

Q3

Quarterly *Report*

Update on our progress against the
Forward Work Plan 2025–2028

 **recco**
Retail Energy Code Company



Contents

Welcome to RECCo's Quarterly Report for Q3	3	Smart Secure Electricity Systems (SESS)	27
Strategic Priorities	4	REC Services SLAs & KPIs	30
Perform	5	Centralised Registration Service (CRS)	31
REC Change Management	6	Electricity Enquiry Services (EES)	32
REC Performance Assurance	7	Gas Enquiry Services (GES)	33
REC Data Management and Digital Platform	8	Code Manager Service Provider Performance	34
Code Manager Evolution – Digital Services	9	Code Manager Activities	35
Code Manager Evolution – Code Manager Service	10	Code Manager Party Interactions	35
Enquiry Services	13	Energy Theft Tip-off Service (ETTOS)	36
Switching and CRS Governance	15	Metering Audit Services	37
Code Reform and Code Manager Licence	18	Payment Method Levelisation	38
Our People	19	Stay Connected	39
Protect	21		
Energy Theft Reduction	22		
Consumer Consent	24		
Progress	25		
Market-wide Half Hourly Settlement (MHHS)	26		



Welcome to RECCo's Quarterly Report for Q3 (FY 2025/2026)

This report provides an update on progress against the priorities set out in our Forward Work Plan (FWP) 2025–28.

We remain committed to engaging with stakeholders throughout the lifecycle of the FWP, fostering a collaborative and transparent environment as we work together to deliver our shared objectives. Our goal is to keep you informed of our progress, and this report, along with our other communication channels, helps us deliver on that commitment.

At RECCo, we manage and procure a range of [REC Services](#) to support the effective operation of the Retail Energy Code and the wider retail energy market.

As part of our service management approach, we closely monitor and report on the performance of our service providers against agreed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). This helps us ensure our services are delivered effectively and efficiently, while also identifying areas for ongoing improvement.

This report features a dashboard overview of our core service performance, which we will continue to refine based on your feedback and on the information that is most valuable to you.

We remain committed to supporting a well-functioning retail energy market that serves consumers' interests, underpinned by our focus on transparency, collaboration, and continuous improvement.. We welcome your feedback and encourage you to share your views using this [short form](#).



Strategic Priorities

In March 2025, we published our Forward Work Plan, which gives a detailed overview of our three strategic priorities for 2025/28.

The first section of this report provides an update on our achievements in the second quarter and outlines our plans for the upcoming period (Q3). Our primary focus remains on enhancing our current services for stakeholders and supporting evolving future needs.



Perform

We are a trusted expert provider and enabler of code management and services

[Go to section](#)



Protect

We safeguard consumers' interests and data by providing secure Digital Services tailored for the retail energy market

[Go to section](#)



Progress

We drive solutions and innovations to support an effective retail market for today and the future

[Go to section](#)

Perform
Striving to
deliver service
excellence

[Back to contents](#)



REC Change Management Perform: Striving to deliver service excellence

Commitment

Q3 Progress

Q4 Focus

Use the findings of a pilot initiative to identify and target areas for improvement

We continued to progress I0278: "Establishing the Safe Isolation Provider (SIP) as a Standalone REC Metering Party".

I0278 remains in the information-gathering stage. A Request for Information (RFI) has been issued, and engagement with a range of stakeholders is underway.

Improve REC change reporting for greater visibility so that users can more readily obtain information

We engaged with stakeholders as part of the REC Portal Relaunch user community to ensure all REC Change requirements are clearly understood and included within the future portal enhancements scheduled for September 2026.

To continue to collaborate with our Digital Services Partner to ensure future portal enhancements and change management priorities are understood and delivered.

REC Performance Assurance Perform: Striving to deliver service excellence

Commitment	Q3 Progress	Q4 Focus
Focus on Metering Schemes to support the Market-wide Half Hourly Settlement (MHHS) implementation	<p>During Sprint 4, high-risk data quality issues reduced significantly, with around a 60% decrease in meter points incorrectly recorded as energised with no meter installed. The small number of remaining cases is concentrated with a limited number of suppliers, who will be notified, and monitoring will continue into Sprint 5. Progress was also made in improving the completeness of new meter details, with most parties meeting agreed targets. Further MHHS-focused data quality checks will continue in Sprint 5.</p> <p>Two new risk drivers were introduced in version 5.0 of the risk register and will be monitored with close integration with the MHHS Programme early life support. These are:</p> <ul style="list-style-type: none">• Risk driver 7.28: Discrepancies in MTDs held by the MEM and EES for MHHS-migrated Meter Points by Supplier portfolio; and• Risk driver 7.29: Discrepancies in MTDs held by the MEM and EES for MHHS-migrated Meter Points by MOA portfolio.	<p>Sprint 5 will occur, and the new risk drivers will be closely monitored in collaboration with the MHHS Programme and Project Team.</p>
Refine the Theft Detection Incentive Scheme	<p>R0173: 'Improvements to the Theft Detection Incentive Scheme (TDIS)' & CR66 have now been implemented, and the new theft dashboard has been published. The dashboard includes ETTOS leads as a subsection of analysis, allowing for easy monitoring of performance against obligations.</p>	<p>After implementing R0173, Parties have three months to become familiar with the updated TDIS submissions. The new warnings will be analysed to identify any trends and increase engagement with REC Parties.</p>

REC Data Management and Digital Platform Perform: Striving to deliver service excellence

Commitment

Q2 Progress

Q3 Focus

Review and refine content across the REC Portal to improve clarity and accessibility

We continued to actively support the Digital Service provider, working with the User-Group community to ensure improvements to the REC Portal requirements are embedded in future delivery.

Continue collaborating with the Digital Service provider, to guide future portal enhancements, ensuring that stakeholder priorities are clearly understood.

Modernise our digital infrastructure through engaging a new Digital Services provider to design and implement tailored, user-focused solutions

We have completed the Discovery phase and are now progressing through design, build and testing in line with the Sprint Plan, to ensure the solution meets agreed requirements and user needs.

We will continue to deliver sprints and share features with the REC Portal Relaunch User Group to refine the user experience ahead of the soft launch in May.

Code Manager Evolution – Digital Services Perform: Striving to deliver service excellence

Commitment

Q3 Progress

Q4 Focus

Create a stakeholder user group to help guide and inform our work

Further User Group community meetings were held during the design, build and test phase to inform design sprints throughout the iterative development of the solution.

The User Group community will continue to be engaged in design sprints throughout the project, ensuring the solution reflects user needs and improves the overall experience.

Establish, embed and operate new operational services, creating processes for continuous improvement and the development of new solutions to ensure that the needs of our stakeholders are continuously met rather than subject to periodic reviews

The API Gateway service was made ready to onboard and manage users and endpoints for selected non-critical services while the new Digital Services solution is established.

Wider service design activity covering enduring service management, change management and operational procedures will be developed between Q4 2025/26 to Q2 2026/27.

Commitment	Q2 Progress	Q3 Focus
<p>Undertake a complete review of service performance and effectiveness to help inform our approach to the future service design and the changes that may be required</p>	<p>New agreements were put in place with service providers to support party assurance, REC party qualification, theft detection incentive administration and data analytics. Responsibility for sandbox, derogation and PAB secretariat activities was also assigned, and the organisational structure required to deliver these commitments was confirmed.</p>	<p>We will implement the new organisational structure and work with service providers to complete exit management and service integration in a timely and controlled way. In parallel, we will establish a new three-year assurance strategy and develop the supporting assurance products.</p>
<p>Seek to understand the impact and implications of the current Code reform review</p>	<p>The code reform plan evolved through engagement with Ofgem and as operational requirements were explored in more detail, giving RECCo greater clarity on the changes needed to meet its responsibilities as an expected licensee later this year.</p>	<p>We are continuing to work towards operational readiness where future licence requirements are sufficiently clear, while engaging with Ofgem and wider stakeholders to provide confidence in our compliance approach. In parallel, we are making the necessary changes to internal processes and progress code drafting.</p>

Code Manager Evolution – Code Manager Service

Perform: Striving to deliver
service excellence

Commitment

Set out an approach to any further extensions
of the existing code manager contracts

Q3 Progress

Following a detailed review, contractual arrangements to support the
delivery of code management services are being finalised to support
a smooth and controlled transition ready for September 2026.

Q4 Focus

Exit and onboarding plans will be developed and delivered to ensure a
smooth transition and integration of Code Manager Evolution project
activities, whether to new service providers or into RECCo.



Metering Services Perform: Striving to deliver service excellence

Commitment

Q3 Progress

Q4 Focus

Strengthen relationships with Service Providers to improve performance through better understanding of operational challenges, and through improvement of reports and audits

The revised Consolidated Metering Codes of Practice (CoMCoP) questions under R0152: Revision to the Consolidated Metering Code, were implemented and their rollout monitored, with early feedback positive. Monthly Service Review calls continued to manage PAB escalations and maintain oversight of overdue audits and non-compliances.

We will review R0152 implementation outcomes, engage stakeholders on potential refinements, and maintain robust oversight of audit compliance while preparing for the Annual Survey to continually improve arrangements for stakeholders.

Support REC Portal Enhancements: Focus on improvements related to Metering Services

Active participation in the REC Portal Relaunch project ensured that metering requirements were reflected in future portal enhancements.

Refinements also continued to the existing REC Portal Metering Hub, alongside updates to metering content in the Consumer Hub.

We will continue to work with the Digital Services partner to support future portal enhancements and ensure metering priorities remain central, while expanding feedback mechanisms to capture wider user insight and support continuous improvement of the REC Portal Metering Hub.



Commitment

Q3 Progress

Q4 Focus

Enhance service performance and user experience through improved data access, user engagement, and feedback-driven improvements

It was agreed that R0148: Introduction of classification-based access model, would not be progressed at this time, as it is not the optimal approach to meeting open data requirements ahead of a broader upgrade to the enquiry services environment. Relevant parties were informed through the standard change process.

We will support REC and non-REC parties with specific data access needs for reporting and analysis, while ensuring enduring open data requirements are captured within the enquiry services evolution project.

Advance open data initiatives by collaborating with service providers to produce reports aligned with open data principles, and supporting Market Wide Half-Hourly Settlement

R0148 has been withdrawn from the REC Change Process following careful impact assessment and consideration, which highlighted that the proposed solution would not provide a return on investment.

The metadata catalogue continues to provide value, although some access issues remain for GES users. These will be addressed through routine operational activity. Requirements for attribute-based access have been built into the enquiry services project, supporting broader and more open access to data over time.

Commitment

Q3 Progress

Q4 Focus

Optimise service delivery by monitoring usage, addressing increased demand, improving third-party access, and resolving discrepancies between electricity and gas enquiry services

A controlled live test of the Electricity Enquiry Service was agreed to provide assurance that the service can handle volume spikes linked to price cap announcements and other exceptional events. Work on the RESTful API technology Change Request continued, and although a specific performance incident occurred in the Enquiry Service environment, overall performance of both the Gas Enquiry Service and the Electricity Enquiry Service remained strong.

Volumetric stress testing of the Electricity Enquiry Service live environment will be completed to provide assurance that it can manage exceptional enquiry volumes. The EC223 report will be made available to eligible requesting parties, and enhanced service management arrangements will be agreed with both Enquiry Service providers.

Strengthen security measures to prevent, manage, and respond to evolving risks, ensuring effective incident management and minimising risks to REC and other authorised parties

The detailed impact assessments from both Enquiry Service providers (C&C Group and Xoserve) have been analysed. Reports have been developed and delivered, and are being used to monitor usage.

The reports will be reviewed and refined to ensure they deliver the right level of assurance for the identification of data use by Enquiry Service users.

Commitment

Conduct a review of current governance arrangements to identify necessary changes that strengthen the ability of RECCo and the REC Performance Assurance Board (PAB) to hold DCC accountable. Explore mechanisms to achieve the benefits of a transfer without necessitating structural changes to DCC's licence or SEC security requirements

Develop and implement an Address Quality Plan (AQP) to systematically enhance address data accuracy, reducing erroneous switches and improving consumer outcomes

Q3 Progress

We continued to implement R0280: CSS Certificate Authority audit clarification for the February 2026 release. This will ensure that the CSS Certificate Authority is audited each year by a third party.

Work continued under the CRS Improvements Plan within the Address Data Quality workstream, with address-matching analysis completed and processes and responsibilities across the REC Address Data Management lifecycle documented.

Together with DCC, we engaged with key REC Parties that consume and contribute to REL Address data to validate the findings and better understand day-to-day data quality issues.

The analysis and engagement have provided an up-to-date view of impacts and trends, informing future thinking and supporting DCC's development of the proposed 2026/27 Address Quality Plan.

Q4 Focus

Following the implementation of R0280, controls will be established to monitor DCC performance and to work collaboratively with DCC on any required action plans or improvements under the new standard.

We will work with DCC on the development of the CRS Improvements Plan, Address Data Quality analysis, and recommendations report.

The analysis, which concluded in 2025, will inform and help to develop a REC Change seeking to put in place a matrix confirming the current focus, informed by actual address management data (I0200), which we will engage with DCC and REC Parties on.

Commitment

Q3 Progress

Q4 Focus

Refine reporting frameworks and knowledge repositories to ensure clarity and accessibility for stakeholders. Implement a robust Communications and Engagement Strategy to keep stakeholders informed and engaged throughout service improvement initiatives

We analysed CSS report downloads over the past three months to identify the most-used reports and issued an Industry Request for Information (RFI) in December to gather supplier feedback on their usefulness. A REC Change has now been raised, and the RFI findings will inform the proposed updates to REC-defined CSS reporting.

We will progress the REC Change to update REC-defined CSS reporting, engaging with suppliers to build support, and finalise the cost-benefit analysis to confirm the changes deliver intended savings without adverse industry impact.

In parallel, several DCC-only reports (not REC-defined) have been identified as potential candidates for removal outside the REC Change process. A cost-benefit assessment is underway, including confirmation of whether any reports are required for exceptional or urgent industry events, such as supplier failures.

Collaborate with DCC to optimise technical processes, including incident management, security architecture, and service delivery models. Work to ensure alignment of technical and operational activities with REC standards

DCC and RECCo have completed a joint review of processes, covering both technical and code changes. Incident management processes were also reviewed as part of this work.

Agreed improvements will be delivered through incremental changes outside the REC Change Process to enable earlier delivery of benefits.

Switching and CRS Governance

Perform: Striving to deliver service excellence

Commitment

Strengthen collaborative working relationships with DCC to address current operational challenges and ensure continuous service improvements and efficiencies. Facilitate joint workshops and initiatives to streamline change management and enhance cross-code working.

Q3 Progress

RECCo and DCC continued to work closely to address operational challenges. The CRS Improvements Plan provides a clear structure for how we approach continuous improvement, helping us identify efficiencies and practical initiatives that improve how we work together.

Workshops have been completed covering the change process and address quality.

Q4 Focus

Further workshops are planned for Q1 2026 to inform and shape future changes to DCC services and operational processes.



Code Reform and Code Manager Licence Perform: Striving to deliver service excellence

Commitment	Q3 Progress	Q4 Focus
Engage fully with Ofgem and DESNZ in the selection process to become the Licensed Code Manager for the REC	We provided comments to Ofgem on the latest licence drafting, which is expected to be subject to further consultation in the 2026. We also understand that Ofgem and DESNZ have agreed a revised timeline for Code Reform Phase 1, with the Code Manager licence expected to take effect around November 2026.	We continue to engage regularly with Ofgem on code drafting, using this to inform internal readiness planning and assess the impact on the REC as proposals are finalised.
Engage with stakeholders to create a development plan outlining how we will meet Strategic Direction Statement (SDS) requirements	We held a webinar in November to explain the draft Forward Work Plan and its alignment with the Strategic Direction Statement, supporting stakeholder understanding which was positively received. A further webinar was also held with stakeholders in January, following the publication of RECCo's draft Forward Work Plan on 15th January.	Ofgem is expected to consult on a further version of the SDS in early 2026, which will remain indicative until the licence takes effect later in the year. We will continue to work with Ofgem on the detailed deliverables and associated delivery timelines and keep stakeholders updated with our progress.
Work with Ofgem to understand the proposed composition and remit of the Stakeholder Advisory Forum (SAF)	We engaged with Ofgem throughout the quarter, acting as an expert reviewer of the proposed legal text for the Stakeholder Advisory Forum (SAF). This work has given us confidence in our understanding of the requirements, alongside engagement with other code bodies on areas of shared interest.	Subject to Ofgem confirming the SAF constitution, we will consult with Parties on the proposed transition from the Change Panel to the SAF.

Commitment

Q3 Progress

Q4 Focus

Increase capability and capacity within RECCo to meet business needs

The Individual Development Plan (IDP) framework continued to be embedded, with line managers using it to support regular development conversations. Initial scoping began on development pathways for junior roles, focusing on core capabilities and progression needs. Recruitment and mobility reporting was further strengthened, with regular updates now informing Board-level workforce planning and talent discussions.

We will continue developing clear and practical development pathways for new and evolving roles, building supporting tools and guidance for employees and managers. Recruitment and capability reporting will continue to evolve, with a focus on identifying emerging skills gaps and informing future hiring and learning and development strategies.

Evolve our employee development programmes across the team to enhance skills, knowledge, and career prospects

Preparations were made to re-run manager development sessions, with delivery scheduled to begin in early Q4 to support consistent leadership capability across new and existing managers. Plans for menopause training for internal menopause champions were also finalised, with delivery due in the coming weeks. Initial groundwork began on defining development pathways for junior roles, focusing on core responsibilities and future progression needs.

We will continue to strengthen our manager development offer through on-demand resources and learning aligned to organisational needs. Work will progress on junior role development pathways, supported by tools to guide manager and employee conversations, alongside a review of feedback to shape 2026–27 learning priorities.

Commitment

Q3 Progress

Q4 Focus

Introduce new initiatives that support mental, emotional, and physical health

We reviewed and strengthened our approach to employee wellbeing, updating how our wellbeing allowance is administered to ensure it remains effective and accessible. We also introduced new menopause guidance, supported by a dedicated resource hub, to help employees and managers navigate menopause-related conversations.

We will continue to embed our wellbeing initiatives through delivery of our annual employee engagement plan, using feedback to understand priorities and deliver targeted improvements to the working environment. In parallel, we will review our wider wellbeing approach, with a focus on mental and emotional health, to identify gaps and inform future support.

Monitor our attracting and retaining of talent which is key to our ongoing success

We strengthened our recruitment and retention insight by expanding the workforce metrics shared with the Board and progressing the design of a more comprehensive workforce dashboard, including early scoping of indicators such as time to hire, turnover and internal mobility. Work also began on defining the key components of our employee value proposition, informed by a focus on flexibility, development and wellbeing.

We will continue to develop our workforce dashboard, refining and validating metrics to improve insight and support evidence-based decision making. We will finalise the structure of our employee value proposition and begin internal testing to ensure it reflects employee experience and organisational ambition. In parallel, we will prepare for the rollout of our 2026 employee engagement survey, aligned to priority themes to deliver timely and actionable feedback.

Protect
Consumer
protection &
data security

[Back to contents](#)



Commitment	Q3 Progress	Q4 Focus
<p>Continue to build upon the success of the Stay Energy Safe campaign and our partnership with Crimestoppers to raise public awareness of the dangers of energy theft</p>	<p>“Always-on” digital activity continued throughout the quarter, alongside joint work with Ofgem to develop and approve Myth-buster content for use across Ofgem’s social channels, in partnership with Stay Energy Safe. The Myth-buster and Connected Crimes campaigns remained live, supported by digital PR and paid social activity. The six-week Energy Theft Enforcement pilot also concluded, delivering positive outcomes and valuable learning to inform future enforcement activity.</p>	<p>We will launch the winter radio campaign to increase awareness during the peak risk period, supported by influencer-led Myth-buster activity across social channels. This quarter will also see the commissioning of quantitative research to underpin a dedicated PR story, providing robust insight for national and regional media. In addition, we will publish a summary of outcomes from the Energy Theft Enforcement pilot to support industry learning and best practice.</p>
<p>Develop a claims process to remove disincentives for suppliers to undertake complex and costly investigations, to be consulted upon in early 2025/26</p>	<p>Publication of a Theft White Paper to support this workstream was withheld pending clarity on the way forward for key aspects, including access to data and the practicability of the Energy Theft Enforcement Service.</p>	<p>Develop a publication of work to date, including on access to and use of smart meter data and other initiatives, as part of a Theft White paper ready for circulation in Q2 2026.</p>
<p>Conduct a proof-of-concept to leverage real-time data for theft detection and plan to engage more with Distribution Network Parties to explore broader contributions to loss reduction</p>	<p>As above, publication of a Theft White Paper was withheld pending clarity on the way forward for key aspects, including access to data and the practicability of the Energy Theft Enforcement Service.</p>	<p>As above, we intend to publish work to date, including work on access to and use of smart meter data and other initiatives, as part of the White Paper.</p>

Energy Theft Reduction

Protect: Consumer protection and data security

Commitment

Continue to develop the proposal, and subject to acceptance of the necessary REC change proposal, to work with City of London Police to mobilise the unit and a supporting Referral Assessment Service (RAS) in the second half of 2025/26.

Q3 Progress

The Energy Theft Enforcement Pilot was delivered, generating valuable learning on data gathering and joint working with the City of London Police, and resulting in several arrests. Full findings are now being collated before being published.

Q4 Focus

Summarise the findings of the Energy Theft Enforcement Pilot, setting out key outcomes, learning and recommendations to inform future enforcement activity and support shared best practice across the industry ahead of publication in Q2 2026..



Consumer Consent Protect: Consumer protection and data security

Commitment	Q3 Progress	Q4 Focus
Utilise the REC Change Process to define the project's scope and lay out the design for the system, emphasising principles such as simplicity, transparency, and security	<p>Ofgem's Impact Assessment was published and the supporting working group papers were completed. RECCo has since assumed chairship of the working groups. A proposed CCS governance structure has been drafted and shared with working groups and key stakeholders for feedback, ahead of inclusion in the Design consultation in February 2026.</p>	<p>We will review and refine the working groups to ensure they remain fit for purpose during the design phase, alongside publication of the Framework Design consultation. In mid-February 2026.</p>
Create an engagement strategy to gather input and to give industry and stakeholders more widely the opportunity to engage with these proposals and to influence the design	<p>Engagement continued to support the programme design phase, with a deliberate focus on broadening participation beyond existing working groups and reaching stakeholders across the wider market. In total, RECCo engaged with around 324 stakeholders, including consumer groups, REC Parties, local authorities, software providers and third-party organisations.</p> <p>During this period, RECCo assumed ownership of the Ofgem-led CCS working groups. In response to stakeholder feedback, the previous Technical, Governance and Consumer Protection groups were streamlined into a clearer, more flexible structure to better support the design phase.</p>	<p>We will continue to seek participation from across the market, including suppliers, data users and providers, consumer bodies, innovators, cross-sector experts, and policy stakeholders.</p>
Develop and test the Minimum Viable Product (MVP) over six months in an iterative way, ensuring the basic features, such as granting and managing consent, are functional	<p>We onboarded both a User Experience (UX) and Programme Assurance Body partner. Functional prototypes have been completed and are being used to inform the requirements for the technical service provider RFP. We also commenced drafting of the Framework Design consultation and received input from the functional prototypes, working group discussions and engagement with key stakeholders including other industry initiatives.</p>	<p>We will develop Customer Experience Guidelines (CEGs) for UX, select a technology partner for the enduring solution, and complete and publish the design consultation, enabling the build phase to commence in Q2 2026. A Programme Assurance Body partner will also be onboarded.</p>

Progress Innovation & Market Facilitation

[Back to contents](#)



Market-wide Half Hourly Settlement (MHHS) Progress: Innovation and market facilitation

Commitment	Q3 Progress	Q4 Focus
Continue to plan and deliver the qualification requirements for each market role to ensure qualification of REC Parties	The Pathway 5 Qualification was successfully completed. Pathway 6 REC Parties have qualified unless a participant requests that it not to be (and are expected to complete by mid-2026). Initial QADs have been received and reviewed, or are currently under review, from Wave 1, 2, and 3 participants. Wave 1 and 2 participants are in Qualification Testing and on track to complete within the agreed execution windows.	All Wave 1 to 4 participants have submitted Initial QADs, which were reviewed by the Code Manager. Qualification is complete for Wave 1 participants, and testing and Final QADs have been received for Wave 2 participants. Wave 3 and 4 participants are in Qualification Testing.
Ensure we, our Code Manager Services and other REC Service Providers are prepared to operate under MHHS and plan for post-MHHS migration changes to the REC	REC Services successfully went live and cut over to MHHS processes. Any issues identified with MHHS services or updated REC processes were reported through the MHHS Transition and Operational Readiness Working Group, with system issues resolved promptly and process issues addressed through guidance and REC Change where required. No REC issues impacted migration or progress through the Early Life Support phases.	Provision of support during the third phase of Early Life Support and throughout the ramp-up of MHHS migrations, which are expected to peak in March.

Commitment	Q3 Progress	Q4 Focus
<p>Form industry working groups through the REC Change Process to develop a Minimum Viable Product (MVP) for the tariff data standard, enabling tariff information to be communicated to Energy Smart Appliances (ESA) via a supplier via a supplier-wide API in a machine-readable, interoperable format</p>	<p>A joint DESNZ/RECCo consultation was published with responses being reviewed. Tariff Interoperability Working Group (TIWG) engagement has been completed throughout.</p>	<p>Continued engagement via TIWG and the creation of an implementation working group to ensure the implementation phase operates transparently.</p>
<p>Collaborate with energy suppliers, ESA manufacturers, and service providers to finalise the MVP, ensuring seamless communication between ESAs and various suppliers' tariffs, thereby promoting flexibility and optimisation</p>	<p>RECCo assumed the role of Chair of the Tariff Interoperability Working Group (TIWG), engaging approximately 30 highly active stakeholders, including suppliers, Demand-Side Response (DSR) service providers, Energy Smart Appliance (ESA) manufacturers, and software providers.</p> <p>RECCo also established the Tariff Interoperability Solution Working Group (TISWG) to accelerate development of the solution design. Over a two-month period, the group held 10 focused working sessions with highly engaged participants to shape the proposed approach.</p> <p>In parallel, the programme conducted approximately 20 bilateral engagements with suppliers, DSR service providers, and software providers to gather detailed feedback and test emerging proposals.</p> <p>On 17 December 2025, RECCo and the Department for Energy Security and Net Zero (DESNZ) jointly hosted a webinar to guide stakeholders through the newly published Tariff Interoperability Arrangements Consultation, outlining its purpose, significance, and response process.</p> <p>The session was attended by 116 stakeholders from across the industry. The consultation closed on 20 January.</p>	<p>Analyse consultation responses and deliver clear, evidence-based feedback to inform final policy and implementation decisions.</p>

Commitment	Q3 Progress	Q4 Focus
<p>Conduct trials with energy suppliers and third-party providers to test the MVP API, identifying technical challenges and ensuring compatibility with smart appliances</p>	<p>No planned activity this quarter, as trials are scheduled for later in the year.</p>	<p>No planned activity this quarter, as trials are scheduled for later in the year.</p>
<p>Establish performance monitoring to ensure standards are met and that data interoperability functions as intended, safeguarding system reliability and consumer protection</p>	<p>We have finalised the requirements for the monitoring tool and the Supplier and User Registers, and defined the associated industry touchpoints to support implementation.</p>	<p>Development of operational readiness plans to ensure RECCo internal processes and industry touchpoints are fully prepared for implementation.</p>
<p>Collaborate with DESNZ to begin drafting the governance and compliance frameworks that will ensure ongoing oversight of tariff data interoperability and alignment with REC standards</p>	<p>Joint DESNZ/ RECCo consultation was published in late November, with industry responses currently being reviewed.</p>	<p>Address feedback from the consultation and alter draft accordingly, ensuring governance SMEs review relevant responses.</p>

Smart Secure Electricity Systems (SSES)

Progress: Innovation and market facilitation

Commitment

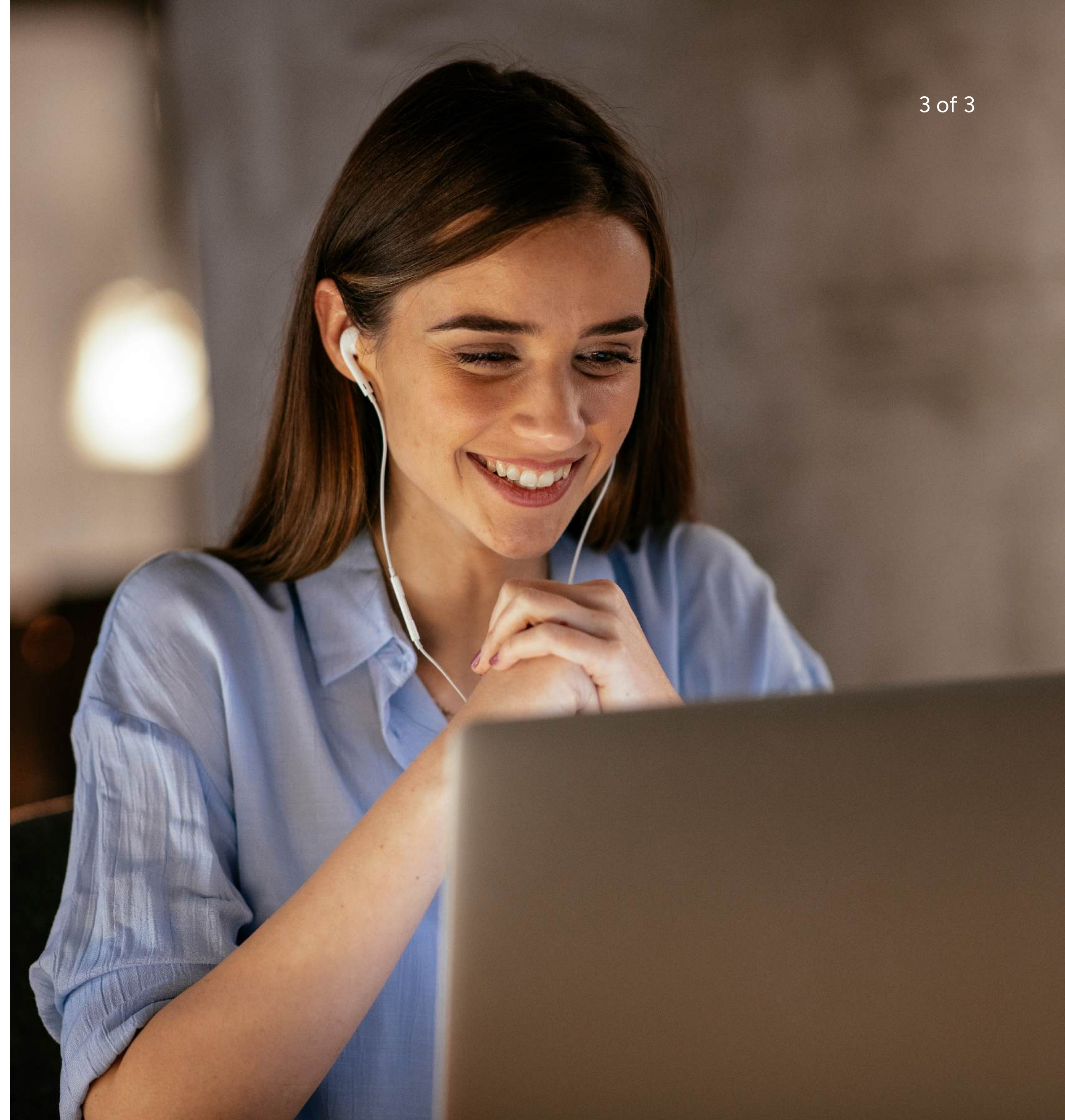
Establish data security and consumer protection, working collaboratively with the Consumer Consent workstream to ensure that sensitive tariff data is handled securely, safeguarding consumer interests.

Q3 Progress

Joint DESNZ/ RECCo consultation was published in late November, with industry responses currently being reviewed.

Q4 Focus

Address feedback from the consultation and alter draft accordingly, ensuring governance SMEs review relevant responses.



REC Services SLAs & KPIs

At RECCo, delivering service excellence is a core strategic priority. We're committed to continually improving the services we provide to our stakeholders as well as 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.

[Back to contents](#)



Centralised Registration Service (CRS)

Switches were completed within Supplier-requested timescales in 100% of days over the quarter.

Availability: 100%

There were no Major Switching P1 or P2 incidents in Q3.

The performance of the Switching Operator was impacted by longer-duration resolution of service requests and lower-priority P4 incidents.

Performance remains under close monitoring, and an action plan is being developed to identify improvement opportunities and drive performance improvements.

All service level data is sourced from PARC reporting, with performance monitored by the Code Manager Service Provider on behalf of the Performance Assurance Board. Service level data is subject to change following the quarterly review cycle.

97% 38 / 39
Met / Measured

Central Switching Service

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

65% 20 / 31

Switching Operator

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

100% 3 / 3

CSS Certificate Authority

Service levels relating to the security of the switching service

70%

Performance-Related Incentive Regime

PARC reporting indicates 70% of the quarter's switching incentive will be retained by the CRS Provider. The Performance Assurance Board are still to ratify this

Electricity Enquiry Services (EES)

Continued **strong performance** from the Electricity Enquiry Service has ensured a high level of availability for users.

Availability: 100%

SLAs

133 SLAs Measured

125 SLAs Passed

8* SLAs Missed

94% SLA Success rate

*Eight SLAs were missed within the EES this quarter, resulting from slightly below target response times for the API, Portal and Data Integration Platform.

Incidents

205** Incidents

100% Response

100% Resolution

** None of the incidents related to switching and all were lower-priority P3s and P4s. The uptick in incidents had two main causes: MHHS implementation and a sweeping Code Manager/RECCo finance-led reconciliation exercise that resulted in multiple non-urgent proformas being raised.

Gas Enquiry Services (GES)

The Gas Enquiry Service maintained **high reliability and availability** throughout the quarter, ensuring users could access information consistently and without interruption.

Availability: 99.95%

SLAs

78 SLAs Measured

70 SLAs Passed

8* SLAs Missed

90% SLA Success rate

* Eight SLAs were missed for the GES this quarter; these primarily relate to data latency service levels that are the subject of an ongoing REC Change. Once this change is in place, we will see improvement in this area.

Incidents

115** Incidents

100% Response

100% Resolution

**All incidents were lower-priority P3s and P4s. All were responded to and resolved within SLA.

Code Manager Service Provider Performance

Our Service Providers continue to deliver to a high standard, with Service Credits* being charged to drive improvements in targeted areas.

* 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.

96%

SLA Success Rate



70 / 73 Passed / Measured

Professional Services

Service levels relating to the professional services elements of the REC Code Manager activities, including REC Change management, information sharing and REC Party engagement.

100%



47 / 47

Performance Assurance

Service levels relating to the Code Manager's assurance of REC Parties, REC Processes and Service Providers.

97%



30 / 31

Technical Services

Service levels relating to the technical aspects of the REC Code Manager activities, including maintaining and sharing knowledge of REC data items and related processes, assessing the technical impacts of any proposed REC Change, and acting as the technical design authority for the REC.

Code Manager Activities

Q3 Party
Interactions



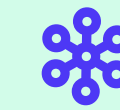
310

OAM
Meetings



9

Code Manager
Events



41

Committee
Meetings



53

Stakeholder Check-in
Sessions



35

New REC
Parties



40*

Market
Exits

*39 parties exited the REC through the de-accession process in October. REC Change R0236 introduced the ability to remove Parties that have not engaged with the certification process following initial accession.

Energy Theft Tip-off Service (ETTOS)

The Energy Theft Tip-off Service (ETTOS) is a service operated by Crimestoppers for members of the public to report suspected theft of gas and electricity anonymously.

Tip-offs to Crimestoppers

4,491 General Public Contacts*

3,386 Reports Generated

75% Conversion Rate†

* General Public Contacts are tip-offs made via the Crimestoppers or Stay Energy Safe phone-line and website

** Score from 0 to 100 indicates how authoritative and trustworthy a website is based on the quality of other websites linking to it

† Percentage of contacts received via Crimestoppers and Stay Energy Safe that resulted in a theft report being raised

Year to date

Stay Energy Safe Website Performance

62,844 Website Visits

33% of annual target (Apr 25 to Apr 26)

52 Domain Rating**

Annual target: 55

82 Website Performance Speed

Target: 80+

Metering Audit Services

RECCo plays a pivotal role in managing Metering Services under the Retail Energy Code (REC), ensuring all relevant REC Parties comply with the relevant standards and procedures to maintain accurate and reliable Metering Services.

We oversee the governance of Metering Services and Service Providers, ensuring that metering data is accurately recorded and communicated. We facilitate the integration of new metering technologies and ensure alignment with the broader objectives of the retail energy market.

* Contractually, the service provider has completed all Audits within its control in tolerance. Including those delays outside their control, this would be 92.4%

79

Audit total

Electricity: 33
Gas: 46

84.8%

Audits passed first time

100%*

Audits completed on time

2

Outstanding non-compliances

6

New applicants

Electricity Metering Operative: 1

Safe Isolation Provider: 4

Payment Method Levelisation

The Payment Method Levelisation scheme ensures that prepayment and direct debit customers pay the same standing charge, as directed by Ofgem in February 2024.

This scheme equalises standing charges by requiring energy suppliers to increase charges for direct debit customers while reducing rates for prepayment meter users. To account for differences in payment method distribution across suppliers' portfolios, a reconciliation mechanism is necessary. This ensures that suppliers with a higher proportion of prepayment meter customers receive credits, while those with fewer-than-average are debited accordingly.

The levelisation process ensures fair cost-sharing among energy suppliers, driven by and Ofgem's and RECCo's vision to support the Levelisation Scheme.

£19.59m We invoiced

99.94% Invoices paid on or before the due date

100% Of payment received was distributed

Stay *Connected*

Help us improve future reports by completing our [Quarterly Report Q3 Feedback](#) form, or get in touch with the RECCo team directly at communications@retailenergycode.co.uk

Stay up to date

Subscribe to our [Inside RECCo Newsletter](#) for regular updates

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

Retail Energy Code Company Ltd
27 Old Gloucester Street
London, WC1N 3AX

©2026 RECCo. All rights reserved.
Retail Energy Code Company Ltd.
Reg. No. 10989875

