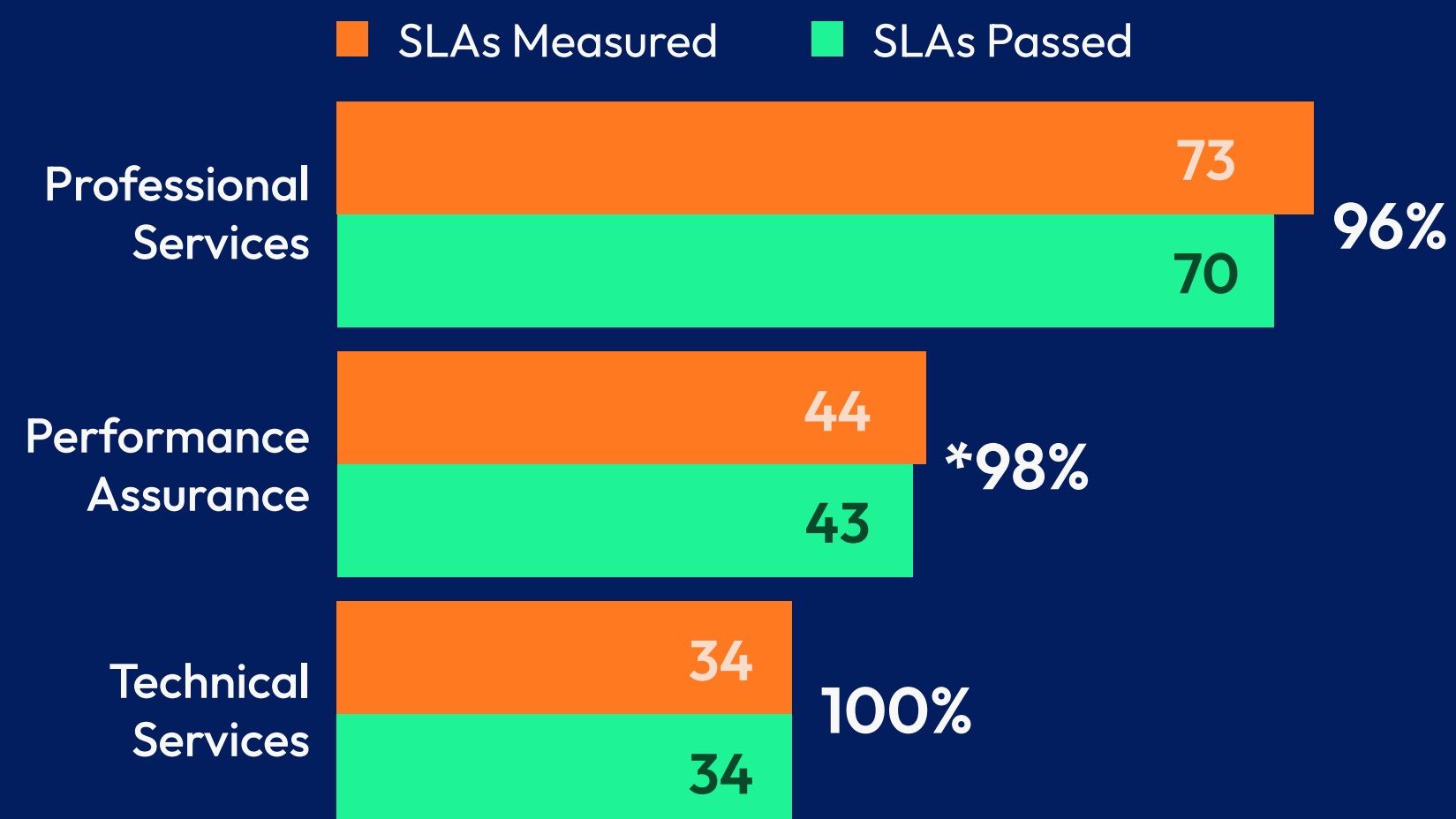
These dashboards demonstrate the performance of the core REC Services. As we develop the Quarterly Report, please look out for future updates covering additional REC Services.



Code Manager Service Provider Performance

SLA Success Rate

Our Service Providers have delivered to a high standard this quarter, with no service failures that have resulted in Service Credits.



The SLA Success score summarises the Service Provider's success in meeting measured SLAs within the quarter based on a simple pass/fail mechanism.

* These failed SLAs were outside of the Service Provider's control.

Service Credits is a mechanism to incentivise our Service Providers to meet the needs of users and preserve value for money on behalf of industry. Having confidence that our Service Providers are delivering a strong service allows us to focus on developing and delivering more targeted improvements in line with evolving user needs that will bring broad and lasting benefits to market participants.

Code Manager Activities

Q2 Party Interactions



OAM
Meetings

260



Code Manager
Events

6



Committee
Meetings

31



Stakeholder
Check-in
Sessions

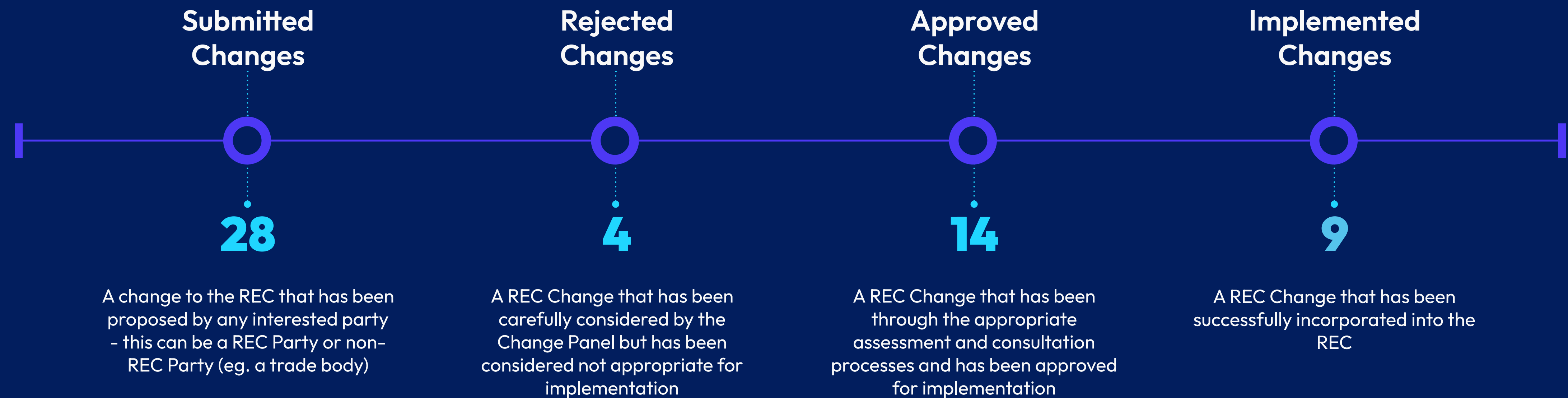
48

New REC Parties **16**

Market Exits **1**

Code Manager Activities

Change Management



Electricity Enquiry Services (EES)

Availability: **100%**

SLAs Measured **132**

SLAs Passed **130**

SLAs Missed¹ **2**

Success Rate **98%**

Incidents² **177**

Response **100%**

Resolution **100%**

¹ The missed SLAs were a result of below-target response durations during quiet times. All responses were delivered with no impact and no Service Credits were applied.

² Of the 177 incidents, 7 related to Switching (all lower priority P3 & P4). The remaining were non-switching P2s to P4s.

Gas Enquiry Services (GES)

Availability: **99.9%**

SLAs Measured	78	Incidents ²	81
SLAs Passed	73	Response	100%
No Fault Fails ¹	5	Resolution	100%
Controlled Success ³	100%		

¹ Where a Service Provider has missed a KPI but could not have prevented this failure occurring.

² Of the 81 incidents, 72 were lower priority P4s, 8 P3s and 1 P2, including incidents where the root cause is with the customer. All were resolved on time.

³ The success rate of a Service Provider meeting KPIs, excluding any no-fault fails.

Metering Audit Services

Total Audits: 59

Electricity - 26

Gas - 33

Audits Passed first time: 68%¹

Audits Completed on time: 100%

Outstanding Non-compliances: 3²

New Applicants: 6

Electricity Metering Operative - 5

Approved Meter Installer - 1

1 - July saw the highest in-month pass rate of 76%

2 - Two of the outstanding audit non-compliances were within the window for additional evidence. One was outside the window and is undergoing follow-up to resolve as a priority.

Centralised Registration Service

Availability: **100%**

Services Levels Met/Measured

Central Switching Service

Service levels relating to the processing of switches and system incident management

91%

48/53

Switching Operator

Service levels relating to the management of service requests and service incident management

78%

21/27

CSS Certificate Authority

Service levels relating to the security of the switching service

100%

3/3

Switches were completed within Service Level timescales in **100%** of days over the quarter.

There were no Major Switch P1 or P2 incidents in Q2 and all P3 incidents were managed within defined service levels.

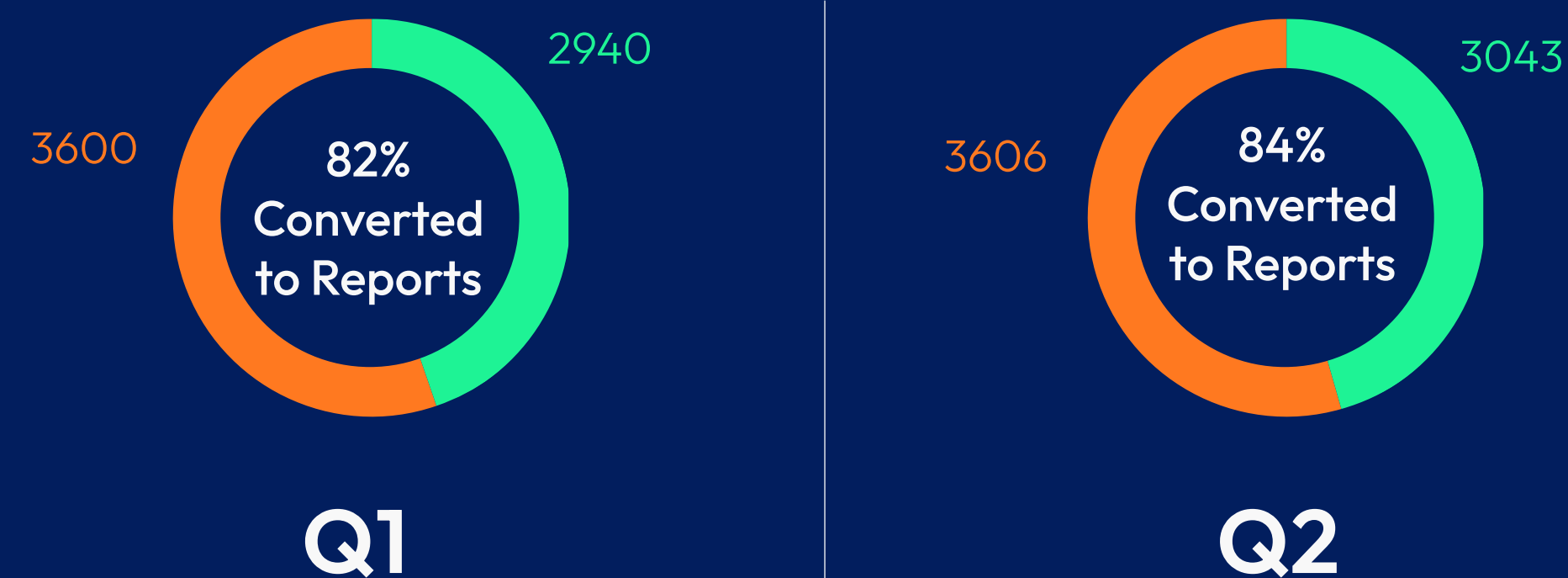
P4 incident resolution fell below target which is being further addressed by Service Provider teams to encourage timely incident management

All service level data is sourced from the PARC reporting with performance monitored by the RPA for the Performance Assurance Board. **This is subject to change following direct assurance.**

Energy Theft Tip-off Service (ETTOS)

Tip-offs to Crimestoppers

■ General Public Contacts¹ ■ Reports generated



Quarterly Marketing Activity

The Stay Energy Safe website received an upgrade, featuring a new “Keep in Contact” feature to enhance user experience.

Additionally, Gas Distribution Networks partnered with Stay Energy Safe to launch a hard-hitting campaign against gas theft through radio and social media.

To further educate the public, explainer videos were launched to highlight key indicators of gas and electricity theft and a comprehensive guide on commercial energy theft was released. These initiatives aim to raise awareness, empower consumers, and deter criminal activity. This quarter, we have made significant progress in raising this awareness, with increased views and engagement on our campaign content shared through Meta channels and YouTube.

We have also recorded the highest monthly conversion rate of Crimestoppers phone contacts to theft reports, highlighting the impactful efforts of Crimestoppers operatives and the marketing activities by RECCo’s Service Provider, BH&P.

¹General Public Contacts are tip-offs made via the Crimestoppers or Stay Energy Safe phone-line and website

Payment Method Levelisation

In February 2024, Ofgem confirmed that measures would be introduced to ensure that prepayment (PPM) and direct debit customers under the price cap would pay the same standing charge, known as ‘levelisation.’
The new price cap impacted 39.95 million prepayment meter customers.

Suppliers are required to charge direct debit customers more whilst discounting prepayment meter tariffs. However, a reconciliation method must be in place as the payment method split is different for each Supplier’s portfolio. This is so Suppliers with higher-than-average PPM consumers can be credited, whilst those with fewer-than-average can be debited. We are pleased to confirm 100% of invoices were paid in the second quarter.

Q2 Total invoices issued: **£16.3m** Invoices paid on time: **100%**

Earlier this year, we published a guide to the scheme, which you can read [here](#).

An aerial night view of a city street. The scene is dominated by a large, multi-story building with a dark, textured facade and a prominent circular structure in the foreground. The lighting is dim, with some streetlights and building lights visible. The overall atmosphere is dark and urban.

Thank you for reading our Quarterly Report, we hope you found it useful. Please reach out to us with any [feedback](#) or complete our brief [survey](#).

We will be in touch in the New Year to share our Q3 update.

