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REC Portal Relaunch User Community

Making the REC work for its Users

August 2025

1. Welcome and *introduction*

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Agenda

1. Introduction to a new REC Portal

2. Challenge and vision

3. Introduction to the community

4. What's next

Welcome

This will be a recorded webinar-style session to introduce the REC Portal Relaunch and the User Group activities we will do to ensure your voice is heard throughout the process.

Please ping any questions in the chat or email recportalrelaunch@retailenergycode.co.uk and we will distribute answers when we have set up our page on the RECCo website.

John Brignell – Product Owner

Joy Nnamani – Business Change Manager

John Aung – Quality Assurance Manager

Matt Lock – Business Analyst

Sam Padmore – UCD Lead and Product Strategist

Emma Spencer – User Researcher and UX Designer

Vlada Koberskaia – Change Lead

Maz Hayat – Product Design Lead

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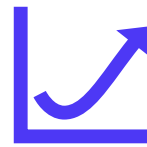# The New REC Portal – Coming *Autumn 2026*

Why Now?

A year-long **Code Manager Service review** revealed major improvements needed in usability, navigation and access.

Why Change?

Stakeholder feedback showed a clear demand for a **better digital experience**.

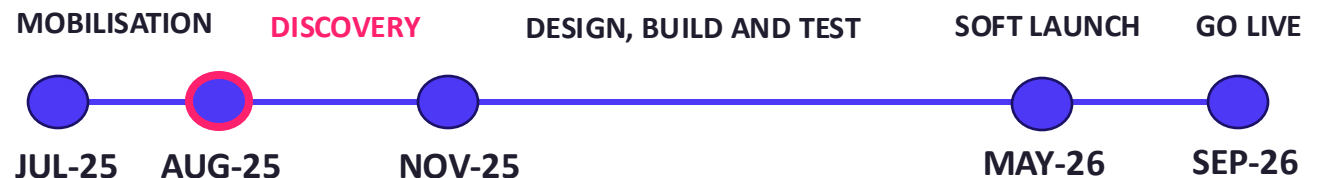We need **users at the heart** of this change.

The Change

Modern, integrated, User-Friendly

What we are working towards:
- A brand-new REC Portal
- Enhanced Digital REC & Data Specification
- Streamlined Change, Service, Party, and Committee Management tools
- AI-powered search & assistance
- Advanced data analytics & reporting

Capgemini

Our Partner
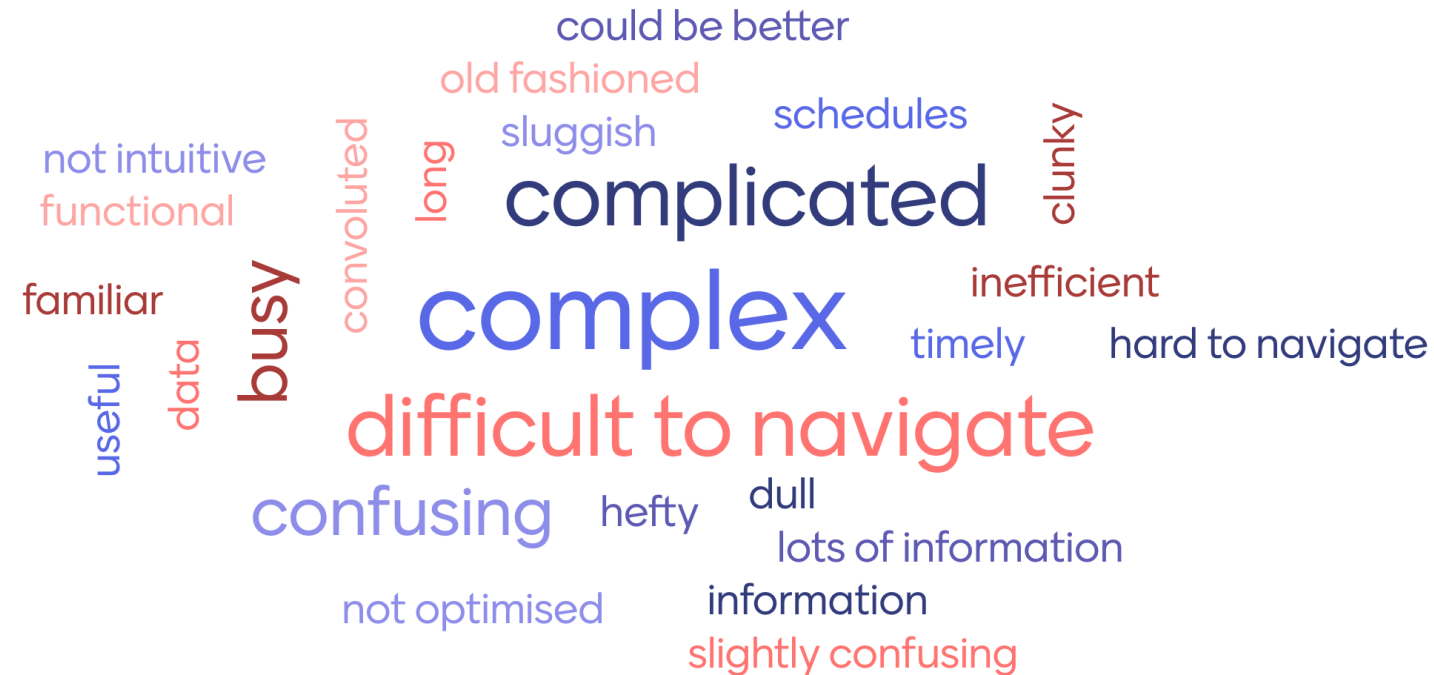Proven expertise in **AI, design thinking, and agile delivery**

MOBILISATION	DISCOVERY	DESIGN, BUILD AND TEST	SOFT LAUNCH	GO LIVE
JUL-25	AUG-25	NOV-25	MAY-26	SEP-26

2. Challenge and *vision*

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What word comes to mind when you think of the REC Portal today?"

could be better

old fashioned

schedules

not intuitive

convoluted

long

sluggish

clunky

complicated

functional

inefficient

familiar

busy

complex

timely

hard to navigate

useful

data

difficult to navigate

confusing

hefty

dull

lots of information

not optimised

information

slightly confusing

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The *challenge*

WHAT THE INDUSTRY IS TELLING US:

"It's hard to find what I need."

"There are too many steps to get simple tasks done."

"The system isn't joined up."

This reflects a clear need to simplify and modernise our digital services.

Simplify the user experience

Eliminate complexity and create more intuitive services.

Embed user-centred design

Put real user needs at the heart of our digital experience.

Deliver innovation through technology

Explore how AI and emerging tech can unlock greater value for our users and data consumers.

We will reimagine digital services that are smarter, faster, and easier, and designed with users, for users.

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Our commitment to *our users*

RECCo is committed to delivering a digital experience that truly works for everyone.

We are re-designing the REC Portal with *User-Centered Design at its core*, ensuring our digital services are shaped by your needs and expectations.

What you can expect:

A **seamless, intuitive interface** that reduces complexity and enhances usability
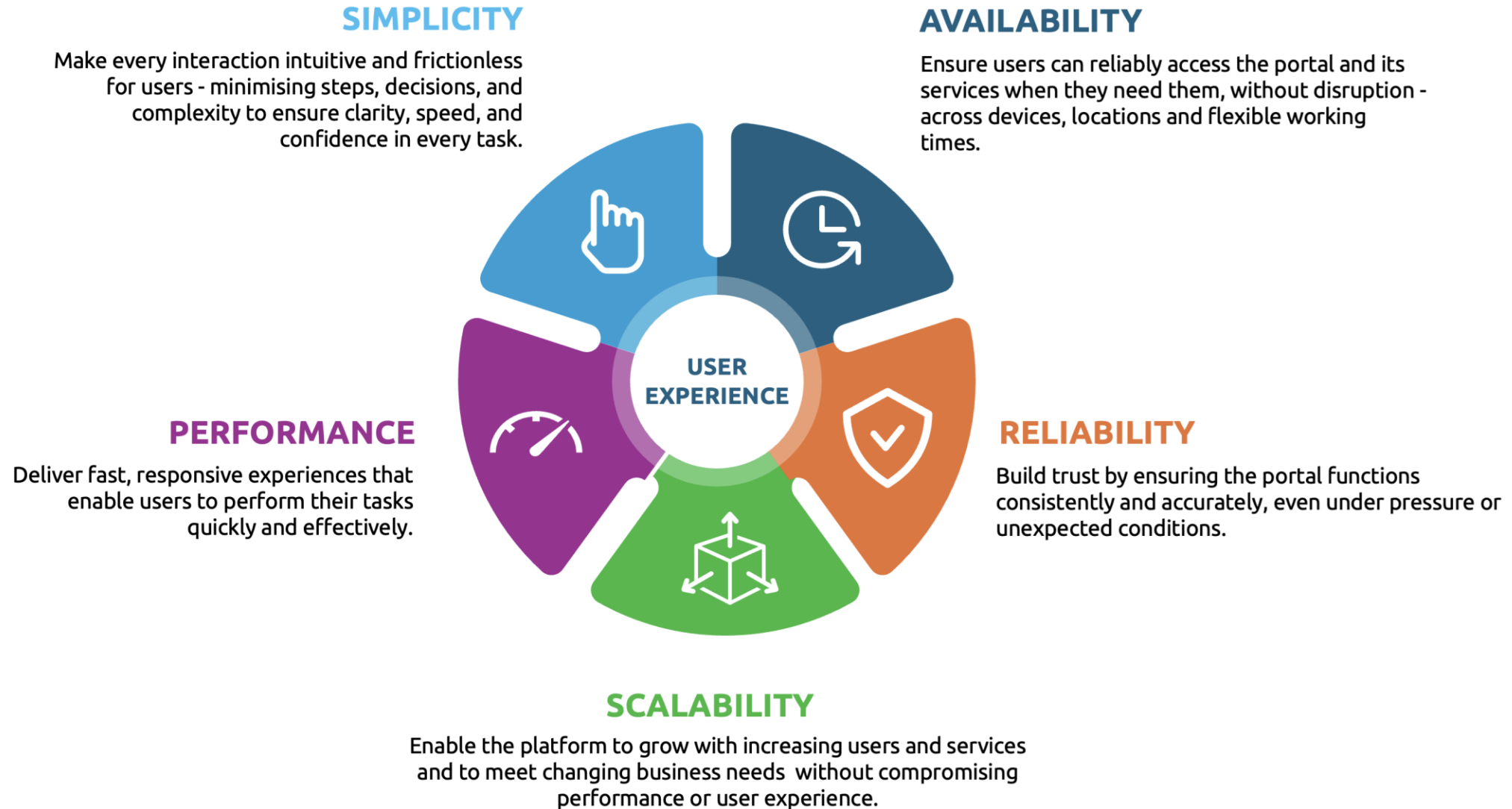
Accessible, easy-to-navigate tools designed for confident, efficient task completion

A **consistent experience** across all services, whether you're:
- A new joiner or seasoned user
- A high-frequency user or occasional visitor
- A code manager, market entrant, consumer, innovator, or regulator

Our Promise

We will continue evolving our services to remain accessible, efficient, and aligned with the diverse needs of our growing community, now and into the future.

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SIMPLICITY

Make every interaction intuitive and frictionless for users - minimising steps, decisions, and complexity to ensure clarity, speed, and confidence in every task.

AVAILABILITY

Ensure users can reliably access the portal and its services when they need them, without disruption - across devices, locations and flexible working times.

PERFORMANCE

Deliver fast, responsive experiences that enable users to perform their tasks quickly and effectively.

RELIABILITY

Build trust by ensuring the portal functions consistently and accurately, even under pressure or unexpected conditions.

USER EXPERIENCE

SCALABILITY

Enable the platform to grow with increasing users and services and to meet changing business needs without compromising performance or user experience.

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A vision for the digital service platform that delivers for our users

A seamless, secure digital experience for all market participants, enabling a smarter, more efficient energy market

The digital REC portal is the central interface for the retail energy market, that unifies access to services, simplifying engagement and improving transparency.

It provides open, secure access to regulatory guidance and market rules through a connected, evolving set of digital services. Designed to support all levels of engagement, the platform enables smarter decisions, efficient operations, and a more agile, collaborative market.

3.Introduction to the
user group community

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Be part of our *insights community*

Our commitment to co-creation

We're not just building better digital services for the energy market — we're building them *with* you.

The Digital Services Community is your space to influence, contribute, and shape the future of our digital tools. Your insight drives meaningful change.

It's important because it will:

- **Keep user experience at the heart** of everything we deliver
- **Represent the full diversity of our community** including suppliers, networks, TPIs, consumer groups, regulators, new entrants, and more
- **Work in true partnership** with you and our Digital Services Provider to co-create solutions that meet real needs

This is your opportunity to help shape a better, more inclusive digital experience. Join us in creating services that work for everyone.

Your Voice Matters
Whether you're:
- A frequent user or an occasional visitor
- A market expert or just starting to explore
- Looking to improve clarity, usability, or access

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The community *engagement hub*

COMING SOON

What it is

An online platform featuring interactive tasks, that serves as a space to shape a simple, effective and intuitive digital experience – together.

A space where you can:
• **Have your say** on how our new digital tools should work
• **Test ideas and designs** before they go live
• **See how your feedback** shapes the future of the REC portal

Our commitment

Everyone in this group has a voice. We're building a service with you — not just for you.

Why get involved?

The Retail Energy Code plays a big role in how the energy market works, but we know it can be complex and hard to navigate.
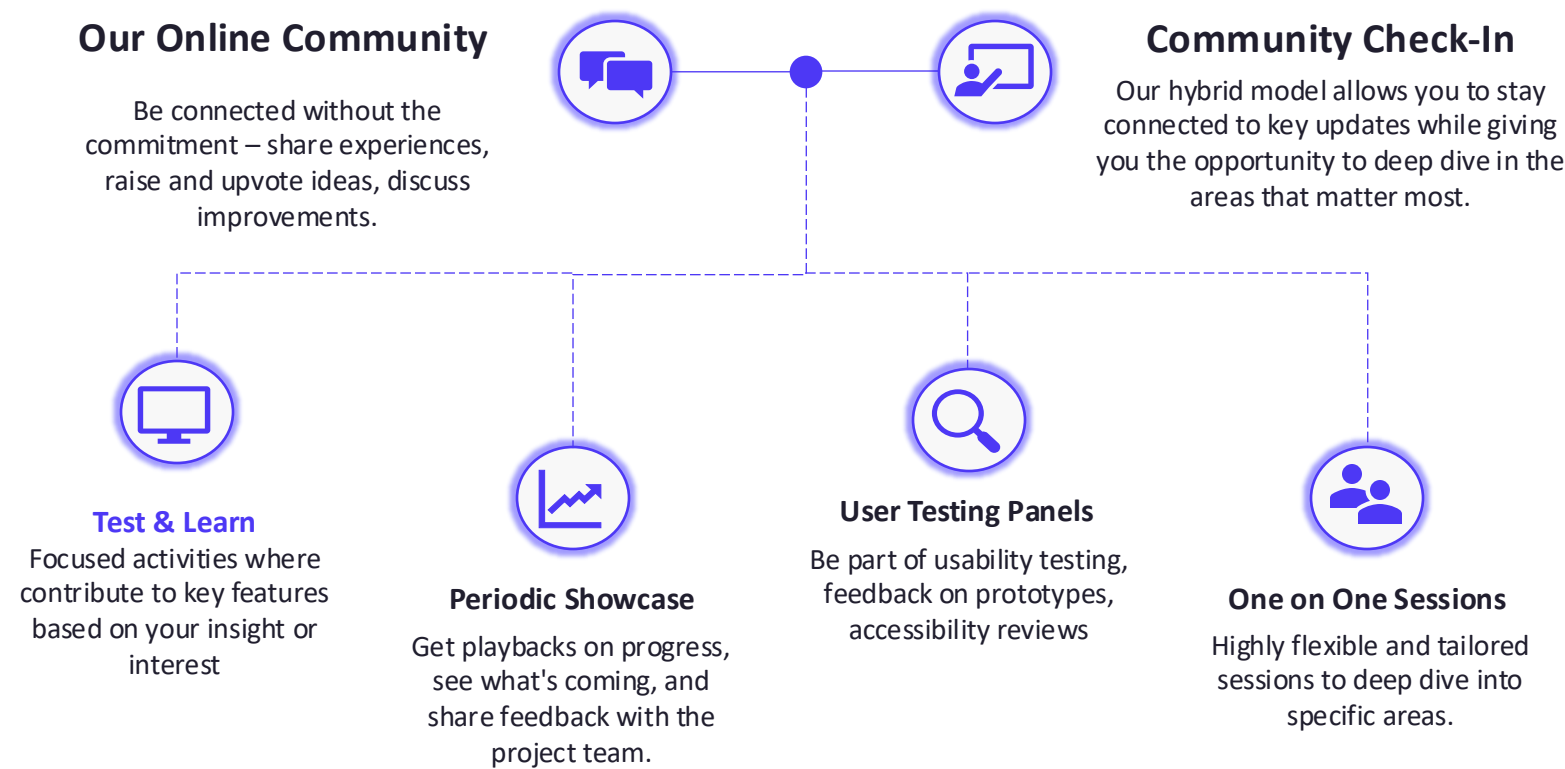
By joining our community, you can help us:

• Make information and obligations easier to access and understand
• Ensure our tools meet real user needs
• Build a better digital experience for *everyone* in the energy market

You choose how and when to get involved. No long-term commitment, just meaningful ways to contribute when it works for you.

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This isn't a committee – *It's a community*

Join when it's relevant. Contribute where you have insight. Stay connected throughout.

Our Online Community

Be connected without the commitment – share experiences, raise and upvote ideas, discuss improvements.

Community Check-In

Our hybrid model allows you to stay connected to key updates while giving you the opportunity to deep dive in the areas that matter most.

Test & Learn
Focused activities where contribute to key features based on your insight or interest

Periodic Showcase

Get playbacks on progress, see what's coming, and share feedback with the project team.

User Testing Panels

Be part of usability testing, feedback on prototypes, accessibility reviews

One on One Sessions

Highly flexible and tailored sessions to deep dive into specific areas.

flexible, focused, inclusive

Community Principles:

Open: You don't need permission to join – show up when it's useful to you

Practical: We'll focus on design, functionality, and real-world use

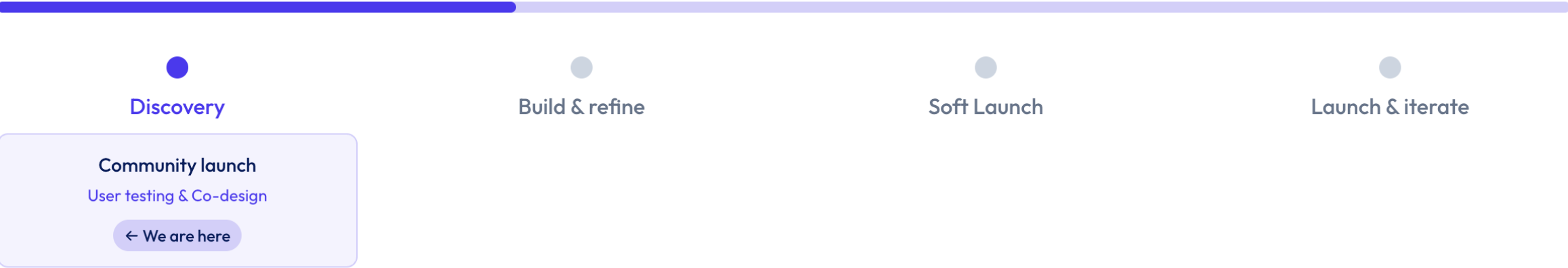**Respectful**: All views are valid – novices, new entrants and experienced operators

Iterative: What we learn feeds directly into product design and prioritisation

4. What's *next*

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Our *Roadmap*

Where we are and where we're going

We're at the community launch stage right now, to get users like you involved in discovering the best service and help us shape early designs, test ideas, and make sure we're solving the right problems. We'll keep you updated along the way on our upcoming Community hub.

Discovery   Build & refine   Soft Launch   Launch & iterate

Community launch
User testing & Co-design
← We are here

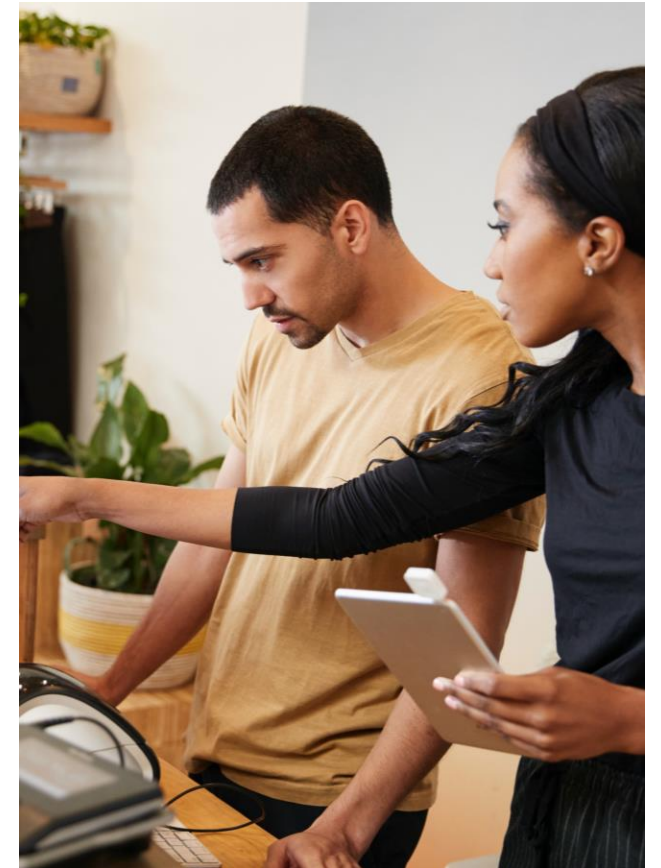recco

Optimising *our menus*

Card sort activity

We're going to be running a quick **card sort activity** where we'll ask you to group topics and content from the REC Portal where *you* think they should go.

Your input will help us design a site menu that makes sense to real users, not just the folks behind the scenes.

Your feedback will directly influence how easy it is to find things on the portal. We'll be in touch with more details on how to get involved.

Get ready to make a difference.

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Share the *Sign up*

- **Please tell your colleagues and get them to register if they're interested via our online form**

- We'll keep up to date with the project via our Community sign up page on the RECCo website [coming soon]

- Look out for an invite to an online research activity, usability session or showcase

*We're not just **changing** the REC Portal.*

*We're designing how people **experience** it.*

Questions

Please put questions in the chat or email recportalrelaunch@retailenergycode.co.uk
We will publish answers on our dedicated webpage.