

Q1

# Quarterly *Report*

Update on our progress against the  
Forward Work Plan 2025–2028





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# Welcome to RECCo's Quarterly Report for Q1 (FY 2025/2026)

**This report provides an update on the key priorities set out in our [Forward Work Plan \(FWP\) 2025–2028](#).**

We remain committed to engaging with stakeholders throughout the lifecycle of the FWP, fostering a collaborative and transparent environment as we work together to deliver our shared objectives.

Our goal is to keep you informed of our progress, and this report, along with our other communication channels, helps us deliver on that commitment.

At RECCo, we manage and procure a range of REC Services to meet the requirements of the Retail Energy Code (REC) and to ensure the smooth operation of the retail energy market.

As part of our service management approach, we closely monitor and report on the performance of our service providers against agreed Service Level Agreements (SLAs) and

Key Performance Indicators (KPIs). This helps us ensure our services are delivered effectively and efficiently, while also identifying areas for ongoing improvement. This report features a dashboard overview of our core service performance, which we will continue to refine based on your feedback about what you'd like to see.

We remain dedicated to building a better-functioning retail energy market for all consumers, underpinned by our commitment to continuous improvement. We welcome your feedback and encourage you to share your views using this [short form](#).





## Strategic priorities

In March 2025, we published our Forward Work Plan, which gives a detailed overview of our three strategic priorities for 2025/28.

The first section of this report provides an update on our achievements in the first quarter and outlines our plans for the upcoming period (Q2). Our primary focus remains on enhancing our current services for stakeholders and supporting evolving future needs.



### Perform

We are a trusted expert provider and enabler of code management and services

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### Protect

We safeguard consumers' interests and data by providing secure Digital Services tailored for the retail energy market

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### Progress

We drive solutions and innovations to support an effective retail market for today and the future

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# *Perform:* Striving to deliver service excellence

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# REC Change Management

## Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
Use the findings of a REC Change Process pilot initiative to identify and target areas for improvement	Following the pilot, we identified key areas for improvement and successfully implemented several recommendations, including updates to the Metering hub and the Safe Isolation Provider (SIP) role.	We will propose a REC change to simplify and streamline the process for qualified individuals seeking to operate in the energy market to operate solely as SIPs, while continuing to leverage pilot findings to target additional opportunities for improvement.
Improve REC change reporting for greater visibility so that users can more readily obtain information	<p>We introduced a ‘REC Change Overview’ page to the REC Portal enabling users to track proposed changes more easily.</p> <p>The Change Register has also been updated to include key statistics such as the number of days taken to progress each change.</p>	We will continue engaging with stakeholders and RECCo’s Digital Services project team to ensure all parties remain informed and that change reporting continues to evolve in line with user needs.



# REC Performance Assurance

## Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
<b>Consult on the Performance Assurance Operating Plan (PAOP) and leverage the REC Portal for increased engagement</b>	We engaged with the Performance Assurance Board (PAB) and other stakeholders through a Performance Assurance webinar to gather feedback on the assurance activities they value most and the focus areas they consider most important.	We will present the draft PAOP (including focus topics and timetable) to the PAB, followed by industry consultation and a further engagement session in August, ahead of the final PAOP being agreed for implementation from September 2025 to August 2026.
<b>Focus on Metering Schemes to support the Market-Wide Half-Hourly Settlement (MHHS) implementation</b>	Data Cleanse Sprint 4, which began on 1 April 2025 and runs until 30 September 2025, underwent a mid-sprint review at the July PAB, where the Code Manager Service Provider assessed Party performance and recommended Performance Assurance Techniques (PATs) where necessary.	We will monitor the completion of Data Cleanse Sprint 4 and review the outcomes.
<b>Refine the Theft Detection Incentive Scheme</b>	R0173 (Improvements to the Theft Detection Incentive Scheme (TDIS)) was approved with a proposed implementation date of 22 September 2025 and an effective from date of 1 October 2025, subject to the appeal window. The implementation date has been approved subject to the appeal window.	We will prepare to implement R0173, subject to no appeals being raised.



# REC Data Management and Digital Platform

## Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
<b>Review and refine content across the REC Portal to improve clarity and accessibility</b>	We updated several REC hubs with new layouts to provide easier access to documents and improved the REC Portal search function so that news articles and blog posts are now included in search results.	We will continue to ensure all REC portal content remains accurate and relevant, feeding any further development needs into the Digital Services Project, as no significant new features will be introduced to the existing REC Portal ahead of the Digital Service launch in Autumn 2026.
<b>Modernise our digital infrastructure through engaging a new Digital Services provider to design and implement tailored, user-focused solutions.</b>	We selected a new provider for REC Digital Services to upgrade the REC’s AI tool (ERIN), the Digital REC, and the existing REC Portal, with a primary focus on improving user experience by Autumn 2026. This marks a key step towards modernising our digital infrastructure and delivering more intuitive and effective tools for users.	<p>The new service provider will mobilise the service and begin the discovery phase, focusing on mapping and optimising key user journeys.</p> <p>We are planning a soft launch to prepare for a phased and controlled rollout ahead of full implementation in 2026.</p>



Code Manager Evolution – Digital Services

Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
Create a stakeholder user group to help guide and inform our work	We invited stakeholders to join the new user community and received a positive response from interested parties, demonstrating strong initial engagement and support for this initiative.	We will formally launch the user community to support the discovery phase of the project, enabling collaborative feedback and ongoing engagement with stakeholders.
Establish, embed and operate new operational services, creating processes for continuous improvement and the development of new solutions to ensure that the needs of our stakeholders are continuously met rather than subject to periodic reviews	There were no updates in Q1 for this deliverable as planning and design activities are scheduled for later phases of the project.	Our approach to incorporating operational processes will be factored into the overall plan, laying the groundwork for effective service delivery and continuous improvement.



# Code Manager Evolution – Code Manager Service

## Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
<b>Undertake a complete review of service performance and effectiveness to help inform our approach to the future service design and the changes that may be required</b>	We engaged with our current service providers and the Stakeholder Advisory Group (SAG) to define the performance levels required through to 2027 and incorporated these requirements into contract extension discussions.	We will finalise and agree on the terms of the contract extension with incumbent service providers, ensuring alignment with future service objectives.
<b>Seek to understand the impact and implications of the current Code reform review</b>	We identified and analysed the operational impacts of the proposed changes to code management, providing a clearer view of the areas that require attention.	We will continue to assess the impact of the Code reform review, by having a dedicated operational lead assigned to oversee the project and ensure readiness for any required changes.
<b>Set out an approach to any further extensions of the existing code manager contracts</b>	We have developed and agreed an approach to contract extensions with all Code Manager service providers and commenced contract negotiations.	Following agreeing the approach, we will design a structure and strategy to manage all Code Manager-related activities beyond 2026, ensuring a robust and sustainable framework.



# Metering Services

## Perform: Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
<b>Strengthen relationships with Service Providers to improve performance through better understanding of operational challenges, and through improvement of reports and audits</b>	We supported the consultation and final legal drafting for R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP), embedding industry feedback into the revised CoMCoP.	We will oversee the 3-month revision of the CoMCoP audit questions as part of R0152, refining audit processes to improve clarity, and reviewing the methodology post-rollout to ensure we deliver lasting improvements.
	We strengthened our partnership with Wilcock by introducing a new governance model focusing on innovation, and improving audit reporting, and escalation procedures for non-compliance and overdue audits.	We will continue to closely monitor any overdue audits and non-compliances with Wilcock to ensure Wilcock escalates any issues to the REC Performance Assurance Board (PAB).
<b>Support REC Portal Enhancements: Focus on improvements related to Metering Services</b>	We added new technical content, FAQs, and guidance to the Metering hub and improved accessibility and navigation within the REC Portal, with a specific focus on supporting non-industry users and smaller businesses.	We will support the Digital Services project to ensure metering requirements are fully addressed and gather user feedback on the updated Metering hub to ensure the REC Portal continues to meet user needs.



Commitment	Q1 Progress	Q2 Focus
Enhance service performance and user experience through improved data access, user engagement, and feedback-driven improvements	Enhancements to the Enquiry Services are ongoing. Recent improvements include the removal of audit logs on the Electricity Enquiry Services (EES), which has significantly boosted system performance and reliability. Feedback from users remains consistently positive across both the EES and Gas Enquiry Services (GES), and ongoing engagement activities continue to identify further opportunities for improvement. Data access for the MHHS initiative is also progressing well.	We will continue to monitor all in-flight changes to the Enquiry Services, including those related to MHHS, scheduled to go live in September 2025. Alongside this, we will carry out a prioritisation exercise to align RECCo-led changes with broader REC changes, ensuring a coordinated approach that delivers maximum value to users.
Advance open data initiatives by collaborating with service providers to produce reports aligned with open data principles and supporting Market Wide Half-Hourly Settlement	The R148 Open Data initiative is out for an impact assessment with the providers. RECCo continues to offer support where needed, given the implications this change has on both the EES and the GES. Meanwhile, the MHHS programme remains on track for deployment in September 2025.	RECCo will maintain close collaboration with the Code Manager to support the progression of the R148 Open Data initiative. This joint effort aims to ensure a positive outcome following the receipt of impact assessments from service providers C&C Group and Xoserve and ensure value for money.



Commitment	Q1 Progress	Q2 Focus
<b>Optimise service delivery by monitoring usage, addressing increased demand, improving third-party access, and resolving discrepancies between electricity and gas enquiry services</b>	The Gas Enquiry Services (GES) has consistently performed well against its SLAs. Since the successful deployment of the GES Re-platform in October 2024, the service has demonstrated its ability to manage increased demand effectively. The Electricity Enquiry Services (EES) enhancement project is ongoing, with technical requirements being gathered to support future SLA compliance. Operationally, the EES is meeting SLA expectations, and user feedback remains positive.	We will focus on finalising the requirements for the EES technology stack enhancement project, ensuring alignment with SLAs and delivering a resilient, future-ready platform that meets user expectations for high-quality service delivery.
<b>Strengthen security measures to prevent, manage, and respond to evolving risks, ensuring effective incident management and minimising risks to REC and other authorised parties</b>	No security-related projects were deployed this quarter, as existing monitoring systems for both the EES and GES remain highly effective. These systems actively detect changes in usage patterns and help RECCo identify emerging risks, with established risk management processes continuing to safeguard service integrity.	We are advancing two internal initiatives in collaboration with C&C Group and Xoserve to enhance API monitoring capabilities and ensure GDPR compliance. Based on the results, any necessary follow-up actions will be identified and agreed.



Commitment	Q1 Progress	Q2 Focus
<b>Conduct a review of current governance arrangements to identify necessary changes that strengthen the ability of RECCo and the REC Performance Assurance Board (PAB) to hold DCC accountable. Explore mechanisms to achieve the benefits of a transfer without necessitating structural changes to DCC’s licence or SEC security requirements</b>	<p>In April 2025 an amended REC Switching Incentive Regime (SIR) performance charge REC change was implemented. PAB updated the Central Registration Service (CRS) information security standards DCC are expected to meet under the REC, covering the overall approach to each year’s assurance assessment.</p> <p>We developed our second assessment of DCC’s Customer Engagement performance for the Regulatory Year (RY) 2024/25, incorporating feedback from the 2025 SIR Survey.</p>	<p>We will work with DCC to submit assessments of DCC’s Customer Engagement performance to Ofgem, covering the last regulatory year, ending March 2025. These assessments feed into Ofgem’s annual Price Control considerations.</p>
<b>Develop and implement an Address Quality Plan (AQP) to systematically enhance address data accuracy, reducing erroneous switches and improving consumer outcomes</b>	<p>We supported DCC with the Address Quality Plan 2025/26 by analysing and characterising the current ~2.8 million CSS Retail Energy Location (REL) unmatched address pool. This work aims to determine which parts of the pool are static and identify addresses unlikely to meet the code-defined standard required by DCC. Additionally, DCC is reviewing the current suite of Knowledge Articles and REC Category 3 guidance to address any gaps and consider the introduction of less technical documentation to help parties better understand and resolve data quality issues.</p>	<p>We will work with DCC to host a stakeholder engagement session to develop a shared understanding of the impact of poor or unmatched REL address data on both market participants and end-consumers, ensuring collaborative action to improve address quality.</p>



Commitment	Q1 Progress	Q2 Focus
<b>Refine reporting frameworks and knowledge repositories to ensure clarity and accessibility for stakeholders. Implement a robust Communications and Engagement Strategy to keep stakeholders informed and engaged throughout service improvement initiatives</b>	We created a consolidated view of all CRS reports, detailing current recipients, report parts, and data items. Initial engagement is underway with the top three recipients, enabling DCC to validate reporting needs and explore opportunities for rationalisation or technical improvements. In addition, DCC has revised the approach and timing for its two-way stakeholder engagement via the Switching Operator Forum (SOF) to strengthen collaboration and feedback.	Our next phase of the CRS Reporting review will engage industry stakeholders on report usage and delivery improvements, aiming to reduce report splitting. Current engagement will be mapped, “good practice” defined, and a plan developed to address gaps, which will be shared for feedback at the autumn SOF.
<b>Collaborate with DCC to optimise technical processes, including incident management, security architecture, and service delivery models. Work to ensure alignment of technical and operational activities with REC standards</b>	DCC has implemented changes to the incident downgrading “work notes” template and provided training. We began a review of incident categorisation, automation, and third-party Incident Management (IM) requirements. This will improve record clarity and support code performance reporting.	<p>We will review and recommend changes, sharing them with Switching Stakeholders for feedback, while assessing the impact of potential technical automation and enhancement opportunities.</p> <p>We will work with DCC to review the Post REC Change Release Incident Management process, incorporating lessons from the June release. A review of the Switching Contact Database is also planned to ensure accurate, up-to-date records.</p>



## Switching & CRS Governance

Perform: Striving to deliver service excellence

### Commitment

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**Strengthen collaborative working relationships with DCC to address current operational challenges and ensure continuous service improvements and efficiencies. Facilitate joint workshops and initiatives to streamline change management and enhance cross-code working**

### Q1 Progress

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We continued to work with DCC and met regularly to discuss operational governance, strategic opportunities and performance.

### Q2 Focus

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In collaboration with DCC, we will hold a lessons learned session to review the issues encountered during the June release and the implementation of R0080.





Code Reform and Code Manager Licence Striving to deliver service excellence

Commitment	Q1 Progress	Q2 Focus
Engage fully with Ofgem and DESNZ in the selection process to become the Licensed Code Manager for the REC	Ofgem confirmed that both RECCo and Elexon will follow a non-competitive process to be awarded the REC and BSC Code Manager licences, respectively. However, we were required to submit our application in the same format as future licence applicants. These applications were successfully submitted in June 2025.	We await confirmation of the timetable for the licence award and its effective date, and we expect further consultation on the drafting of the Code Manager licence conditions.
Engage with stakeholders to create a development plan outlining how we will meet Strategic Direction Statement (SDS) requirements	We held a drop-in session and bilateral discussions with parties on the preliminary SDS before submitting the RECCo response at the end of March. Follow-up discussions were also held with Ofgem to ensure alignment on key priorities.	We are awaiting the publication of the final version of the preliminary SDS, expected by August 2025, which will inform the next phase of our development planning and stakeholder engagement.
Work with Ofgem to understand the proposed composition and remit of the Stakeholder Advisory Forum (SAF)	We are awaiting Ofgem’s decision on SAF arrangements.	We expect a decision on the second implementation consultation which will clarify the requirements of SAF. We will respond accordingly to ensure alignment with the new framework.



Commitment	Q1 Progress	Q2 Focus
<b>Increase capability and capacity within RECCo to meet business needs</b>	We enhanced organisational capability through strategic hiring and internal development. A targeted restructure of the Operations team supported internal mobility and progression, with key promotions reinforcing talent retention and aligning roles to evolving business needs.	We will focus on integrating new colleagues through structured onboarding and support career development through launching an Individual Development Plan (IDP) initiative enabling colleagues to reflect on strengths, identify growth areas, and set meaningful goals. Additionally, we will enhance recruitment and mobility reporting to strengthen data-driven workforce planning.
<b>Evolve our employee development programmes across the team to enhance skills, knowledge, and career prospects</b>	We strengthened team capability through targeted development initiatives, with a focus on supporting new line managers. This included dedicated training, introducing a manager buddy system, and publishing a comprehensive manager handbook to promote consistent, people-first leadership. We also supported broader development through ‘lunch and learn’ sessions on core skills and AI in the workplace, alongside the introduction of a structured onboarding session for new starters.	We will expand manager training with live modules on key policies and HR topics, refine the manager handbook based on feedback, and continue improving the new joiner experience through consistent onboarding and feedback integration.



Commitment	Q1 Progress	Q2 Focus
<b>Introduce new initiatives that support mental, emotional, and physical health</b>	We progressed key well-being initiatives including working on a flexibility statement and the development of a governance framework to assess flexible working requests.	We will embed our flexible working approach through targeted communications. We will introduce menopause guidance and training for managers. Additionally, we will review the effectiveness of the RECCo Wellbeing Allowance, a monthly benefit for employees, to ensure it continues to effectively support their wellbeing. We will explore new policies for neo-natal leave and sabbaticals.
<b>Monitor our attracting and retaining of talent which is key to our ongoing success</b>	We enhanced organisational capacity through targeted recruitment, internal mobility, and leadership development. New flexible working frameworks and policy development supported a more inclusive employee experience. Additionally, we began tracking key recruitment and retention metrics to inform workforce planning.	We will continue to refine our employee value proposition, with a focus on development and wellbeing to attract and retain talent. We will also introduce pulse engagement surveys to supplement our annual survey, enabling more frequent feedback and timely action.



# *Protect:* Consumer protection & data security

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Commitment	Q1 Progress	Q2 Focus
<b>Continue to build upon the success of the Stay Energy Safe campaign and our partnership with Crimestoppers to raise public awareness of the dangers of energy theft</b>	We built on the success of the Stay Energy Safe campaign and our partnership with Crimestoppers by enhancing our online content and providing clear guidance to help more consumers understand the risks of energy theft.	We will keep planning our digital PR, influencer, and winter radio campaigns, and start running regular content on Meta to make sure the public stays aware of the dangers of energy theft.
<b>Develop a claims process to remove disincentives for suppliers to undertake complex and costly investigations, to be consulted upon in early 2025/26</b>	We continued to work on Issue I0175 with the Theft Issues Group to develop a dual-fuel scheme to replace the legacy Reasonable Endeavours Scheme (RES) under the Uniform Network Code. This scheme could operate alongside, or as part of, the Theft Detection Incentive Scheme (TDIS) to allow for exceptional claims not covered by the Theft Detection Value.	We will consult on the principles of the I0175 proposal as part of a wider Theft White Paper to ensure industry alignment and stakeholder input.



Commitment	Q1 Progress	Q2 Focus
<b>Conduct a proof-of-concept to leverage real-time data for theft detection and plan to engage more with Distribution Network Parties to explore broader contributions to loss reduction</b>	We began work on a proof-of-concept report to assess how real-time data can be used to improve theft detection and support loss reduction initiatives.	We will complete the proof-of-concept report and publish our findings, using the results to inform future engagement with Distribution Network Parties and potential next steps.
<b>Continue to develop the proposal, and subject to acceptance of the necessary REC change proposal, to work with City of London Police to mobilise the unit and a supporting Referral Assessment Service (RAS) in the second half of 2025/26</b>	REC Change Proposals R0233 and R0234, to introduce the Energy Theft Unit (ETU) and RAS respectively, were submitted to Ofgem and accepted in late June.	We will keep working with City of London police to find the best way to introduce the service.

Consumer consent

Consumer protection & data security

Commitment	Q1 Progress	Q2 Focus
Utilise the REC Change Process to define the project’s scope and lay out the design for the system, emphasising principles such as simplicity, transparency, and security	Ofgem has approved the establishment of three dedicated Working Groups: Technical Design & Security, Consumer Protection & Accessibility, and Implementation & Governance, which are now underway enabling a collaborative approach to the project’s design.	We will continue running the three Working Groups throughout the consultation and design phase, ensuring stakeholder input and alignment with the project’s guiding principles.
Create an engagement strategy to gather input and to give industry and stakeholders more widely the opportunity to engage with these proposals and to influence the design	We finalised the engagement strategy, establishing a clear multi-channel approach to collaboration and feedback throughout the initial design phase.	We will implement the strategy and begin engaging with a broad set of stakeholders to ensure their input is incorporated into the design and development process.
Develop and test the Minimum Viable Product (MVP) over six months in an iterative way, ensuring the basic features, such as granting and managing consent, are functional	We identified the key assumptions and confirmed the potential sourcing approach required to deliver the MVP, laying the groundwork for its development.	We will present the key assumptions to the Working Groups and, based on their feedback, develop a procurement strategy and plan to support the successful delivery of the MVP.



# *Progress:* Innovation & Market Facilitation

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# Market Wide Half-Hourly Settlement (MHHS) Consumer protection & data security

Commitment	Q1 Progress	Q2 Focus
Ensure REC Services participates in the replanned SIT to ensure readiness for Go-Live	We planned the participation of REC Services in the revised Systems Integration Tests (SIT), ensuring that REC Services are aligned with the testing schedule and requirements.	Once testing has been completed, we will prepare for cutover/go-live to ensure a smooth transition.
Continue to plan and deliver the qualification requirements for each market role to ensure qualification of REC Parties	The progress requirements for SIT participants continue to be implemented, and we are on schedule.	We will complete the qualification for M10-ready SIT participants in readiness for MHHS go-live.
Focus our resources on implementing changes to the REC	R0241 successfully passed through the REC Change Panel and allowed us to update MHHS code drafting in preparation for implementation.	We are awaiting authority review of R0241. Once approval is received, we will begin the implementation of the MHHS release.
Ensure we, our Code Manager Services and other REC Service Providers are prepared to operate under MHHS and plan for post-MHHS migration changes to the REC	We actively monitored progress against our operational readiness plan to ensure alignment with MHHS timelines and requirements.	We will continue executing the operational readiness plan to ensure we are prepared for MHHS and equipped to manage post-migration changes effectively.



Commitment	Q1 Progress	Q2 Focus
Form industry working groups through the REC Change Process to develop a Minimum Viable Product (MVP) for the tariff data standard, enabling tariff information to be communicated to ESAs via a supplier-wide API in a machine-readable, interoperable format	We established the Tariff Interoperability Working Group (TIWG) and have also formed the Tariff Interoperability Solution Working Group (TISWG) to drive the design and development of the tariff data standard.	The TISWG will focus on creating a solution design that will serve as the foundation for the MVP, ensuring alignment with industry needs and interoperability requirements.
Collaborate with energy suppliers, Energy Smart Appliances (ESA) manufacturers, and service providers to finalise the MVP, ensuring seamless communication between ESAs and various suppliers' tariffs, promoting flexibility and optimisation	We had positive engagement with the TIWG and TISWG to demonstrate the approach, clarify key assumptions, and began to shape the design.	We will continue collaborating with TIWG, TISWG, and wider stakeholders to develop the MVP, ensuring it meets industry needs and delivers a scalable, interoperable solution.
Conduct trials with energy suppliers and third-party providers to test the MVP API, identifying technical challenges and ensuring compatibility with smart appliances	No updates this quarter.	We await confirmation of consultation timings and outcomes. We expect the trials to begin in the first half of the financial year 2026/2027.



Commitment	Q1 Progress	Q2 Focus
<b>Establish performance monitoring to ensure standards are met and that data interoperability functions as intended, safeguarding system reliability and consumer protection</b>	We conducted assumption testing and began developing high-level designs to support the implementation of robust performance monitoring for tariff interoperability.	We will complete the assumption testing and finalise the design to enable effective monitoring and governance of the solution.
<b>Collaborate with DESNZ to begin drafting the governance and compliance frameworks that will ensure ongoing oversight of tariff data interoperability and alignment with REC standards</b>	We shared our initial draft of the governance and compliance frameworks with DESNZ for review and feedback.	We will work with DESNZ to finalise the draft frameworks and commence the consultation process to secure industry input and alignment.
<b>Establish data security and consumer protection, working collaboratively with the Consumer Consent workstream to ensure that sensitive tariff data is handled securely, safeguarding consumer interests</b>	Engagement with the Consumer Consent project is ongoing, and we have shared initial designs and key assumptions to align on the approach.	We will continue collaborating with the project team to finalise the designs, ensuring that security and consumer protection requirements are embedded from the outset.



# REC Services SLAs & KPIs

At RECCo, delivering 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.

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# Centralised Registration Service

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

Availability: 100%

There were no Major Switching P1 or P2 incidents, or serious, severe or fundamental service level failures in Q1. All P3 and P4 incidents were managed within defined service levels.

The timely fulfilment of Switching Operator Service Requests fell below target; Service Provider teams are working through improvements in this area.

All service level data is sourced from the PARC reporting with performance monitored by the Code Manager Service Provider for the Performance Assurance Board.



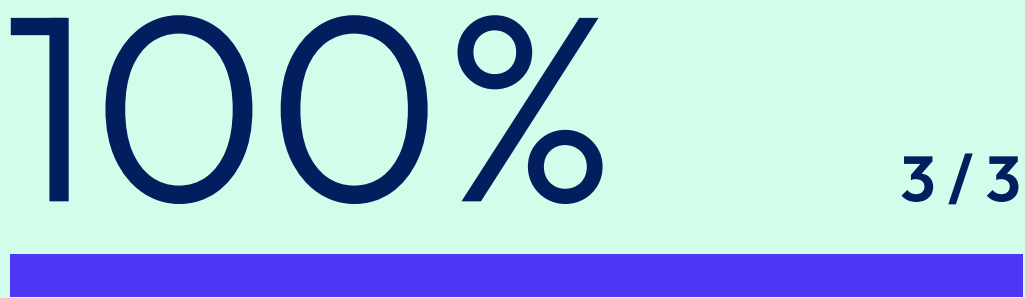
## Central Switching Service

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



## Switching Operator

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



## CSS Certificate Authority

Service levels relating to the security of the switching service



## Performance-Related Incentive Regime

The CRS service delivered a strong performance this quarter, successfully meeting the majority of their code-defined service levels. Only minor shortfalls were observed, and a small Performance Charge of 4.5% is expected.



# Electricity Enquiry Services (EES)

Continued **strong performance** from the Electricity Enquiry Service has ensured a high level of availability for users.

Availability: 100%

\* None of the 121 incidents related to switching and all were lower-priority P3 and P4s

SLAs	Incidents
132 SLAs Measured	121* Incidents
132 SLAs Passed	100% Response
0 SLAs Missed	100% Resolution
100% SLA Success rate	



## Gas Enquiry Services (GES)

The Gas Enquiry Service maintained **high reliability and availability** throughout the quarter, ensuring users could access information consistently and without interruption.

Availability: 100%

\*Most missed SLAs were due to data latency from Settlement systems caused by high data volumes at specific times. We have monitored performance closely and anticipate minimal user impact. This remains a key focus moving forward.

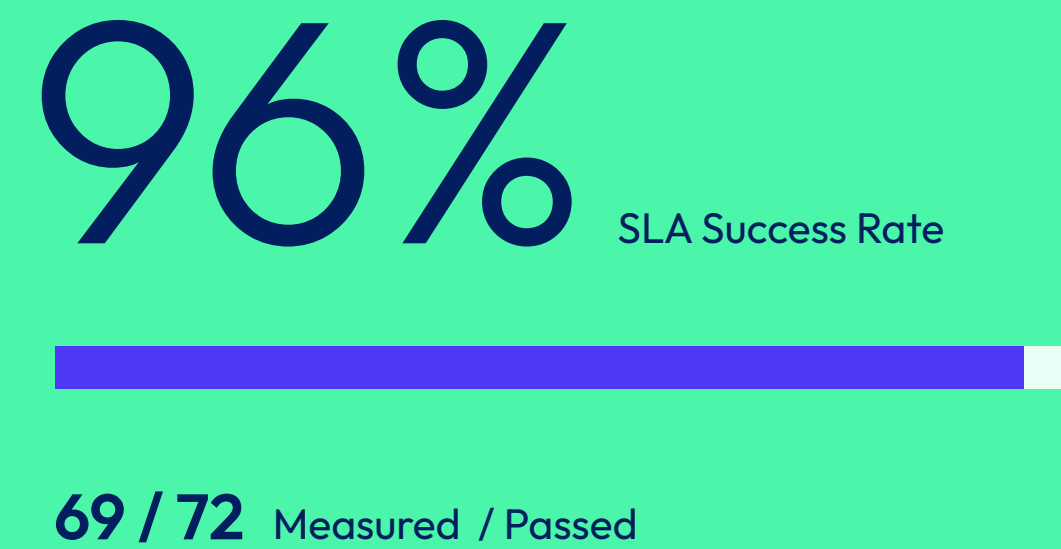
SLAs	Incidents
84 SLAs Measured	120** Incidents
73 SLAs Passed	100% Response
11* SLAs Missed	99% Resolution
87% Success rate	** Of the 120 incidents, 118 were lower priority P3s and P4s (including customer-side issues), and 2 were P2s. While one P2 incident was not resolved within the SLA, this was due to the thorough analysis and careful rollback decisions taken to ensure service stability.



# Code Manager Service Provider Performance

Our Service Providers continue to deliver to a **high standard**, with Service Credits\* being charged to drive improvements in targeted areas.

\* 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.



## Professional Services

Service levels relating to the professional services elements of the REC Code Manager activities, including REC Change management, information sharing and REC Party engagement.

The minimum Service Credits were applied to the 3 missed service levels this quarter, encouraging improvement in these targeted areas.



## Performance Assurance

Service levels relating to the Code Manager’s assurance of REC Parties, REC Processes and Service Providers



## Technical Services

Service levels relating to the technical aspects of the REC Code Manager activities, including maintaining and sharing knowledge of REC data items and related processes, assessing the technical impacts of any proposed REC Change, and acting as the technical design authority for the REC.





359

OAM  
Meetings



5

Code Manager  
Events



31

Committee  
Meetings



60

Stakeholder Check-in  
Sessions



28

New REC  
Parties



2

Market  
Exits



Energy Theft Tip-off  
Service (ETTOS)

Tip-offs to Crimestoppers

4,557 General Public  
Contacts\*

3,374 Reports  
Generated

74% Conversion  
Rate†

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

\*\* Score from 0 to 100 that indicates how authoritative and trustworthy a website is based on the quality of other websites linking to it

† The percentage of contacts to Stay Energy Safe that resulted in a theft report being raised

Year to date  
Stay Energy Safe  
Website Performance

22,000 Website  
Visits  
18% of annual target (Apr 25 to Apr 26)

52 Domain  
Rating\*\*  
Annual target: 55

113 Website Performance  
Speed  
Target: 80+

Metering Audit  
Services

63

Audit Total

Electricity: 11  
Gas: 52

89.9%\*

Audits passed  
first time

100%

Audits completed  
on time

1

Outstanding  
non-compliances

4

New applicants

Electricity Metering Operative: 3  
Electricity Metering Operative and Safe Isolation Provider: 1

\* Passed first time rate is a 6.8% increase  
on Q4 2024/25



# Payment Method Levelisation

The Payment Method Levelisation scheme ensures that prepayment and direct debit customers pay the same standing charge, as directed by Ofgem in February 2024.

This scheme equalises standing charges by requiring energy suppliers to increase charges for direct debit customers while reducing rates for prepayment meter users. To account for differences in payment method distribution across suppliers’ portfolios, a reconciliation mechanism is necessary. This ensures that suppliers with a higher proportion of prepayment meter customers receive credits, while those with fewer-than-average are debited accordingly.

The levelisation process ensures fair cost-sharing among energy suppliers, driven by and Ofgem’s and RECCo’s vision to support the Levelisation Scheme.

\* The outstanding amount relates to Rebel Energy, they went into administration in April 2025.

£11.5m We invoiced

99.95%\* Invoices paid paid on or before the due date

100% Of payment received was distrubuted

# Stay *Connected*

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at [communications@retailenergycode.co.uk](mailto:communications@retailenergycode.co.uk)

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