recco

2026–27

Mid-year report 2026

Progress against the Forward Work Plan 2026-29



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Welcome

This report sets out our progress against the Forward Work Plan in the first half of 2026/27. It covers our achievements, service provider performance and priorities for the remainder of the year.

We are improving REC services and developing new ways for consumers to control how their energy data is used.

Progress overview

We have modernised our REC services. We launched our new Performance Assurance model, introduced clearer priorities for REC changes and strengthened switching and address data arrangements. These changes help us manage market risks, make better-informed decisions and support reliable switching.

Our systems and services are designed to support a more flexible energy market. The first phases of Tariff Interoperability (TI) and the Consumer Consent Service (CCS) are scheduled to go live in November 2026 and April 2027 respectively. Together, they will give consumers greater control over how their data is shared and help them access services that meet their energy needs. We also launched the new REC Portal in mid-November.

We expect to become the licensed REC Code Manager by the end of this year. We have established an independent Stakeholder Advisory Forum to bring industry, consumer and independent perspectives into our decisions.

Upcoming priorities

In the next six months, we will complete our transition to the licensed Code Manager framework.

The new Portal and clearer communications will make REC services easier to access and use. We will also confirm the revised delivery plan for modernising the Enquiry Services, giving users time to prepare. We will measure success through service reliability, effective market arrangements and better outcomes for consumers.

Help us improve future reports

Your feedback makes our reports more useful and relevant. Tell us what works, what needs to be clearer, and what you want us to cover next.

Share your feedback

> “As RECCo takes on new responsibilities, my priority is to deliver lasting value for those who use and fund our services. I want stakeholders to see practical improvements, understand the difference our work makes, and have a clear voice in shaping what comes next.”
>
> **Elizabeth Lawlor**
> Chief Executive Officer



About this report

This report covers our progress from April to September 2026 and our priorities for the rest of the financial year.

Our Forward Work Plan puts our Strategy 2025–30 into action. It supports the objectives of the Retail Energy Code (REC) and responds to Ofgem's strategic direction.

Our work centres on three priorities:

- Perform: Delivering service excellence
- Protect: Safeguarding consumers and data
- Progress: Enabling market transformation and net zero

We plan across three horizons: immediate delivery (**Act Now**), preparation for future changes (**Think & Plan**) and longer-term developments we are monitoring (**Listen & Wait**).

Each milestone is marked complete, underway, planned or deferred. Updates explain the next steps, key dates and dependencies.

Wider organisational progress

On 28 August, we submitted our assessment to Ofgem for the Electricity Commercial Code (ECC) Code Manager role. Our submission set out how closer alignment between industry codes could improve their operation.

Following Ofgem's announcement in May, we are developing the system needed to support the Market Stabilisation Charge scheme if it is reintroduced.

Elizabeth Lawlor became CEO on 14 August, succeeding Sid Cox, who retired after more than five years in the role. In September, we marked five years of supporting the retail energy market. We are building on that experience as our services and responsibilities grow.

Delivery at a glance

We track 15 commitments across Perform, Protect and Progress, supported by **57 delivery milestones**. At the halfway point:

41 are underway | 3 have been deferred | 12 milestones are complete | 1 is planned for future delivery

REC Code Manager Licence readiness

Implementation underway

We introduced the new change prioritisation framework on 29 May and have reassessed all Change Proposals. We are completing preparations for the expected licence grant in December 2026.

Consumer Consent Service

In development

Technical development is underway. Delivery remains subject to regulatory and delivery dependencies.

Performance Assurance

New service model live

The new service model launched on 1 September. We are embedding the new approach into day-to-day delivery.

Tariff interoperability

Implementation underway

REC governance arrangements are live. We are preparing for Phase 1a in February 2027.

Market-wide Half-hourly Settlement

Formal qualification complete

The formal qualification process is complete. One remaining REC Party will follow the ongoing qualification process.

Enquiry Services

Plan revised

We have revised the modernisation plan, with gas services expected to transition first. Three related milestones have been deferred.

Delivery milestones

Strategic aim	2026–27 Year 1	2027–28 Year 2	2028–29 Year 3	Act Now Preliminary SDS objectives
Perform Deliver Service Excellence	**Code Manager Licence**: Prepare for implementation			**Objective 11.2** **Governance & Institutions** (licensed Code Manager reform)
	Reform Change Management: Deliver an enhanced Change Management process for the new licensed Code Manager framework			
	Code Manager Evolution: Align the Code Manager Service Model with future licensing and regulatory frameworks	Embed next-generation model, further evaluate the benefits of service model changes, and identify future optimisations		
	Performance Assurance: Strengthen for transition to active monitoring approach			
	Enquiry Services: Modernise to support non-switching use cases and net zero goals	Introduce an integrated cloud-based Enquiry Service		
	REC Portal 2.0: Launch a modern, integrated, and user-friendly digital environment	Prepare for next-generation digitalisation of REC Services		
	Metering Services: Strengthen to support metering assurance and SIP integration			**Objective 9** **Rollout Low-Carbon Technology** (Safe Isolation Providers)
	Central Registration Service: Enhance to strengthen service oversight and address data quality improvements			**Objective 13.2** **Consumer-Focused Flexibility & Switching Readiness**
Protect Safeguard consumers and data	**Consumer Consent Solution**: Deliver Minimum Marketable Product for data sharing by 2026	Expand solution to multi-sector data sharing	Maintain and evolve solution's services and supporting data-sharing standards	**Objective 14.1 & 14.2** **Digital Systems for Consumers** (Consumer Consent Solution & Digitalisation)
	Energy Theft Reduction: Expand Energy Theft Prevention through awareness, incentives, and enforcement	Embed revised Theft Incentive Scheme and evaluate enforcement pilots		
	Data Best Practice: Strengthen data privacy and security assurance frameworks for market participants	Continue cross-code work on data architecture and system digitalisation		**Objective 14.2** **Digital Architecture & Data Accessibility**
Progress Enable market transformation and net zero	**Market-wide Half-Hourly Settlement**: Support the qualification and migration			
	SSES Tariff Interoperability: Support Customer-Led Flexibility reforms	Deliver interoperability at scale	Strengthen interoperability with broader Smart Data Schemes	**Objective 13.2** **Consumer-Led Flexibility & Smart Tariffs**
	Customer-Led Flexibility: Analyse retail market reform to anticipate change, positioning REC to respond proactively	Publish insights on emerging flexibility business models		

Perform

Perform is about driving excellence through smarter systems, stronger platforms, and more efficient market operations. This section outlines progress and plans for the future against our key deliverables in this area.



Perform Commitments

Code Manager Service Evolution

Commitment: We will align the Code Manager Service Model with future licensing and regulatory frameworks.

Strengthen governance & prioritisation

Ongoing

We are defining the future Code Manager Service Model, covering governance, prioritisation and service management. We are establishing an independent Stakeholder Advisory Forum (SAF) to advise and constructively challenge the REC Code Manager. This forms part of our preparations for licensing under Phase 1 of Code Reform.

Robert Hull was appointed Chair in August. Nominations for Code Party representatives have closed and we will announce the representatives shortly.

Plan service evolution & licence readiness

Ongoing

We've begun assessing service requirements for 2028 onwards to ensure the future Code Manager model responds to evolving licensing and regulatory requirements. We remain on track to agree our strategy by the end of March 2027.

Assure value for money & outcomes

Ongoing

We are developing the future Code Manager model, defining its scope, delivery approach and performance measures. This will include a framework for evaluating value for money and clearer performance measures focused on market compliance, service quality and better consumer outcomes.

Governance & Change Management

Commitment: Reform Change Management (two-year programme) – We'll deliver an enhanced Change Management process for the new licensed Code Manager framework and ensure REC decisions align with the Preliminary SDS.

Implement Ofgem's new Prioritisation Framework

Complete

Ofgem's new Prioritisation Framework was implemented through Change Request R0304 on 29 May 2026. All Change Proposals have been re-assessed against the new prioritisation criteria.

Align REC Change process with Code Manager Licence

Ongoing

We worked with Ofgem to finalise proposed changes to the REC modification process and wider governance arrangements under Energy Code Reform.

Ofgem consulted on the proposals in September. By the end of 2026, it is expected to confirm when the changes to energy licence conditions will take effect.

Develop approach to SDS Delivery Plans with Stakeholders

Ongoing

Ofgem published their decision on the second preliminary Strategic Direction Statement (SDS) on 15 September 2026. We have reviewed the decision and are considering how its implications will be reflected in our current Forward Work Plan and future Delivery Plan.

Code Reform & Code Manager Licence

Commitment: We'll lay the remaining groundwork to become a licensed Code Manager under Ofgem's framework and prepare for implementation.

Licence readiness & transition planning

Ongoing

We've continued to take part in joint planning with Ofgem, DESNZ, REC Parties, and other Code Bodies. Before we become the licensed REC Code Manager, we'll progress licence-grant prerequisites, consequential REC drafting, and day-one operational readiness, so that we're fully implementation-ready.

Plan the delivery of Ofgem's Strategic Direction Statement

Ongoing

Ofgem's latest Strategic Direction Statement broadly aligns with our existing work. Its priorities will shape our 2027–28 Forward Work Plan and Delivery Plan, helping us focus delivery on the changes needed across industry codes.

Published on 15 September, the statement sets out Ofgem's expectations for code reform. A formal Direction is expected shortly after our licence takes effect in December. We will consult on our plans in the final quarter of this financial year.

Decision-making, engagement & performance framework

Ongoing

In the first half of the year, we focused on setting up the Stakeholder Advisory Forum (SAF), which will advise and challenge the REC Code Manager. Robert Hull was appointed Chair in August, and nominations for Code Party representatives opened in September. The SAF is expected to hold its first meeting shortly after the new licence takes effect in December.

We've been working with Elexon to help shape Ofgem's proposals for the future governance framework. We will continue working together to develop the details ahead of the new reporting year, which starts on 1 April 2027.

Performance Assurance

Commitment: We'll strengthen for transition to active monitoring approach.

Stand up interim service model and refreshed strategy

Complete

Our interim Performance Assurance service model went live on 1 September, supported by the refreshed Assurance Strategy, Retail Risk Register, PAOP, PAPI and associated operating arrangements. Mobilisation and handover are complete, with the service now moving through hypercare into business as usual.

Deep-dive to strengthen cross-code assurance and change

Complete

Our new Performance Assurance model strengthens risk management and improves coordination between market participants, service providers and industry bodies.

We are now putting the model into practice. Workshops with other code bodies have helped identify opportunities for closer collaboration. We will build on this work to improve information sharing and coordinate how we manage risks across industry codes.

Make assurance more responsible to switching, data and consumers

Ongoing

Our new risk and assurance approach uses data, evidence and emerging risks to decide where checks and reviews are prioritised, rather than following a fixed programme of activity. The interim model and strategic products are now in place, and we're focused on embedding the approach, showing how it improves our work and using what we learn about the market and consumer outcomes to keep refining our priorities.

One stakeholder experience

Commitment: We're aligning engagement across REC Services, so REC Parties and users experience one joined-up journey, with clearer ownership, smoother support, and stronger trust.

Embed unified brand framework

Ongoing

We are creating a clearer, more consistent experience across RECCo and its code manager service, making it easier to understand what we do, the support available and how to access it.

Over the coming months, you will see this reflected in our communications, guidance and service channels as we roll out the improved stakeholder experience. We will use stakeholder feedback to ensure that information is clear, accessible and easy to navigate, and to identify where further improvements are required.

Create one front door for REC users

Ongoing

We're improving the links between the REC Portal and RECCo website to help you find the information and services you need more easily.

The REC Portal will be your main route for day-to-day REC services and operational guidance. The RECCo website will provide news and information about our strategic priorities and wider work across the energy market.

We'll continue improving navigation, content and links between the two, making it easier to find the right information and move between services without unnecessary searching.

Unify communications and engagement

Ongoing

We've consolidated our social channels into one RECCo LinkedIn account and one YouTube account, and are moving to a single email domain and fewer mailboxes. This will make it easier to find updates and contact the right team.

Our new shared content planning coordinates the timing and volume of communications across service teams, reducing duplication and helping to avoid overwhelming stakeholders. It also supports aligned, accessible communications that follow Plain English Campaign guidance.

From 20 November 2026, the REC Weekly and REC Change Bulletins will be refreshed and distributed through a single email platform.

Enquiry Services

Commitment: We're modernising Enquiry Services to improve resilience, performance, and flexibility, supporting switching, innovation, net zero goals and future consumer use cases.

Secure Data Exchange Portal improvements

Ongoing

Following discovery work in Q3 2026, we plan to take a gas-first approach to updating the Enquiry Services, as the Gas Enquiry Service (GES) has been operating reliably since 2022. We will use what we learn from the gas transition to help deliver improvements to the Electricity Enquiry Service (EES). Decisions on how this area of the project will be delivered are expected in early 2027. Improvements to the Secure Data Exchange Portal are progressing in parallel following the revised timetable for EES modernisation.

Deferred

- Broader REL data usage
- Technology enhancement
- Targeted operational relief

Digital services & REC Portal 2.0

Commitment: REC Portal 2 - Launch a modern, integrated, and user-friendly digital environment.

Complete design, build and test new digital ecosystem

Ongoing

The new REC Portal launched on 18 November. Input from the REC Portal User Group has shaped its design and build, helping us deliver a service that meets users' needs.

Cutover to new REC Portal & digital services

Ongoing

We've been preparing services for launch, including getting the service framework in place and planning the transition to the new arrangements.

Run soft launch with selected users

Ongoing

The soft launches were all completed before the new REC Portal launch on 18 November.

Provide post-go-live hypercare & transition to business-as-usual

Ongoing

We finalised plans for hypercare after go-live on 18 November.

Metering services

Commitment: Strengthen to support metering assurance and SIP integration.

Strengthen Metering Assurance under revised Consolidated Metering Code of Practice

Ongoing

Accredited organisations can now demonstrate that they meet the revised Consolidated Metering Code of Practice (CoMCoP) standards through the CoMCoP Mark. Launched in September 2026, the Mark is supported by guidance and branding materials on our Metering Hub.

We are improving the Hub and using feedback from our annual Audit Services Survey, alongside industry input, to shape future metering assurance arrangements.

Reform & scale Safe Isolation Provider Regime

Ongoing

We've continued work on Change Request 10278, which will allow Safe Isolation Providers (SIPs) to join the Retail Energy Code (REC) as independent parties. Working groups with industry representatives have helped us develop and test the proposed approach, covering responsibilities, reporting, training, audits, checks and day-to-day operations.

Recent discussions have focused on how information will be shared across the market, data transfer requirements, and how SIPs could join the REC. We're also continuing to work with Ofgem, DESNZ and industry bodies to support wider efforts to enable electrification.

Prepare REC for Non-Domestic "Smart-Contingent" Contracts

Ongoing

We've started preparing for Non-Domestic Smart-Contingent contracts by looking at the rules, checks and processes that may be needed under the REC. Early discussions with DESNZ, Elexon and industry stakeholders have helped us identify key issues, including how metering data will be used, how contracts will be monitored, who will be responsible and how the REC will work with other industry codes. This work will help us plan for future implementation.

Central Registration Service

Commitment: We'll focus on improvements to the CRS framework, specifically on address management and data quality as key enablers of reliable switching and customer journeys. In turn, these are essential foundations for CLF.

Rescope Issue 10200 into Operational Improvement Workstream

Complete

Issue 10200 has been rescoped into the Operational Improvement Workstream. This will ensure that outstanding activity is managed through the appropriate operational governance and remains focused on delivering measurable improvements.

Implement ADQ Governance Change (R0283) Embed enhanced address management processes

Complete

We've put improved governance arrangements in place to give clearer oversight of address data quality (ADQ), help prioritise improvements, and make responsibilities clearer. We've also strengthened our address management processes and made continuous improvement part of our day-to-day work, rather than treating it as a one-off exercise.

Embed continuous improvement in ADQ

Complete

Our focus now is on maintaining these improvements and aligning our work with wider priorities, including Same Day Switching, DCC2 and the ongoing DCC re-procurement. We'll also continue to improve service efficiency, review governance and assurance arrangements, and work with stakeholders to improve address data quality. Engagement will continue through a CRS Open Day, regular updates at Switching Operator meetings and RECCo's weekly bulletins.

Operate new CRS small-change process

Complete

The new CRS Small-Change Process is now in place, making it easier to deliver smaller improvements quickly while ensuring changes are properly reviewed and prioritised. We'll continue to monitor how well the process works as more changes are submitted.

Strengthen incident management & communications

Complete

Further work has been undertaken to strengthen incident management and communications, with a focus on clearer ownership, improved escalation and more consistent stakeholder communications when CRS issues arise.

Rationalise CRS & CSS reporting

Complete

Over the past six months, we've reviewed CRS and CSS reporting to remove unnecessary or duplicated reports and ensure the information provided is relevant and helps support decision-making.

Clarify & improve Supplier of Last Resort processes

Complete

The Supplier of Last Resort (SoLR) processes have been reviewed, with the aim of providing greater clarity around roles, responsibilities, and the operational arrangements required to support an effective response where SoLR activity is triggered. Updated REC guidance will be published shortly.

Use improved management information to deliver flexibility & SDS

Ongoing

Better management information will help us make more informed decisions and target improvements to the market and our services. In the second half of the year, we will strengthen how we use data and insights to guide future priorities, alongside monitoring day-to-day performance. This work will support alignment with Ofgem's Strategic Direction Statement.

Align with next DCC licence term

Ongoing

Work is progressing to ensure CRS remains aligned with the requirements and direction of the next DCC licence term, including consideration of future service, governance and assurance requirements.

Deliver REC Portal "switching hub"

Ongoing

The new "Switching Hub" on the REC Portal is planned for launch by the end of 2026. It will bring switching information and tools together in one place, making them easier for users to find and use.

Review governance & small-change effectiveness

Ongoing

Simplified processes will help CRS respond to market needs. In the second half of the year, we will review governance and the Small-Change Process to identify opportunities to simplify and automate delivery.

Our CRS Stakeholder Open Day will share progress, explain upcoming changes and gather feedback on our Continuous Improvement Plan. We will also revisit our One-Day Switching strategy with stakeholders, shaping priorities and next steps towards faster, more responsive switching.

Protect

Protect is about safeguarding consumers and their data through secure, reliable services that build trust in the retail energy market. This section outlines progress and plans for the future against our key deliverables in this area.



Consumer Consent Service

Commitment: We'll deliver the Minimum Marketable Product for data sharing by 2026. It will be a robust service which underpins safe data sharing and trusted digital innovation by enabling flexibility, giving people clear, secure control over how their energy data is accessed and used.

Design & governance foundations

Ongoing

Industry feedback is shaping the Consumer Consent Service (CCS). Following our six-week consultation in February and March 2026, we've worked with industry groups to refine its governance, user experience and technical design.

Stakeholder & consumer engagement

Ongoing

We've appointed Raidiam to lead the technical delivery and developed the supporting REC documents and technical specifications. The consultation on the draft REC documents opened on 7 September 2026.

Build, test & launch Minimum Marketable Product (by 31 March 2027)

Ongoing

The project is currently in the build phase with the MMP launch scheduled for 31 March, subject to completion of the REC Change process, Authority decisions, Code Reform transition activities, and wider delivery dependencies.

Energy theft & losses reduction

Commitment: Expand Energy Theft Prevention through awareness, incentives, and enforcement.

National awareness & prevention campaign

Ongoing

The latest Stay Energy Safe campaign, Unknown Danger, aims to increase theft tip-offs, reduce safety incidents and help the public recognise and report energy theft. Launched on 19 October, it runs until mid-February across television, radio and outdoor advertising, supported by PR activity.

Embed & optimise new incentive and settlement framework

Ongoing

Our sample checks of the Theft Detection Incentive Scheme (TDIS) help identify where clearer requirements and guidance would support Parties. We review submissions, evidence and processes to assess how Parties apply the changes introduced by R0173. The findings will inform further guidance, process improvements and any changes needed to the REC.

Consider Future Enforcement Model and, if viable, Scale Energy Theft Enforcement Service in the long term

Ongoing

The evaluation of the Energy Theft Enforcement Service pilot is being completed and will help us explore other ways to tackle energy theft.

Secure data access for whole-of-market analytics

Planned

We plan to take this work forward in the future, working with industry and other stakeholders to identify further ways to prevent energy theft.

Data best practice

Commitment: Strengthen data privacy and security assurance frameworks for market participants.

Embed data best practice in REC governance & RECCo operations

Ongoing

We are laying the foundations for data best practice by establishing an initial data triage process and assessing impacts on our systems and operations. We support Ofgem's proposal to embed these requirements through the Code Manager licence. Our work with Ofgem will clarify any further steps needed to comply.

Update our data and digitalisation plans and introduce open data triage

Ongoing

Our updated strategies will guide improvements to open data, metadata and data quality. We plan to publish the revised Data & Digitalisation Strategy and Data Strategy and Action Plan by the end of the financial year. Further development will reflect Ofgem's final requirements.

Strengthen collaboration, assurance & reporting

Ongoing

We continue to engage with Ofgem, including through its Cross-Codes Digitalisation Steering Group. We plan to establish a DBP compliance and assurance process during 2027, aligned with Ofgem's final requirements, and reporting against the 11 DBP principles.

Progress

Progress is about driving innovation and solutions that keep the retail energy market effective today and ready for the future. This section outlines progress and plans for the future against our key deliverables in this area.



Market-wide Half-hourly Settlement

Commitment: We'll support the move to a modern settlement approach that lays the foundation for smarter settlement and flexibility, with REC Changes simplifying the framework after migration.

Complete Market-wide Half-Hourly Settlement Qualification process for relevant REC Parties.

Complete

The formal Market-wide Half-Hourly Settlement (MHHS) qualification process is complete. A single outstanding REC Party's Qualification will be progressed via the enduring process.

Progress further REC Changes to remove redundant areas of the REC once MHHS migration is complete

Ongoing

REC Change I0325 has been raised to remove parts of the REC that are no longer needed after MHHS migration. Development is on track to finish in November 2026, with implementation planned once the migration is complete.

Smart Secure Electricity Systems – Tariff Interoperability

Commitment: Support Customer-Led Flexibility reforms.

Insights, innovation & alignment

Ongoing

Phase 1a will make public tariff information available in a standardised format, laying the foundation for future analysis. We are developing the tariff data standard with DESNZ and industry and aligning Phase 1b with the Consumer Consent Service (CCS).

Future reporting will explore tariff flexibility usage and consumer outcomes. This will require an agreed approach to gathering evidence and assessing impact after implementation.

Deliver & prove Minimum Viable Product (MVP)

Ongoing

The consultation on the Tariff Interoperability arrangements closed in January 2026. The government has since published its response and confirmed the arrangements can be implemented.

In May 2026, we updated the REC to include Schedule 35 and Standard Licence Condition (SLC) 11C, and launched a further consultation on Phase 1a. This consultation aimed to identify any remaining issues or barriers to implementation before finalising the technical specification for the API and the related REC changes.

Work on Phase 1a has continued, including completing the technical specification, engaging with suppliers, running pilot tests, consulting on the API specification, and preparing for testing and the launch of the new arrangements.

Work has also progressed on Phase 1b policy development, technical design and REC drafting in preparation for consultation. The next steps are to finalise preparations for Phase 1a implementation in February 2027 and to consult on Phase 1b ahead of its planned implementation in November 2027.

Drive market readiness & adoption

Ongoing

Through the Tariff Interoperability Implementation Working Group, we have continued to engage suppliers and Users on implementation planning, technical requirements, and testing. Supplier engagement and pilot testing have informed preparations for Phase 1a. During the second half of the year, we will continue to develop and refine guidance, FAQs and testing materials to support industry readiness for implementation in February 2027.

Establish REC governance & compliance

Complete

The Tariff Interoperability Schedule is now live as part of the REC.

Consumer-led flexibility

Commitment: Analyse retail market reform to anticipate change, positioning REC to respond proactively.

Analyse consumer-led flexibility scenarios & map priority use cases

Ongoing

Our research is helping us identify how consumers can benefit from new tariffs, flexible energy technologies and emerging services - and what protections they need. It informed discussions with Ofgem and other stakeholders over the summer.
In the second half of the year, we will produce a thought leadership paper exploring these benefits. It will consider both the value for consumers who participate and how lower energy system costs could benefit everyone.

Identify gaps, "no-regret" changes & protection needs

Ongoing

Consumers should be able to keep or transfer their flexibility services when they switch energy supplier. Our analysis highlights barriers involving data permissions, tariffs and smart devices.
We will work with Elexon and other stakeholders to explore solutions alongside development of the Flexibility Market Asset Register. Our focus is accessible, affordable services that give consumers control and safeguard their essential energy needs.
This work will identify whether changes to the REC or wider industry arrangements are needed.

Feed consumer-led flexibility insights into REC strategy & planning

Ongoing

Our analysis is helping us understand how to give consumers more control over how and when they use energy, alongside the development of the Consumer Consent Service (CCS) and Tariff Interoperability. In the second half of the year, we'll discuss our findings with stakeholders and use their feedback to shape the next steps.

REC Services SLAs and 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 from April to August 2026.



Centralised Registration Service

Switches were completed within Supplier-requested timescales in **100% of days**.

Availability 100%

There were no Major Switching P1 or P2 incidents in the first half of FY2026/27.

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

RECCo are exploring a Change that will recategorise test system-related service requests as lower priority. This should help reduce non-consumer-impacting and test-related Service Level failures.

Performance is monitored by the REC Code Manager on behalf of the Performance Assurance Board. Service level data is subject to change following the quarterly review cycle.

100% 72/72

Central Switching Service

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

80% 44/55

Switching Operator

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

100% 5/5

CCS Certificate Authority

Service levels relating to the security of the switching service.

70%

Performance-Related Incentive Regime

PARC reporting indicates the CRS Provider will retain 70% of their Q1 switching incentive.

Electricity Enquiry Services (EES)

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

Availability 100%

SLAs

231 SLAs measured

224 SLAs passed

7* SLAs missed

97% SLAs success rate

Incidents

271** Incidents

100% Response

99% Resolution

**None of the incidents related to switching and most were lower-priority P3s and P4s, including administrative requests such as password resets.

Incident resolution remained at 99% largely due to ticket administration issues, with only a small number of genuine SLA breaches.

*Seven SLAs were missed within the EES between April and August ‘26, resulting from slightly below target response times for the API and Data Integration Platform.

There was one P2 incident in July where API response times were impacted for a short period.

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 100%

SLAs

130 SLAs measured

118 SLAs passed

12* SLAs missed

91% SLAs success rate

*12 SLAs were missed for the GES between April and August ‘26; these primarily relate to data latency service levels that were resolved from a REC change deployed part way through the period, and external source issues outside of the Service Providers control.

Incidents

145** Incidents

100% Response

100% Resolution

**None of the incidents related to switching and most were lower-priority P3s and P4s, including administrative requests such as password resets.

Incident resolution remained at 99% largely due to ticket administration issues, with only a small number of genuine SLA breaches.

Code Manager Service Provider performance

Availability 100%

Our Code Manager Service Providers continue to deliver a strong overall level of performance, with services actively monitored against agreed contractual standards and performance measures.

Where performance falls below expectations, Service Credits are applied in targeted areas to reinforce accountability and drive sustained improvement, while protecting value for money for industry.

Service Credits are a contractual mechanism designed to incentivise Service Providers to meet agreed service standards, support continuous improvement and safeguard value for money on behalf of industry.

98% SLA Success Rate

121 / 124 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.

99%

73 / 74

Performance Assurance

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

100%

48 / 48

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 Party Interactions

537

OAM meetings

11

Code Manager events

58

Committee meetings

73

Performance Assurance check-in sessions

35

New REC parties

17

Market exits

Energy Theft Tip-off Service (ETTOS)

The Stay Energy Safe website is performing well so far this year. Our first national Stay Energy Safe campaign of the year, Unknown Danger, launched in October.

*General public contacts are tip-offs made via the Crimestoppers or Stay Energy Safe phone-line and website.

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

†The percentage of contacts to Stay Energy Safe that resulted in a potential theft report being raised.

Tip-offs to Crimestoppers

6,763 General public contacts*

5,217 Reports generated

77% Conversion rate†

Stay Energy Safe website performance

51,677 Year-to-date website visits

42% of annual target (April 26 to March 27)

52 Domain rating**

Annual Target: 55

82 Mobile website performance score

Target: 80+

Metering audit services

Our metering audit services are performing well, with an increased number of REC Parties passing their audits first time.

98

Audit total

Electricity: 40
Gas: 58

89.9%*

Audits passed first time

100%*

Audits completed on time

1

Outstanding non-compliance

11

New applicants

Electricity Metering Operative: 4
Safe Isolation Provider: 3
Gas Approved Meter Installer: 3
Gas Metering Equipment Manager: 1

* Contractually, the service provider has completed all Audits within its control in tolerance. Including those delays outside their control, this would be 92.9%.

Thank you

Please complete our short feedback survey. Your views will help us make future reports clearer, sharper, and more useful to REC Parties and wider stakeholders.