



**recco**

# Roadshows 2024

**Manchester**

16th October 2024

**London**

31st October 2024

# Welcome & Housekeeping



Refreshments will be available throughout the day



There is no fire alarm test planned



Use the QR code below to ask questions throughout the day (if you would like to leave your name please do) and they will be answered during the Q&A session. **All other survey feedback questions will be anonymous .**

*Please join us for a drink afterwards*

# Agenda

## 1 Introduction

- Welcome & housekeeping
- Aims & objectives
- Our operating model

## 2 You said, we did

- How we responded to your feedback
- Upcoming continuous improvement plans
- Breakout & feedback sessions

## 3 Code Manager Evolution

- Project overview
- Introduction to Digital Services
- Code Reform update
- Breakout & feedback session

## 4 Focus session

## 5 Q&A Session

# Aims & Objectives

To have meaningful discussions about our REC Services, highlight how your feedback has driven improvements, and explore future plans and priorities.



## REFLECT ON PROGRESS

Share how your feedback has been responded to through improvements in our REC Services



## GATHER FEEDBACK

Seek your insights to ensure our continuous improvement efforts are focused in the right areas



## GAIN INSIGHTS

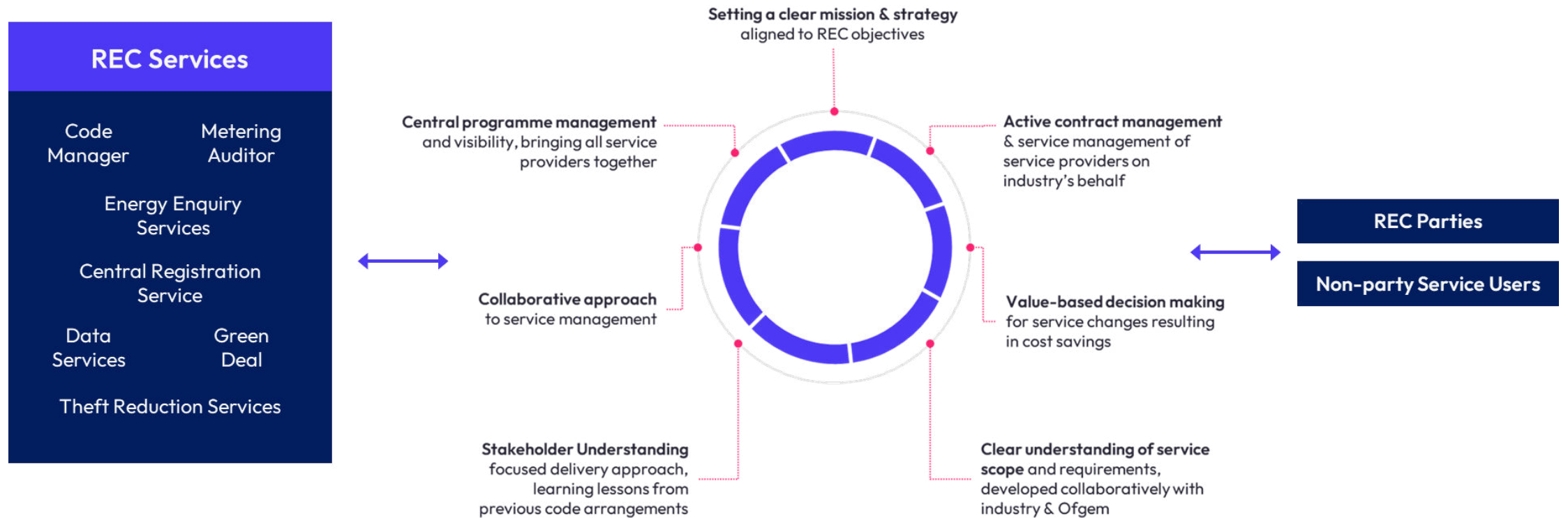
Discuss our medium-term operational projects & gather your insights to inform our next steps



## ENCOURAGE PARTICIPATION

Encourage open & constructive discussion, to collaboratively shape our shared future

# Our Operating Model



# REC Services



**You said...**

*We did.*

# 2023/24 Review – Key Highlights & Insights

- Based on your feedback, we recognised the need to enhance our operational delivery to ensure RECCo is working effectively with our service partners to achieve our strategic and Forward Work Plan (FWP) objectives.
- This new resource is dedicated to addressing all industry requirements, deepening and strengthening the delivery of our services across the board.
- These improvements give us the capacity not only to focus on core operational objectives but also to drive future-focused projects that deliver essential improvements.
- Over the past year, we have significantly expanded our Operations Team to ensure we provide the necessary attention and support to both the industry and our service partners.
- Each of our core REC Service partners now has a dedicated Service Delivery Manager, enabling us to plan and deliver in alignment with stakeholder priorities while monitoring and improving service quality.



# The Code Manager Service

# The role of the Service Delivery Managers

RECCo has assigned each of its Service Providers, including the Code Manager Service Providers, a dedicated Service Delivery Manager (SDM)

Our role is to oversee operational delivery of the service by:



Maintaining strong, collaborative relationships between RECCo and our Service Providers.



Ensuring contracted deliverables are met including Continuous Improvement activity



Helping to understand and remove blockers to efficient delivery



Reviewing stakeholder feedback to align the service with its requirements



Supporting changes to the service through appropriate commercial arrangements

# Change Management

You said: **Parties wanted to see improvements in the REC Change Process, including more engagement opportunities**

We did: **There was a thorough review of pain points across the Change Process and an assessment of potential remedies which resulted in:**



Introduction of **additional resources** to the change team.



**Expanding expertise** in the pool of SMEs available to work on REC Changes.



Introduced a **Change Issues Group**.



Implemented a revised change process under R0167 '**Change Process Improvements following Code Manager Review**'.

# Communication & Engagement

You said: **Parties want greater oversight of all operational REC activities and better industry engagement**

We did:



## Re-launched Codes Roadmap

Provide visibility into all activities across the Code Manager Service Providers (BAU/Projects).



## Communications & Updates

Collaborate and agree upon monthly communications and key updates for stakeholders.



## Industry Engagement

Understand industry engagement needs and wants, and target updates via the most effective communication channels.



## Upskill Teams

Upskilled the OAMs and the REC Service Desk teams to resolve more issues at the first point of contact.

# Change Management & Communication – Next Steps



User Experience  
Improvements to the REC  
Portal & Digital Navigator



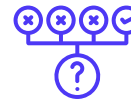
A review of the  
effectiveness of the new  
REC Change Process



Further REC Change  
Reporting



Further understanding  
Stakeholder engagement  
needs and preferences



A pilot initiative has been launched to evaluate the effectiveness of the  
REC Change Process with the aim of identifying areas for  
improvement and enhancing overall efficiency.

# Performance Assurance

You said: **Clearer communication & engagement was needed in relation to Performance Assurance**



**Comprehensive training for OAMs and the Service Desk** to address Performance Assurance related questions at the first point of contact



**Introduced Performance Assurance Check-ins** for direct engagement with the Performance Assurance team



**Deployed PATs quarterly** with a follow-up calls to explain results and address questions



**Regular sessions introduced** for Parties undergoing Market Entry drop in sessions

You said: **More education on Performance Assurance to understand its purpose & outcomes**



**Quarterly webinars** to discuss Performance Assurance priorities for 2024/25 with stakeholders



**Consulted with the REC Issues Group** before making changes to the Performance Assurance Framework (PAF) to explore issues, gain industry insights and seek feedback

# Performance Assurance

**You said:** The need for clearer Theft Detection Incentive Scheme requirements and greater controls around the process



**Produced guidance & a podcast** to clarify Supplier requirements and actions



**Strengthened controls** over key steps in the Theft Detection Incentive Scheme process

**You said:** You want it to be easier to submit Performance Assurance Data and for it to have a clear purpose



**Introduced “How to” videos** explaining dashboard purposes, reporting requirements and the submission process



**Implemented a streamlined Performance Assurance Catalogue,** removing outdated reporting requirements



**Introduced an escalation process** for missing Performance Assurance data

# Performance Assurance – Next Steps



Consultation on the Performance Assurance Operating Plan and quarterly non-confidential reporting against it produced



Further Performance Assurance action on MEM activity, Market Schemes, Improving TDIS and supporting the MHHS Implementation



Improving the engagement with Performance Assurance through the Portal where this is good value for money ahead of the implementation of Digital Services

# Digital Platform – User Experience

You said: **Our digital platforms did not support intuitive navigation to the content you need**

We did: We established a User Experience project, covering all our digital products- the [REC Portal](#), the [Digital Navigator](#) & [ERIN](#)- and invited users to help us develop clear requirements.

**With your help, we've delivered:**

①

Introduction of a mega menu on the REC Portal to improve navigation

②

Launch of a new REC Portal landing page with bright and bold branding

③

A single entry point for you to access the REC Portal, Digital REC and ERIN

④

Important documents and key stakeholder updates prominently displayed

# Data Management

You said: **Data items and market messages were not clearly presented**

We did:



Launched refreshed Data Items & Market Messages pages with simplified presentation and easy search tools



Removed the confusion of multiple Scenario Pages for Market Messages



CP R0113 was raised to remove ambiguity and address errors in the REC Data Specification- to be implemented during the November 2024 release

# Technology & Data Management – Next Steps

## Remaining work packages of the User Experience project will deliver:



Improvements to the Digital REC and REC's AI tool ERIN



Improvements to REC Schedules following Release Management



Content and User Interface improvements of the Digital Navigator



Review of content across the REC Portal

## In the near future, we'll be working on:



Development of a targeted notification system for changes to the REC Data Specification

## Longer-term improvement activity includes:



Introduction of a Digital Services provider to bring expertly developed digital solutions to the REC Code Manager



# Metering Services

# What is RECCo's focus for Metering?

- RECCo has recently appointed a Metering Service Delivery Manager (SDM).
- The Metering SDM will be working closely with colleagues across RECCo, REC Parties and leading Industry bodies on RECCo's Metering arrangements, including its auditor service and relevant improvement initiatives.

## Key aspects of Metering:

- Audit and Accreditation
  - Schedule 15 - Metering Accreditation
  - CoMCoP – covering processes from Smart Meter Installations to Meter Removal
  - Metering Audit Services; managing KPI performance and enhancing deliverables
- Schedule 14 – Metering Operations
- Some aspects of Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues, such as Crossed Meters and Duplicate RMP's
- Reviewing, raising, & contributing to Metering changes under the REC Change Process
- Contributing to Industry projects & Government Initiatives, such as MHHS.



# You said, we did

## You said: We need more focus on Metering

**We did: we now have a dedicated Metering Service Delivery Manager.**

The strategic focus for the remainder of 2024/25 is on evaluating the current effectiveness of the Metering Audit Services, with key priorities being;

- Building on the Service Provider relationship.
- Understanding and working with our provider to improve the reporting & insight.
- Identifying opportunities for service enhancement.
- Assessing the potential impact of R0152.



## You said: CoMCoP is unclear

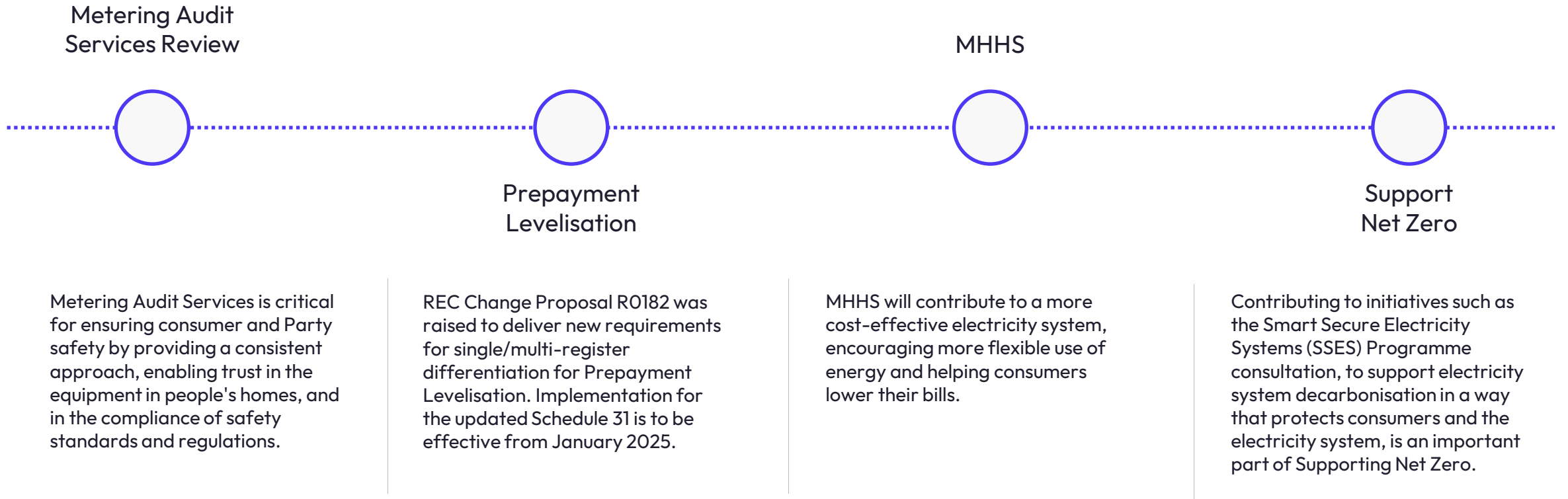
**We did: R0152 was raised as an end-to-end review of CoMCoP.**

Solution development has completed, and the Impact Assessment has been published. The response Deadline is 15<sup>th</sup> November, which is longer than the usual three weeks due to the extensive revisions proposed.



## Metering Services

# Now, and Future Landscape





# Theft Services

# What do our Theft Services cover?

## What is Energy Theft?

Energy theft is the unauthorised or illegal use of electricity or gas, including the interference and tampering with meters.

## RECCo's aim

To reduce the extent of theft in the GB energy industry, thereby reducing the cost to bill paying consumers, and also mitigate the safety risks.

### Prevent

Stay Energy Safe Campaign

Stay Energy Safe - **5,991** average monthly visitors and **690** online tip offs made

### Detect

Energy Theft Tip Off Service (ETTOS)  
Energy Theft Data Portal

Energy Theft Tip Off Service - **1255** contacts per month and **988** reports

### Respond

Energy Theft calculation tool  
Theft Detection Incentive Scheme  
Collaboration with Police Unit

TDIS 23-24 **3,791 confirmed thefts**  
**25% on previous scheme year**

## Theft Services

# You said we are doing

You Said: The Energy Theft Tip-Off Service had remained consistent over the last 12 months

We did:

- Directly contracted the ETTOS Marketing Service Provider
- Piloted the Network Engagement Service



You Said: You would like information on how the Energy Theft Tip-Off Service can help Industry parties in addressing suspected theft

We did:

- Introducing Theft and ETTOS Guidance Documents
- I0173 – Improvements to the Theft Detection Incentive Scheme (TDIS)



You Said: You would like more training and engagement to ensure a more comprehensive approach

We did:

- Increased engagement by the Performance Assurance
- Introduction of the Theft Issues Group



You Said: You would like more effective monitoring of outcomes

We did:

- I0174 to introduce more assurance on ETTOS leads
- Piloting the Energy Theft Data Portal



# Next Steps – Energy Theft Programme

## Engagement and Awareness

- Energy Theft Reduction Expert Group (ETREG), Theft Stakeholder Forum and the Theft Issues Group (TIG)
- Stay Energy Safe Marketing
- Learning Space

## Data

- Energy Theft Data Portal
- Smart Meter Data

## TDIS & Wider Incentives

- Theft Detection Incentive Schemes
  - I0173 and I0174
- Reasonable endeavours Scheme
  - I0175

## Enforcement

- Police Partnership

*Consumer safety underpins all our initiatives within the Theft Reduction Strategy*



# The Enquiry Services

REC Services

# What do Enquiry Services offer?

The Enquiry Services provide access to data under the Retail Energy Code (REC) in line with REC Schedules and individual Access Agreements. These services include the Electricity Enquiry Service (**EES**), Gas Enquiry Service (**GES**), Secure Data Exchange Service (**SDES**), and Green Deal Central Charging Database (**GDCC**).

The EES features an API for specific data access and an online portal for viewing MPAN data. The GES offers a portal for Gas Supply Meter Point data and three APIs: the Supply Point Switching API, the Supply Point Enquiry API, and the Meter Asset Enquiry API.

Data held within the Enquiry Services is used for a number of purposes and specially to support switching.

Our goal is to ensure that all Enquiry Service users find the service provided by RECCo both effective and valuable in supporting your business processes.

# Over the past year, significant changes have been implemented in the delivery of these services, resulting in a range of improvements.



We are concentrating on key initiatives to enhance the Enquiry Services for all its users, including improving access to data, making data more widely available through adopting open data principles, and improving overall performance.



By incorporating user feedback, we are driving targeted improvements to ensure seamless delivery across our platforms.



Our aim is to optimise service delivery and operational efficiency, continually refining our approach based on valuable insights and feedback.

Enquiry Services

# Enquiry Services Improvements

You said: We would welcome talking to RECCo more about the services they offer

We did:

## Operational Delivery of REC Services

Conducting live-feedback sessions with Enquiry Service users to address concerns and enhance services, feeding insights into RECCo initiatives.



## Service Delivery for Years to Come

Evolving the Enquiry Services to meet contract timelines for both EES and GES, ensuring continuous and smooth delivery while maintaining high operational standards.



## Following Best Practices

Partnering with the Code Manager to review a detailed report on companies with EES access and MPID roles, identifying actions needed for a comprehensive clean-up.



## Industry REC Change (Ofgem Requirement)

Progressing initiatives for Open Data, collaborating with Service Providers and RECCo to produce comprehensive Open Data reports.



## Reliable Service

Enhancing API capacity and aligning test environments with production to resolve access and deployment issues.



## Elexon Program Industry Change

Continuing initiatives related to the MHHS Programme to ensure EES meets all required standards.



## Engaging Service Understanding

Implementing real-time updates and proactive alerts to boost user engagement.



## Cost-Effective Solutions

Migrating the GES to the Big Data Platform to achieve significant technical improvements and enhance system performance.



# Enquiry Service Improvements – Next Steps

You said... *We are doing*

## Increasing the number of GUI searches for all users

We are exploring ways to increase the GUI search limits to support all users more effectively.



## Unlocking REL Data

We are exploring ways to unlock REL data to support non-switching purposes. This will include the required licence agreements.



## There are discrepancies in the data that can be seen in both EES and GES as per the DAM.

We recognise data discrepancies in EES and GES as per the DAM and are discussing a potential REC Change with the Code Manager.



## TPIs can't get an API for the EES.

We are investigating the reasons behind the lack of API access for TPIs and seeking possible solutions to facilitate access.



## TPIs can't flag invalid data to the data master.

We are exploring the possibility of using SDEP to enable TPIs to notify the data master about invalid data. This might lead to a REC Change.



## The definition of flows that update EES still uses information set under the MRA, such as the D0205 Definition.

We are checking the feasibility of updating these definitions and seeking to understand the requirements and implications more thoroughly.



REC Services

# Breakout Session



Breakout Session

# Workshop #1

## Goals

To gain a view of what stakeholders think our current and future activities should be focused on.

Develop a view on what our operational priorities should be in the current and future spaces.

## Roundtable discussion



What is working?



Is there anything we are missing



Are you seeing improvements?



What do you want to see more of?



Are we addressing the right areas?

REC Services

# Roundup Session





# Code Manager Evolution Project

# Code Manager Evolution Project

## Establishing The Project



RECCo has a responsibility to ensure the Code Manager services are delivered efficiently and effectively, providing value for money and that it meet needs of users now and into future. As the contracts for the Code Manager Service Providers are due to end in August 2026, now is time to assess the service.



The Code Manager Evolution project will review the Code Manager service, user needs, and current performance; evaluate how the services are packaged and contracted; and assess whether the current arrangements deliver value to inform the future procurement strategy.



Initial focus was on obtaining valuable stakeholder feedback about the services through various sources.



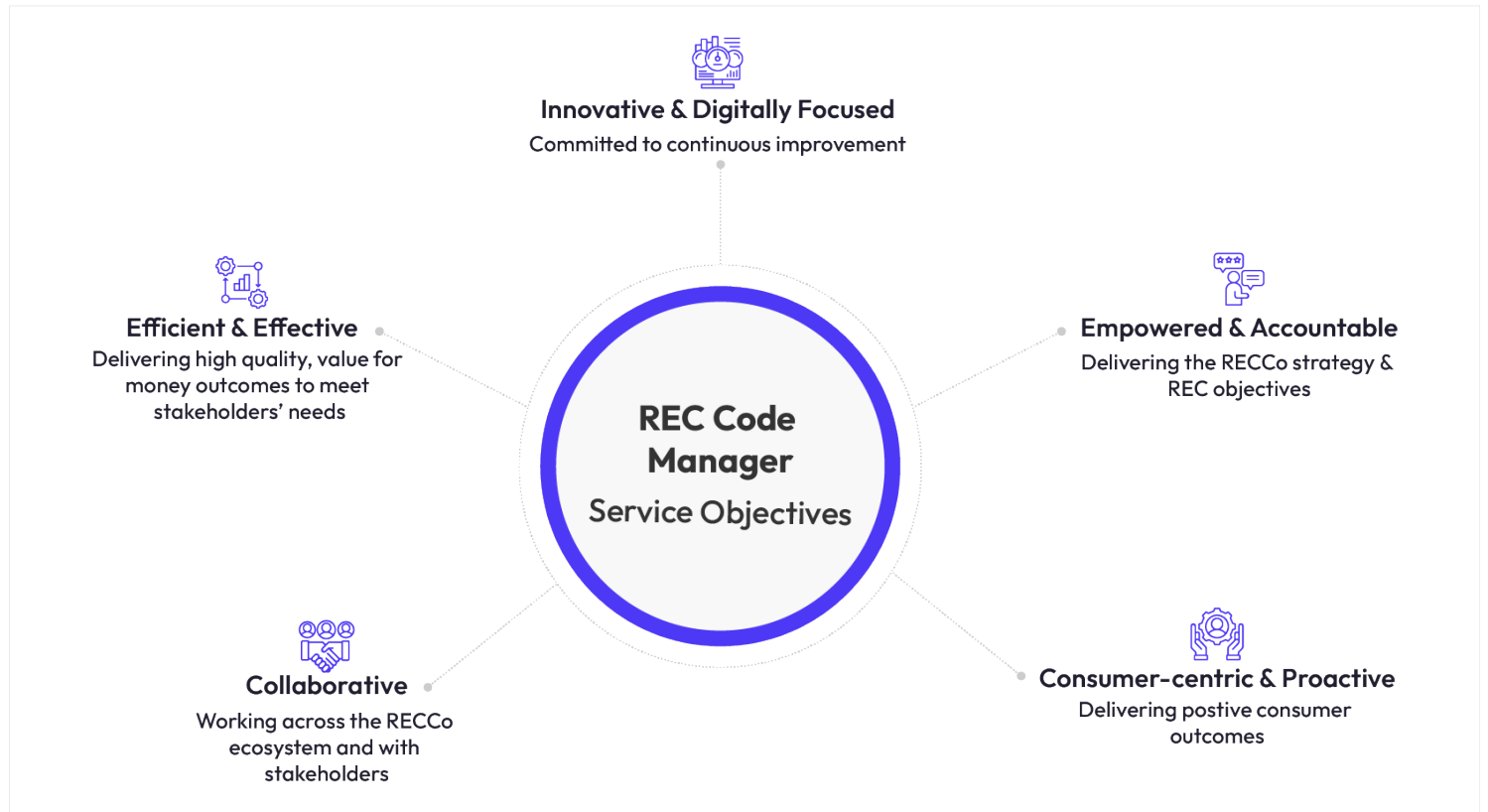
We defined and explored pain points to identify root causes and underlying themes. We then prioritised the items to address and identified where immediate action needs to be taken.

## Code Manager Evolution Project

# Original Objectives for the Code Manager Service

We reflected on the original objectives for the Code Manager, which were established ahead of the service being mobilised.

Our assessment concluded that while the Code Manager's vision and ambition remain unchanged, restructuring the service packages is necessary to fully realise this vision and address feedback from Service Users and stakeholders.



## Code Manager Evolution Project

# Digital Services

In setting up the Code Manager, RECCo sought to introduce a ‘best-in-breed’ model, procuring service providers with expertise in the relevant service areas, with digital solutions embedded within each of the service areas.

In the most recent Annual Survey, the REC Portal received an overall satisfaction score of 5.2/10, with 78% of respondents expressing a desire for improved usability. Similarly, the feedback for EMAR indicated an overall satisfaction score of 4.8/10, with 86% of respondents expressing a need for the solution to be simplified.

Based on the feedback received, it's clear that improving digital services is a top priority. Our review showed the need to improve in several areas:



### Intuitive navigation

The digital services are difficult to navigate and find critical information;



### Integration

Solutions have been developed and are hosted independently, resulting in a lack of integration, consistent design and architecture principles;



### Limited personalisation options

Such as subscribing to relevant updates and personalising landing pages.

While the recent updates to the REC Portal and Digital Navigator represent significant progress in the short term, they do not fully address all concerns or establish an integrated platform capable of driving efficiencies and supporting future growth.

# Digital Services: Vision & Objectives

**Vision** To provide and manage a modern, integrated, and user-friendly digital environment that simplifies interactions and navigation, promotes engagement, and drives efficiency for all users.

We aim to deliver a simple and effective user experience that meets the needs of today and anticipates the demands of tomorrow; all contributing to a streamlined, user-empowered integrated digital ecosystem.



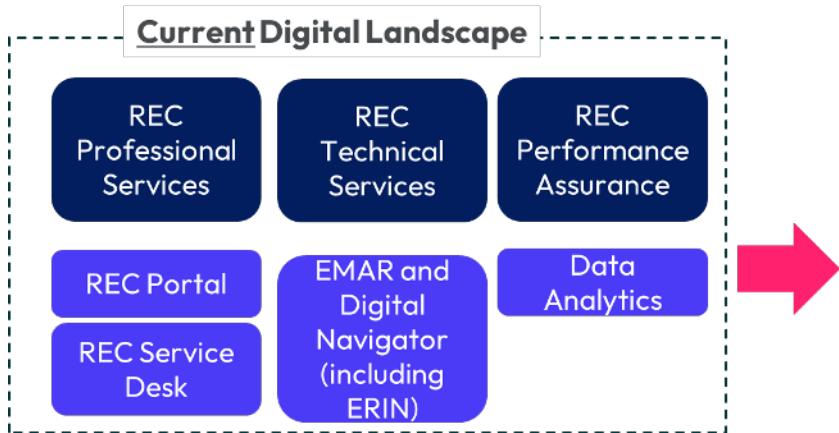
To achieve this, we aim to make the REC Portal the main interactive channel for stakeholders to engage with the Digital REC, manage their data, and interact with the REC Code Manager and processes.

The digital ecosystem will be made up of a number of carefully selected solutions, deployed for the Code Manager Service Providers and RECCo to use to deliver the service. These solutions will be integrated seamlessly into the primary interactive channel, meaning all engagement and interaction will be through a new REC Portal, a Digital Experience Platform (DXP) solution.

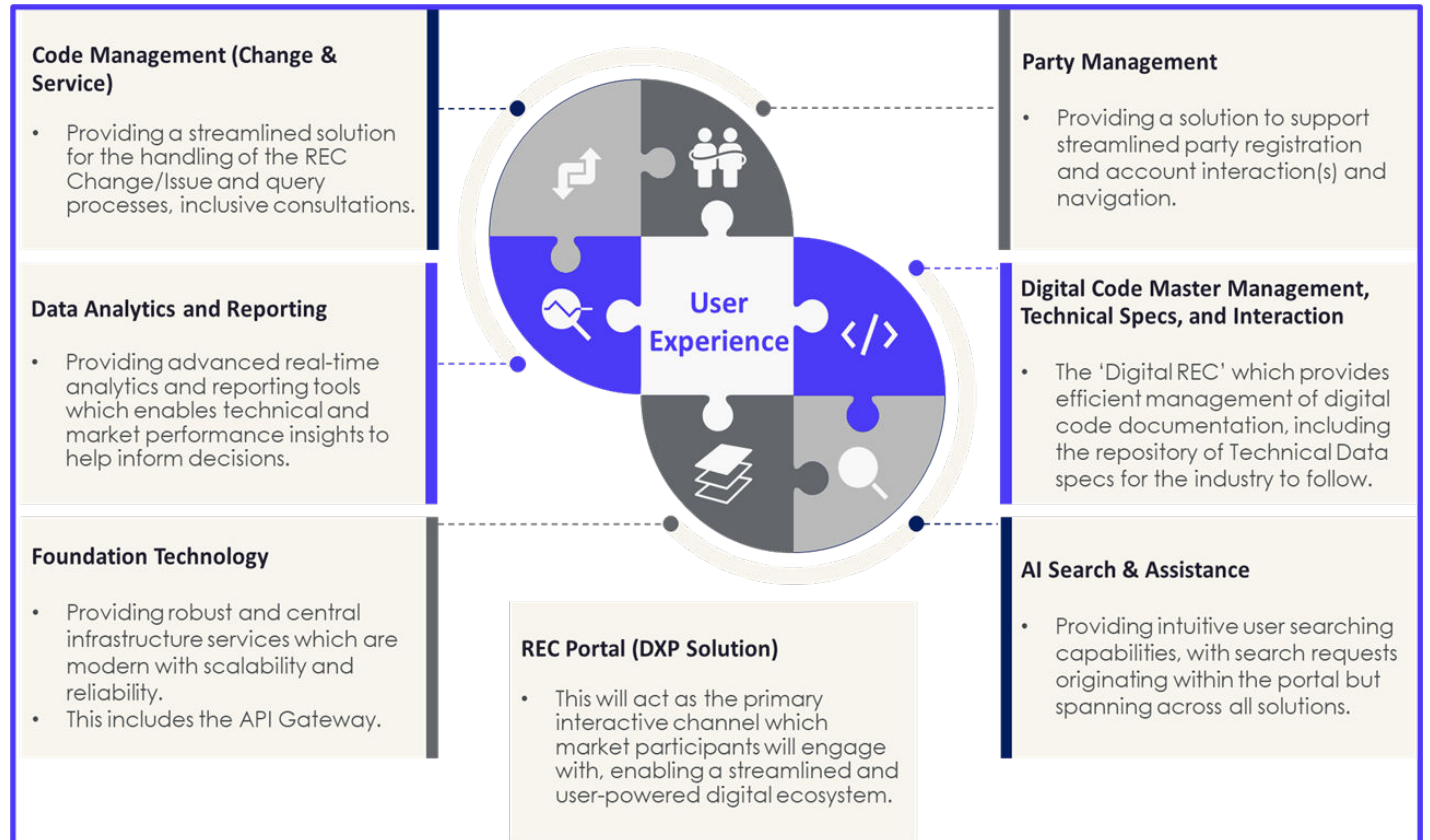
The new digital ecosystem will form a stable foundation for future development and integration across REC services and solutions.

# Code Manager Evolution Project

# Digital Services Landscape

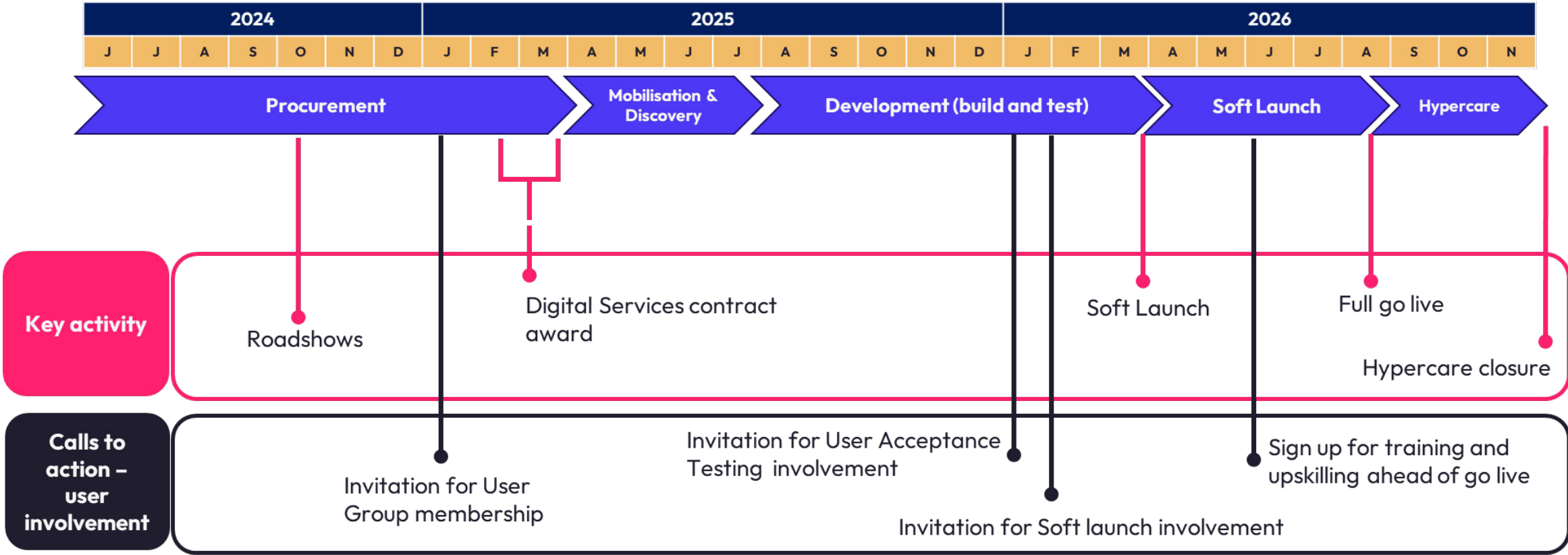


## Future Digital Landscape



Code Manager Evolution Project

# Digital Services



Code Manager Evolution Project

# Digital Services – User Group

We are forming a User Group to help guide the design, development and testing of our new digital solutions. Your input is essential to ensure these systems meet the needs of all users.

We understand that many stakeholders are already involved in multiple groups, and we are mindful of the time commitment. However, having broad representation in this group is key to the success of the project.

Participation will allow you to provide direct feedback during each stage of development - including the design and testing ensuring the systems evolve based on real user experiences and are both functional and user-friendly. Your involvement will have a direct impact on making the systems more intuitive,

effective, and aligned with the needs of everyone. This is a unique opportunity to shape solutions that work for you.

We encourage you or your colleagues to join the User Group. By contributing, you play a critical role in ensuring these new systems are fit for purpose and meet the diverse needs of our users. Further details on how to get involved will follow later in the year, and we look forward to establishing and engaging with the group.

Code Manager Evolution Project

# Code Manager Service

While our initial focus has been on addressing the concerns with the digital solutions, we have also been exploring the Code Manager Service more broadly.

The initial three-year term for the Code Manager Service Providers ended in August 2024, we had the option to extend the contracts for two more years on an 'as is' basis.

After a thorough evaluation, we concluded that extending the contracts was the right choice. Therefore, we extended the Code Manager Service Provider contracts to the end of August 2026.

However, we need to determine the future direction of the Code Manager Service beyond 2026.

Working with the Stakeholder Advisory Group, we are evaluating the performance and effectiveness of our Code Manager service.

Initial analysis and review of feedback indicates that there are some areas of opportunity to improve the efficiency and effectiveness of the service and the value it brings to the market, considering lessons learned from the initial period of operation.

We are assessing the options for the service at the point the contracts currently end in August 2026 and for the longer term.

We will be assessing each of the contracts on its own merit, whilst considering the future needs of the service as a licensed Code Manager

We'll share more as this evaluation and assessment progresses.



# Code Reform

# Code Reform and Ofgem's recent consultation decisions

Aim: reform the governance of energy industry codes to facilitate and support the transition to net zero

How: Energy Act 2023 includes new powers and responsibilities for Ofgem and a new licensing regime for code managers

## Designation of REC

The REC is one of the 11 industry codes that will be designated.

## Strategic Direction Statement

Annual SDS sets direction for changes to codes to meet Ofgem's vision for the energy sector.

The first SDS will be published in Spring 2025.

## Governance & Stakeholders

Code managers make independent decisions  
Stakeholder views through Stakeholder Advisory Forum (SAFs).  
SAFs will consist of fixed impartial members.

## Code Consolidation

Simplifying code arrangements for code users by reducing codes from 11 to 6

## Transition to licenced code management arrangements

Transition in three phases.  
REC and BSC will be in Phase 1 (likely Q1 in 2026)

# Code manager licence and secondary legislation: Joint response

## Budgets

Code managers to set their own budgets and will be required to publish and consult on it.

DESNZ and Ofgem will reconsider whether to include a budget appeal process.

## Incentives and Performance Measures

Code managers will be assessed against published performance measures

We would like to develop our performance metrics with your support.

## Code Manager selection regulations

The code manager selection regulations will set out requirements for Ofgem on the selection process

## Governance

Ofgem and DESNZ have confirmed that licensees will not be able to make a profit and intend to place a number of compliance requirements.

## Cost recovery

Ofgem will decide on a code by code basis what mechanism to use to recover costs. Likely combination of core charges and usage-based charges

# The Strategic Direction Statement

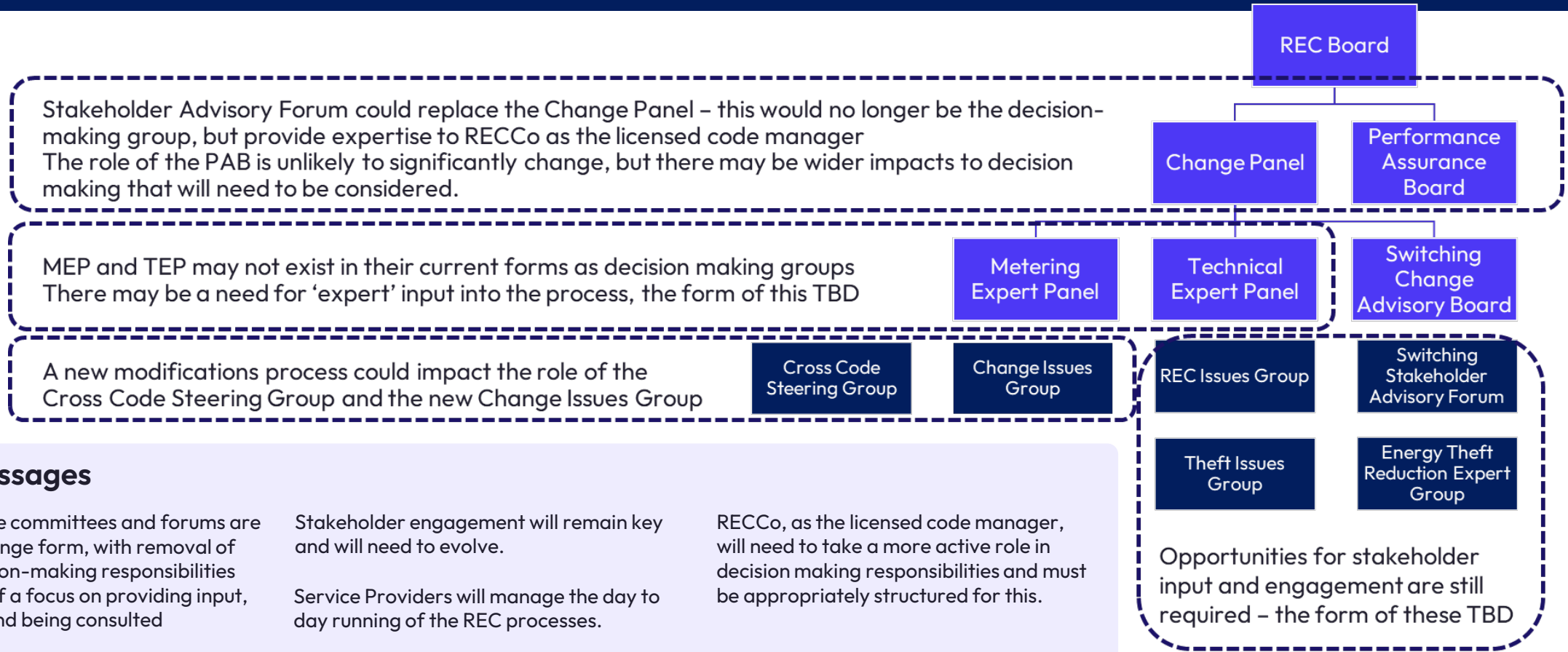
- Ofgem intends to consult on and publish the SDS in Spring 2025 which will set out the priorities for code change across all codes.
- We will review the SDS and develop a delivery plan to meet the requirements of the SDS.
- We may need to reprioritise the delivery of code change in light of the SDS.
- Important to engage with the SDS process to feed into the prioritisation process.

# Stakeholder involvement

- Stakeholder input through the stakeholder advisory forum and through change proposal consultation.
- Ensure that the relationship between stakeholders and RECCo works effectively, stakeholders are heard and have opportunities for challenge.
- One option is for stakeholders to articulate their objections using the relevant code objectives, with evidence where appropriate. We could assess these objections in our considerations.
- Ofgem and DESNZ will also set appeals process
- Changes to the role of stakeholders will also change the REC governance framework.

# Code Reform Project

## Impacts to REC Governance



### Key Messages

Governance committees and forums are likely to change form, with removal of some decision-making responsibilities and more of a focus on providing input, expertise and being consulted

Stakeholder engagement will remain key and will need to evolve.

Service Providers will manage the day to day running of the REC processes.

RECCo, as the licensed code manager, will need to take a more active role in decision making responsibilities and must be appropriately structured for this.

# Opportunities for enhancements across the codes

## **Can we make it easier for stakeholders to navigate across the codes?**

The 11 existing codes will be consolidated: REC; BSC; Electricity Technical Code; Electricity Commercial Code; Gas Network Code; SEC

REC will not be part of the consolidation but there is an opportunity to migrate existing provisions into the REC (or vice versa) so that they are less fragmented and easier to understand and engage with.

## **Can we enhance the scope of cross code working?**

There is an opportunity for consistency in areas such as performance assurance, data sharing, delivery of the SDS across codes etc.,

# Next Steps

- We will engage with Ofgem and DESNZ including through consultations.
- We will look for agreement amongst other code bodies, stakeholders and SAG to develop solutions and recommendations particularly where industry expertise is required.
- We will continue to engage with stakeholders to ensure that we have identified and are focused on the key issues to successfully transition to our licensed code manager role.

Code Reform

# Breakout Session



Breakout Session

# Workshop #2

## Goals

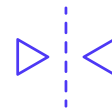
Gather feedback on the potential impacts of Ofgem's Code Reform on the REC/RECCo as we approach code manager licence implementation.

Discuss the anticipated changes in RECCo's responsibilities and decision-making processes and seek stakeholder views on how these changes should be managed.

## Roundtable discussion



What are your views to our approach to code reform and planned outcomes?



Do our views align?

# Q&A



# Your objectives / aspirations for the day

Attended previous session and wanted an update on what RECCO are currently doing	What part RECCo play in MHHS
Changes down the road	Potential for reform to current objections process
To get better understanding of Recco and increase knowledge	Understand what more RECCo can do to fulfil its duties in managing the REC and making it work for parties
Receive feedback on how we're doing and what we could do better to serve industry and customers	Be fully updated on where all the code sits and the data that relates to those codes
A good understanding of RECCo's strategic priorities for the next 12-18 months	Networking. Increased knowledge



# Annual Survey – Reminder

## Please take part in the annual survey in November!

We'll contact all stakeholders in early November to gather feedback on our REC Services. This will be our third **Annual Satisfaction Survey**, an essential tool for collecting both **quantitative and qualitative feedback**.

## Why Participate?

Your input is essential and plays a crucial role in shaping the future of our services. By participating, you're directly influencing the improvements we make and helping us **prioritise changes for 2025/26**, and to deliver better, more efficient services.



**Thank you for attending**

*Please join us for drinks and networking*

We would love to hear your feedback please fill our short survey on Slido



If you would like to discuss any aspect of today's event, please email: [communications@retailenergycode.co.uk](mailto:communications@retailenergycode.co.uk)