2025

Annual Stakeholder Satisfaction Survey *Report*

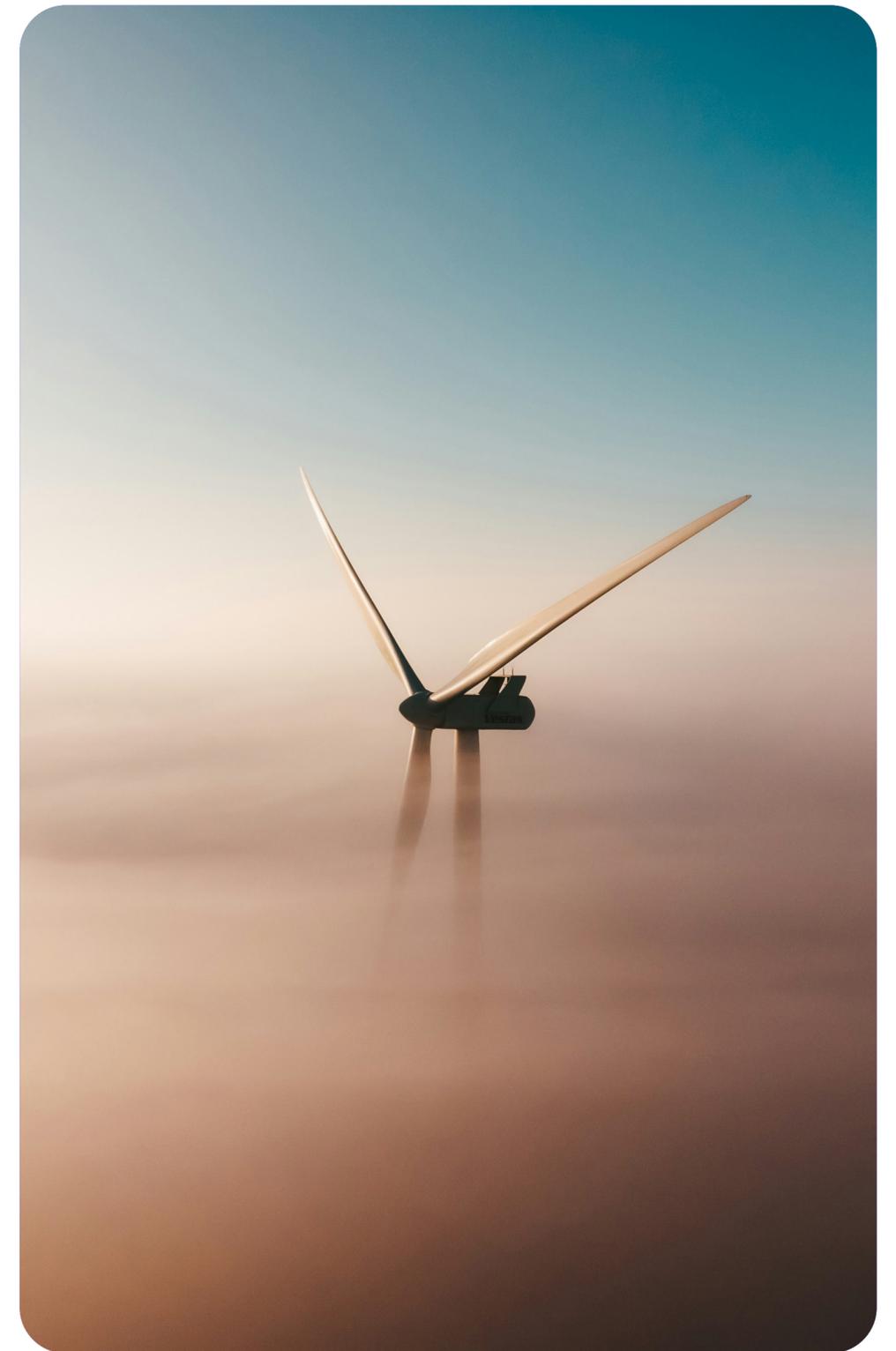## Insights from our REC Services

recco

Retail Energy Code Company

"This report demonstrates our ongoing *commitment* to providing effective, high-performing services that support the *vital* work of our users. Your feedback directly informs the *improvements* we make across REC Services."

Elizabeth Lawlor
Chief Operating Officer

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Welcome from our Chief Operating Officer

Elizabeth Lawlor
Chief Operating Officer

At RECCo, we *listen* first— because better outcomes start with your voice.

In 2024, we partnered with Researchcraft to deliver our **Annual Stakeholder Satisfaction Survey**.

This survey is one of several tools we use to assess the performance and stakeholder satisfaction of our **Retail Energy Code (REC) Services**.

This **Annual Stakeholder Satisfaction Survey Report** presents the survey findings, demonstrating our ongoing commitment to transparency and delivering effective,

high-performing services that support the vital work of our users.

Whether you interact with REC Services regularly, join working groups, or engage in the REC Change Process, your responses to the survey highlighted what's working— and where we can do better. They directly influenced our **Forward Work Plan 2025–28** and continue to help us prioritise meaningful change in the year ahead.

The survey is also a key tool in the performance regime we apply to the REC Service Providers. The results of the survey directly impact how our service providers are held accountable, including through contractual performance standards and linked service credits.
We've also acted on your feedback received through other channels, including the

RECCo on the Road Workshops in Q4 2024. The REC Service Provides have responded positively to the challenge and many of the areas identified for improvement are already being addressed (), including improvements to the REC Portal and the REC Change Process.

This report clearly sets out what **'you said'** and what **'we are'** doing in response. Your valuable insights help us, and our Service Providers, improve the REC Services and respond to your needs. We look forward to continued engagement with you.

Workshop insights in action

RECCo on the Road workshops

During our RECCo on the Road workshops in **London** and **Manchester**, stakeholders shared practical feedback that's already shaping how we deliver and improve core REC Services.

In response, we've implemented a wide range of upgrades—encompassing the REC Portal, the REC Change Process, and Enquiry Services—all focused on user experience, performance, and efficiency.

Developed in close collaboration with key stakeholders, the following improvements are now **live**.

REC Portal

Upgrades to the REC Portal have improved user experience, performance, and visibility across key service areas.

- **Redesigned Change Proposal pages** for easier access to REC Change information and seamless navigation through to the Performance Assurance area.

- **Refreshed REC Committee dashboard** with a cleaner layout and faster performance, making key updates visible at a glance.

- **A full visual refresh** across all portal pages, alongside new guidance notes and clearer, more accessible forms—especially in the Performance Assurance and Maintenance sections.

- **Two new Performance Assurance dashboards** —the Switching Management Information System and the Theft Detection Incentive Scheme— to provide better visibility for users and lay the groundwork for upcoming Performance Assurance Framework activities.

REC Change Process

We introduced targeted improvements to boost speed, transparency, and user experience.

- **Established a dedicated taskforce** to clear the REC Change backlog.

- **Implemented REC Change Proposal R0167** for a more transparent and streamlined process.

- **Strengthened internal governance** to enable faster, better-informed decisions.

- **Expanded the REC Code Manager Change team** and broadened the subject matter expert pool to improve capacity and responsiveness.

Enquiry Services: Electricity & Gas

We delivered high-impact REC Changes to improve the Enquiry Services.

- **REC Changes R0098 and R0108** introduced fuzzy search and Unique Property Reference Number (UPRN) lookup in the Electricity Enquiry Portal.

- **REC Change R0120** enhanced the Gas Enquiry Service API, enabling Meter Serial Number (MSN) searches for faster, more accurate data retrieval.

Key survey findings and *improvements*

How you rated REC Services

Your ratings

We're delighted that the scores were **overwhelmingly positive**. Alongside these quantitative values, we receive valuable qualitative feedback that supports the scores given.

Stakeholders shared more detailed commentary supporting their scores, which is detailed on **page 9**.

Electricity Enquiry Service

Last year: 7.7

7.9↑

Metering Services: Audit

Last year: 6.6

7.6↑

Gas Enquiry Service

Last year: 7.8

7.6↓

REC Code Manager Service

Last year: 7.0

7.4↑

Energy Theft Tip-Off Service

Last year: 7.0

7.2↑

Average REC Service rating

Last year: 7.2

7.5↑

Where you want us to improve

REC Service priority areas

You told us where improvements would have the greatest impact.

Your top priorities:

- Communication

- REC Change Process

- Performance Assurance Framework

We're using this insight to target improvements where they'll matter most.

Communication

Stakeholders saw progress but called for greater clarity and consistency—particularly through plain English across the REC Portal and supporting documentation.

REC Change Process

While improvements were noted since the REC Code Manager review, users want a more intuitive process, clearer integration of industry input into REC Change documents, and better coordination with other code bodies.

REC Performance Assurance Framework

Engagement and communication have significantly improved, but there's a strong ask for Performance Assurance techniques to be applied proportionally—alongside refinements to the annual ratings approach.

Service-specific feedback and *improvements*

REC Code Manager Service

Service activities include:

- Supporting REC Parties
- Managing the REC Portal and Digital REC
- Running the REC Service Desk
- Maintaining the Performance Assurance Framework
- Delivering the REC Change Process
- Managing industry data
- Providing bespoke training and events

At a glance...

Average satisfaction rating for the REC Code Manager Service

7.4

Respondents who noticed positive improvements over the past 12 months, especially in communications

61%

Respondents who flagged communications as the top priority for improvement, including consistency, speed, and quality

14%

Other focus areas included **streamlining the REC Change Process** and **improving the usability of Performance Assurance Framework data**

Stakeholder Management & Engagement
REC Code Manager Service

You said

We are

You gave **Operational Account Managers** (OAMs) the highest praise of any REC Code Manager Service—particularly for their knowledge and consistent support: "OAMs are easy to access and have been really helpful in managing the clients and the interactions that we work with."

However, you want to see: "More consistency of support, better communication, and more tailored knowledge on specific areas."

We're building on the solid foundation of our OAM service by investing in their skills—especially around industry change implementation.

Annual Service Review Meetings will continue, giving stakeholders a structured channel to share feedback and support ongoing improvements.

We're exploring a new OAM with dedicated Performance Assurance knowledge to support your queries.

The OAM team plans to step up face-to-face engagement and launch an Annual Roadshow in November 2025—we'll share more on this soon.

Service Desk users want to avoid repeating themselves when raising or chasing tickets: "When invitations are sent out and accepted, stop raising tickets; I only need confirmation of acceptance."

We've started reviewing how to reduce repetition and tailor communications. These changes are now part of the UX/UI requirements under the Digital Services programme.

Change & Release Management
REC Code Manager Service

You said

We are

You want the **REC Change Process** to be more intuitive—with clearer engagement and simpler documentation of what's changing: "The process of change needs to be more intuitive to engage with" and "More concise documentation of what is actually changing." (gas, electric, both) and which parties are expected to be impacted, and more specific detail about the solution proposed so parties can better assess the impacts."

The REC Code Manager is reviewing all REC Change documentation—including business case structure, solution design, and drafting—to make the REC Change Process more user-friendly and transparent. Incremental improvements will roll out over the coming months.

You want clearer insight into how each **REC Change affects you**: "Clearer info about which product the change impacts (gas, electric, both) and which parties are expected to be impacted, and more specific detail about the solution proposed so parties can better assess the impacts."

The REC Roadmap gives a consolidated view of upcoming REC and wider industry changes. You can suggest additions at any time to the Code Manager through the feedback function.

You want greater visibility on how **REC Changes align with other code bodies**: "Good coordination with other codes and regulatory bodies."

The REC Code Manager continues to lead the Cross-Code Steering Group to strengthen collaboration across codes. While participation from other code bodies is currently voluntary, the REC Code Manager is actively working to boost engagement—this priority will also feature in its response to Ofgem's second consultation on Code Reform.

Technology Enablement
REC Code Manager Service

You said

We are

75% of respondents said the **REC Portal** works well, especially its design and usability: "Navigation and finding content have vastly improved since the changes have been introduced. Change overview page is also helpful."

You asked for even easier navigation to find documents, a simpler search function, and more up-to-date content: "Make it easier to navigate as I often struggle to find the exact area to locate, especially on consultations with numerous documents to review." and "Making sure information is up to date."

30% of respondents said **data management access and performance** are strong points: "The speed of the service. It's quick and accurate." and "All of it is much improved and really easy to find data."

You want us to simplify the way we present data, including fewer acronyms and clearer explanations: "Simplify everything, e.g. the data matrix, explain abbreviations and acronyms."

We're continuing to build on the REC Portal improvements we released in 2024 by continuing to make the REC Portal even more accessible by improving navigation, refining search functionality, and ensuring content is easier to find and up to date. These improvements are especially designed to help users who are less familiar with retail energy industry terminology.

We're including clearer language and simplified data presentation—reducing jargon and acronyms—so you can find and understand the information you need more easily.

We've recently appointed a new Digital Services partner to work alongside us in delivering a suite of user-friendly digital tools, launching from September 2026.

Performance Assurance
REC Code Manager Service

You said

We are

59% of respondents recognised improvements, particularly through increased engagement like webinars, events, and check-ins: "Engagement has improved."

You want clearer, more user-friendly **Performance Assurance dashboards** to improve clarity and visibility of your REC obligations: "Evolvement of the performance assurance dashboards to improve clarity and visibility." and "Better visibility of our obligations."

We're pleased to hear our increased engagement is having a positive impact. We'll continue to roll out new opportunities.

Following a successful pilot, more REC Parties are now receiving a Performance Assurance check-in for 2025—and we're building on this approach to keep you better informed and supported. We've improved the Performance Assurance dashboards to boost clarity and visibility of your organisations performance data and introduced video guides to explain key actions and their impact.

You want a fairer approach to the **annual ratings process** for a more balanced, weighted scorecard: ''A balanced scorecard or weighted approach would be better than Parties receiving an annual rating based on their worst performing area... This is neither fair nor representative of the Party's overall performance."

The REC Performance Assurance team is reviewing 2024 annual rating feedback with the Performance Assurance Board as part of its decision-making.

The Code Manager hosts quarterly webinars highlighting improvements across Market Entry, Consumer Voice, Party Performance, and Supplier Annual Ratings. These quarterly webinars are now more interactive, shaped by stakeholder input. Recent webinars included opportunities to share your priorities—directly informing the Performance Assurance Operating Plan 2024–25—and a metering-specific segment, reflecting your feedback. We encourage all stakeholders to take part in shaping future webinars.

You want less focus on data becoming obsolete under the **Market-wide Half Hourly Settlement** (MHHS): "Given that MHHS is on its way, a reduced focus on data items that will become obsolete/less relevant under MHHS, e.g. correction of MTC errors."

While we continue to report on Meter Timeswitch Code (MTC) data where needed, we intentionally excluded MTC-only issues from recent data cleanse sprints, recognising this will be retired under MHHS. We'll keep working with you to make more improvements.

Electricity Enquiry Service

The Electricity Enquiry Service (EES), governed by the REC, plays a key role in the customer switching process by efficiently triangulating data for energy suppliers.

This benefits REC Parties and non-REC Parties, improving operational efficiency and access to key market data.

At a glance...

Average satisfaction rating for the EES	7.9
Respondents who reported improvements over the past 12 months	61%
Respondents who said no further improvements are needed	14%
Respondents who reported that the EES API service and portal are working well	77%
Respondents who identified the Secure Data Exchange Platform (SDEP) functionality as a key improvement area for the year ahead	15%

Electricity Enquiry Service

You said

You reported that the **Electricity Enquiry Services API** and portal have significantly improved: "EES does exactly what it should and well." and "The Online Portal is great, user-friendly and easy to negotiate. Ditto the API service."

You identified the **Secure Data Exchange Platform** (SDEP) as a priority for improvement, particularly around functionality (email platform), case management, and clearer documents on how to use it: "SDEP needs improvement to its functionality and user friendliness." and "SDEP is much less user-friendly and could use some improvement (e.g., a way to ensure enquiry records don't disappear from the archive!)." and "Documentation on how to use SDEP and the purpose and parameters of each process type is hard to find. So, all parties often do not use the process types appropriately, leading to significant inefficiency."

We are

Building on this positive feedback, we're continuing to optimise performance. From May 2025, we're implementing a REC Change to remove log data from the EES API —a move expected to improve system response times even further.

We're supporting a sandbox application to trial the use of robotics within the SDEP. Subject to approval, this pilot will shape a future REC Change Proposal for broader implementation.

With the MHHS code freeze expected to lift in Q3/Q4 2025, we're preparing to progress key REC Changes—including R122, which focuses on improving the SDEP experience.

We've reviewed and analysed feedback submitted via the EES suggestions box, and we're using these insights to inform R122, ensuring all SDEP improvements are delivered through one coordinated REC Change.

Gas Enquiry Service

The Gas Enquiry Service (GES) gives users access to gas market data from the Gas Central Data Service and/or the Central Switching Service.

It acts as a central hub for retrieving information on Supply Meter Points across the gas market in Great Britain.

At a glance...

Average satisfaction rating for the GES	**7.6**
Respondents who said the service remained consistent over the past 12 months	**100%**
Respondents who reported better responses to queries, supported by high-quality information	**78%**

Gas Enquiry Service

You said

You want **Meter Equipment Managers** (MEM) to be able to access the GES API to help maintain data quality and improve usability: "Ability for MEMs to use the GES API would be hugely beneficial, particularly in maintaining strong data quality, especially with some of the overall sprints."

✓ We are

Although MEMs do not have access to a GES API, we're open to exploring this if there is wider industry interest. We welcome discussions to better meet your needs and will work with you to assess how any future change could be taken forward in a constructive way.

Energy Theft Tip-Off Service

The Energy Theft Tip-Off Service (ETTOS) is delivered by Crimestoppers under the public-facing **Stay Energy Safe** brand. With support from a marketing agency, the service raises awareness about energy theft, and promotes public safety through accessible, anonymous reporting.

This service is available year-round, 24/7, allowing individuals to report suspected theft by phone or online. **Crimestoppers** process and share these reports with energy suppliers and network operators for investigation and action.

At a glance...

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Average satisfaction rating ETTOS	**7.2**
Respondents who said the quality and accuracy of the reporting of Tip-Offs received had improved	**44**%
Respondents who said the information provided within the Tip-Offs was easy to interpret	**56**%

Energy Theft Tip-Off Service

You said

Although the availability of the **Energy Theft Tip-Off Service** (ETTOS) is working well, you suggested making it easier to access reports via the REC Portal: "The availability of an anonymous service."

We are

We're working with stakeholders to improve how ETTOS reports are delivered, ensuring they're shared securely and efficiently. While there's no immediate REC Changes planned for this year, we welcome continued feedback and will explore making these reports accessible via the REC Portal as part of future development planning.
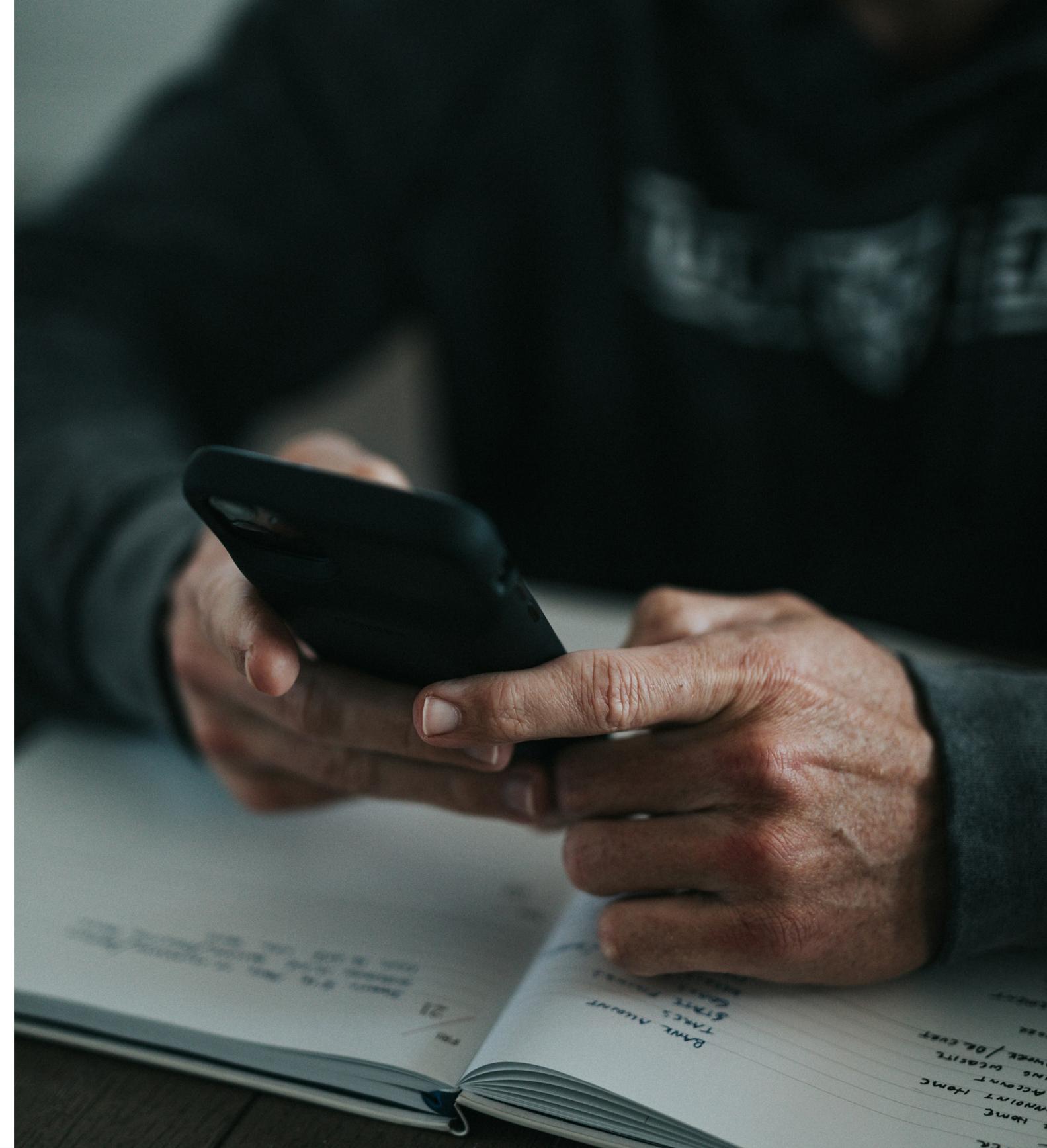
Metering Services: Audit

The Metering Service: Audit (MS:A) conducts routine audits of Metering Parties to monitor compliance with the Consolidated Metering Code of Practice (CoMCoP).

This service audits a range of REC Providers—Gas MEMs, Electricity MEMs, Meter Installers, Automated Meter Reading Services, and Smart Metering Services—to ensure adherence to regulatory standards across the retail energy sector.

At a glance...

Average satisfaction rating for the MS:A

7.6

Respondents who said the auditors' knowledge and the audit documents worked well over the past 12 months

69%

Metering Services: Audit

You said

You thought improvements to the **Metering Services: Audit documents**—especially clearer references to CoMCoP— have been valuable: "The audit documents equally reference to CoMCoP. This is vital so you can refer to the correct section."

You suggested reducing the number of questions in each audit section: "Possibly less audit questions per section."

You asked for auditors to have a better understanding of different companies to allow greater flexibility in the audit process: "Increase the understanding of the auditors of different companies so they can apply flexibility to the audit process."

We are

Although we've completed 232 audits—with almost 78% passing first time—and received 31 new applications, making further improvements to this service remains a priority for the year ahead.

We're preparing to implement REC Change R0152 on 7 November 2025. This will give auditors more flexibility to tailor questions to each organisation, making audits more relevant and highlighting areas that need extra attention. In turn, this will support better reporting and improved consumer safety.

We launched a post-audit survey in April 2024 to gather quick feedback after each audit. Early responses have been helpful, so we're encouraging more participation this year to continue improving the service.

Glossary

CoMCoP: Consolidated Metering Code of Practice

EES: Electricity Enquiry Service

ETTOS: Energy Theft Tip-off Service

GES: Gas Enquiry Service

MEM: Meter Equipment Manager

MHHS: Market-wide Half Hourly Settlement

MS:A: Metering Services: Audit

MSN: Meter Serial Number

MTS: Meter Timeswitch Code

OAM: Operational Account Manager

REC: Retail Energy Code

SDEP: Secure Data Exchange Platform

UPRN: Unique Property Reference Number

Stay connected

Thank you for helping us improve your REC Services

Thank you to everyone who shared feedback. Your insights directly shape how we evolve REC Services and support the REC community. From **July 2025**, we'll share regular updates through a **quarterly reporting cycle**—keeping you informed on what's changing and why it matters.

We value your opinion

Help us improve future reports by completing our **Annual Stakeholder Satisfaction Survey Feedback** form, or get in touch with the RECCo team directly at **communications@retailenergycode.co.uk**

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- **Email** the REC Service Desk at **enquiries@recmanager.co.uk**

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