

Retail Energy Code Company Limited

Quarterly Report

Update on our progress for Forward Work Plan 2024/27

Q3



Welcome to RECCo's Q3 report

This report provides a Q3 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 previous quarterly reports 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 third quarter and outlines our plans for the upcoming period (Q4). Our primary focus remains on enhancing our current services for stakeholders and supporting evolving future needs.

Delivering Service Excellence

Workstream: Code Management ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Enhance the efficiency and effectiveness of the REC Change Management Process</p>	<p>We have made several improvements to the REC Portal Change register, allowing users to find and search for changes with greater ease.</p> <p>The Code Manager has developed a change portfolio overview within the REC Portal, to enable users to be able to manage and interact with REC change more effectively.</p> <p>The Code Manager has begun reporting on the progress of issues and changes to industry via the RIG, CHIG and Change Panel. The updates have been well received, with further insights being requested, which will feed into the further development of the change reporting in Q4.</p>	<p>Following the implementation of improvements to the REC change process via R0167 in July 2024, the Code Manager will be conducting a review of the new process.</p> <p>The Code Manager hosted a workshop in January 2025 to walk through each stage of the existing REC change process. Each participant was able to interact with the change process to ensure that all timings and SLAs are achievable.</p>
<p>Grow RECCo Code Manager support resource</p>	<p>We continue to monitor all elements of the end-to-end Code Manager delivery process. This focus ensures that the appropriate resources are in place to meet service requirements and evolving industry needs.</p>	<p>We will continue our active monitoring of the Code Manager Service and where appropriate, determine if specific areas of the service require further support to deploy the required capability and capacity in a timely and cost-efficient manner.</p>

Workstream: Code Management ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Optimise REC Service User engagement and accessibility across REC help desks and other advisory services</p>	<p>A suite of improvements aimed at enhancing the user experience following stakeholder feedback was successfully delivered to the REC Portal; these have been well received by users and aided improved access to key information.</p> <p>We also worked with the Code Manager Service Provider to ensure feedback collected through multiple engagement sessions continues to be fed into the REC Code Manager continuous improvement programme.</p>	<p>RECCo will continue to work with the Code Manager to engage effectively with industry stakeholders, capturing feedback and feeding this into the continuous improvement programme.</p>
<p>Improve the REC performance assurance regime aligned to stakeholder feedback</p>	<p>Following feedback from stakeholders, in early January, improvements were made to the REC Portal to improve the validation functionality for submitting theft reports. We continue to work with the Code Manager Service Provider to understand feedback received from Parties as a result of the improvements.</p> <p>We also began to explore addition changes to the REC Portal to support the Qualification process. Received impact assessments will be subject to internal scrutiny before next steps are determined.</p>	<p>We will assess the cost of REC Portal changes to enhance the Qualification process. If the proposed costs outweigh the benefits, we will engage with our Service Providers to explore alternative options, keeping in mind that new REC Digital Services are expected to be in place by September 2026. As such, we may need to identify smaller-scale, cost-effective solutions to improve the stakeholder experience in the short term.</p>

Workstream: Code Management ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Improve the user experience across digital platforms feedback</p>	<p>Following successful completion of the RfP quality and pricing evaluations, two bidders were taken forward in to Best and Final Offer (BAFO) phase. Dialogue sessions were held with both bidders and concluded in January.</p> <p>Pre-mobilisation support Change Requests continue to be progressed, with the focus being on process maps and data migration so far.</p> <p>The Stakeholder Advisory Group was suspended over December and January, based on the limited input required at this time. It is expected that the group is re-established in February.</p> <p>In October the User Experience (UX) project successfully delivered the final improvements to the REC Portal, some of the improvements included;</p> <p>Complete redesign and unification of the Portal and Digital Navigator sites</p> <p>Introduction of a new mega-menu</p> <p>New Portal Landing Page</p> <p>Re-organised and simplified application forms.</p> <p>The feedback from industry around the improvements has been very positive.</p>	<p>Following the BAFO phase, a period of evaluation and moderation will take place in March 2025.</p> <p>We will also continue to work with the Code Manager Service Provider to ensure that any necessary improvements are made to existing digital platforms, whilst capturing any future needs within the Digital Services requirements.</p>

Workstream: Enquiry Services ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
Enhance RECCo's data management practices	R0148 Open Data is progressing positively. The Code Manager is working closely with C&C and Xoserve to define the requirements and solutions needed to deliver the Open Data solution. Engagement sessions started in January 2025 and will continue as the project progresses.	We will continue to advance RECCo's Open Data initiative by consolidating impact assessments, finalising requirements, and collaborating with key partners to lay the groundwork for delivery, with preparations for early 2025 sessions.
Improve the capacity and performance of both the electricity and gas enquiry services	A service change has been raised with the Electricity Enquiry Service (EES) provider to enhance the technology by transitioning to a microservices-based architecture and using Event Grid for improved data distribution across system components. These enhancements, along with other initiatives, are aimed at ensuring the EES remains robust and future-proof.	<p>Subject to the formal approval of the EES service change with the REC Change Process, we will work closely with C&C Group to agree on an implementation timeline, aiming to deliver the solution by June/July 2025.</p> <p>In addition to monitoring the proposed timelines, RECCo will work with C&C Group to track project progress, including key metrics outlined in the change request.</p>
Work to deliver an Open Data approach to enquiry services	<p>To support the Open Data project, RECCo requested impact assessments from C&C Group and Xoserve to deliver a consolidated report for electricity and gas data. The impact assessment from C&C Group has been received, and Xoserve's assessment is expected shortly.</p> <p>When both assessments have been received, RECCo will consolidate the findings and begin developing the Open Data reports, which will then be published for user access and utilisation.</p>	We will advance the Open Data initiative by consolidating the impact assessment for a consolidated report for electricity and gas data, finalising requirements, and collaborating with key partners to lay the foundation for delivery, with preparations underway for sessions in early 2025.

Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Implement recommendations from P1 Major Switch Incident (MSI) Review</p>	<p>RECCo, the Code Manager Service Provider, and DCC finalised the R0168 - Clarify & Strengthen CRS Providers Requirements proposal and consulted the industry on the solution, implementation technique, and delivery date.</p>	<p>RECCo and the Code Manager Service Provider, approved R0168 to deliver the code change at the February Change Panel and we propose to implement it in the February release.</p> <p>This will require DCC to adhere to the new REC Category 3 'Switching Operator', or if a Major Switching Incident (MSI) has not been resolved within the required service level, they refer to the Best Practice guidance. This will ensure in the event of another MSI, DCC will engage and communicate with impacted Switching Parties in the right way, at the right time, and at the right level, ensuring parties have key information to take the right action and look after their end-consumers.</p>
<p>Improve incident and performance management procedures</p>	<p>We continued collaborating with DCC to identify further opportunities for improving performance reporting. This has resulted in the adjustment of key REC-defined performance measures via CR0092A. It now delivers a more meaningful measurement and incentivisation of Switching Service Request management and processing in the area of responses to Market Messages and Registration Service Requests to Switch processing at gate closure.</p> <p>DCC have refined parts of its Switching Operator Forum updates to provide the industry with a clearer insight into what causes performance issues or hampers delivery of REC-defined service levels. These updates helped support further engagement with the industry in December, proving their worth.</p>	<p>We will continue to work with DCC and the Code Manager Service Provider to deliver key operational improvements identified through engagement and feedback from the industry at our CRS Switching Stakeholder Advisory Forum (SSAF) and Switching Operator Forum.</p>

Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Review governance model and implement improvements</p>	<p>In Q3 there has been a continued focus to:</p> <ul style="list-style-type: none"> Deliver REC change Impact Assessments, Prepare and introduce a new REC Technical Change Steering Group; this will support and progress complex technical changes. Promote a “Design first” approach around Detailed Impact Assessments after successfully applying to R0080, Collaborate with DCC to develop a single and annual view of upcoming, planned CRS operational work. Engage and collaborate with our peer code bodies (UNC, iGT UNC, BSC, and DCUSA) to develop a process to ensure these bodies are aware of unresolved Central Registration Service (CRS) incidents, Support assessments of potential impacts and help to resolve and mitigate unwanted end-consumer, industry, or technical risks. Within Q3, DCC also successfully applied a fix to ensure there were no longer any missing registrations in the Central Switching Service (CSS). This ensured alignment between MPRS and CSS, ensuring all end-consumers have the ability to switch. Resolution of this Go-Live issue has been achieved with the expert assistance of impacted Distributors. 	<p>We will continue to work with DCC on the identified improvements for governance and in the area of REC Change Management. We will seek to deliver the best solution for timely developments and approved improvements.</p>

Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Engage with Ofgem on the separation of CRS from the DCC Licence</p>	<p>In December 2024, Ofgem published its decision not to transfer delivery of the CRS from the DCC to RECCo. Although industry parties supported the transfer and recognised the benefits of the change, Ofgem considered the potential risks of the transfer too great. Instead, Ofgem challenged DCC to improve its performance and agreed that RECCo should conduct a review of the CRS Governance and Operating Model which is now taking place with a improvement plan being developed for the end of March 2025.</p>	<p>The CRS Project Team will complete a full handover to the Operations Team in Q4. This will include an independent REC Board Lessons Learned review and a detailed delivery plan for the review of the CRS Governance and Operating Model.</p>

Workstream: Our People ●

Outcomes	Q3 Progress	Q4 Focus
<p>Launch a comprehensive programme to enhance team capabilities</p>	<p>A Training Needs Analysis (TNA) exercise was launched across RECCo’s Operations department. The findings from this project will help guide the training approach in other departments moving forward. Additionally, several training and coaching programmes are currently underway or nearing completion across the business. These initiatives are designed to support the ongoing development of our employees and align with RECCo’s broader strategic goals.</p>	<p>We will learn from the insights gained from the Training Needs Analysis (TNA) and assess the impact of this year’s coaching and training initiatives. We will evaluate how the programmes have supported employee development and aligned with business objectives. Additionally, we will refine and enhance our Learning and Development (L&D) approach, ensuring that learnings are integrated into future initiatives across departments.</p>
<p>Introduce new initiatives to support physical and mental health</p>	<p>We partnered with a Menopause in the Workplace expert to start our journey toward becoming an accredited menopause-friendly organisation. We also rolled out company-wide resilience training to help equip employees to maintain a positive work-life balance.</p>	<p>We will conduct RECCo’s annual employee engagement survey to better understand our employees’ needs and identify initiatives to enhance their wellbeing. We will also be continuing to review our policies and procedures through an Equality, Diversity, and Inclusion (ED&I) lens to ensure we maintain an inclusive and supportive workplace.</p>

Data & Digitalisation ● ● ● ● ●

Workstream: Consumer Consent

Outcomes	Q3 Progress	Q4 Focus
Continue to support Ofgem and DESNZ in their development of policy on Consumer Consent	We have carried out broad stakeholder engagement, including supporting Ofgem as they review the consultation responses received. We have also continued to develop the business case, delivery plan, and supporting budget in anticipation of RECCo being confirmed as the Delivery Body.	We will continue to engage with our stakeholders and prepare our proposed delivery plan in anticipation of Ofgem’s announcement, subject to RECCo being confirmed as the Delivery Body for Consumer Consent.

Workstream: Data Access

Outcomes	Q3 Progress	Q4 Focus
Improve REC alignment with Ofgem's Data Best Practices	We continue to support the progression of REC change R0148, working with service providers and raising an impact assessment, which is currently being progressed.	We will plan the optimal release timing for REC Change R0148, considering the timing of other key REC changes.

Workstream: API Gateway

Outcomes	Q3 Progress	Q4 Focus
Implement changes to RECCo's enterprise architecture, including implementing an API gateway	We have implemented the API Gateway production version, and it is being used in some proof-of-concept services. Wider use of the API Gateway is now being planned for RECCo projects.	We will continue to investigate the future use of RECCo's API Gateway to ensure it delivers security and technology benefits across REC Services for REC Service users.

Workstream: Data Security

Outcomes	Q3 Progress	Q4 Focus
Strengthen RECCo's system security	We continued to review and implement security improvements to RECCo's systems. While security and data events occurred in line with external market trends, no data breaches were reported to the ICO, and our security controls functioned as expected during these incidents.	We will continue to review and implement changes to RECCo's security systems. This ongoing process aims to enhance overall performance and security and ensure our systems meet evolving needs. Updates will be provided as we make progress.

Workstream: User Experience

Outcomes	Q3 Progress	Q4 Focus
Continue to develop AI capability	This activity was put on hold during the completion of the Digital Services procurement, as we plan to replace the REC Portal, EMAR, Digital Navigator, and ERIN by September 2026. We want to ensure there is a clear cost-benefit to making further improvements to the existing digital services before then.	We will continue to review if and when it is best to upgrade our AI capability within existing REC digital tools, in light of our Digital Service procurement activity.

Energy Theft Reduction Programme ● ● ●

Outcomes	Q3 Progress	Q4 Focus
Improve the efficacy of the incentives scheme	We submitted REC Change Proposal R0173 to Ofgem. The proposal seeks to change the basis of incentive payment from being wholly dependent upon the outcome of an investigation to rewarding the investigative activity.	If change R0173 is approved, we will work to implement on 1 April 2025. We are also planning to issue a broader white paper to seek views on how to tackle wider issues and identify the most appropriate next steps.
Develop a portal to improve industry-wide data sharing	We are continuing to improve the functionality of the Detertech Portal and work with stakeholders to ensure data is being uploaded. This includes work to source data and address issues that are preventing its use in the portal. We are still trialling the portal, and due to some limitations, this period may be extended.	We will work with stakeholders to increase the portal's visibility and usage. Feedback will continue to be gained on current and future functionality to inform decisions on the status of the current trial and/or future requirements.
Consult on a proposal for a dedicated police unit to tackle energy theft	The Outline Business Case consultation received overwhelming support. We have now raised a REC change proposal to introduce the Energy Theft Unit (Police unit) and Referral Assessment Service (RECCo-led QA and triage).	We will progress the REC Change Proposals and establish operational practices with the City of London Police.

Energy Theft Reduction



Outcomes	Q3 Progress	Q4 Focus
<p>Progress recommendations of the end-to-end process review</p>	<p>We provided an update at the December Theft Forum, and all recommendations have been incorporated into a white paper. The paper will reference the E2E review and assess the viability of various initiatives and proposals in the context of recent developments – i.e. identify potential synergies with the RAS.</p>	<p>The White paper will be reviewed by the Theft Issues Group, and then we will look at publishing it.</p>

Regulatory Programmes & Policy Delivery

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

Outcomes	Q3 Progress	Q4 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 completed and submitted the Test Readiness Report for SIT Non-Functional Testing and SIT Operational Testing.</p> <p>We have also established a test version of EES API for use by MHHS Participants to support testing and operational readiness.</p> <p>Additionally, we delivered a test version of EES API, which is being used by market participants – with 20 EES parties covering 24 Market Roles who have requested access so far.</p> <p>Operational readiness activities have also been agreed with the REC Code Manager Service Provider and a plan is in place to monitor the delivery of the required activities.</p> <p>The MHHS Qualification wave reallocation has also been completed. Engagement is continuing with participants who have requested additional information.</p> <p>The Authority also approved R0209 for implementation at MHHS milestone M8. The MHHS programme is actively discussing the approach and process for Post-M10 change control.</p>	<p>We will continue to engage and progress in SIT and complete work off items for SIT Non-Functional and Operational Testing.</p> <p>We will agree Post-M10 change control arrangements with the MHHS Programme and other Code Bodies and deliver an industry MHHS training day in February 2025.</p> <p>The Project team will also review the Initial Qualification Assessment Document (QAD) submissions for SIT Parties and Non-SIT LDSOs.</p> <p>Finally, we will publish additional REC drafting changes required from recent MHHS design changes.</p>

Workstream: Code Reform & Licensing ● ● ●

Outcomes	Q3 Progress	Q4 Focus
Engage with and implement code governance reform	<p>We awaited further consultations on code reform and engaged with stakeholders accordingly.</p> <p>We continued to consider the impacts of Code Reform proposals on the future REC Code Manager service through our Code Manager Evolution project with areas of potential changes being identified for further assessment.</p>	<p>Following formally submitting confirmation to Ofgem of our intention to apply for the REC Code Manager licence, we will review the upcoming consultation on the draft Strategic Direction Statement by Ofgem to understand proposed changes to the REC arrangements.</p>
Undertake preparation and process to acquire Code Manager licence	<p>We engaged with Ofgem’s consultation on Code Manager Selection whilst also undertaking the required eligibility assessment in the proposed process.</p>	<p>Following submitting confirmation of our intention to be considered as the REC Code Manager licensee, we await feedback and next steps from Ofgem.</p>

Workstream: Tariff Levelisation ●

Outcomes	Q3 Progress	Q4 Focus
<p>Deliver payment levelisation reconciliation from 1 April 2024</p>	<p>The REC Change R0182 was successfully implemented in January 2025. To date there have been no issues or defects reported.</p>	<p>The REC change will continue to be closely monitored following implementation and the levelisation data will be validated on an ongoing basis, and periodic reconciliations will continue throughout Q4 and 2025.</p> <p>The project will be formally closed in February. A lessons-learned report and closure document will be issued to stakeholders.</p>

Workstream: Third-party Intermediaries ●●●●

Outcomes	Q3 Progress	Q4 Focus
<p>Develop assurance & accreditation processes for the TPI Code of Practice</p>	<p>We continued to await Ofgem’s decision on the REC Change R0137 to introduce a mandatory TPI Code of Practice. In the interim, we began a review of the voluntary Code of Practice to ensure it remains fit for purpose and to incorporate industry feedback following its implementation.</p>	<p>While awaiting Ofgem’s decision, we will continue to review the TPI Code of Practice and consult with stakeholders on potential changes. We are also awaiting a government decision on potential regulation of third parties.</p>

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).

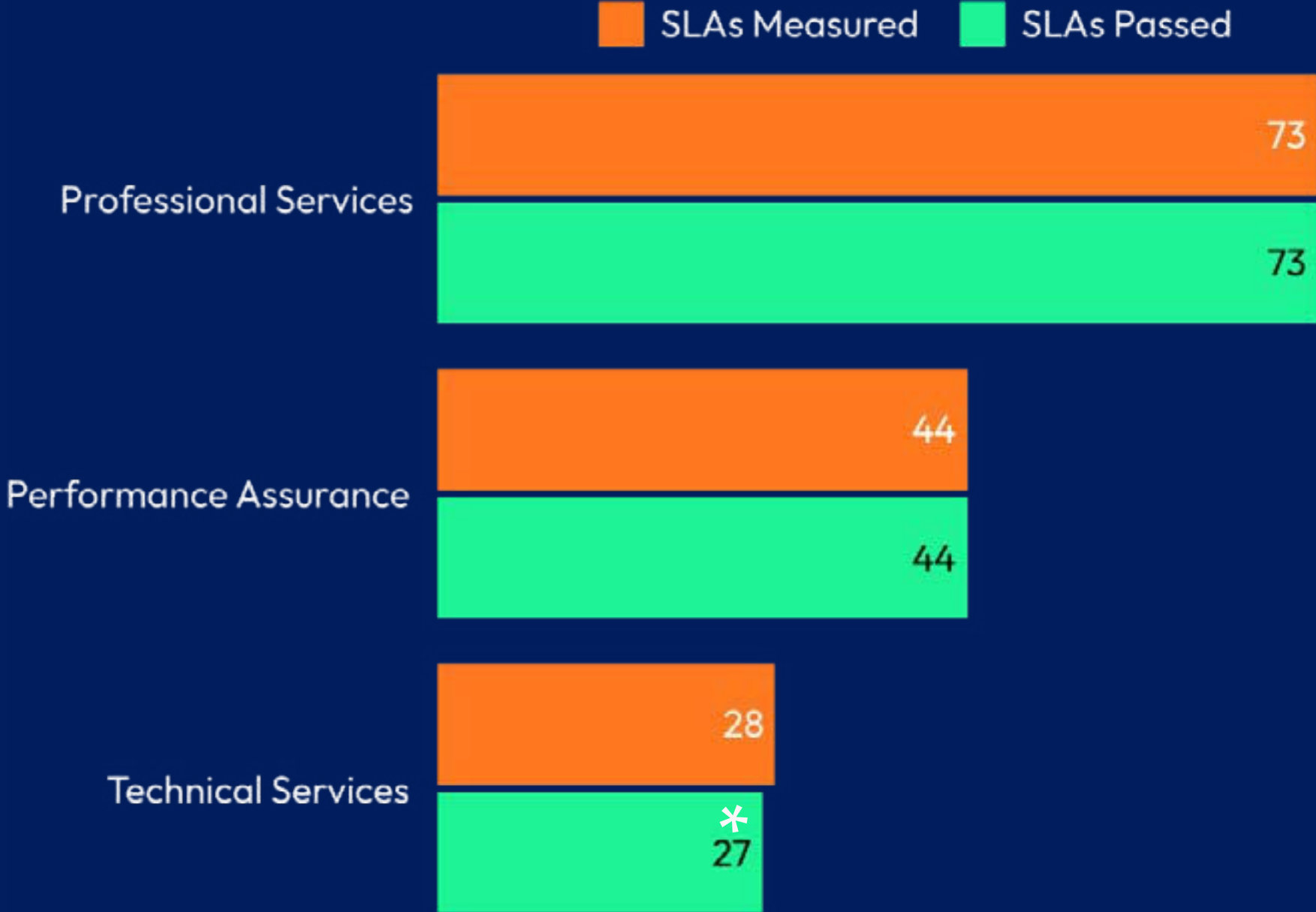
These dashboards demonstrate the performance of the core REC Services. As we develop the Quarterly Report, please look out for future updates covering additional REC Services.



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.

* The failed SLA was 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

Q3 Party Interactions



OAM
Meetings

294



Code Manager
Events

8



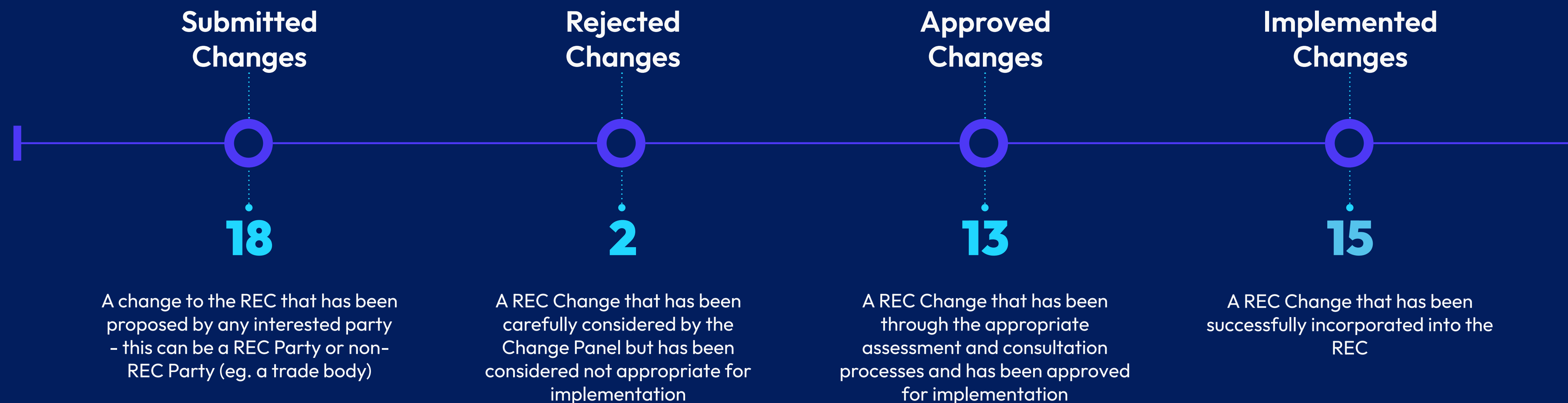
Committee
Meetings

34

New REC Parties **20** Market Exits **2**

Code Manager Activities

Change Management



Electricity Enquiry Services (EES)

Availability: **100%**

SLAs Measured **132**

SLAs Passed **130**

SLAs Missed¹ **2**

Sucess Rate **98%**

Incidents² **131**

Response **100%**

Resolution **100%**

The Electricity Enquiry Service has continued to provide a consistent and stable performance, resulting in high availability for its users.

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

² Of the 131 incidents, three related to switching (all low priority P4). The remaining were non-switching P2-P4s

Gas Enquiry Services (GES)

Availability: **99.9%**

SLAs Measured **86**

SLAs Passed **75**

SLAs Missed¹ **11**

Success Rate³ **87%**

Incidents² **131**

Response **100%**

Resolution **100%**

This quarter, the platform has undergone significant improvements whilst still maintaining this high availability. These improvements will both ensure the continued success of the service and deliver cost savings to REC Parties.

¹ The missed SLAs did not have a significant detrimental impact on the service and no Service Credits were applied.

² Of the 131 incidents, 128 were lower priority P3s and P4s (including customer-side issues), and 3 were P2s. 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: 58

Electricity - 23

Gas - 35

Audits Passed first time: 74%¹

Audits Completed on time: 100%

Outstanding Non-compliances: 6²

New Applicants: 9

Electricity Metering Operative - 6

Approved Meter Installer - 2

Electricity Metering Operatives and Meter Operator Agent - 1

1 - November saw the highest in-month pass rate of 83%

2 - Three of the outstanding audit non-compliances were within the window for additional evidence. The three outside the window have an agreement in place or was only just out of tolerance. All were from December (none aged).

Centralised Registration Service

Availability: **100%**

Services Levels Met/Measured

Central Switching Service

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

93%

37/40

Switching Operator

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

71%

24/34

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 Q3 and all P3 incidents were managed within defined service levels

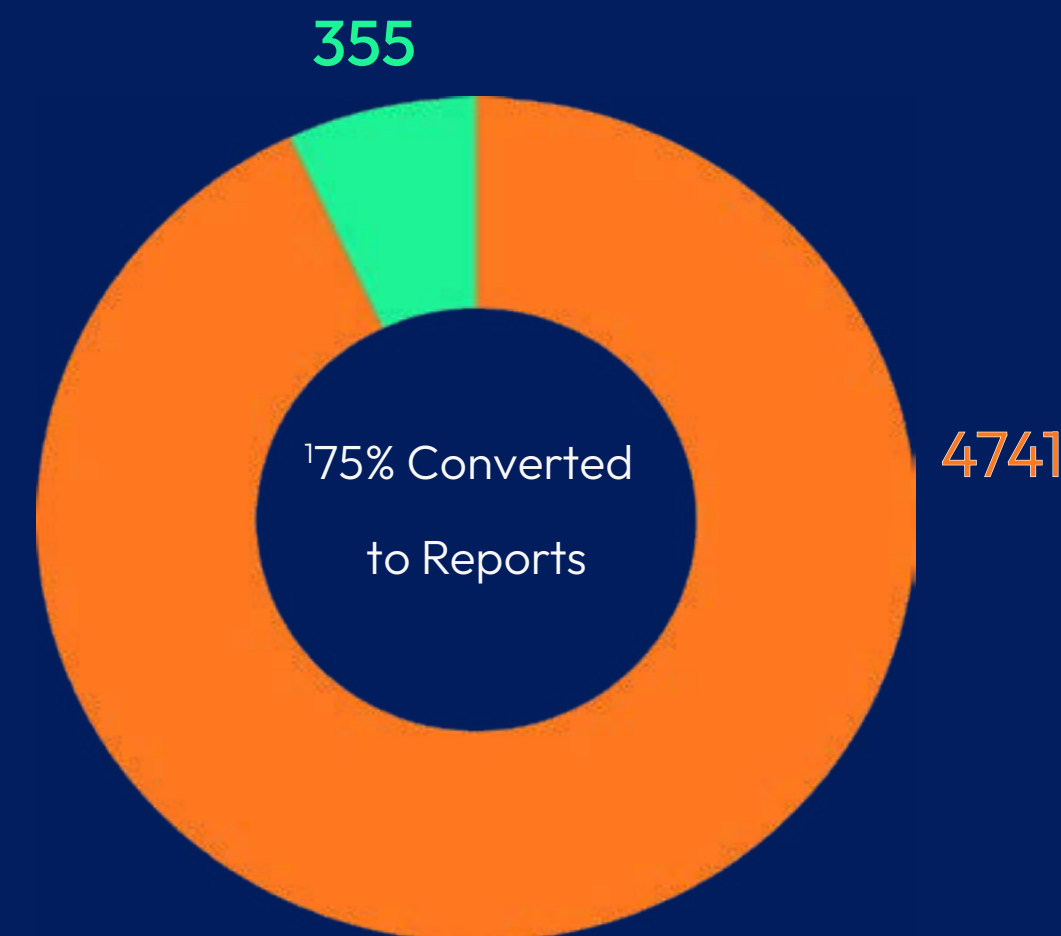
P4 incident resolution fell below target which is being further addressed by Service Provider teams to encourage timely incident management

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 that in the third quarter, 100% of invoices were paid and 100% of payments received were distributed.

Q2 Total invoices issued: **£12.2m** Invoices paid on time: **100%**

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



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 Spring to share our Q4 update.

