

2026

 **recco**  
Retail Energy Code Company

# Your Voices *Heard*

Insights from our 2025 Annual  
Stakeholder Satisfaction Survey

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# Welcome from our Chief Operating Officer

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**Elizabeth Lawlor** COO

“Stakeholder feedback in 2025 shows overall satisfaction with the REC Services continues to increase year on year”

At RECCo, listening to the industry we serve is central to how we operate. It helps us understand whether REC Services are delivering value and where we need to improve.

This year's results mark the third consecutive year of improved satisfaction across REC Services. This continued improvement is encouraging and reflects the focused improvements being made across our services.

The results also provide detailed insight into where we can go further, helping us prioritise areas that matter most to stakeholders. In late 2025, we partnered with [Researchcraft](#) to deliver our Annual Satisfaction Survey, gathering feedback from users across all core REC services. This report sets out what you told us and, importantly, what we are doing in response.

The areas for improvement are already embedded in our [Forward Work Plan 2026–29](#), including enhancements to REC Performance Assurance, the development of a more user-focused REC Portal, and the futureproofing of enquiry services, which are critical to the effective running of the retail energy market.

The survey is also a key tool in the performance regime we apply to the REC Service Providers. The results directly impact how our Service Providers are held accountable, including through contractual performance standards and linked service credits.

Thank you to everyone who contributed. Your input plays a critical role in ensuring REC Services continue to evolve and deliver for the retail energy market.

### At a glance

Your satisfaction with REC Services has improved for the third consecutive year. The results of our annual satisfaction survey have informed our latest Forward Work Plan and act as a key tool in the performance regime we apply to REC Service Providers.



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# Overall Findings

## Satisfaction ratings

Overall stakeholder satisfaction increased in 2025, continuing the positive trend seen in previous surveys. 70% of stakeholders rated our services 8 or higher out of 10.

While this reflects strong overall performance, some services experienced a decline in satisfaction, highlighting clear priorities for improvement aligned with our 2026–27 programmes.

# 7.6

Overall score across all REC Services

▲0.1

# 7.7

REC Code Manager Services

▲0.3

# 7.5

Electricity Enquiry Service

▼0.4

# 7.4

Gas Enquiry Service

▼0.2

# 6.4

Metering Services: Audit

▼1.2

# 7.5

Energy Theft Tip-Off Service

▲0.3

# 7.8

Green Deal Central Charging

New

# Feedback by service

REC Code Manager Service

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# REC Code Manager Service

Our REC Code Manager service is responsible for ensuring the Retail Energy Code operates effectively and continues to evolve in line with its objectives. While elements of service delivery are provided by specialist delivery partners, RECCo retains overall accountability for performance, governance and service standards.

The service oversees the day-to-day operation of the REC and supports industry participants in meeting their Code obligations.

**Key responsibilities include:**

- Supporting REC Parties
- Managing the REC Portal and digital REC
- Operating the REC Service Desk
- Maintaining and evolving the Performance Assurance Framework (PAF)
- Delivering the REC Change Process
- Managing industry data
- Delivering training and guidance to support code compliance



## Average Satisfaction Rating

(1 = extremely dissatisfied, 10 = extremely satisfied)



## Noticed positive improvements

63% of respondents **noticed positive improvements** over the past 12 months, particularly in communication, speed of response and depth of knowledge. Working groups were identified as making a positive difference.



## Identified communication as the top priority for further improvement.

**Key themes included:**

- Making information easier to find
- Ensuring content is relevant and targeted

## Additional areas for improvement highlighted by respondents include:

- More regular engagement on Performance Assurance activities
- A simpler, user-friendly Performance Assurance interface
- A stronger focus on consumer impacts.

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## Stakeholder Management & Engagement

### You said:

Operational Account Managers (OAMs) received the highest praise across the REC Code Manager Service. Stakeholders find the OAMs to be professional, personable and quick to respond.

Stakeholders also provided areas for further improvement, including:

- More regular, structured meetings.
- The “Code Manager [to] show greater innovation, flexibility, and adaptability in how it supports stakeholders.”

### We are:

Supporting further improvements to the OAM service, including;

- Exploring how AI can make existing processes more efficient.
- Continuing to develop and upskill the OAM team.
- Expanding the remit of the OAMs to include Trade Associations and other industry bodies.

## The Service Desk

### You said:

Service Desk users were generally positive about the self-service tools available. However, some users suggested that queries could be resolved more quickly.

### We are:

We will collaborate closely with the Digital Services Provider to deliver the new digital platform—scheduled to go live in Autumn 2026—ensuring it streamlines workflows and enhances Service Desk response times.

“Always available when I need help. Takes an active interest in our organisation. Excellent liaison between our organisation and RECCo.”

“We have a strong relationship with our OAM and believe this is the most positive aspect of the REC arrangements.”

Stakeholder Management & Engagement feedback



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## Change & Release Management

### You said:

All aspects of the REC Change Process have improved over the past 12 months. Those involved in this process rated the Code Manager's support as particularly good.

However, some respondents felt that the process can be overly complex and that the amount of information provided needs to be refined.

### Stakeholders want:

- To be provided with the right level of information and support to assess the impacts of proposed changes.
- Clearer, more concise communication that supports efficiency and adaptability.

### We are:

Preparing for the updated code modification process, which will be introduced through Ofgem's code reform and Code Manager Licensing framework.

As part of this work, we are reviewing and refining the REC Change Process to ensure it is proportionate, transparent and easier to navigate.

In parallel, we are working with our Digital Services Provider to ensure the new REC Portal better supports the end-to-end change journey, including:

- Clearer guidance.
- Improved navigation.
- Providing targeted information based on stakeholder roles and preferences.

“[There is] really good engagement/support from the change lead when I raised a CP.”

Change & Release Management feedback

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## Technology Enablement

### You said:

#### Portal performance

Only 16% of stakeholders felt the REC Portal performs well, highlighting strengths such as up-to-date information and the breadth of content.

60% identified the need for improvement, particularly in simplifying navigation, improving technical reliability, and ensuring information relevant.

#### Data Management

Overall, stakeholders felt that data management could be improved. Positive feedback included the ease of finding the correct information, but simplifying navigation and making documents easier to locate were highlighted as key areas for improvement.

Stakeholders want:

- Better data quality within the portal.
- Improved reporting and performance visibility.
- Clearer guidance and more training on the portal and related tools.
- Greater system stability and reliability.

### We are:

We are delivering a new REC Portal as part of our Digital Service programme. This will be:

- A centralised Digital Experience Platform (DXP) as the primary user interface (new REC Portal).
- An enhanced Digital REC and Data Specification with improved navigation, version control, and API capabilities.
- Streamlined solutions across Change, Service, Party, and Committee & Event Management.
- AI-powered search and user assistance.
- Advanced data analytics and reporting to support performance monitoring and strategic insight.

“Portal changes make it more user-friendly.”

“[It’s not] easy to find what is needed. Lots of click throughs to get to what you need.”

“Drilling down into documents is difficult; it can take a long time to find documents.”

Technology Enablement feedback

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## Performance Assurance (PAF)

### You said:

Overall, the Performance Assurance Framework received a higher satisfaction rating than last year. Stakeholders involved in the PAF rated check-ins higher than any other aspect, and applying proportional performance assurance techniques has improved the most over the past 12 months.

However, the PAF Process needs further development, and stakeholders want more check-ins, a simplified interface and a greater focus on consumer impacts.

Some stakeholders also highlighted the need to:

- Provide clearer and more accessible information.
- Review the volume of documentation.
- Focus on the most relevant areas of the Code.

Stakeholders want: Greater transparency and visibility into performance reporting across the REC ecosystem.

### We are:

Evolving our approach to Performance Assurance. From September 2026, we will bring core Performance Assurance strategy products in-house, while coordinating trusted partners to give specialist delivery support.

This evolution will focus on:

- Tracking how Performance Assurance activity supports key consumer outcomes that should be delivered by the REC.
- Ensuring the assurance strategy adapts to evolving REC requirements.
- Embedding transparent stakeholder communication.

In the interim, Performance Assurance check-ins will continue to provide stakeholders with tailored information about their performance, alongside market-level analysis.

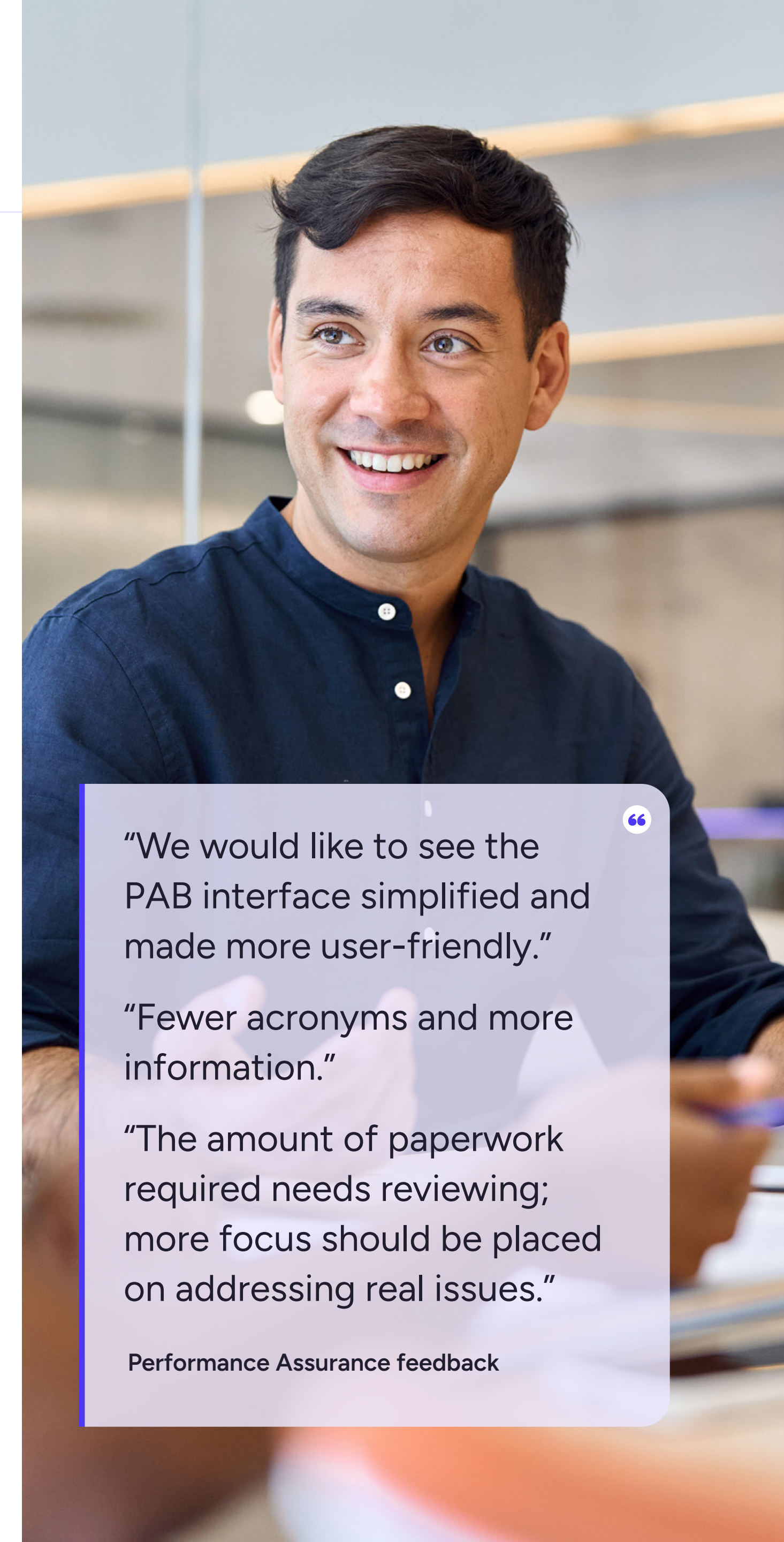
Quarterly webinars will also provide an oversight of performance across the REC ecosystem and the Performance Assurance activity being undertaken to address performance issues.

“We would like to see the PAB interface simplified and made more user-friendly.”

“Fewer acronyms and more information.”

“The amount of paperwork required needs reviewing; more focus should be placed on addressing real issues.”

Performance Assurance feedback



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## Committees

### You said:

3 in 4 of the stakeholders who responded said that they are directly involved in REC working groups, committees or meetings. Overall, across committees, stakeholders rated the quality of the chair, the knowledge of presenters and the quality of virtual meeting arrangements the highest.

However, there were also areas for improvement. This included:

### Clarity of Plans and Outcomes

Some stakeholders noted that documents labelled as “plans” often lack detail on intended outcomes, focusing more on timelines than on measurable delivery objectives.

### Engagement and Interactivity

There is a desire for greater interactivity and more informative discussions within working groups, alongside broader and more representative participation from parties.

### Meeting Dynamics and Inclusivity

Feedback suggests that some topics are too

fast-paced, making it difficult for non-specialists to engage confidently. Stakeholders would welcome more space to revisit issues, encourage wider participation, and allow time for internal reflection where needed.

### Prioritisation of Discussion Time

Some stakeholders feel that meeting time could be better balanced — reducing focus on lower-complexity items and allowing deeper discussion on more substantive or complex issues. In-person breakout sessions are valued but often constrained by time.

Stakeholders want:

- Greater interactivity in meetings (especially the Change Issues Group (CHIG)).
- Broader representation and better participation across parties.
- More time dedicated to complex issues, rather than quick procedural votes.

### We are:

Ofgem’s Code Manager Licensing framework provides an opportunity to review and enhance how REC committees and working groups operate. As part of this, we will be introducing:

- A REC Stakeholder Advisory Forum (SAF).
- A Design Authority.

As these arrangements are introduced, we will work closely with stakeholders to consider how existing forums can evolve to support clearer outcomes, broader participation and more effective engagement across the REC community.

This review will also concentrate on enhancing the quality of information that supports discussions and decisions, including strengthening business case assessments and the articulation of expected benefits. It will also focus on improving the quality and clarity of Change documentation provided to stakeholders.

Our aim is to ensure REC governance provides the right forums, structure and information to support informed discussion of complex issues and effective participation from across the industry.

# Gas Enquiry Service

The Gas Enquiry Service (GES), a critical gas market enabling service governed by the REC, provides users across a range of market roles with access to gas market data. It acts as a central hub for retrieving information on Supply Meter Points and is complementary to the equivalent service in the electricity market.

## Overall

### You said:

Stakeholders report high satisfaction with their access to the GES. Results indicate that users generally consider the portal has improved and is more stable, reliable and easy to navigate than historically. Information is provided with an appropriate level of detail.

Stakeholders want:

- The GES' data provision to be aligned with EES for consistency.

### We are:

Continuing with the Enquiry Services Evolution Project, which will ensure the Enquiry Services will meet growing market demands and support a smarter, more flexible retail energy system. While the services have performed since we took ownership in 2022, increasing usage, new and evolving stakeholder needs and use cases mean it's time to modernise, strengthen, and future-proof these critical market services.

This will improve consistency for users operating across both gas and electricity by aligning the data provision. In parallel, we will continue to explore secure and well-governed approaches to make data more accessible. Our plan is to adopt a controlled phased approach to achieve this goal with an initial focus on gas, followed by electricity. We will continue with our open and transparent approach to ensure stakeholders are engaged and informed throughout the process.

# 7.4

▲0.2

## Average Satisfaction Rating

(1 = extremely dissatisfied, 10 = extremely satisfied)

# 100%

## Said the service remained consistent

100% of respondents said the service remained consistent over the past 12 months.

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# Electricity Enquiry Service

The Electricity Enquiry Service (EES), governed by the REC, plays a critical role in the customer switching process. It provides secure access to electricity market data, enabling Suppliers and authorised users to accurately identify the relevant supplier and metering point information.

The service supports both REC Parties and authorised non-Parties, helping to improve operational efficiency and enable effective service delivery across the market.

7.5 ▼0.4

## Average Satisfaction Rating

(1 = extremely dissatisfied, 10 = extremely satisfied)

34%

## Identified room for improvement

34% of stakeholders identified room for improvement, particularly in:

- Usability
- Service stability
- Availability of guidance

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## Overall

### You said:

You told us that the online portal is the most highly rated aspect of EES. However, key challenges remain around service stability and usability – particularly in relation to reporting and the lack of effective search functionality. There is also a desire for improved guidance and support for the API service.

### Stakeholders want:

- Greater system stability.
- Improved search functionality and more intuitive navigation across EES.
- Clearer guidance and support for API users.
- Better alignment between GES data provision and EES to ensure consistency.

### We are:

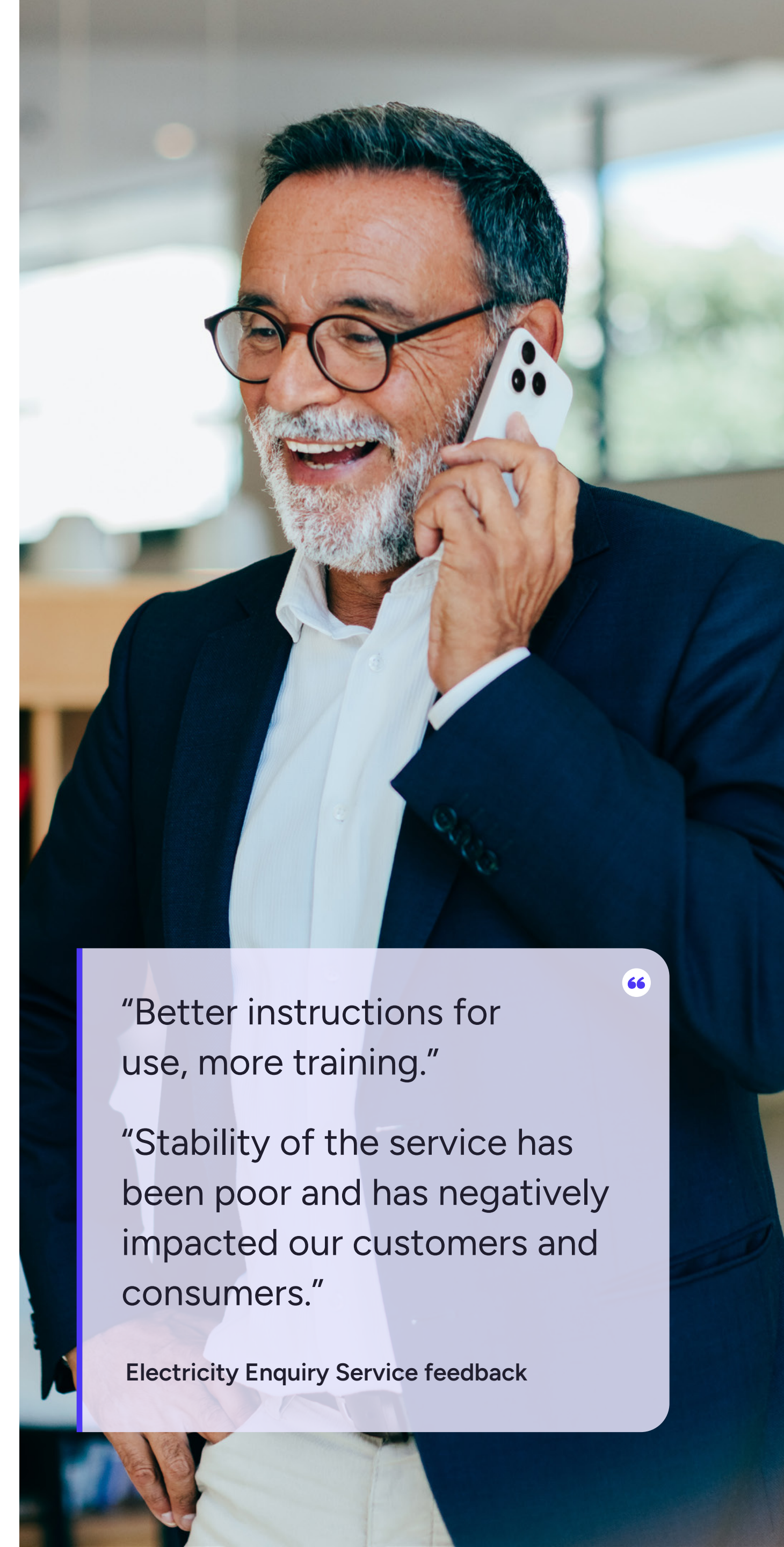
We have made improving the stability and performance of the EES a priority over the past year. The service has now been migrated to the Azure platform, which has contributed to noticeable performance improvements, confirmed by stakeholder feedback.

To validate this, we have worked with the EES Provider to conduct volumetric testing of the API. Testing at peak observed hourly volumes demonstrated no degradation in performance, giving us confidence that the EES API can now meet stakeholder demand.

“Better instructions for use, more training.”

“Stability of the service has been poor and has negatively impacted our customers and consumers.”

Electricity Enquiry Service feedback



# Secure Data Exchange Portal

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## Overall

### You said:

The Secure Data Exchange Portal is the most improved service since the last survey. More users reported being able to access data when needed and easily navigate to find the information they needed.

However, more work is needed. One user commented:

“Slow progress of the SDEP updates causing problems with new changes requiring new SDEP pots.”

### We are:

Following the Technical Code Freeze associated with Market-wide Half Hourly Settlement, **R0122 – SDEP Review Improvements (Usability)** has now entered consultation.

This change will:

- Deliver workflow automation to improve efficiency for Parties.
- Provide clearer visibility of communication statuses.
- Enhance reporting capabilities.

Implementation is currently planned for November 2026 or February 2027.



# Metering Services: Audit

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

This service audits a range of organisations operating within the retail energy market, including Gas Meter Equipment Managers (MEMs), Electricity MEMs, Meter Installers, Automated Meter Reading (AMR) service providers and Smart Metering service providers. These audits help ensure compliance with regulatory standards and support the integrity of metering services across the sector.

## Implemented since survey close (R0152):

The survey closed prior to the implementation of R0152 in November 2025, which introduced a revised and clearer Consolidated Metering Code of Practice. This update is already improving audit clarity and proportionality, providing more consistent expectations for metering parties and a clearer basis for assurance activity across the market.

## Planned and in-progress improvements:

Further improvements are underway, including collaborative exploration of the formal introduction of Safe Isolation Provider arrangements under I0278, to establish Safe Isolation Providers as a standalone REC Party. We want to ensure we keep up with the market as innovations emerge by developing a clear, safety-led governance and assurance framework that enables the scalable, safe delivery of low-carbon installations.

Following the CoMCoP's rollout, we continue to identify refinements to better reflect real-world delivery and have used the REC Portal to provide clearer guidance, insight, and feedback. Together, these initiatives are intended to strengthen audit consistency, improve transparency, and deliver a more efficient and stakeholder-focused assurance experience over time.

6.4 ▼1.2

## Average Satisfaction Rating

(1 = extremely dissatisfied, 10 = extremely satisfied)

100%

## Said the service remained consistent

Despite the reduction in the average satisfaction rating from last year, 100% of respondents said the service remained consistent over the past 12 months.

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# Energy Theft Tip-Off Service

The **Energy Theft Tip-Off Service (ETTOS)** is delivered in partnership with Crimestoppers through the public-facing **Stay Energy Safe** brand. The service raises awareness of energy theft and promotes public safety by enabling individuals to report suspected theft anonymously.

ETTOS operates year-round, 24/7, allowing individuals to anonymously report suspected theft by phone or online. Crimestoppers receives and processes these reports before securely sharing them with energy suppliers and network operators for investigation and potential action.

## Overall

### You said:

Stakeholders recognise that ETTOS is a valuable service, particularly highlighting the importance of the “availability of an anonymous service.”

However, stakeholders would like it to be easier to access ETTOS reports via the REC Portal.

### We are:

RECCo is working with Crimestoppers to develop an optional API ETTOS transfer process to parties. Further updates on this optional process will follow via recognised REC channels.

# 7.7

▲0.3

## Average Satisfaction Rating

(1 = extremely dissatisfied, 10 = extremely satisfied)

# 56%

## Noticed improvements

### Key themes included:

- Making information easier to find
- Ensuring content is relevant and targeted

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# Final Reflections

Thank you to everyone who shared feedback. It helps us improve REC Services and better support our stakeholders.

The 2025 survey indicates continued positive momentum, with satisfaction increasing for the third consecutive year. This reflects the impact of the changes we've been making and reinforces the importance of listening and responding to stakeholder input.

However, there is more we can do to improve your interaction with the retail energy market and the vital services that RECCo provides on behalf of the industry. Areas such as Portal usability, require further focus. We will continue to prioritise these and provide regular updates on our progress through our stakeholder communications.

You can stay connected with us by:

- Subscribing to our [Inside RECCo Newsletter](#) for regular news and updates.
- Subscribing to the weekly [REC Code Manager Bulletin](#).

We look forward to continuing to work with you to build a retail energy market fit for the future.

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<b>AMR</b>	Automated Meter Reading	<b>MAP</b>	Meter Asset Provider
<b>CDSP</b>	Central Data Service Provider	<b>MEM</b>	Meter Equipment Manager
<b>CMRC</b>	Crowded Meter Room Coordinator	<b>MHHS</b>	Market-wide Half Hourly Settlement
<b>CoMCoP</b>	Consolidated Metering Code of Practice	<b>MS:A</b>	Metering Services: Audit
<b>CRS</b>	Central Registration Service	<b>MS:I</b>	Metering Services: Improvements
<b>CMSP</b>	Code Manager Service Provider	<b>MSI</b>	Major Switching Incident
<b>CSS</b>	Central Switching Service	<b>OAM</b>	Operational Account Manager
<b>DCC</b>	Data Communications Company	<b>PAB</b>	Performance Assurance Board
<b>DESNZ</b>	Department for Energy Security & Net Zero	<b>PAF</b>	Performance Assurance Framework
<b>DIA</b>	Detailed Impact Assessment	<b>PML</b>	Payment Method Levelisation
<b>EES</b>	Electricity Enquiry Service	<b>QA&amp;P</b>	Qualification Approach & Plan
<b>ERIN</b>	Energy Retail Information Network	<b>REC</b>	Retail Energy Code
<b>ETTOS</b>	Energy Theft Tip-off Service	<b>SIP</b>	Safe Isolator Provider
<b>ETU</b>	Energy Theft Unit	<b>SO</b>	Switching Operator
<b>GES</b>	Gas Enquiry Service	<b>SSES</b>	Smart Secure Electricity System
<b>ICO</b>	Information Commissioner's Office	<b>TIG</b>	Theft Issues Group
<b>KPI</b>	Key Performance Indicator	<b>TPI</b>	Third-Party Intermediary
<b>LDSO</b>	Licensed Distribution System Operator	<b>UPRN</b>	Unique Property Reference Number

# Thank you for reading

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