

Retail Energy Code Company Limited

# Quarterly Report

*Update on our progress for Forward Work Plan 2024-27*

# Q3



# Welcome to RECCo's Q3 report

This report provides a Q3 update on our progress towards the four key priorities outlined in our Strategy & Forward Work Plan (FWP) for 2024-2027.

Our aim is to engage all stakeholders throughout the lifecycle of our FWP, fostering a collaborative and transparent environment to advance and deliver our key priorities.

We want to keep you informed of our collective progress, and we hope this report, along with updates through our other communication channels, serves that purpose. At RECCo, we procure and manage several REC Services to

meet the requirements of the Retail Energy Code (REC) and support the functioning of the retail energy market.

As part of our service management approach, we monitor and report on our service providers' performance against contracted Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). This ensures our services operate effectively and efficiently while helping us to identify and prioritise areas for improvement.

This report provides a dashboard view of our core service performance, which we will continue to develop based on your feedback about what you'd like to see.

We welcome the opportunity to update you on our progress and encourage you to provide feedback via this [short form](#).

We hope you enjoyed our previous quarterly reports and found them useful.

Read now: [quarter one](#) and [quarter two](#).

# Introduction

In March 2024, we published our Forward Work Plan, which gives a detailed overview of our four strategic priorities for 2024-25.

**1**

**Delivering Service  
Excellence**

**2**

**Data &  
Digitalisation**

**3**

**Energy Theft  
Reduction**

**4**

**Regulatory  
Programmes**

The first section of this report provides an update on our achievements in the third quarter and outlines our plans for the upcoming period (Q4). Our primary focus remains on enhancing our current services for stakeholders and supporting evolving future needs.

# Delivering Service Excellence

## Workstream: Code Management ● ● ● ●

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

## Workstream: Code Management ● ● ● ●

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

# Workstream: Code Management ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p><b>Improve the user experience across digital platforms feedback</b></p>	<p>Following successful completion of the RfP quality and pricing evaluations, two bidders were taken forward to the Best and Final Offer (BAFO) phase. Dialogue sessions were held with both bidders and concluded in January 2025.</p> <p>Pre-mobilisation support Change Requests continue to be progressed, with the focus being on process maps and data migration so far.</p> <p>The Stakeholder Advisory Group (SAG) was suspended over December 2024 and January 2025 based on the limited input required at this time. It is expected that the group is re-established in February 2025.</p> <p>In October 2024, the user experience project successfully delivered the final improvements to the REC Portal; some of these improvements included:</p> <ul style="list-style-type: none"> <li>• Complete redesign and unification of the Portal and Digital Navigator sites</li> <li>• Introduction of a new mega-menu and a new Portal landing page</li> <li>• Re-organised and simplified application forms</li> </ul>	<p>Following the BAFO phase, a period of evaluation and moderation will take place in March 2025.</p> <p>We will also continue to work with the Code Manager Service Provider to ensure that any necessary improvements are made to existing digital platforms, while capturing any future needs within the Digital Services requirements.</p>

## Workstream: Enquiry Services ● ● ● ●

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

## Workstream: Switching - Central Registration Services ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p><b>Implement recommendations from P1 Major Switch Incident (MSI) Review</b></p>	<p>RECCo, the Code Manager Service Provider, and DCC finalised the R0168 – Clarify &amp; Strengthen CRS Providers Requirements proposal, and consulted industry on the solution, implementation technique, and delivery date.</p>	<p>R0168 has been approved at the February Change Panel and will be implemented in the February 2025 release.</p> <p>In addition to DCC following its existing Switching Operator incident management processes when seeking to resolve a Major Switch Incident, this change will require DCC to follow the new REC Category 3 ‘Major Switch Incident: Switching Operator Best Practice Document’ if the MSI is not resolved within the required code service levels. This will ensure, in the event of another MSI, that DCC will engage and communicate with impacted Switching Parties in the right way, at the right time, and at the right level. This means Parties have key information to take the right action and look after their end-consumers.</p>
<p><b>Improve incident and performance management procedures</b></p>	<p>We continued collaborating with DCC to identify further opportunities for improving performance reporting. This has resulted in the adjustment of key REC-defined performance measures via R0092A. It now delivers a more meaningful measurement and incentivisation of Switching Service Request management and processing in the area of responses to Market Messages and Registration Service Requests to Switch processing at gate closure.</p> <p>DCC has refined parts of its Switching Operator Forum updates to provide the industry with a clearer insight into what causes performance issues or hampers delivery of REC-defined service levels. This supported further engagement with industry in December, proving its worth.</p>	<p>We will continue to work with DCC and the Code Manager Service Provider to deliver key operational improvements identified through engagement and feedback from the industry at our CRS Switching Stakeholder Advisory Forum (SSAF) and Switching Operator Forum.</p>

## Workstream: Switching - Central Registration Services ● ● ● ●

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

## Workstream: Switching - Central Registration Services ● ● ● ●

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

## Workstream: Our People ●

Outcomes	Q3 Progress	Q4 Focus
<p><b>Launch a comprehensive programme to enhance team capabilities</b></p>	<p>A Training Needs Analysis (TNA) exercise was launched across RECCo’s Operations department. The findings from this project will help guide the training approach in other departments moving forward.</p> <p>Additionally, several training and coaching programmes are currently underway or nearing completion across the business. These initiatives are designed to support the ongoing development of our employees and align with RECCo’s broader strategic goals.</p>	<p>We will learn from the insights gained from the Training Needs Analysis (TNA) and assess the impact of this year’s coaching and training initiatives. We will evaluate how the programmes have supported employee development and aligned with business objectives.</p> <p>Additionally, we will refine and enhance our learning and development (L&amp;D) approach, ensuring that learnings are integrated into future initiatives across departments.</p>

# Data & Digitalisation

## Workstream: Consumer Consent ● ● ● ● ●

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

## Workstream: Data Access ● ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p>Improve REC alignment with Ofgem’s Data Best Practices</p>	<p>We continued to support the progression of REC Change R0148, worked with service providers, and raised an impact assessment, which is currently being progressed.</p>	<p>We will plan the optimal release timing for REC Change R0148, considering the timing of other key REC Changes.</p>

## Workstream: API Gateway ● ● ● ● ●

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

## Workstream: Data Security ● ● ● ● ●

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

## Workstream: User Experience ● ● ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<p><b>Continue to develop AI capability</b></p>	<p>This activity was put on hold during the completion of the Digital Services procurement, as we plan to replace the REC Portal, EMAR, Digital Navigator, and ERIN by September 2026. We want to ensure there is a clear cost-benefit to making further improvements to the existing digital services before then.</p>	<p>We will continue to review if and when it’s best to upgrade our AI capability to ChatGPT4, within existing REC digital tools, in light of our Digital Service procurement activity.</p>

# Energy Theft Reduction Programme ●●●

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

# Energy Theft Reduction Programme ● ● ●

Outcomes	Q3 Progress	Q4 Focus
<b>Progress recommendations of the end-to-end process review</b>	We provided an update at the December 2024 Theft Forum, and all recommendations have been incorporated into a white paper. The paper will reference the E2E review and assess the viability of various initiatives and proposals in the context of recent developments, e.g. identify potential synergies with the RAS.	The white paper will be reviewed by the Theft Issues Group, with a view to publication.

# Regulatory Programmes & Policy Delivery

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

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

## Workstream: Code Reform & Licensing ● ● ●

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

## Workstream: Tariff Levelisation ●

Outcomes	Q3 Progress	Q4 Focus
<p><b>Deliver payment levelisation reconciliation from 1 April 2024</b></p>	<p>The REC Change R0182 was successfully implemented in January 2025. To date, there have been no issues or defects reported.</p>	<p>The REC Change will continue to be closely monitored following implementation, the levelisation data will be validated on an ongoing basis, and periodic reconciliations will continue throughout Q4 2024 and 2025.</p> <p>A two-month hypercare phase is underway and will conclude at the end of February.</p>

## Workstream: Third-party Intermediaries ●●●●

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

# REC Services SLAs & KPIs

At RECCo, service excellence is a core strategic priority. We are committed to continually improving the services we provide to our stakeholders, collaborating with our Service Providers to meet Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

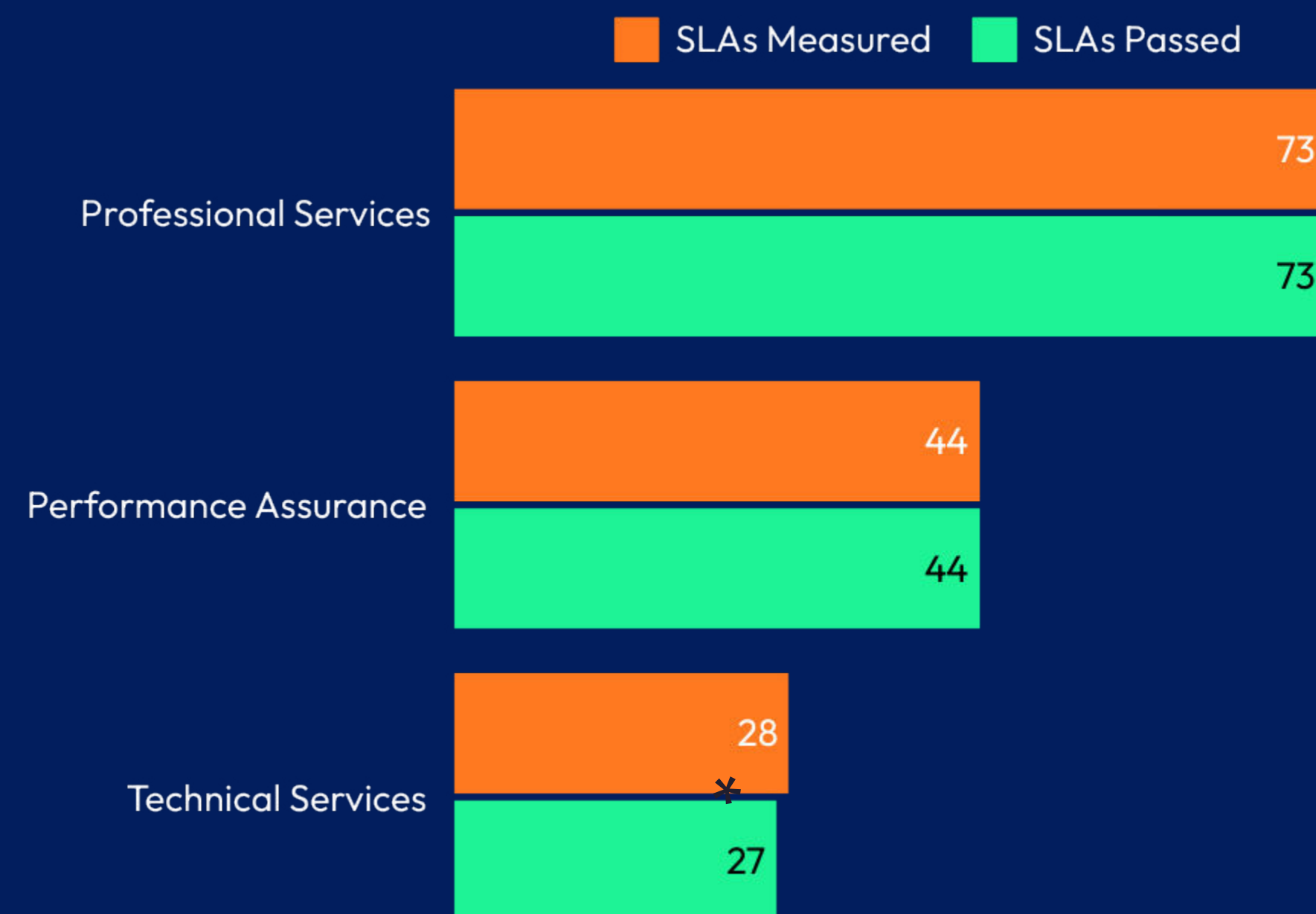
These dashboards demonstrate the performance of the core REC Services. As we develop our Quarterly Report, please look out for future updates covering additional REC Services.



# Code Manager Service Provider Performance

## SLA Success Rate

Our Service Providers have delivered to a high standard this quarter, with no service failures resulting in Service Credits.



The SLA Success score summarises the Service Provider’s success in meeting measured SLAs within the quarter based on a simple pass/fail mechanism.

Service Credits is a mechanism to incentivise our Service Providers to meet the needs of users and preserve value for money on behalf of industry. Having confidence that our Service Providers are delivering a strong service allows us to focus on developing and delivering more targeted improvements in line with evolving user needs, which will bring broad and lasting benefits to market participants.

# Code Manager Activities

## Q3 Party Interactions



OAM  
Meetings

**294**



Code Manager  
Events

**8**



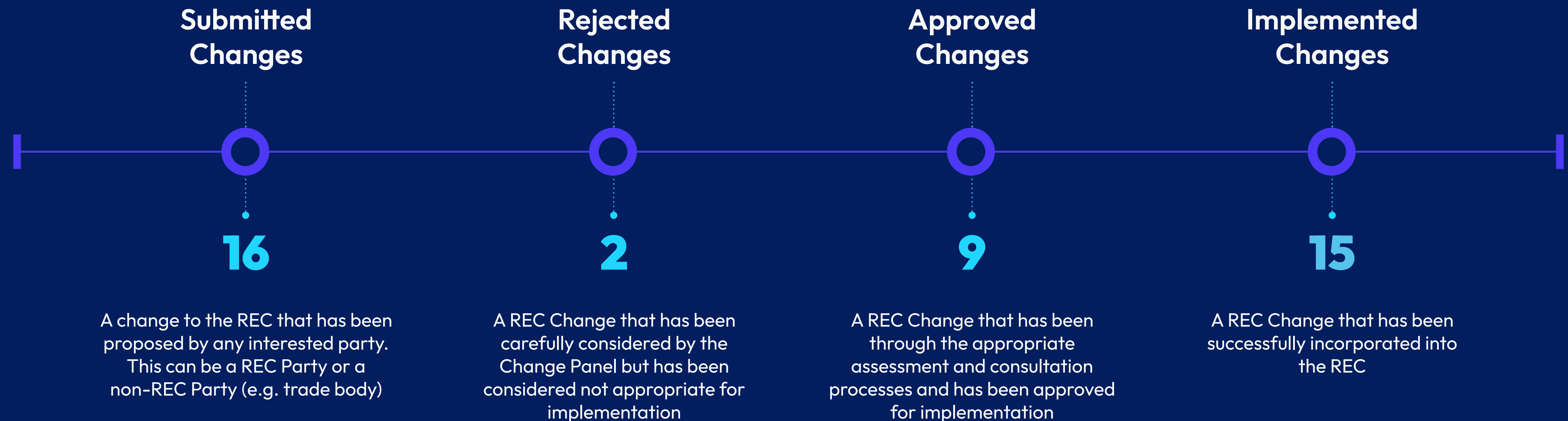
Committee  
Meetings

**34**

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

# Code Manager Activities

## Change Management



# Electricity Enquiry Services (EES)

Availability: **100%**

SLAs Measured **132**

SLAs Passed **130**

SLAs Missed<sup>1</sup> **2**

Success Rate **98%**

Incidents<sup>2</sup> **131**

Response **100%**

Resolution **100%**

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

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

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

# Gas Enquiry Services (GES)

Availability: **99.9%**

SLAs Measured **86**

SLAs Passed **75**

SLAs Missed<sup>1</sup> **11**

Success Rate **87%**

Incidents<sup>2</sup> **131**

Response **100%**

Resolution **100%**

This quarter, the platform has undergone significant improvements while still maintaining high availability.

These improvements will both ensure the continued success and dependability of the service and deliver cost savings to REC Parties.

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

<sup>2</sup> Of the 131 incidents, 128 were lower priority P3s & P4s (including customer-side issues), and three were P2s. All were resolved on time.

# Metering Audit Services

**Audit total: 58**

Electricity: 23

Gas: 35

**Audits passed first time: 74%<sup>1</sup>**

**Audits completed on time: 100%**

**Outstanding non-compliances: 6<sup>2</sup>**

**New applicants: 9**

Electricity Metering Operative: 6

Approved Meter Installer: 2

Electricity Metering Operatives & Meter Operator Agent: 1

<sup>1</sup> November saw the highest in-month pass rate of 83%.

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

# Centralised Registration Service (CRS)

Availability: **100%**

Services levels met / measured

## Central Switching

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

**93%**

**37/40**

## Switching Operator

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

**71%**

**24/34**

## CSS Certificate Authority

Service levels relating to the security of the switching service

**100%**

**3/3**

**Switches were completed within Service Level timescales for 100% of days over the quarter.**

There were no Major Switch P1 or P2 incidents in Q3, and all P3 incidents were managed within defined service levels.

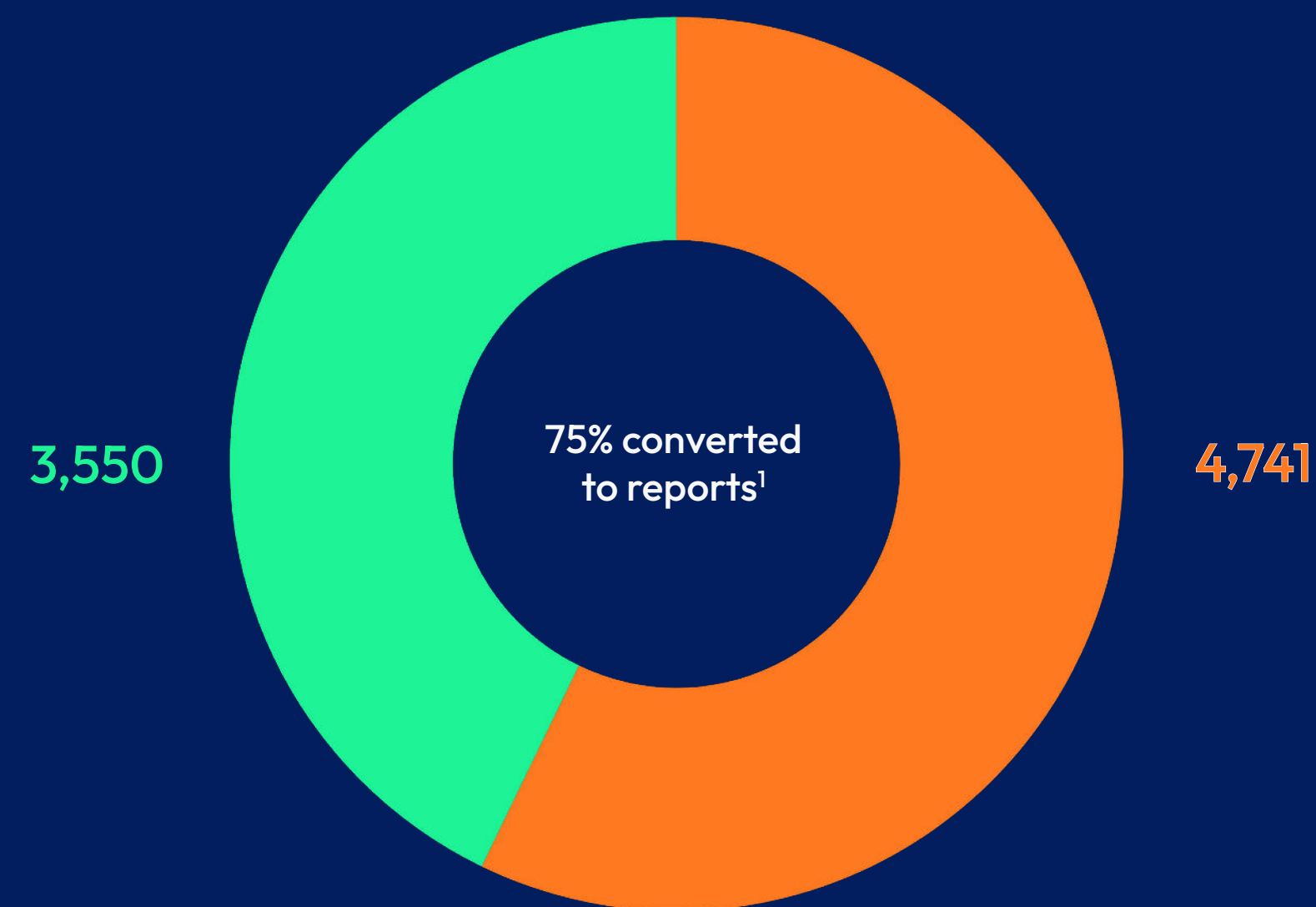
P4 incident resolution fell below target, which is being further addressed by Service Provider teams to encourage timely incident management.

All service-level data is sourced from PARC reporting, with performance monitored by the RPA for the Performance Assurance Board. This is subject to change following direct assurance.

# Energy Theft Tip-off Service (ETTOS)

## Tip-offs to Crimestoppers

■ General public contacts<sup>1</sup>
■ Reports generated



## Quarterly marketing activity

The Gas Distribution Networks collaborated with Stay Energy Safe on a hard-hitting Theft of Gas campaign that launched at the end of September 2024.

As of the end of December, the campaign achieved extensive media reach, including **26 million viewers** through national and regional coverage and **4 million listeners** via radio campaigns and interviews.

This exposure contributed to a **61% increase in gas theft reports** compared to the same period in 2023.

Due to these strong results, the social media campaign will continue until the end of March 2025.

There has also been success with the Keep in Touch function, which was added to the Stay Energy Safe Online Form submissions. Since implementation, there's been a remarkable increase in user engagement.

On average, 183 users per month have agreed to provide further information if needed, achieving a **significant 578% increase** compared to the previous average of 27 per month from Crimestoppers.

<sup>1</sup>General public contacts are tip-offs made via the Crimestoppers or Stay Energy Safe phone line and website.

# Payment Method Levelisation

In February 2024, Ofgem confirmed that measures would be introduced to ensure that prepayment (PPM) and direct debit customers under the price cap would pay the same standing charge, known as 'levelisation.'

The new price cap impacted **39.95 million prepayment meter customers**.

Suppliers are required to charge direct debit customers more while discounting prepayment meter tariffs. However, a reconciliation method must be in place, as the payment method split is different for each Supplier's portfolio. This is so Suppliers with higher-than-average PPM consumers can be credited, while those with fewer-than-average can be debited.

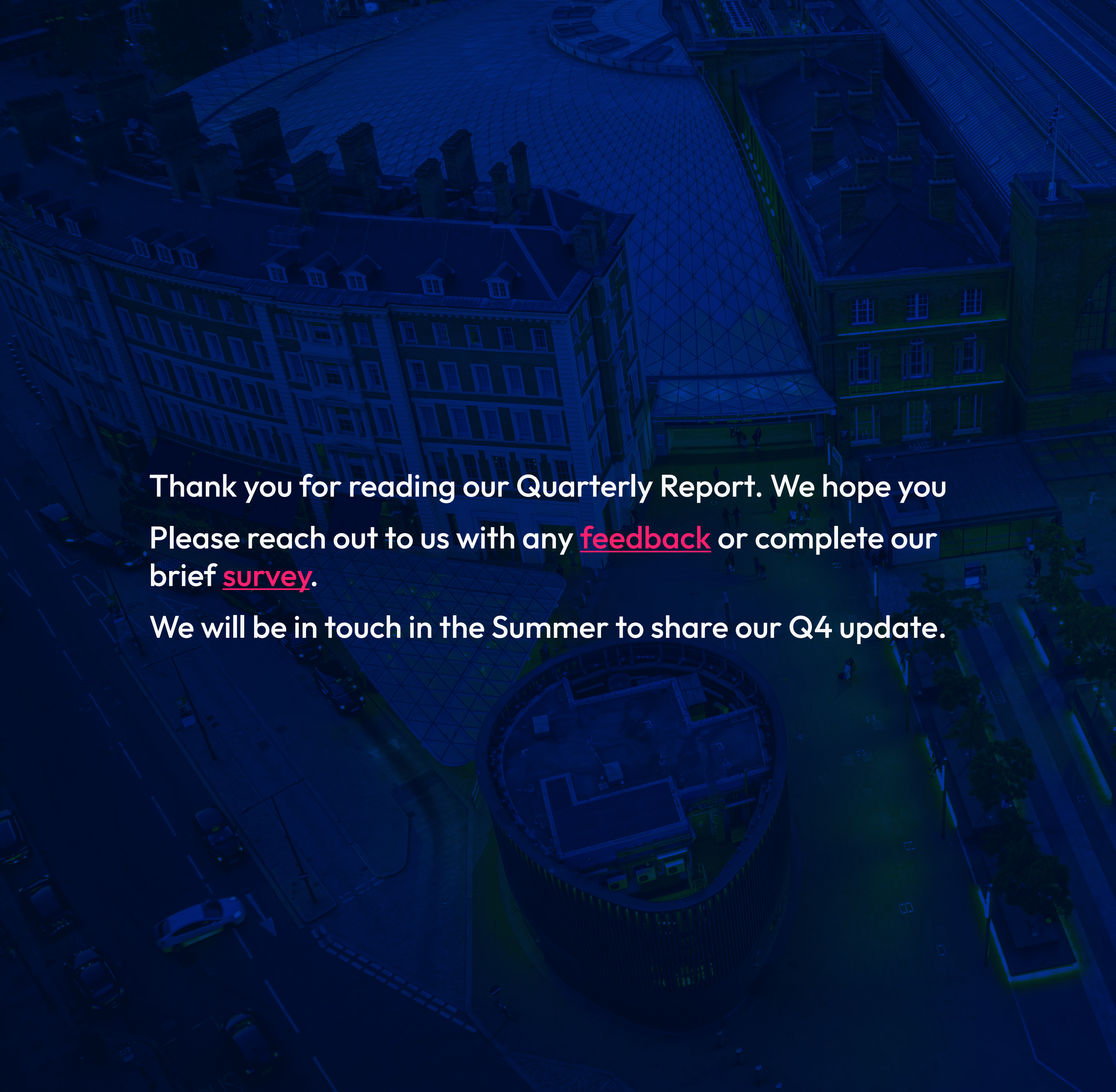
We are pleased to confirm that in the third quarter, **100% of invoices were paid and 100% of payments received were distributed**.

## Q3

Total invoices issued: **£12.2m**

Invoices paid on time: **100%**

Earlier this year, we published a guide to the scheme: Read [here](#).



Thank you for reading our Quarterly Report. We hope you  
Please reach out to us with any [feedback](#) or complete our  
brief [survey](#).  
We will be in touch in the Summer to share our Q4 update.

