

REC Party

Engagement Day 2025

30 September 2025

Welcome

Your Hosts



Rachael Anderson

Director of Corporate Affairs



Paul Rocke

Head of Communications

Housekeeping

- A 15-minute break and a 45-minute lunch are planned
- Please stay for drinks & networking after the surgeries
- No fire alarm test is expected today
- You can use the Slido QR code on your leaflet on your table to ask questions at any time—add your name if you'd like. All survey feedback will be anonymous.



Agenda

01 Welcome

02 Overview of RECCo
& Retail Energy Code

03 Code Management
Services

04 Code Reform
& Licence

05 Consumer
Consent Solution

06 Surgery Drop-In
Sessions

07 Optional Networking
& Refreshments

Our focus today

Aims: the direction

- **Share updates** on Code Reform and Consumer Consent — the topics you told us matter most
- **Strengthen relationships** across the REC community and with the collective RECCo team

Objectives: the actions

- **Hear your insight** and feedback to help shape plans and priorities
- **Take part in joint conversations** on Code Reform and Consumer Consent
- **Join informal topical surgeries** to ask questions and share your views
- **Network with peers** and colleagues to build connections and support collaboration

Overview

RECCo

Rachael Anderson | Director of Corporate Affairs

REC Objectives



Perform

To ensure the REC operates and evolves in a manner that facilitates the achievement of its mission statement



Protect

To ensure customers' interests and data are protected in the operation of the REC

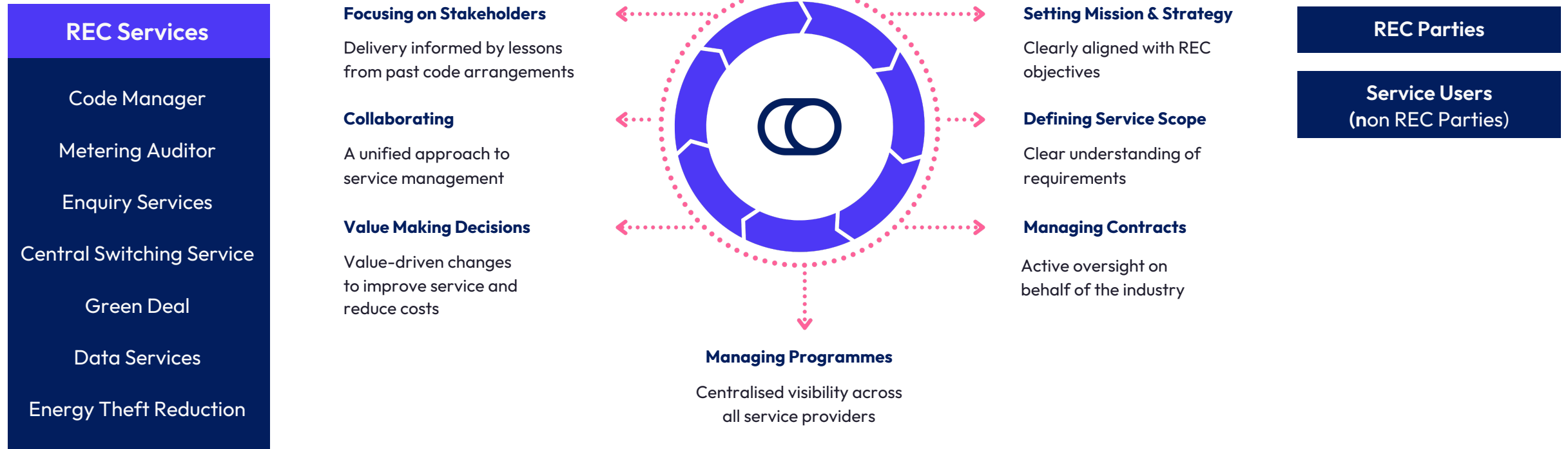


Progress

To drive continuous improvements and efficiencies in the operation of the REC and the central systems and communication infrastructures it governs

Making the REC work for you

Designing, procuring & managing the quality delivery of REC Services



Timeline

2019

- Retail Energy Code Company (RECCo) set up by Ofgem to implement and manage the Retail Energy Code (REC)

2021

- RECCo's Code Manager Service goes live (Retail Code Consolidation in place)

2022

- REC introduces new switching arrangements
- RECCo is responsible for administering the Market Stabilisation Charge (MSC)
- RECCo publishes Theft Estimation Methodology Report

2023

- RECCo consolidates Metering Codes of Practice
- RECCo launches Data & Digitalisation Strategy

2024

- Market Stabilisation Charge scheme ends (March 2024)
- RECCo launches Pre-Payment Meter Levelisation scheme

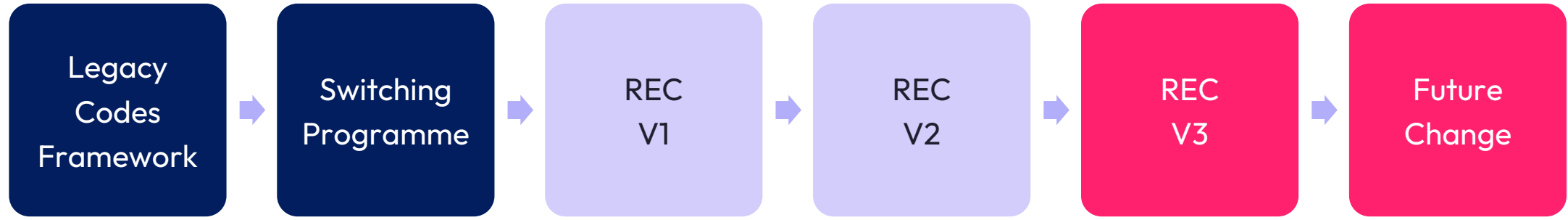
2025

- RECCo appointed as delivery body for Consumer Consent Solution
- REC to host new Tariff Interoperability Standard (under DESNZ's Smart Secure Electricity System programme)

The REC & Code Management Services

Paul Rocke | Head of Communications

About the REC



MRA

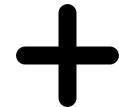
ofgem

recco

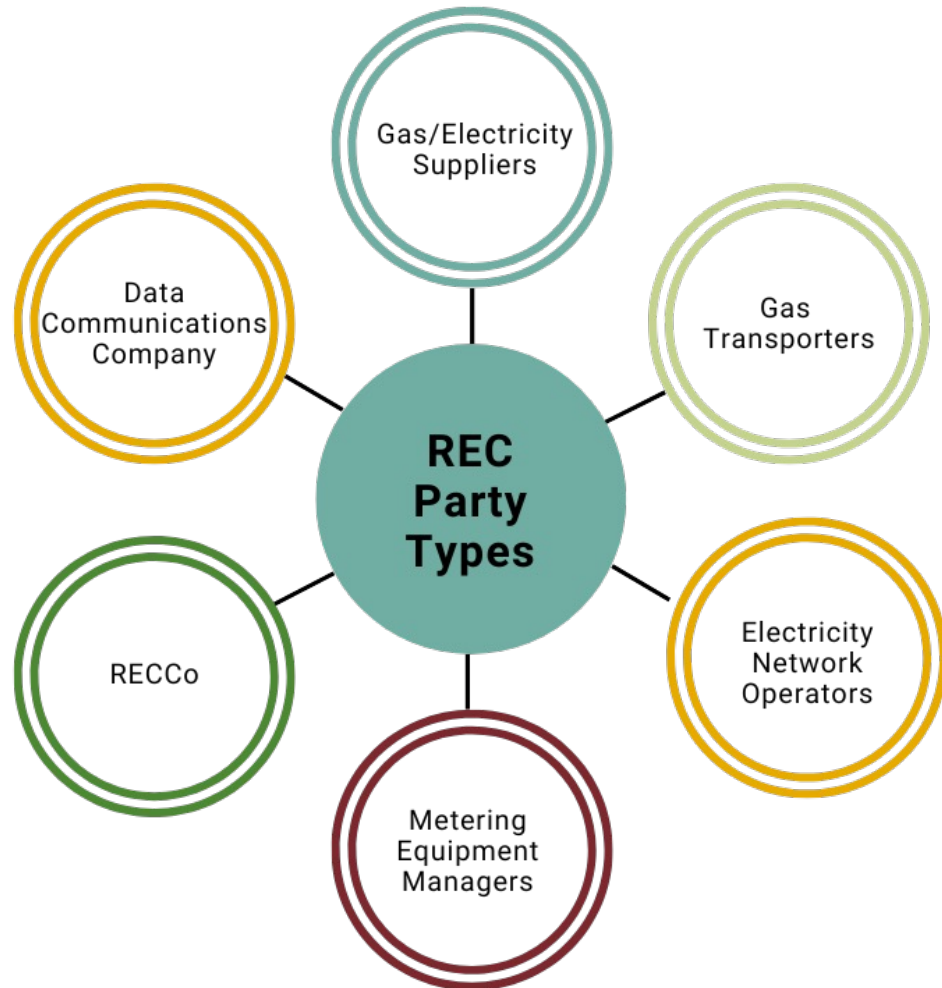


MHHS
PROGRAMME

SPAA



REC Parties



Did you know?

You can access the REC Party Register via the Organisation Management navigation bar on the REC Portal

AMI = Advanced Meter Installer

EMO = Electricity Metering Operative

Code Manager Services

Change Management

Performance Assurance & Dashboards

Accession & Withdrawal

Sandbox & Derogation

Operational Account Management

...all underpinned by the **REC Portal**

REC Account Management

How can we help?

Shelley Rouse – Head of Stakeholder Engagement

Meet the Operational Account Management (OAM) team



**Kev
Duddy**
Lead OAM



**Shane
Denny**
REC Party
OAM



**Eve
Marriner**
REC Party
OAM



**Elise
Handy**
REC Service
User OAM

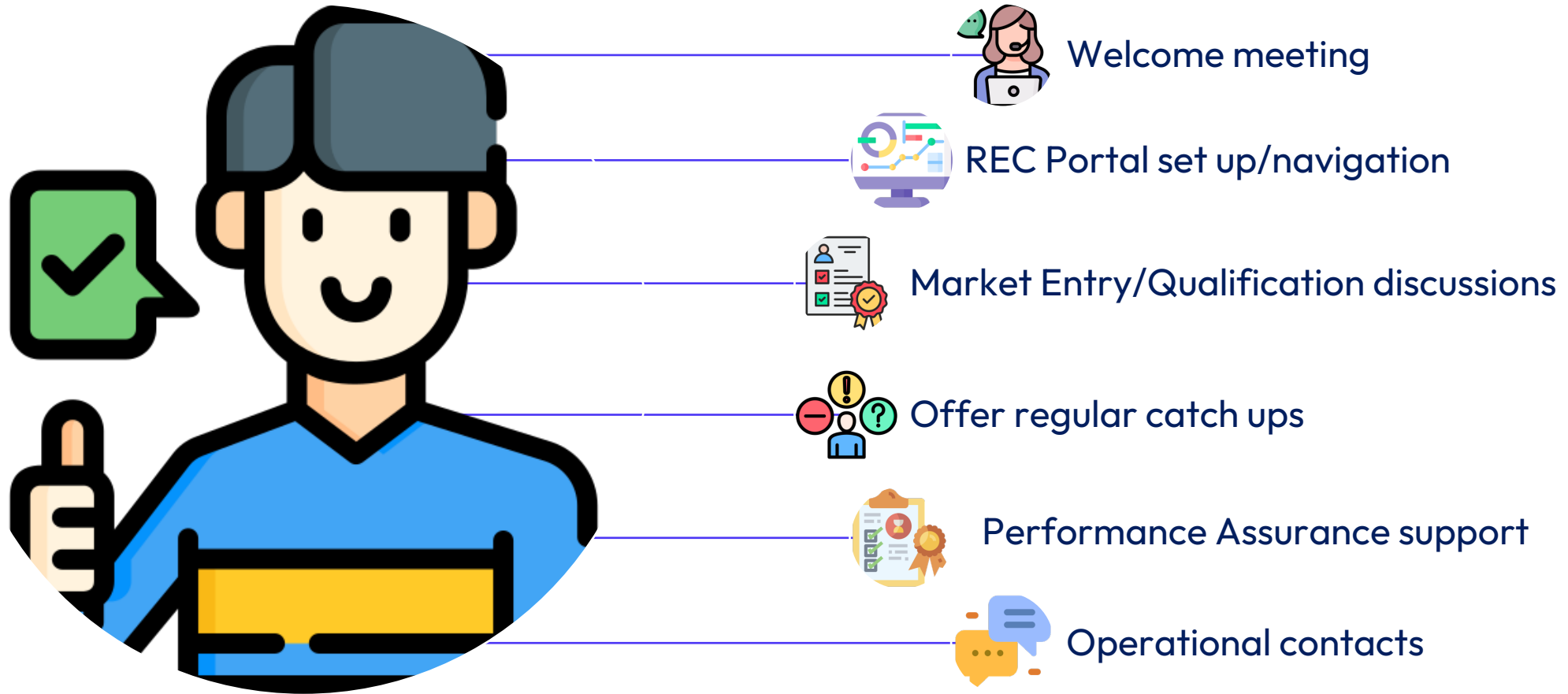


**Carl
Dennis**
REC Party
OAM



**Marcello
Cecchini**
REC Party
OAM

Operational Account Management



Note: All REC Parties, Non-Party REC Service Users, and Voluntary Code of Practice TPIs have an Operational Account Manager (OAM) appointed at the point of application.

OAM Team Portfolios comprise



429 REC Parties

Comprising:

- Domestic Suppliers
- Non-domestic Suppliers
- Gas Transporters
- Distribution Network Operators
- Metering Equipment Managers
- Approved Meter Installers
- Electricity Metering Operatives
- The DCC



300 (approx.) Non-Party REC Service Users

Including:

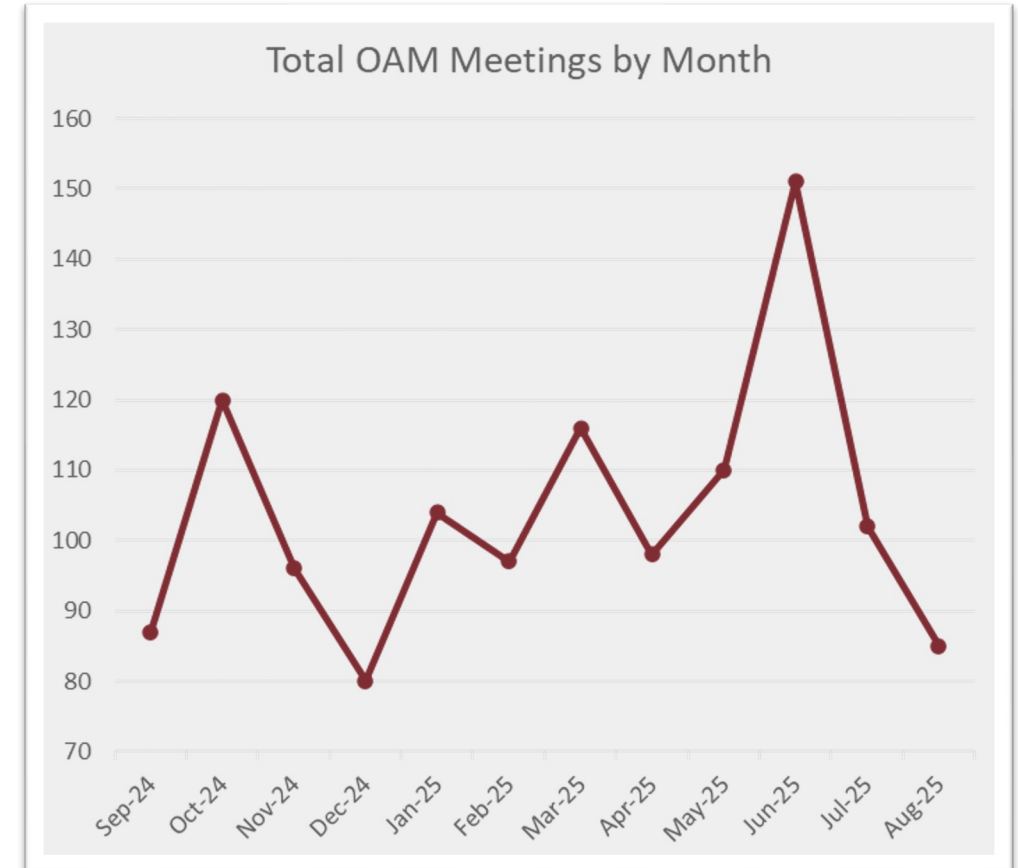
- Shippers
- MAPs
- ECO4 providers



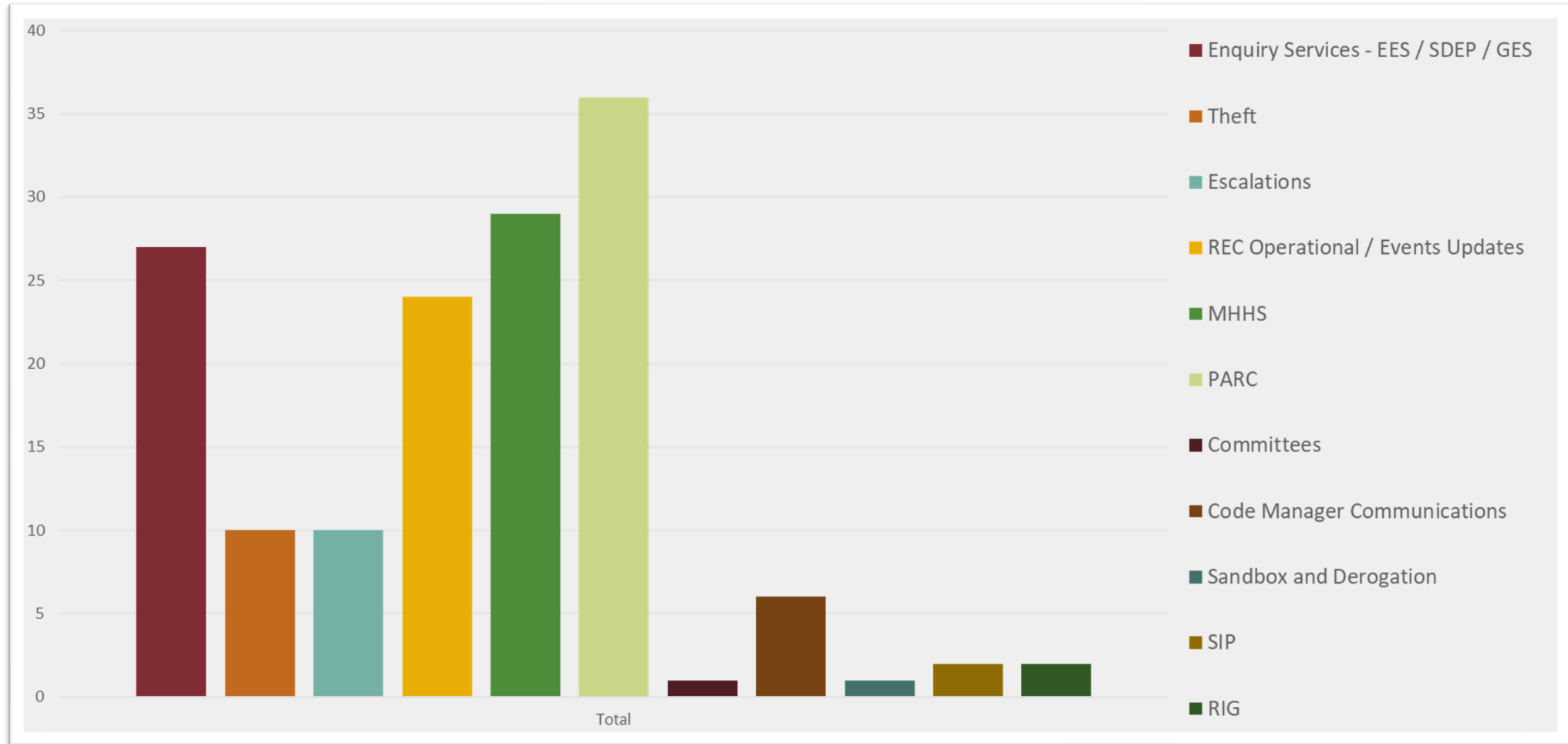
49 Voluntary CoP TPIs

How can the OAM team support you?

- REC Parties can choose to engage with their OAM in a way that best suits their needs. Many REC Parties meet with their OAM every month (or more frequently), while others prefer to communicate via email when required
- OAMs have held over 3,000 meetings with their REC Parties since 2022



How can the OAM team support you?



*Total 85 meetings with OAM Parties and Non-Party REC Service Users

Other ways to engage

- Service Desk: enquiries@recmanager.co.uk
- REC Portal: www.recportal.co.uk
 - Service Desk & Webchat: <https://recportal.co.uk/service-desk-landing>
 - REC Wiki: <https://recportal.co.uk/rec-wiki-landing>
 - REC AI Tool ERIN: <https://digital-navigator.azurewebsites.net/erin>
- REC Issues Group: <https://recportal.co.uk/web/rec-issues-group>
- Change Issues Group: <https://recportal.co.uk/web/change-issues-group>
- Other REC Committees: <https://recportal.co.uk/group/guest/committee-management>
- REC Portal User Group: [REC Portal Relaunch - Retail Energy Code Company](#)
- RECCo consultations and surveys, like our [Annual Stakeholder Satisfaction Survey](#), gather targeted stakeholder feedback



Change & Release Team

Paul Witton-Dauris – Head of Change & Modifications

Change & Release team Recap: 2024/25

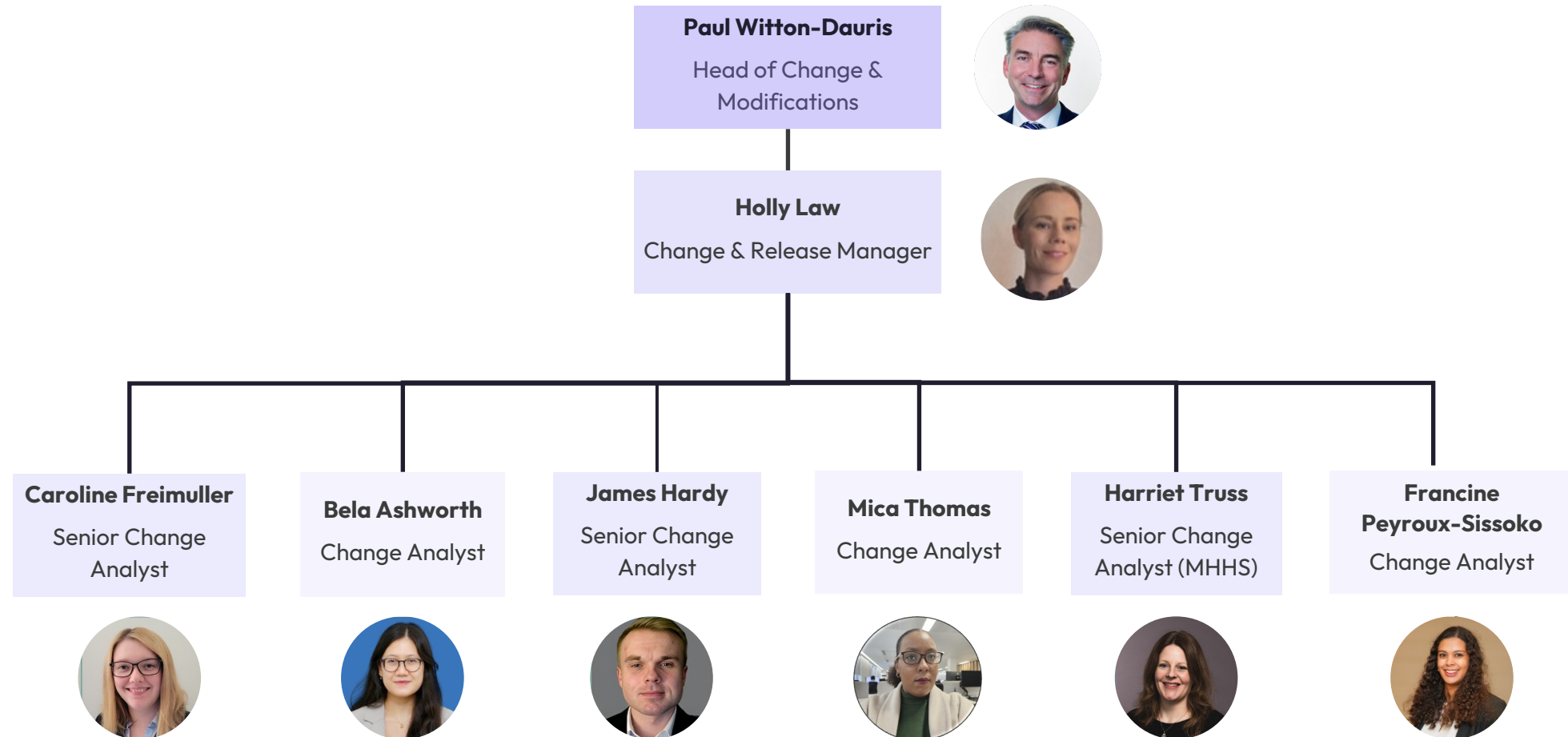
It's been a busy year!

- 77 Change Proposals or Issues raised
- 43 implemented
- 15 withdrawn
- 19 approved, awaiting implementation
- 2 issues resolved
- 8 rejected
- 65 live in-progress Change Proposals or Issues

And a busy four years since go-live

- 125 Change Proposals implemented since REC go-live
- 283 Changes or Issues raised since REC go-live

Meet the Change & Release team



Future planning

- MHHS
- Strategic Direction Statement
- Energy Theft
- Consumer Consent
- Erroneous Transfer review
- Open Data
- Tariff Interoperability

A Day in the Life of a Change Analyst

What's involved in a complex change?

James Hardy | Senior Change Lead

What is a Complex Change?

Extended
timelines
& activities

New subject
matter

Resistance
& possible
rejection

Ambiguous:
no clear
solution

Costly
& resource-
heavy

Emotional
& personal

Strategic
importance
& cross-
functional
impact

Authority
determined

Politically or
commercially
sensitive

R0155: Change of Occupier: evidentiary standards & timescales

This Change Proposal sought to address industry concerns about the Non-Domestic Change of Occupier (CoO) process identified by Non-Domestic Suppliers, Third-Party Intermediaries (TPIs), and consumers – and improve the CoO process.



R0155 overview: background & timeline

- **December 2023:** Change Proposal raised
 - **January 2024:** Pre-working group webinars and stakeholder engagement
 - **February – June 2024:** R0155 Working Group
 - **July 2024:** Legal review & Service Provider Impact Assessment
 - **August – September 2024:** Extended Party Impact Assessment
 - **October 2024:** Business Case Assessment, solution review, continued stakeholder engagement
 - **November 2024:** Industry consultation & legal review
 - **December 2024:** Final Determination
 - **2025:** Implementation & continued stakeholder guidance, and ongoing review of the CoO Process. SDEP & Performance Assurance updates
- Citizens Advice highlighted that between August 2023 and August 2024, 17% of Non-Domestic cases that came through their Consumer Service were coded as “Non-Domestic contract issues”. Within this, one of the most common issues in this code concerned consumers struggling to process Change of Occupiers (CoO).
 - Ofgem’s Non-Domestic market review (and December 2023 Statutory consultation) sets out a number of issues they identified as part of the CoO process, both with and without a Switch. Coincidentally, there was an expectation that these issues would be addressed through the REC.
 - RECCo undertook some work to identify potential solutions, which were presented at a preliminary workshop in October 2023. However, these potential solutions were not taken forward. Instead, this REC Change Proposal was raised.
 - The Code Manager facilitated a R0155 workgroup to allow members from across the industry to contribute their experiences and suggestions. The outcomes from this workgroup have been developed into a solution introducing a non-exhaustive list of evidentiary documents and SLAs for Energy Suppliers.

R0155: problem statement & impacts

Non-Domestic Consumers may struggle to update a supplier quickly and easily when they become the new owner/occupier or responsible bill payer for a property.

Energy Suppliers may struggle to quickly and easily update their billing and contractual records for non-domestic properties.

Third Party Intermediaries (TPIs) may struggle to provide Non-Domestic Consumers and Energy Suppliers with a service.

CONSUMERS
Microbusiness
Small & Medium Enterprise (SME)
Industrial & Commercial (I&C)

REC PARTIES & SERVICE USERS
Energy Suppliers
Third Party Intermediaries

REC SERVICE PROVIDERS
Secure Data Exchange Service (SDEP)
Central Switching Services
Central Data Provider Services Provider

RECCO / REC CODE MANAGER
RECCo
REC Code Manager Performance Assurance
REC Code Manager Technical Services

REC DOCUMENTS & PRODUCTS	
Schedule 1 Interpretations & Definitions	Schedule 30 Consumer Facing Switching & Billing Issues
Schedule 23 Registration Services	Performance Assurance Report Catalogue (PARC)
Schedule 24 Switching Data Management	TPI Code of Practice

Activities included

- **Change Proposal Raised:** December 2023
- **Change Proposal Approved:** December 2024
- **Change Proposal Implemented:** June 2025
- **End-to-End:** 563 days
- **Code Manager Team Participation:** 20 people
- **Longest Change Report Published:** 40 pages
- **Second Most Engaged REC Change Proposal:**
 - 18 Party Impact Assessment Responses
 - 20 Consultation Responses

Change Process
Code Manager Initial Assessment
Change Proposal Plan
Two Updates to Proposal Plan (April and September 2024)
Proposer Meetings
R0155 Working Group – 7 meetings
Legal Drafting and Review
Service Provider Impact Assessment
Extended Party Impact Assessment (5 Weeks)
Solution Refinement
Engagement with Stakeholders and Industry Bodies
Industry Consultation
Solution Amendment (11 Amendments made following Consultation)
Guidance Documents Published
Final Recommendation and Approval
R0155 Pre-Implementation Release Webinar
R0155 Performance Assurance Drop In Session
Performance Assurance Information Request
Pre-Implementation Communication
Implementation – 27 June 2025
Two Additional Change Proposals (R0232 and R0254)

2024: calendar

JANUARY

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FEBRUARY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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Stakeholder Engagement Calls

R0155 Working Group

Party Impact Assessment / Consultation

Appeal Window

Service Provider Impact Assessment

Successes, difficulties, opportunities

Successes

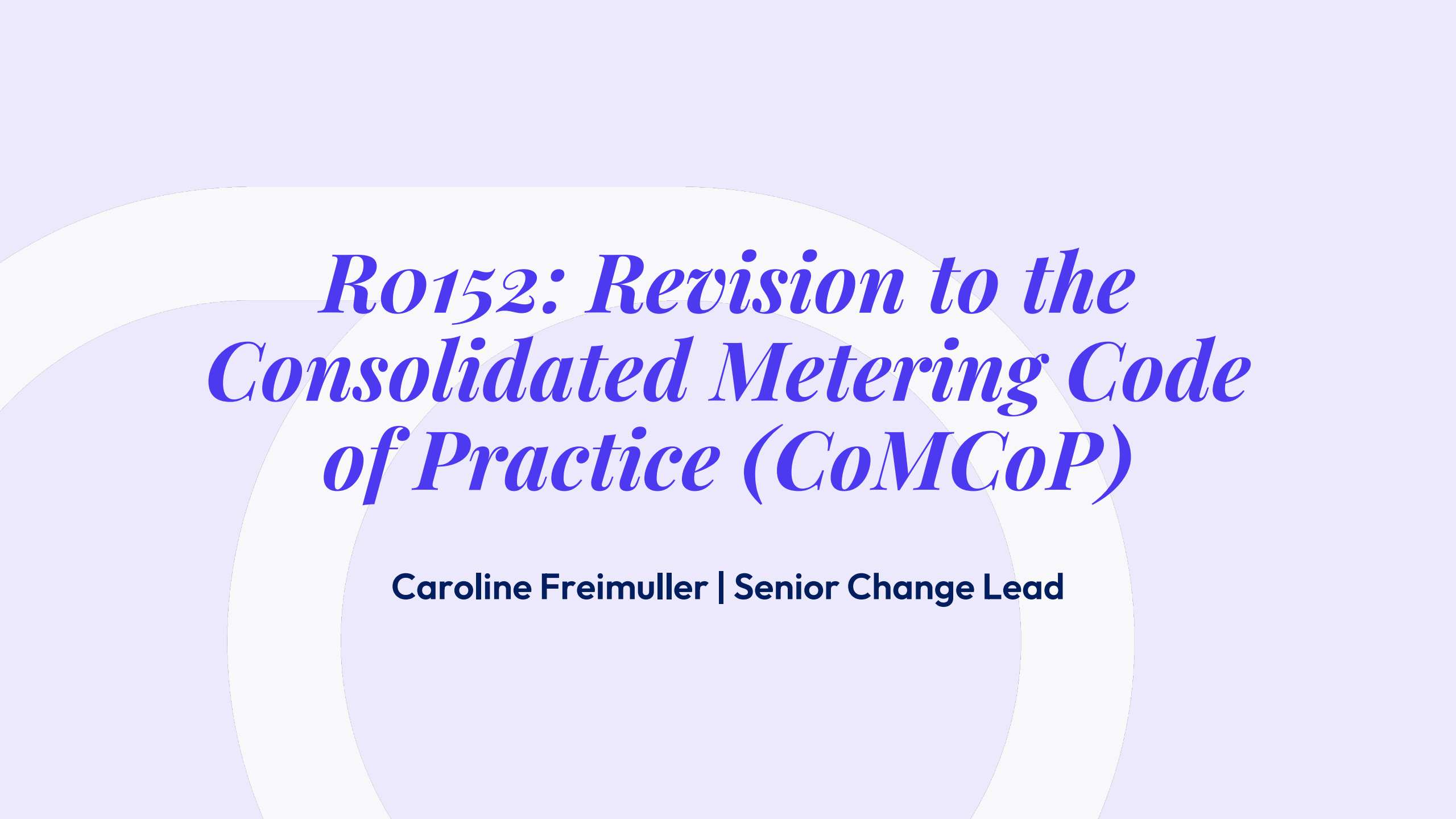
- Driving measurable industry improvements to reduce consumer detriment
- Strengthening stakeholder trust and collaboration
- Transforming ambiguity into action (a clear case for Change)

Difficulties

- Acting as a trusted messenger (*but you cannot please everyone*)
- Repeated engagement, analysis and actions
- Navigating political sensitivities with strategic awareness

Opportunities

- Increasing the visibility of the REC & enhancing stakeholder engagement
- Developing emotional intelligence to lead Change effectively
- Building subject matter expertise in the non-domestic market



R0152: Revision to the Consolidated Metering Code of Practice (CoMCoP)

Caroline Freimuller | Senior Change Lead

R0152: Revision to the CoMCoP: – what are we trying to solve?

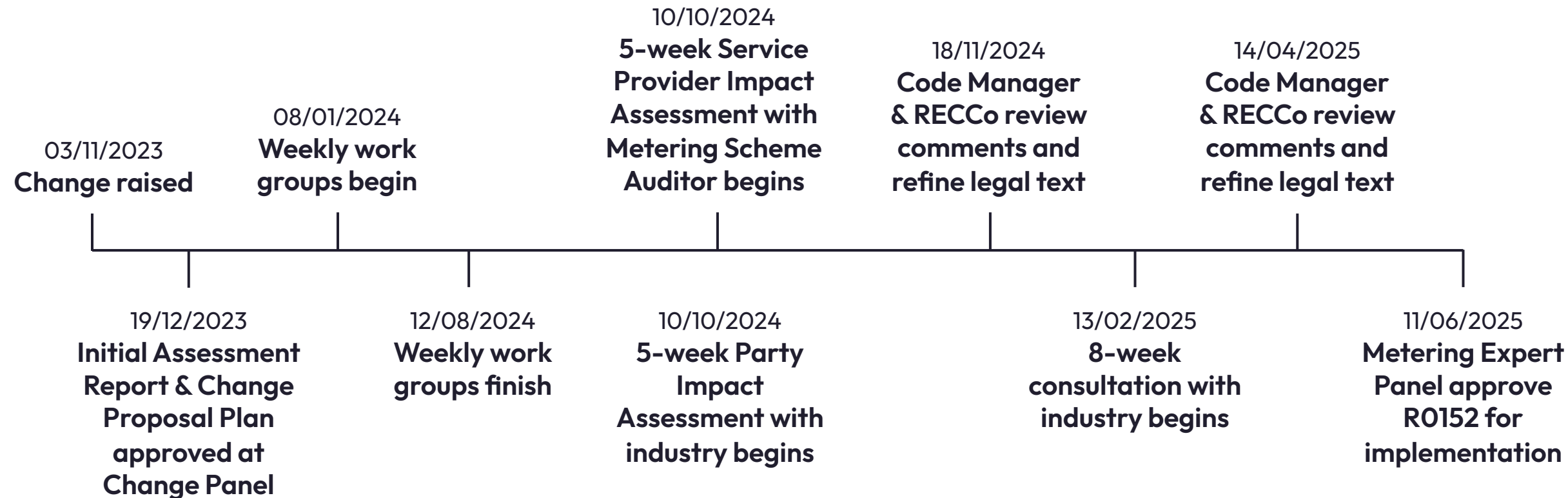
- Lack of clarity in CoMCoP over obligations made passing audits more difficult than needed
- Clauses were assigned to incorrect Party types, leading to Parties being asked audit questions they shouldn't be and Parties audits missing questions they should be asked

R0152: Revision to the CoMCoP – overall aims of solution development

Work split into five phases

1. Ensuring all Parties listed against each clause was correct (led to creation of derogation RECDER_19)
2. Removing duplication and re-ordering clauses so similar obligations sat near each other where possible
3. Rewording clauses where required to ensure obligations were clear, correct, and referenced the most up-to-date legislation
4. Ensure the appendices were clear and correct. Led to the creation of a new CoMCoP Supplementary Guidance Document, where any appendices that were not mandatory to follow were moved to
5. Review all clauses from ASPCoP, MCoP, MOCOP, and SMICoP that were not added to CoMCoP to determine if any were still required

R0152: Revision to the CoMCoP - timeline



R0152: Revision to the CoMCoP – Work Groups

Met from 08 January to 12 August 2024



Output generated

- Revised CoMCoP: Word & Excel versions
- Changes to Schedule 1 Interpretations & Definitions
- Creation of a new guidance document

Total time for Lead Analyst to create: ~ 50 hours

- Does not include time input by Regulatory Specialists, RECCo, or RECCo SMEs

R0152: Revision to the CoMCoP – Party Impact Assessment

Ran from 10 October to 15 November 2024

14 responses

Over 200 proposed
amendments to legal text

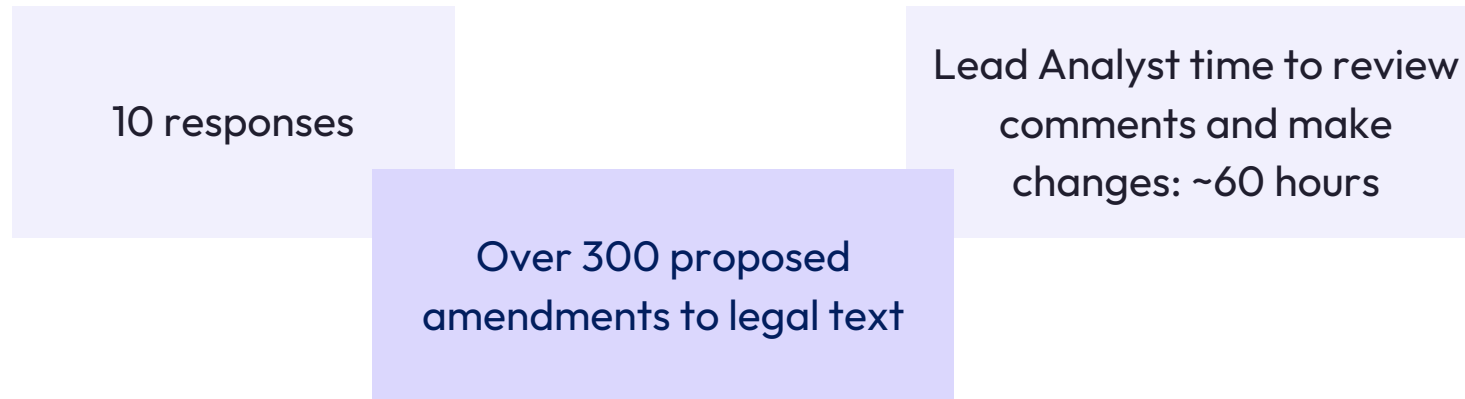
Lead Analyst time to review
comments and make
changes: ~30 hours

Output generated

- Revised CoMCoP: two Word versions showing all changes from live version and showing only changes made from Party IA, plus an Excel version
- Revisions to Schedule 1 Interpretations & Definitions
- Revisions to proposed new guidance document

R0152: Revision to the CoMCoP – Consultation

Ran from 13 February to 11 April 2025



Output generated

- Revised CoMCoP: two Word versions showing all changes from live version and showing only changes made from consultation, plus an Excel version
- Revisions to Schedule 1 Interpretations & Definitions
- Revisions to proposed new guidance document

Code Reform & Licence

Introduction

Ayesha Uvais

Customer Insights Manager

Our focus today

We'll cover

- **Stakeholders:** the role of the Stakeholder Advisory Forum and wider stakeholder participation in shaping and supporting REC modification decisions
- **Strategic Direction Statement (SDS):** expectations for the REC, implications, and impact
- **Cross-code collaboration:** how we're working with other code bodies to develop aligned arrangements

You'll get

- What these code reforms mean for your organisation
- Insights into our perspective and priorities
- Opportunity to shape implementation

What is Code Reform and why it matters

Energy Act 2023

- **Ofgem:** New powers to drive strategic change
- **Licensed Code Managers:** Responsible for delivering strategic change through codes

Licensing Code Managers

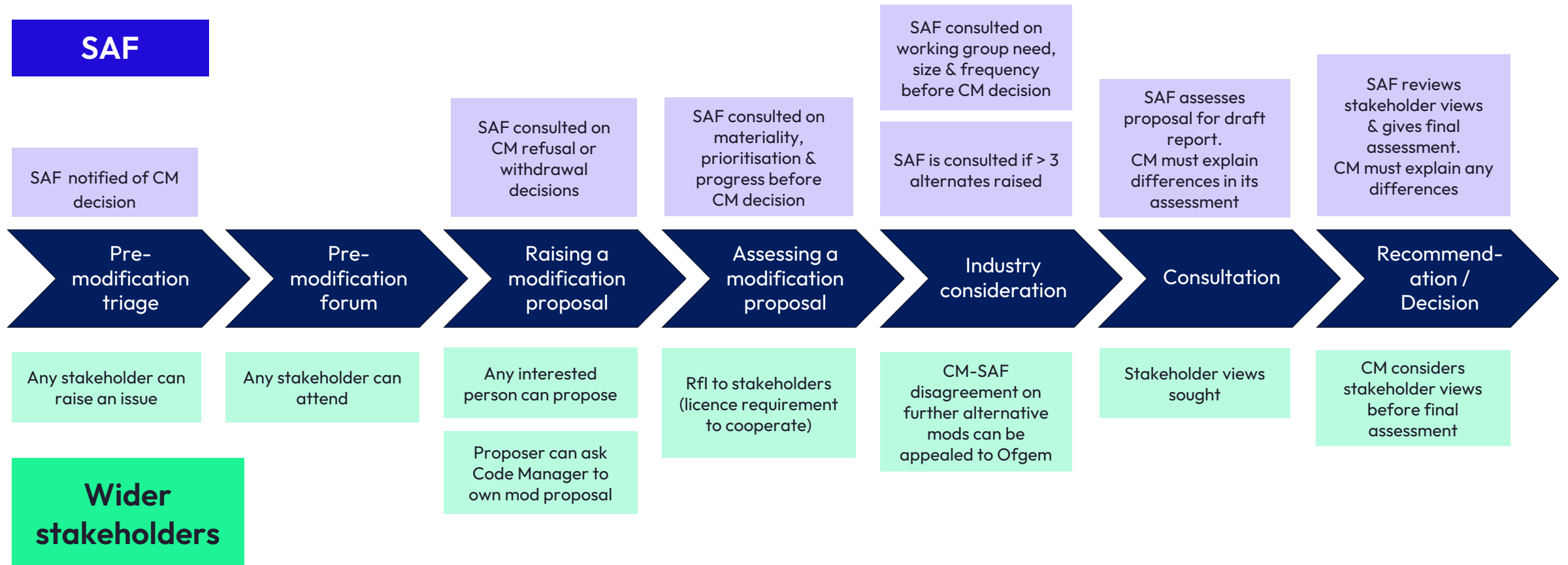
- **Expanding role:** New licensing responsibilities (inc. code modification decisions & recommendations)
- **Regulatory process:** Ofgem has approved eligibility and licensing assessments - and consulted on granting the licence
- **Next step:** Implementation phase

Impact on Stakeholders

- **Stakeholder Advisory Forum:** The advisory forum replaces the decision-making change panel, with Code Managers demonstrating how stakeholder input informs decisions
- **Code Manager Licence:** Implications for stakeholders highlighted in this presentation
- **Information provision:** New requirements for licensed stakeholders

Stakeholder role in modifications

Ofgem set out a change process, with stakeholder input built in – similar to our current arrangements



Strategic Direction Statement

**What does this mean for the REC/RECCo
and our Forward Work Plan?**

Suchitra Hammond – Senior Strategy Manager

Act now

Governance & Institutions Obj 11.2

Code Manager Delivery Plans

Improve protection for all consumers
– particularly those in vulnerable
situations Obj 2.1

**Awaiting Ofgem Statutory
Consultation**

Protect non-domestic consumers
Obj 2.2

**Development of R0155/
await government decision**

Digital systems for consumers
Obj 14.1/14.2

Consumer Consent

Digital systems for consumers
Obj 14.1/14.2

Data Best Practice

Enable consumer-led flexibility
Obj. 13

**Smart Secure Electricity Systems
– Tariff Interoperability
Standards**

Ensure consumer-focused flexibility
Obj 13.2

**Review Smart Metering messages &
processes to support ToU/flexibility**

Mandatory Half Hourly Settlement
Obj 13.3

**Continue to deliver necessary
changes to implement MHHS**

Roll out low-carbon technology
Obj 9

**Prepare & deliver SIP accreditation
scheme**

Think & Plan

Enable competition & investability
through financial resilience
Obj 3

**Consider cross-code
implications/impacts on REC**

Digital systems for consumers
Obj 14.1/14.2

**RECCo – Prepare for integration
with Data Sharing Infrastructure**

Digital systems for consumers – asset
visibility Obj 14.1/14.2

**Track consultations and access
impacts on REC/Services**

Digital systems for consumers
Obj 14.1/14.2

Consumer Consent

Drive accelerated on-shore
investment
Obj 6

Electricity bill discount scheme

Prepare for re-purposing and
decommissioning of gas grid
Obj 7.2

**Await consultations and consider
impacts on REC/Services**

Listen & Wait

Explore reform of retail market &
respond to future developments
Obj. 4.2

**Await further consultation/decisions
and consider impacts on
REC/Services**

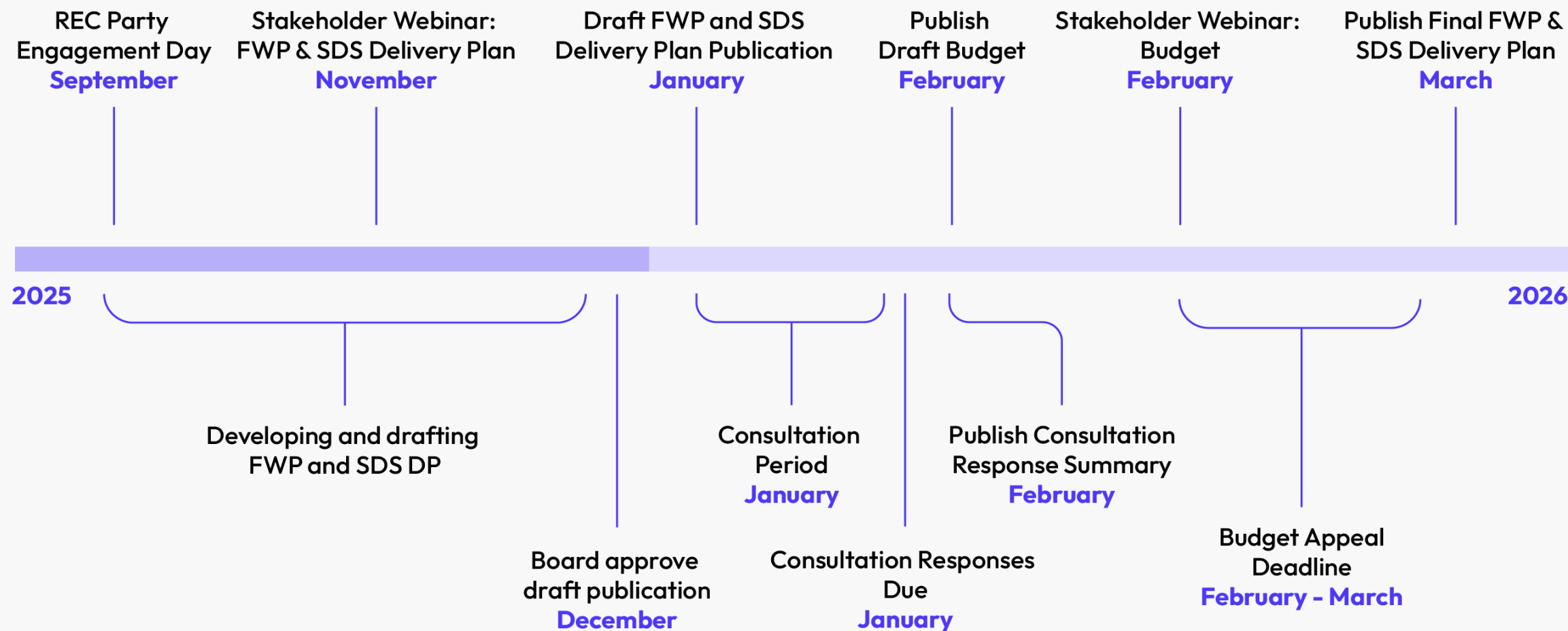
Enable infrastructure for
net zero at pace
Obj 5.1

**Await further consultation/decisions
and consider impacts on
REC/Services**

Local energy
Obj 12.1

**Await further consultation/decisions
and consider impacts on
REC/Services**

Next steps & timeline



Our thinking on the SDS

What's in place

- Many SDS initiatives are already reflected in our Forward Work Plan 2025-28

Areas to improve

- Greater granularity is needed, especially for **Act Now** initiatives
- No clear critical path to delivery

Recommendations

- Involve Code Managers early to develop deliverables ahead of the SDS consultation



Cross-Code collaboration

Ayesha Uvais
Customer Insights Manager

Collaboration areas

Cross Code Steering Group (CCSG)

Mandated planning and coordination body with powers to determine the arrangements to coordinate cross-code modifications

Prioritisation Methodology

Looking at developing weighting for prioritised modifications to support cross-code prioritisation by CCSG

Performance Metrics

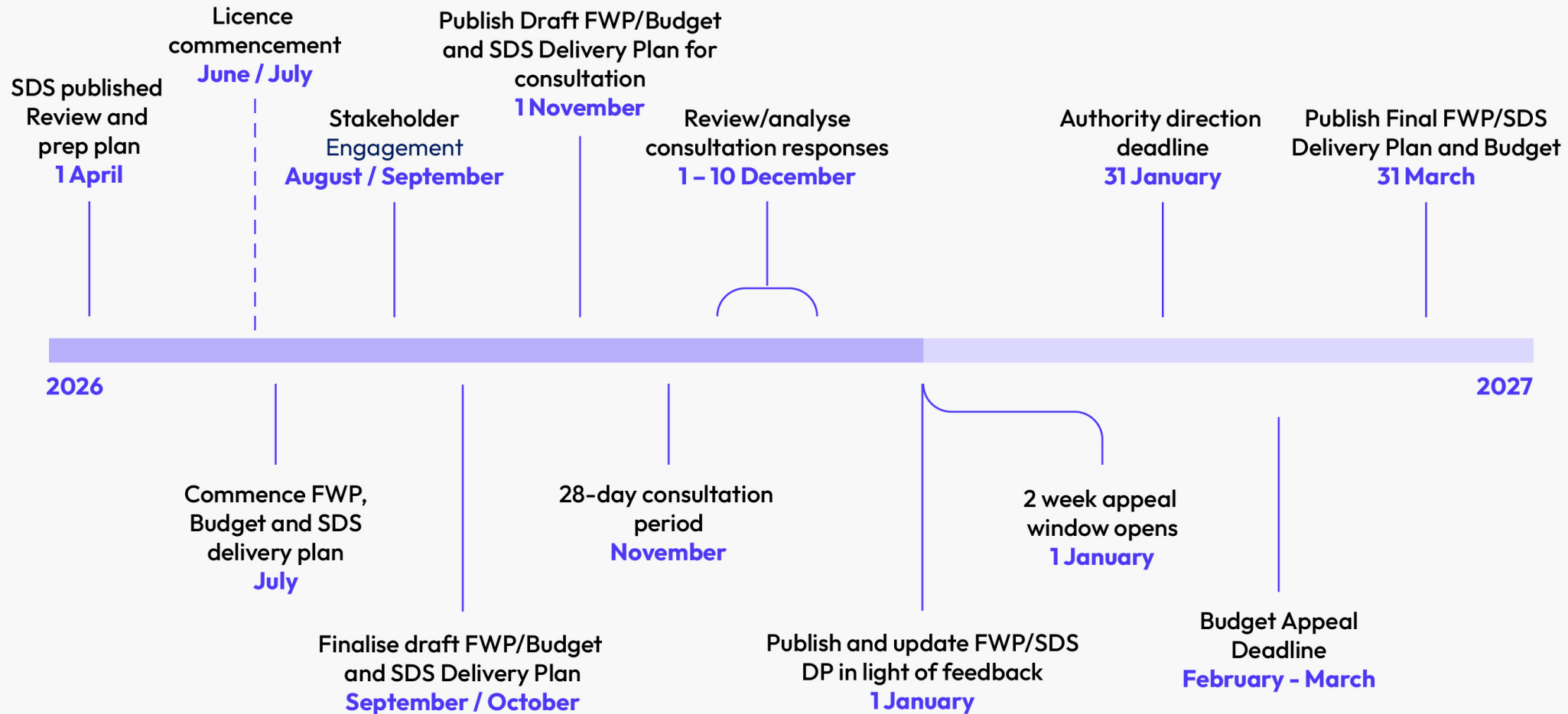
Developing consistent performance metrics across codes to assist with comparison of performance.

Other areas

- Developing consistent implementation arrangements, including SAF where appropriate
- Coordinating our approach to the delivery plan
- Engaging with Ofgem on the development of their proposals

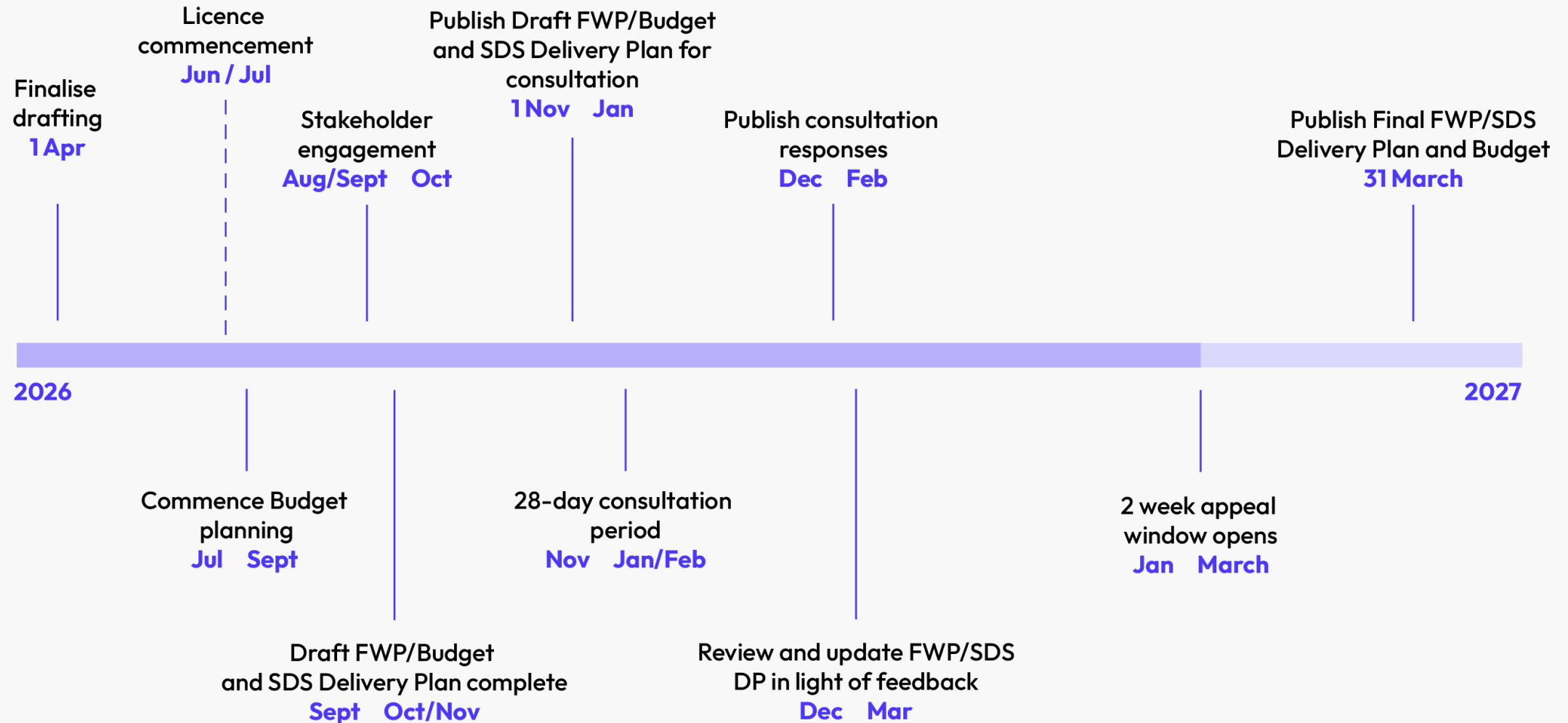
Licence implications for timelines

High level changes that would need to be implemented to meet new timeframes for key deliverables – to commence June 2026. Full cycle of work would take 12 months to complete



Licence implications for timelines

High level changes that would need to be implemented to meet new timeframes for key deliverables – to commence June 2026. Full cycle of work would take 12 months to complete



Interactive Sessions

Each table will be given two questions to discuss (10 minutes) and feedback to the room covering the following topics:

Modification Process

- Any concerns around future stakeholder engagement and possible solutions?
- How can RECCo better support stakeholders within the REC Change process?

Strategic Direction Statement (SDS)

1. Timescales: Do you have any concerns about Ofgem's or our timescales for implementation?
2. Should there be greater cross-code alignment on the SDS and delivery plan?
3. Should the Delivery Plan formats be consistent for comparison?
4. How can we improve future SDS consultations and decisions?

Cross-Code Working

- How would you like to be involved in the CCSG?
- Are there other areas of collaboration code bodies should review?



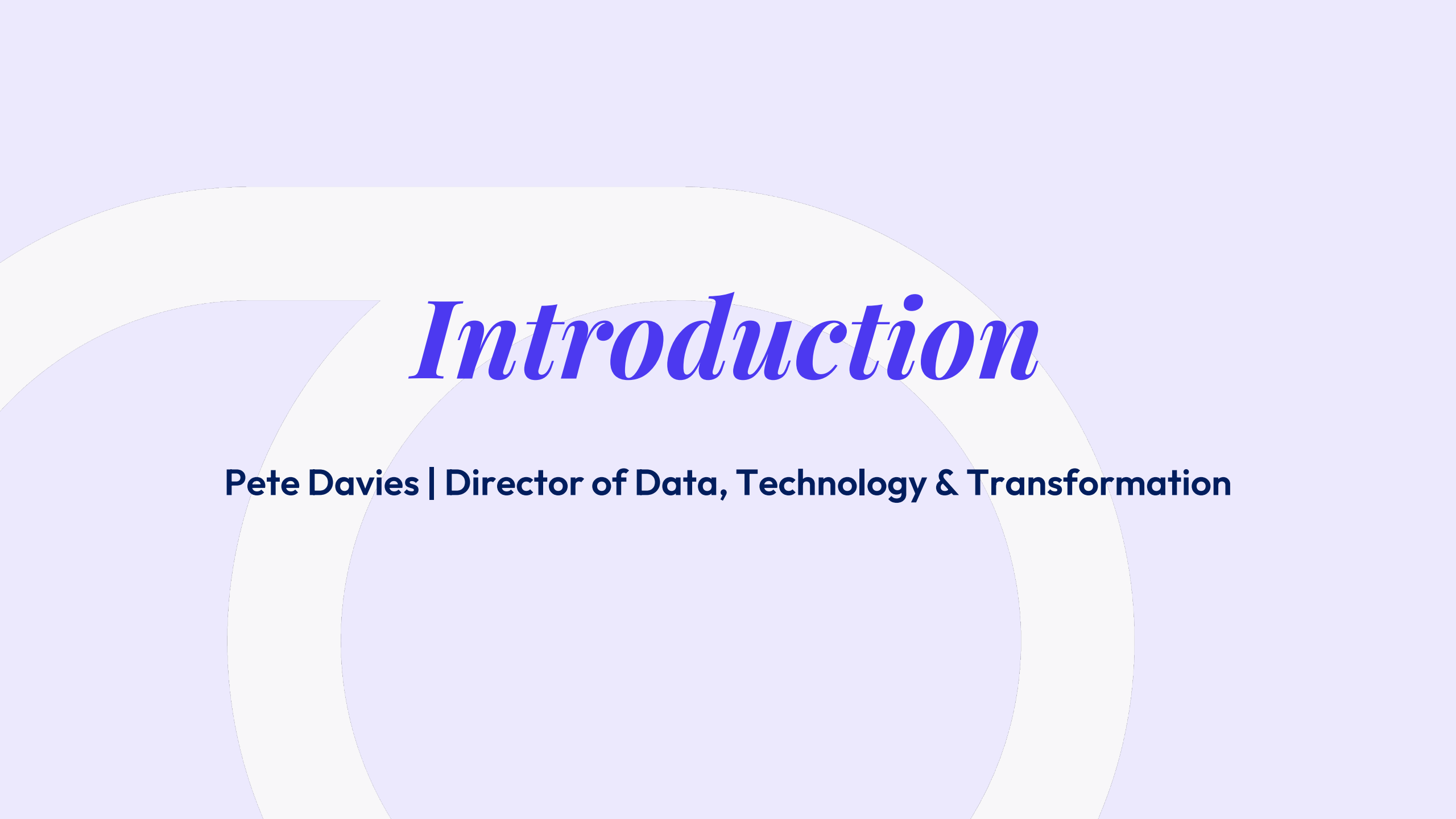
Q&A Session



Break

11.55-12.10

Consumer Consent Solution

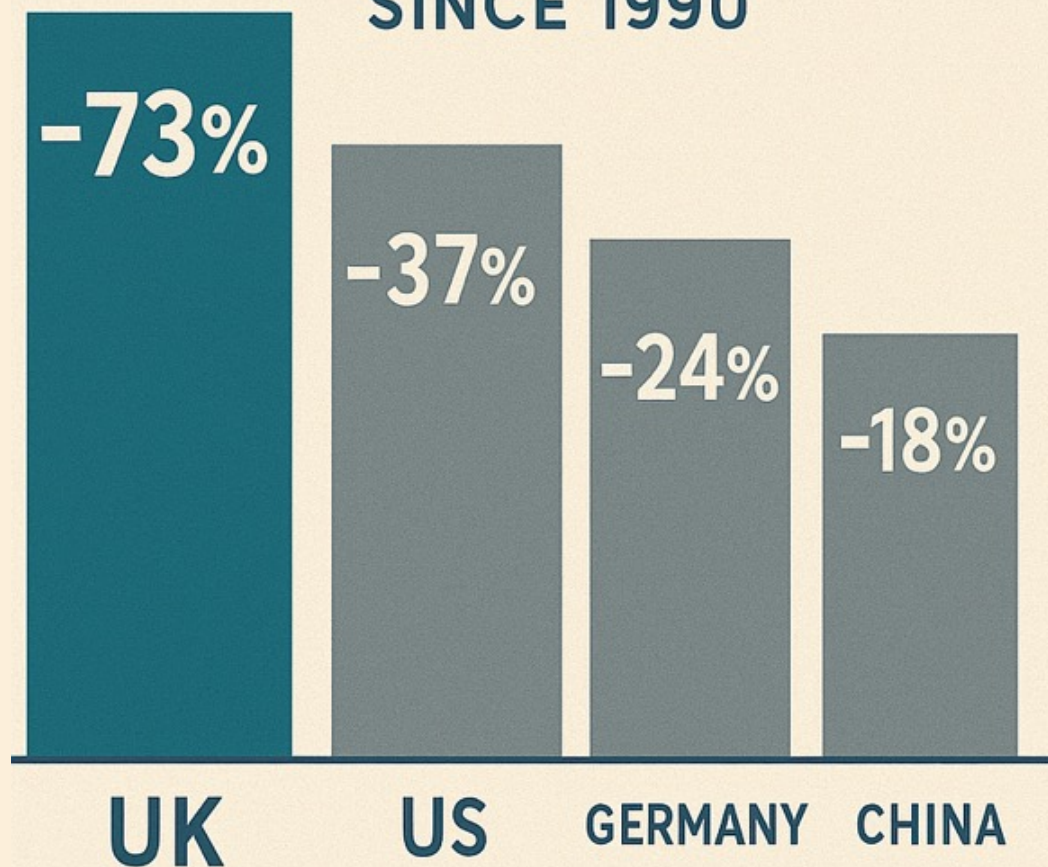


Introduction

Pete Davies | Director of Data, Technology & Transformation

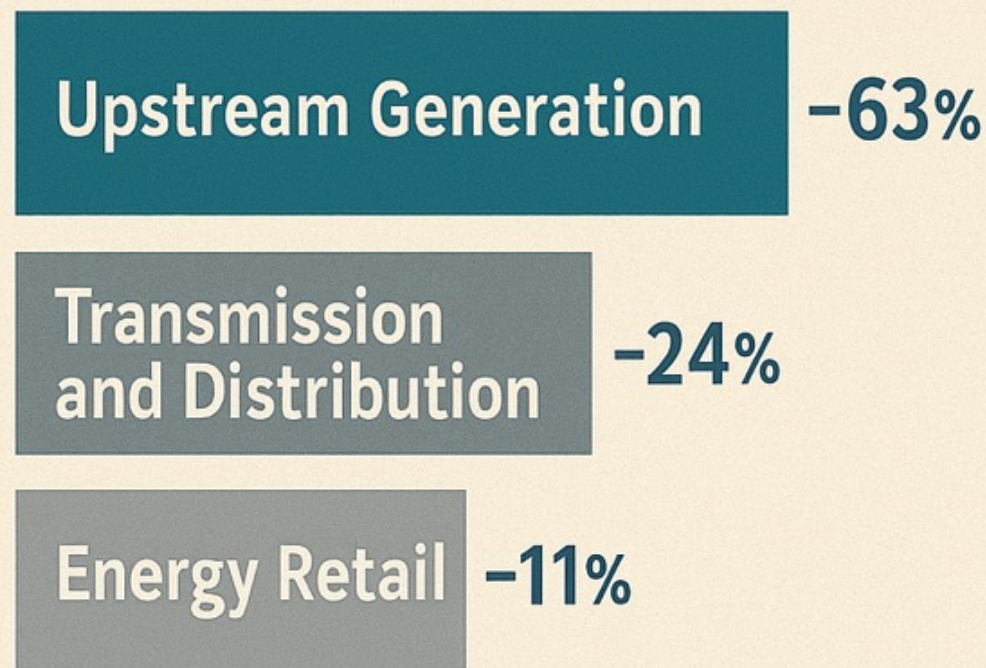
REDUCTIONS IN POWER SECTOR EMISSIONS

SINCE 1990

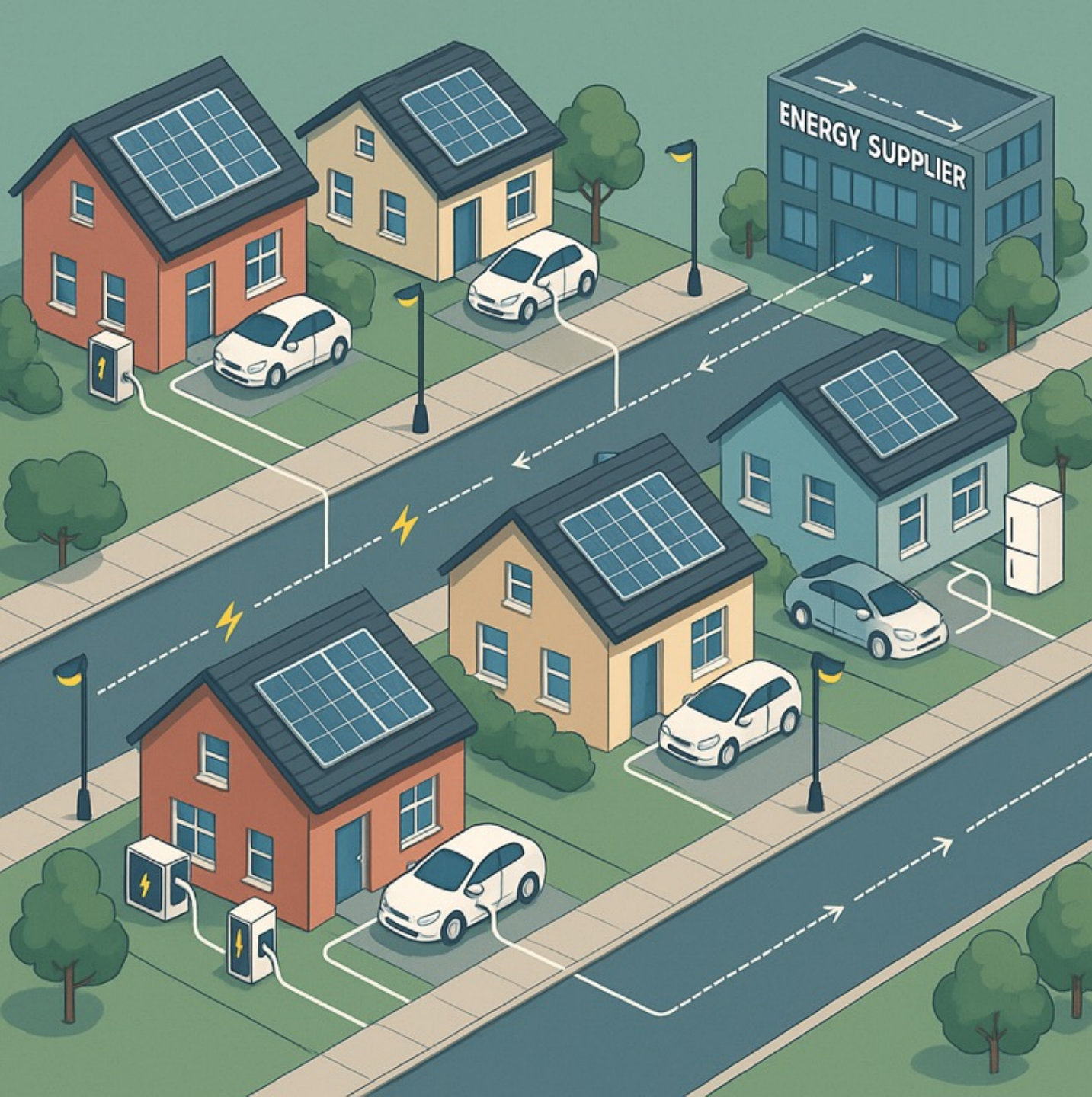


BREAKDOWN OF EMISSIONS REDUCTIONS

BY SECTOR



SOURCE: GLOBAL CARBON BUDGET



Future Retail Energy System

I asked Chat GPT

You are a digital infographic artist with 10 years experience in drawing and the energy sector. Draw me a picture which covers off a street of houses and these houses have a mixture of PV, batteries, heat pumps, EVs, fridges and other high intensity energy consumers and producers

Inconsistent consent...

MRC Corporation and
Brown Sciences Ltd

Principal investigator:
Project reference number:
MRC/UMMS code:
Form 01

INFORMED CONSENT
(THIS FORM MUST BE COMPLETED PRIOR TO THE TEST)

Details of Participant

☐ I confirm that I have read the CSEAS Guide for volunteers, understood the researcher information that has been provided to me for the above study and have had the opportunity to ask questions.

☐ I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason, without my withdrawal or refusal being affected.

☐ I understand that this is not a regulated activity by the Health Research Authority, but that it is a research activity, as with any other research.

☐ I understand that, where the MRC is the sponsor, there are no volunteer indemnity arrangements in place for my participation. Where the MRC is not the sponsor, I understand that indemnity arrangements are in place.

☐ I understand that my personal data, which I am providing to the research team, will be held securely in accordance with data protection guidelines, and only available to the immediate research team.

☐ I understand that the research data, which will be analysed (and linked to me) may be shared with others.

I have indicated the above, freely myself and I agree to take part in the study.

SIGNATURE OF VOLUNTEER

Signature: _____ Date: _____

Home in block capitals: _____ Date: _____

SIGNATURE OF WITNESS

Signature: _____ Date: _____

MRC Corporation and Brown Sciences Ltd
15 Thaxton Road, Cambridge, CB3 1ET
Tel: +44 (0) 1223 336654 Fax: +44 (0) 1223 336662

The MRC/UMMS Service has permission to retain this document.

Privacy

Can we collect the following data that personally identifies you:

- (items or type of data collected), which we collect to (summary of purpose):
- (more details of data collected)

If you choose not to allow us to collect your personal data (description of impact)

Full details about the personal data we collect and what we do with it are provided in our [Privacy Policy](#).

Agree to personal data collection

Decline personal data collection

Marketing communications

We don't want you to miss out on special offers, coupons, vouchers or other promotions that we think would interest you. Remember, you can opt out at any time.

☒ **Yes please** - I want to receive offers or promotions from across Tesco Group* by email, text message, phone or post.

Please note: You'll still get offers and promotions from Tesco Bank and Tesco Mobile if you're subscribed to their marketing unless you contact them using the details on [Contact us](#)

Create account

Please make sure you read our [terms and conditions](#) because you're agreeing to them by creating a Tesco account.

It's also worth reading our [privacy and cookies policy](#) so you understand how we collect and use your personal data.



GDPR CONSENT FORM

Your privacy is important to the CSEAS. We want to engage with clients of the Service in a way which is in line with the Data Protection Acts 1984 – 2018 and the EU General Data Protection Regulation 2016/679 (GDPR).

We need your consent to process your Personal and Special Category Personal Data. If you wish to engage with the CSEAS, please sign the consent below.

Please refer to our attached [GDPR Statement](#) for information on how and why we process your personal data. This statement is also available on our website [www.cseas.mrc.gov.uk](#)

I agree to engage with the CSEAS. I note that the CSEAS will process my data and hold a record of my interactions with the Service in accordance with the CSEAS GDPR statement.

Signed: _____ Date: _____

Print Name: _____

Data Protection

The law has changed and we need your express consent to process the personal data you provide to your agency, for the purpose of processing your timesheets.

Do you consent to us processing your personal data for the purposes of processing your timesheets?

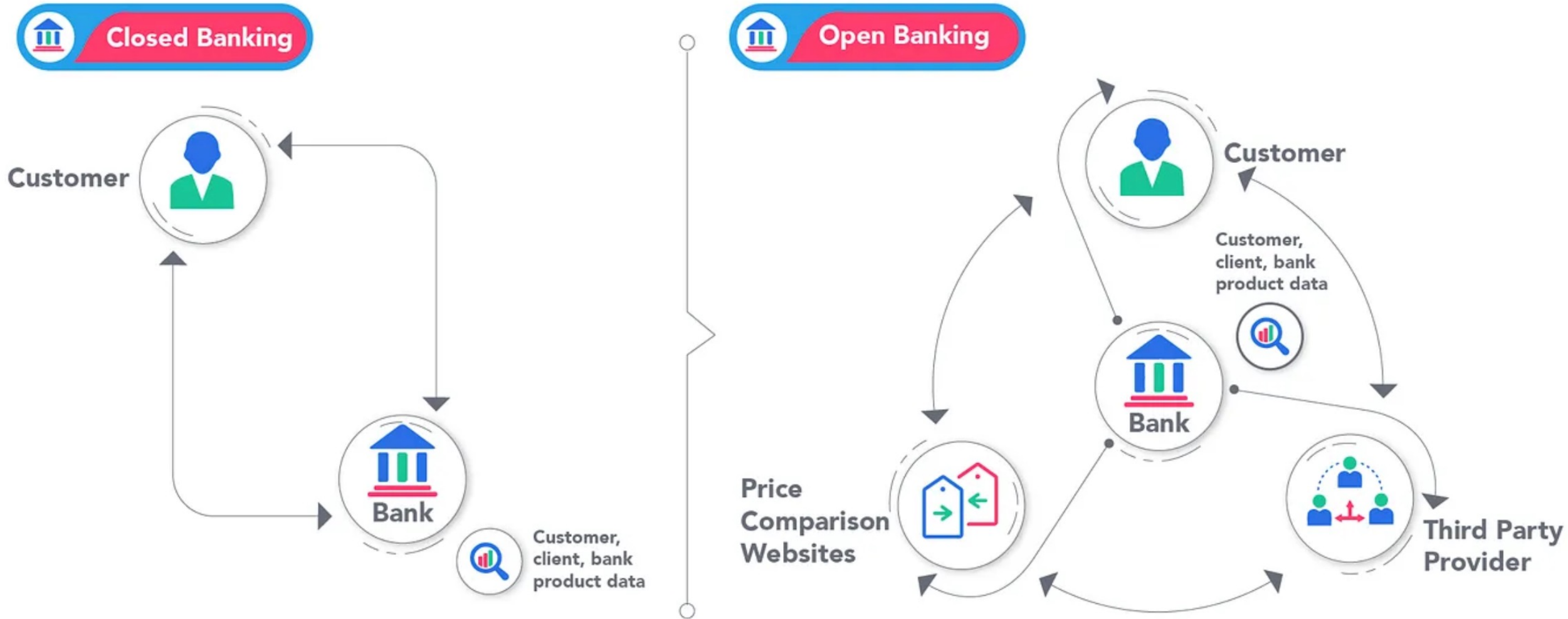
Yes — I Consent

NO, I DO NOT CONSENT

You can withdraw your consent at any time by visiting your [Manage Identity & Data](#) page.

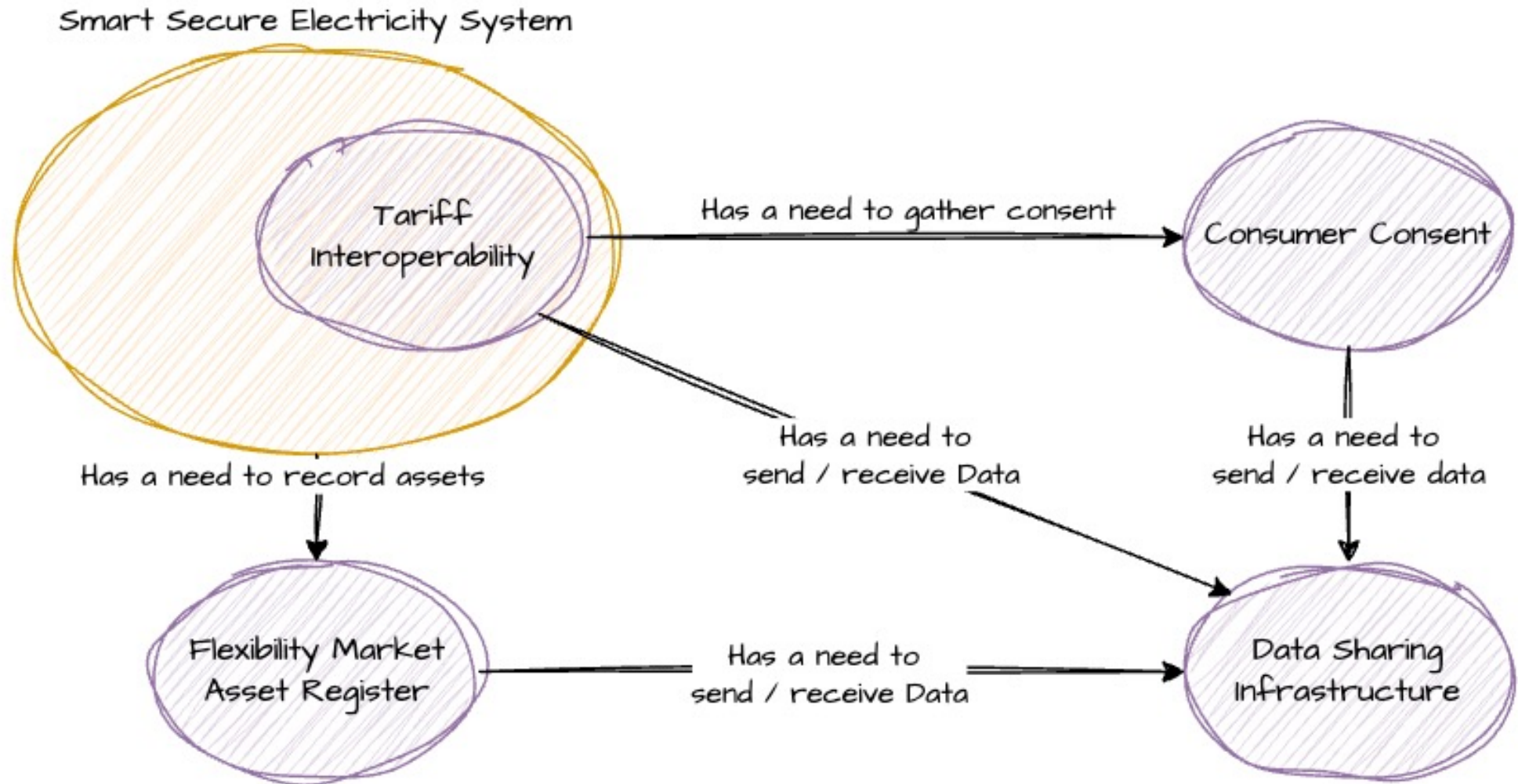


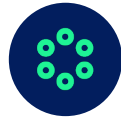
Cumbersome contractual arrangements...



Interdependence between initiatives...

Initiatives - Potential Dependencies to Resolve





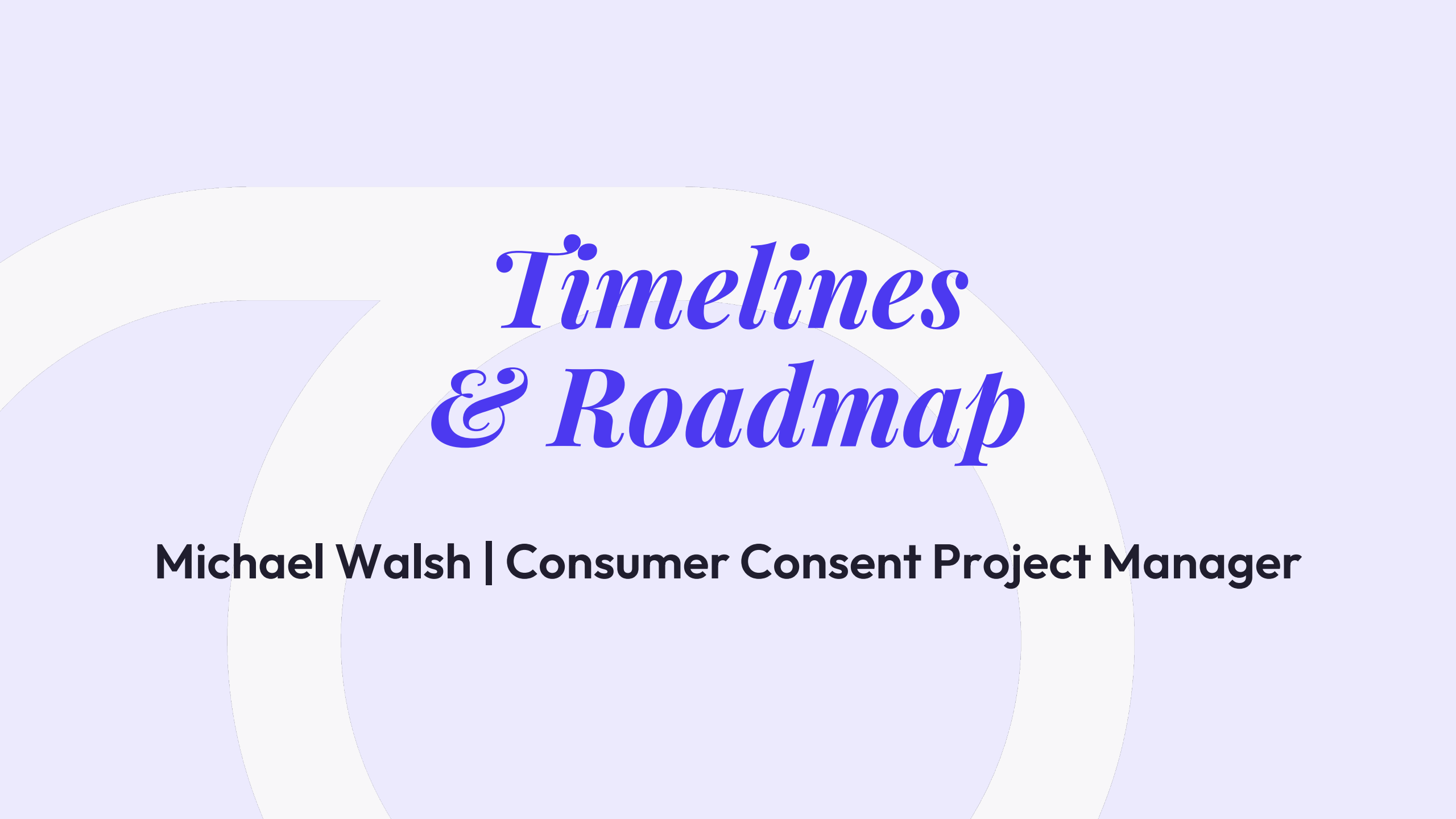
Consistent User Experience
Via Guidelines



Deliver Trust Framework
Via the REC & Technology



Collaborate with Elexon & NESO
With oversight from Ofgem / DESNZ

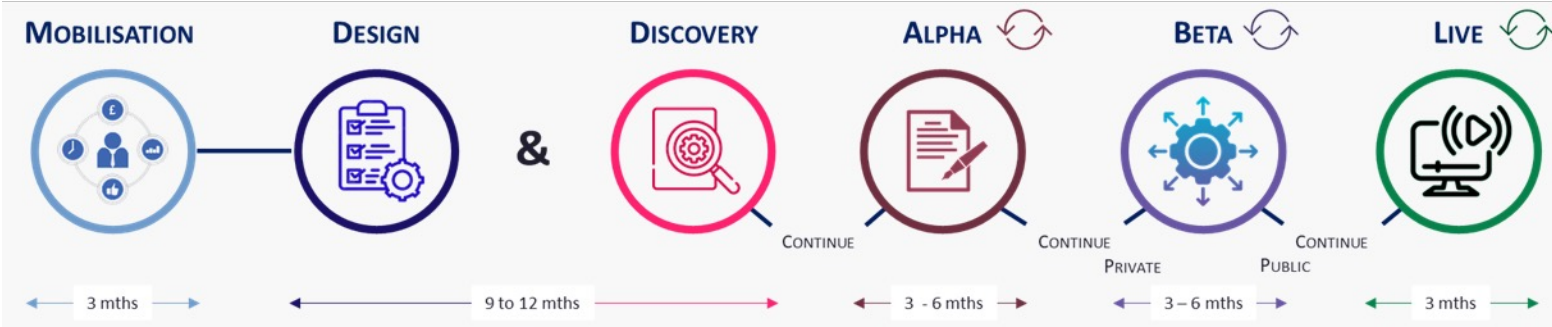


Timelines & Roadmap

Michael Walsh | Consumer Consent Project Manager

Consumer Consent Programme

High-level timeframes (indicative)



Complete	Q4 2025	Q1 2026		Q1 2027*	2027+
Mobilisation Onboard project team, establish governance & stand-up working groups Pre-core procurement, starting with Market Testing Feed content and data into Ofgem-led CC Impact Assessment	Ofgem finalise & publish Impact Assessment CC Working Group Advisory Reports drafted & published Procurement activity for Tech, UX, and Programme Assurance Body partners	Design Consultation & Design Decisions - Trust Framework - UX & Access - Tech Specifications Governance Framework	Design, Test & Development of MMP (Minimum Marketable Product) Governance Change Process (Code / Regulatory)	Launch Consumer Consent MMP	MMP Optimisation Ongoing evolution & development
* Timeline anticipated to be in line with MHHS (as stated in Ofgem’s CC Delivery Body Decision Paper, section 2.15)					

Consumer Consent Programme

To ensure the programme benefits from industry insight and meets the diverse needs of our stakeholders, Ofgem has established three dedicated Industry Working Groups. These will play an advisory role by informing our decision-making throughout the consultation and design process. These working groups will be essential in helping RECCo develop a solution that balances **consumer empowerment**, **industry practicality**, and **regulatory assurance**.

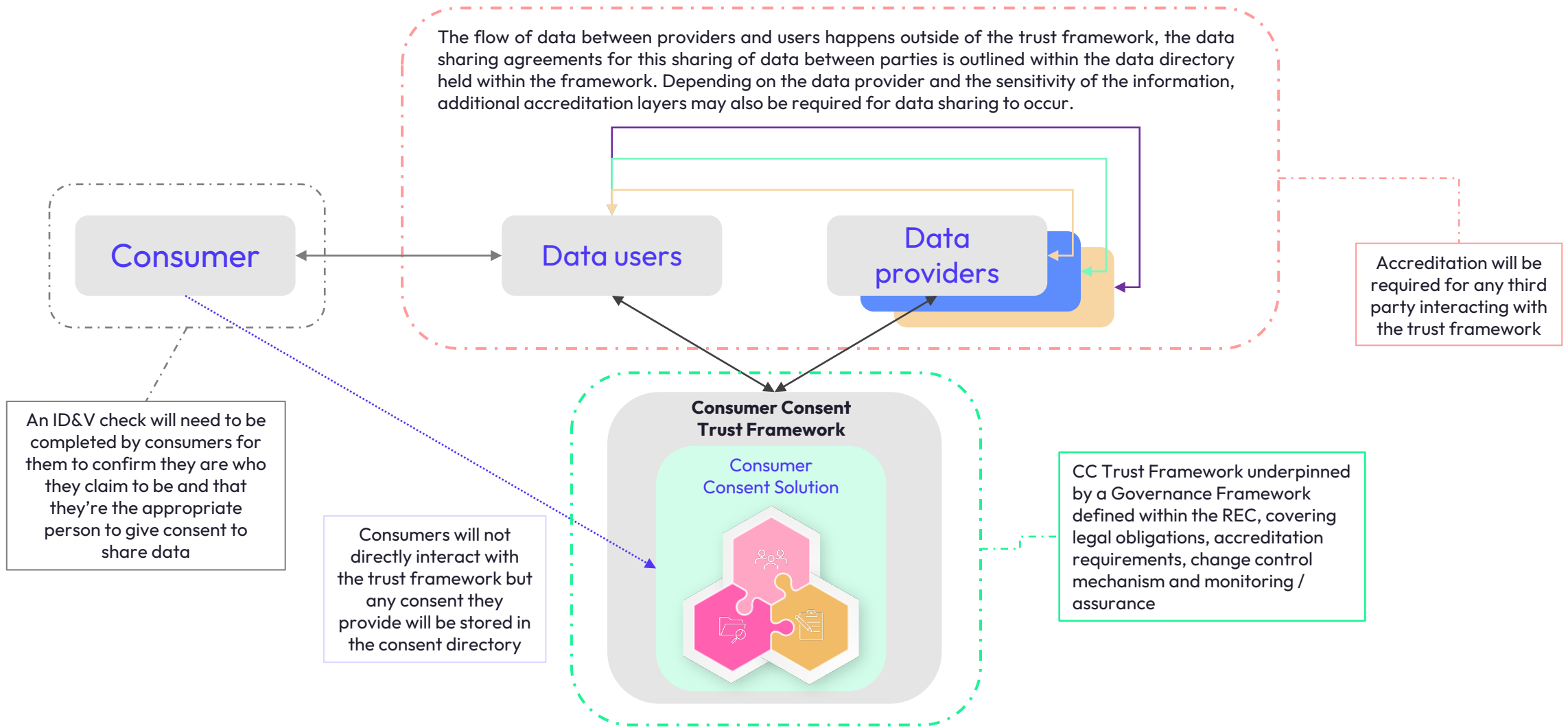
Three Working Groups	Security, Technical & Design Secure Scalable User-first	Implementation & Governance Structured Timely Compliant	Consumer Protection & Accessibility Inclusive Equitable Accessible
Aim & Scope	• Explore security and technical design options • Includes key issues and risks	• Define governance roles and responsibilities • Shape delivery and implementation plans	• Focus on usability, accessibility, and protecting consumer interests
Key Advisory Role	• Advise on the data model and technical design • Ensure robust data privacy and cybersecurity protections	• Guide governance • Advise the delivery body on cost-effective, timely implementation	• Ensure strong consumer focus by safeguarding rights and promoting an inclusive, equitable, and user-friendly solution

Leadership transitions are anticipated to begin from November 2025, following the expected publication of each group's Advisory Paper at the end of October.

Trust & Governance Frameworks for MMP

Matt White | Consumer Consent Product Owner

Trust Framework Model: overview



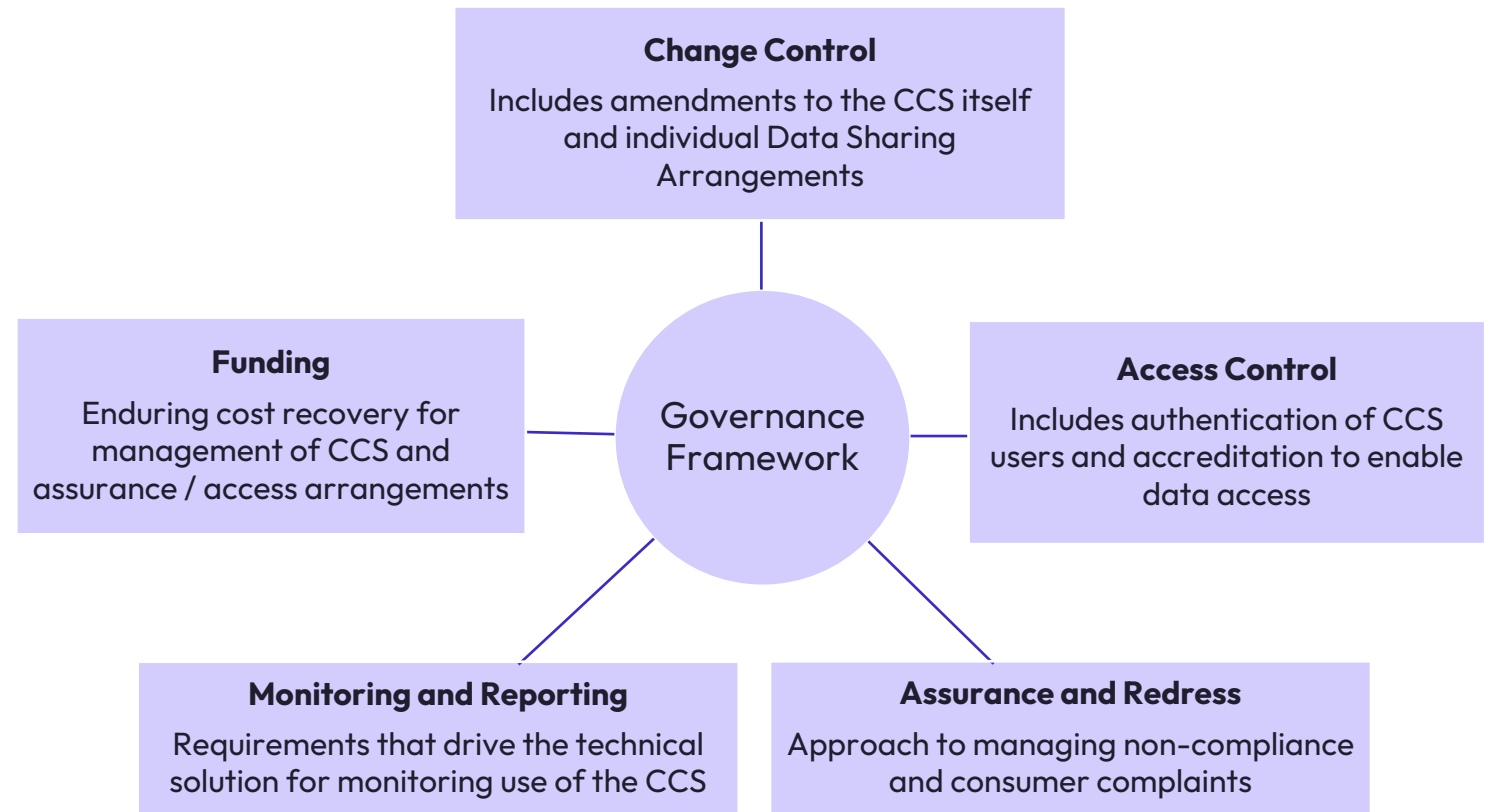
Trust Framework Model: overview

What is the CCS Governance Framework?

The Consumer Consent Solution will be underpinned by a robust governance framework setting out how Data Providers, Data Users and Consumers interact with the arrangements.

Our current thinking is the governance framework will be defined at two levels:

- 1) The arrangements associated with the central CCS e.g. how users are accredited to participate.
- 2) The arrangements associated with individual Data Sharing Arrangements e.g. how to amend a data item within a define data set.



Trust Framework Model: considerations

CCWG Engagement

Design Consultation

Industry Code Drafting

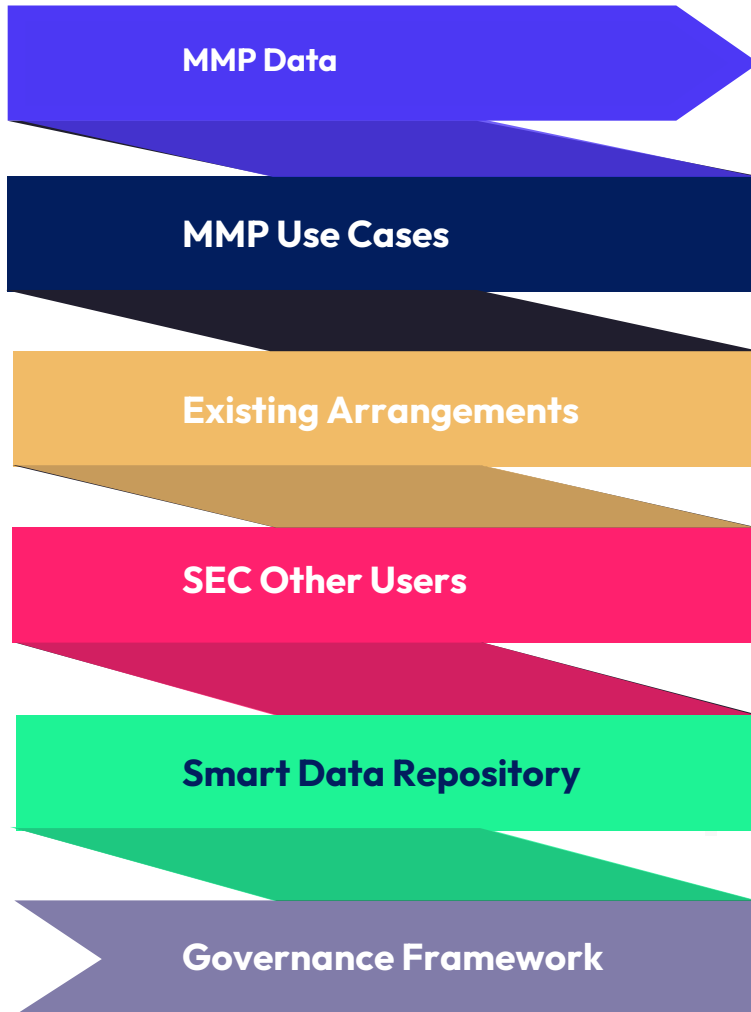
REC Schedule

REC Change Proposal

Tech Sol Implementation

- The proposed model for each element of the governance framework will be defined and discussed with the Implementation & Governance Working Group over the next few months.
- The preferred approach for each element will be set out within the Design Consultation as part of the overall CCS governance design to enable wider industry feedback to be obtained.
- Following consultation, the agreed governance framework will be reflected within the REC code drafting. Interactions with other industry codes will be considered and alignment of changes agreed as necessary.
- As a minimum, the content of the REC will include a Consumer Consent Schedule defining the mechanism for interactions with the CCS and any requirements/obligations on RECCo and users of the solution – this includes both Data Providers & Data Users.
- Code drafting will be shared and discussed with CCWG members before further industry consultation. Finalised code drafting will be included in a REC Change Proposal, formally implementing the CCS under REC governance.
- Technical delivery of the CCS solution, together with changes required by the initial cohort of Data Providers & Data Users, will be progressed to go live alongside the REC Change Proposal.

MMP considerations



- As a minimum, smart meter consumption data will be available to data users for MMP. Other data may be available depending on which data providers are onboarded for MMP.
- For the MMP, instead of defining what use cases should be used, we're exploring what data sharing arrangements already exist or might exist within a similar timeline.
- We expect to incorporate some of these existing arrangements into the Consumer Consent Trust Framework and enable them to use the solution to obtain consumer consent.
- As part of this plan to incorporate existing arrangements, we're conducting an initial request for information (RfI) with SEC Other Users to understand what arrangements are currently in place and the associated use cases.
- The MMP will also enable Elexon to utilise the CC Trust Framework to obtain consumer consent for their smart data repository. Project timelines permitting, we hope users can utilise the data in the repository as part of the MMP.
- The governance framework established as part of MMP will be set up to allow future data providers to be accredited under the Trust Framework. As more providers are onboarded, more data will become available for users to access.

Use cases

Use Case Definition*

A clearly defined purpose or scenario for which shared data is accessed and used by a data user, specifying how the data will be utilised and how this achieves the intended outcome, while remaining within the scope of the agreed terms.

*This definition is used to aid understanding; other similar schemes and trust frameworks may use different terminology. We're working closely with DESNZ to ensure consistency of definitions used within the project and the solution.

Use cases

Informed Tariff Selection

Benefit: Enables consumers to switch to tariffs that align with their financial, lifestyle and environmental priorities

Price Comparison

Enables consumers to get accurate quotes when exploring available tariffs

Green Energy Selection

Enables consumers to choose tariffs with renewable energy sources that match their consumption

Time-of-use Optimisation

Allows consumers to save money and/or use greener energy by consuming at certain times of the day

Lifestyle Matching

Allows tailored tariffs to consumers who have electric vehicles or work from home etc. the best tariff to suit their individual needs

Auto-switching Services

Automatic switching to provide better deals and ensuring continuous optimisation

Energy Insights

Benefit: Enables consumers to manage and reduce energy usage to reduce costs and support the move to net zero

Energy Efficiency Insights

Provide personalised tips and analytics to reduce consumption, such as usage trend analysis or appliance-level monitoring

Carbon Footprint Tracking

Monitor and report a households CO2 emissions over time, allowing consumers to set and achieve sustainability targets

Demand Side Response

Enables consumers to participate in peak-time reductions of load-shedding programs for grid stability

Smart Appliance Integration

Allow third-party control or monitoring of devices such as heat pumps or smart thermostats to optimise usage or respond to time-of-use pricing automatically

Solar Panel or Battery Adoption

Share meter data with providers to assess viability, forecast savings, or design and right the right renewable energy system for a home

Other Use Cases

Benefit: A range of use cases that utilise consumption data to support energy-related activities

Home Energy Retrofits & Grants

Facilitate audits for insulation, heating upgrades and/or government/charity grants eligibility by sharing precise consumption data for tailored recommendations

Appliance Maintenance & Diagnostics

Detect abnormal energy usage patterns that could indicate faulty appliances, allowing service providers to notify customer or offer proactive maintenance

Pay-as-you go Budgeting

Provide near real-time consumption data to budgeting apps or consumer support services, helping individuals manage finances and avoid unexpected high bills

Community or Peer Comparisons

Compare usage against local or demographic averages to encourage collective energy-saving behaviours

Consumer Research and Innovation

Allow academic institutions or start ups to use data for developing new energy solutions, pilot programs and consumer focused innovations

Interactive Round Table

- What opportunities or concerns do you see with CCS?
- Where are the most significant adoption or implementation challenges?
- How can we ensure consumer buy-in?
- How can RECCo better support industry awareness and future readiness?



Q&A Session

Involved in *consumer data* and consent in the energy sector?

Let's connect.

The Consumer Consent Project is live, and we want to hear from you. Whether you have a question or concern or want to stay in the loop, our team is here to collaborate.

✉ Reach us at: consumerconsent@retailenergycode.co.uk

Your feedback plays a key role in shaping a secure, consumer-centric solution.



Have your say: our Annual Stakeholder *Satisfaction Survey* launches in October

Your voice matters. Our Annual Stakeholder Satisfaction Survey is back this October, giving you the chance to share direct feedback on how we're managing the Retail Energy Code (REC) Services.

Why participate?

This is your opportunity to tell us what's working well and where we need to improve. Your input will guide the priorities we set for 2026–27, helping us deliver services that are more effective, transparent, and accessible, while staying true to the purpose of the REC.

What's next?

Lunch

Lounge: 13.15-14.00

Coffee

Lounge: 14.30-15.30

Networking/Drinks

Lounge & Main Room: 15.30-16.30

Surgery Drop-ins

Main Room: 14.00-15.30

Energy Theft

REC Portal Relaunch

Market-wide Half Hourly Settlement

Forward Work Plan 2026-29

Tariff Interoperability & Consumer Consent

REC Change Process & Consolidated
Metering Code of Practice

Meet your OAM

Lounge: 14.00-15.30

Feedback Survey

Code - 1119328





Thank you!