12 November 2026

RECCo Engagement Day

Delivering today.
Shaping tomorrow.

Your hosts



Rachael Anderson

Director of Corporate Affairs



Paul Rocke

Communications & Committees Lead

A few practical details

Questions	Please use Slido throughout the day.
Breaks	A 20 minute morning break and 40 minutes for lunch.
Support	Speak to the event team if you need any assistance.
Feedback	Please complete the anonymous event survey to help us improve.

Our aims for today

Understand

Understand our progress, the changes ahead and what they mean for your organisation.

Have your say

Share what's working, challenge what isn't and help shape our priorities.

Connect

Meet RECCo experts and industry peers. Get answers and build relationships.

OPENING POLL

What's the one thing you want to take away from today?

Do not edit
How to change the design



What's the one thing you want to take away from today?

ⓘ The Slido app must be installed on every computer you're presenting from

slido

Today's programme

This morning

10:00	Open & welcome
10:10	RECCo's next chapter: priorities and commitments
10:25	Ofgem: The future of energy codes
10:50	REC Code Manager Licence and Governance Readiness
11:35	Break
11:55	REC service delivery: performance today, improvements for tomorrow
12:40	REC Change Spotlight

This afternoon

13:05	Lunch & meet your OAM
13:45	Consumer flexibility through data and digitalisation
14:25	Electricity Commercial Code
14:45	Closing remarks, feedback and thanks
15:00	Drop-in surgeries until 15:45 & networking
17:00	Close

01

RECCo's next chapter

Elizabeth Lawlor, CEO

Our priorities, commitments and working alongside industry

RECCo at a glance

Elizabeth Lawlor, Chief Executive Officer

Enabling a future-ready energy market

We are the not-for-profit custodian of the Retail Energy Code and its central services.

01	02	03	04
Trusted governance	**Reliable delivery**	**Collaboration with industry**	**Better outcomes for consumers**

CELEBRATING

5 years

of the REC in operation, celebrated in September 2026

Thank you to our stakeholders and partners for your continued support and collaboration

Code management is our core – together, we adapt to the market's evolving needs.

What you can expect from RECCo

Perform

Services you can rely on

Reliable delivery, a user-focused experience and value for money.

Protect

Consumer interests at the centre

Protecting consumers and their data, strengthening metering assurance and tackling energy theft.

Progress

Arrangements ready for change

Turning reform and innovation into services that work for the market.

We are clear about our decisions and how your feedback shapes them.

Our priorities for the year ahead

1. **Deliver licensed REC code management**

   Licence compliance, an effective Stakeholder Advisory Forum and a robust performance framework.

2. **Modernise the services you use**

   A better REC Portal, evolving Enquiry Services and clearer Performance Assurance.

3. **Enable consumer-led flexibility**

   Consumer Consent and Tariff Interoperability, supporting greater consumer control and choice.

4. **Prepare for the Electricity Commercial Code**

   Transition planning and readiness assurance, subject to Ofgem's final licence decision.

COMING SOON

Delivery Plan 2027–30 consultation

Help shape our priorities, and where we focus.

REC delivery will remain a core responsibility as we prepare for an evolving role.

02

The future of energy codes

Cathryn Scott, Director, Market Oversight & Enforcement
Kate Lloyd, Head of Energy Code Reform

Presented by Ofgem

This email/document and its contents have been classified as 'Public' by RECCo. This data should be handled in line with RECCo data handling requirements. If you have received this data in error, please advise the sender or author and delete the data.

“We're building a simpler, stronger governance framework for energy codes to encourage better outcomes for consumers and the wider economy.”

Why reform was needed

A fragmented governance landscape

Codes evolved independently over time, creating a complex and fragmented governance landscape.

No standardised governance / lack of independence

There was no standardised governance model. Code administrators and panels lacked legal and functional independence.

Barriers for smaller parties and innovators

The complex framework created barriers to entry and compliance costs, particularly for smaller parties and innovators.

Insufficient influence for Ofgem

Ofgem lacked sufficient strategic direction over code development and implementation.

Code reform: what success looks like

More strategic

- Strategic direction and empowered code managers ensure code change **delivers strategic priorities** rather than lagging behind them
- Codes are **agile and responsive** to rapid sector change
- Smoother **delivery of cross-code reforms**

Easier to use

- Simpler, more consistent codes landscape means **fewer processes for industry** to navigate and **less friction and complexity**
- Fewer, more accessible codes reduce duplication and makes it **easier for market participants to understand the rules** that apply to them

More accountable and trusted

- Shared sector understanding of **priorities for change** and delivery
- Greater **accountability and transparency** on performance
- **Independent** licensed code manager strengthens confidence in decisions and outcomes

Code reform: a regulatory framework ready for the future

Stronger strategic direction from Ofgem

with new powers to set priorities for code updates and make direct changes where needed. This will allow major reforms and policy decisions that benefit consumers to be implemented more smoothly, efficiently and with greater confidence.

New, independent code managers

empowered to take decisions, simplify and digitise the codes, and provide better support to market participants – particularly small parties and innovators. This will help level the playing field and onboard new entrants faster.

A simpler, standardised and more strategic modification process

reducing the number of processes industry must navigate and cutting down on friction, complexity and wasted effort. Industry expertise will remain at the heart of the framework, shaping and developing robust code change proposals.

Consolidation and simplification of the codes

making the rulebook clearer, easier to work with and less costly to comply with.

Translating strategic direction into delivery

1. **Ofgem sets strategic direction**
   Ofgem sets priorities through the SDS (with a strategic assessment of government policies)
2. **Code manager develops a delivery plan**
   The delivery plan translates strategic direction into planned work.
3. **Cross-code collaboration supports delivery of code mods**
   Code managers, panels and code administrators work together.
4. **Priority code modifications deliver strategic direction**
   Priority code modifications support the strategic direction.
5. **Better outcomes**
   For consumers and the wider economy.

Pivotal role of code manager

1. Deliver strategic priorities

2. Be transparent and accountable

3. Engage meaningfully

4. Collaborate across codes

5. Improve code user experience

6. Learn and improve

The future of energy codes: the culture change we need

Stepping up to deliver better outcomes for consumers and the wider economy

Ofgem

Strategic & agile

- Set strategic direction
- Improve our capability, decision-making pace and regulatory culture
- Improve reliability as decision maker (reporting publicly against KPIs)

Code managers

Effective & transparent

- Deliver strategically important code modifications
- Drive rationalisation & simplification of codes
- Make it easier for parties to find and understand the rules

Industry & consumer groups

Expertise and technical input

- Engage constructively through stakeholder advisory forums / legacy panels
- Scrutinise code manager performance and budget

What's next?

- **REC** code manager licence grant – planned for mid-December
- **BSC** code manager licence grant – planned for Feb / March 2027
- **Transitional arrangements** covering budget & delivery plans, and for in-flight code modifications
- **Phase 2**: ECC & joint gas codes - code manager appointment expected 2028
- **Phase 3**: ETC & SEC – code manager appointment expected by 2029

03

REC Code Manager Licence and Governance Readiness

Jon Dixon
Jon Hawkins

The REC Code Manager licence

We expect Ofgem to award the licence by mid-December 2026

01	**Accountability**	RECCo takes on licence obligations and direct accountability to Ofgem for its Code Manager role.
02	**Strategic delivery**	We turn Ofgem's strategic priorities into a delivery plan, coordinated changes and measurable outcomes.
03	**Commencement**	The licence's effective date triggers the new arrangements. We will confirm the date and transition guidance.

Expected timing, subject to Ofgem's final decision and commencement arrangements.

How the SDS shapes our work

Ofgem's Strategic Direction Statement sets priorities for code change

01	**Act now**	Develop changes or scope what is needed. Most implementation falls within the period to April 2028.
02	**Think and plan**	Assess dependencies, resources and budgets for changes expected by April 2029.
03	**Listen and wait**	Monitor developing policy and identify early scoping needs for changes expected by April 2031.

The SDS informs delivery plans and budgets. Individual obligations follow the relevant change process.

Key SDS priorities for the REC

Full work programme to be presented at 2 December webinar; some emerging themes:

01	**Digitalisation**	Deliver consumer consent arrangements and tariff data interoperability to support flexibility.
02	**Consumer protection and effectiveness of retail processes**	e.g. help consumers remain on the Priority Services Register when they change supplier, strengthen CoS and home move processes
03	**Support effective smart metering**	Improve the use of data and smart metering, coordinating work across the relevant codes, establish relationship with DCC2
04	**Governance and Simplification**	In addition to obtaining and complying with licence(s), strengthening governance, make the code easier to find, understand and use.

These are selected priorities. Our delivery plan will also address wider and cross-code requirements.

How parties can help deliver the SDS

Help turn strategic priorities into workable changes and measurable benefits

01	**Shape the plan**	Respond to the Delivery Plan, Forward Work Plan and budget consultation. Challenge priorities, scope and sequencing.
02	**Bring evidence**	Share consumer impacts, practical barriers, costs and system lead times. Identify dependencies across organisations.
03	**Support delivery**	Contribute to project groups, develop and test changes, and help assess whether they deliver the intended benefits.

From consultation to delivery

Key milestones from December 2026 to March 2027

By mid-Dec	Expected Code Manager licence award
18 Dec	Publish draft Delivery Plan, Forward Work Plan and budget
20 Jan	Public consultation closes
10 Feb	Board review of budget
19 Feb	Publish final budget, Work Plan and Delivery Plan
31 Mar	Licence backstop for the first Delivery Plan

Proposed appeal deadline: 5 March.

Strengthening cross-code collaboration

The Cross Code Steering Group (CCSG) is developing a more effective, strategically focused CCSG to support the delivery of the SDS and wider industry change.

01	**Our ambition**	Code Managers work together to collaborate on shared priorities and emerging challenges consumers.
02	**Strategic focus**	Strengthen horizon scanning and coordinate early input into Ofgem's SDS development and consultation
03	**Effective delivery**	Effective identification of cross code modifications with agreed Lead Code Manager, and the coordination of dependencies and consequential changes.
04	**Stronger governance**	Establish clearer responsibilities, senior Code Manager representation, independent leadership, improved coordination and agreed measures of success.

Next steps: Finalise the proposed terms of reference, recruit an independent Chair, collaborate informally until the new CCSG is formed in early 2027.

REC Governance readiness

Jon Hawkins, Director of Market Design

Who decides on REC change?

TODAY

Industry panels decide

- Change Panel approves Change Proposals, Reports and Issues
- MEP and TEP approve assigned metering and technical changes
- PAB decides changes affecting Performance Assurance

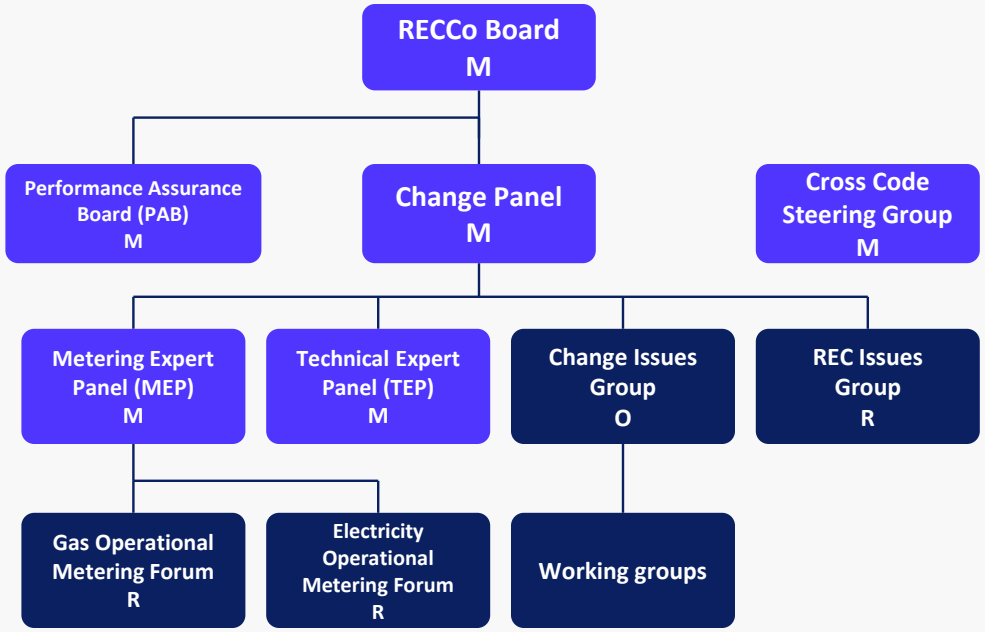
AFTER CODE REFORM

RECCo decides, as Code Manager

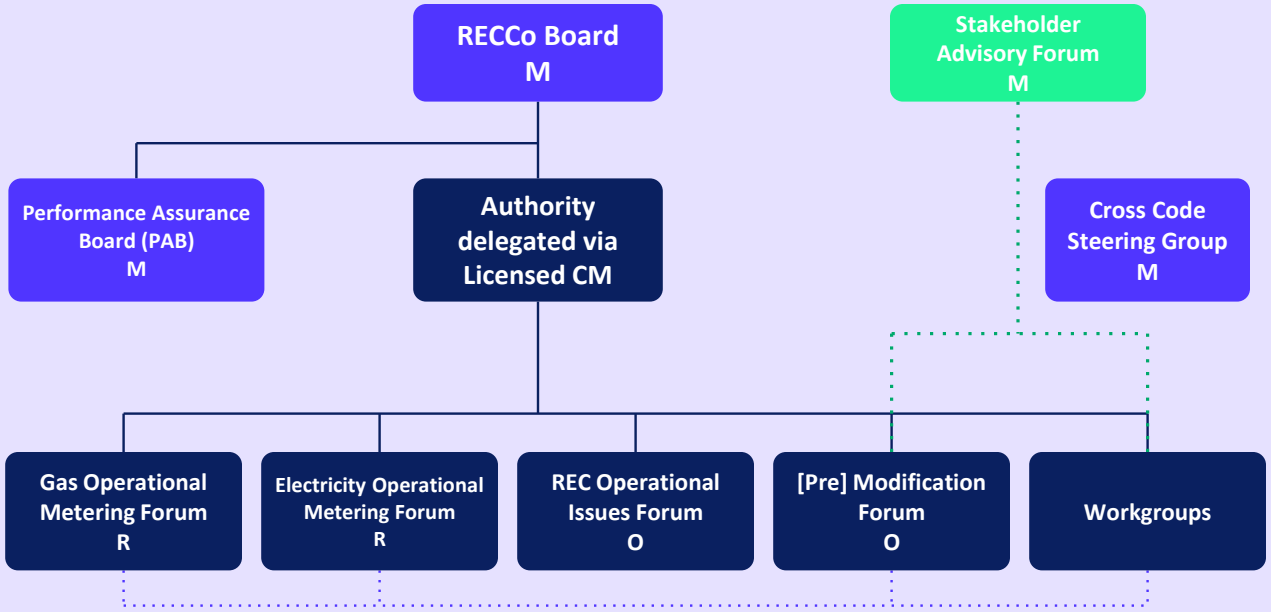
- RECCo decides Self-Governance Modifications; Ofgem still decides those with a material impact
- Decisions have regard to SAF advice and responses
- A common two-stage process: Issues, then Modification Proposals

How REC governance groups change

Current model



Future licensed Code Manager model



Decision-making Non-decision support Advisory to Code Manager

Membership: M fixed • R REC Parties • O open to all

What the SAF is for

Independent, impartial, stakeholder input to RECCo. We decide.

It replaces the stakeholder role of the Change Panel. It is advisory only: RECCo stays accountable for decisions, and must show how it took the SAF's views into account.

Advise on REC change

Views at key stages, assessment against the Code Objectives and a final recommendation

Challenge and scrutiny

Industry, consumer and independent perspectives tested before decisions

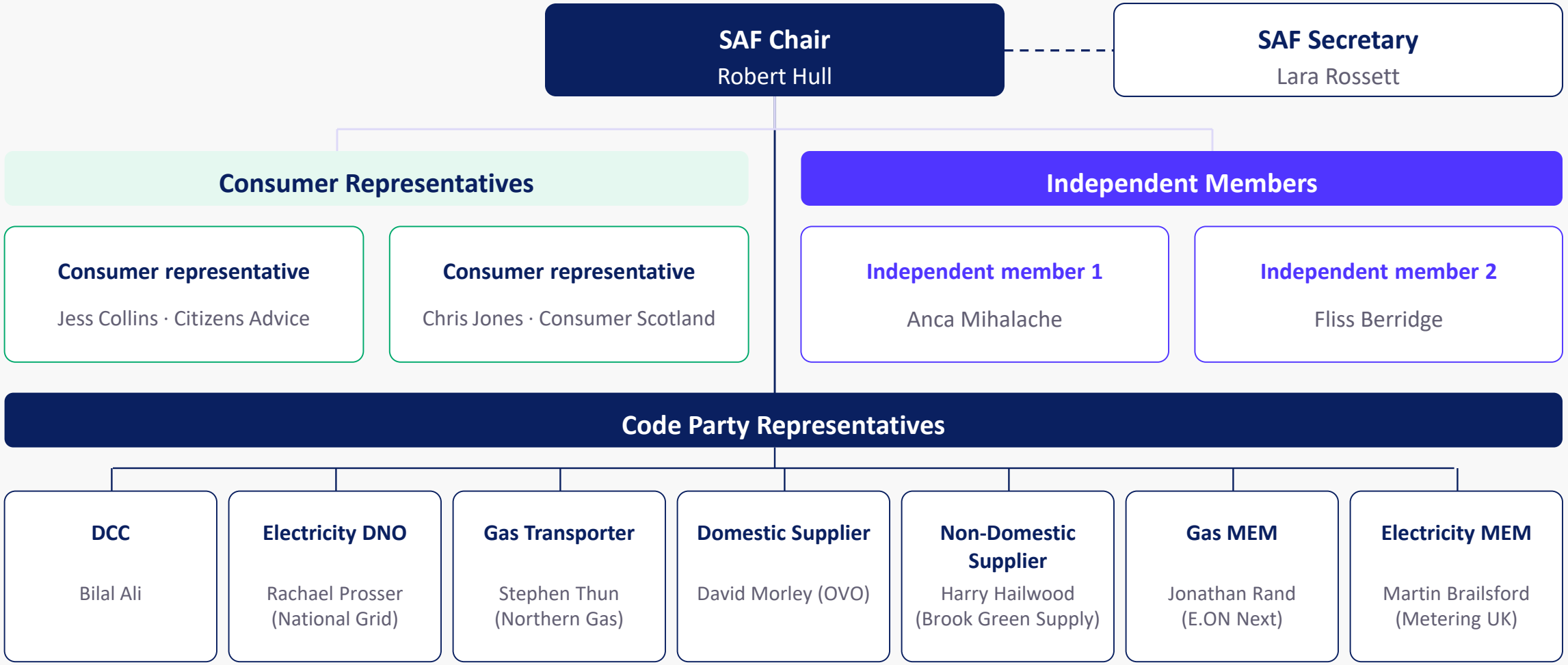
Prioritising change

Views on Modification prioritisation, each year and when needed

Wider Code Manager activity

Comments on RECCo's budget, work plan and handover plan; feedback on its performance

SAF Membership



How the SAF will operate

Meets at least monthly

More often if needed. Papers go out in advance; minutes are published.

Quorate above 50%

Code Party reps send an alternate when a vote is due and they can't attend.

An advisory vote

Each member votes on whether a Mod better meets the Code Objectives. The vote doesn't bind RECCo.

Conflicts declared

A conflicted member can join the discussion but not the vote; the Chair decides.

Impartial members

Acting for the Code, not their employer or sector; attending at least half of meetings.

Transparent

Outputs published on the REC Portal; feeds back how SAF views shaped decisions.

Where the SAF fits in the process

Informed

Issue triage, accepted proposals, changes of ownership and withdrawals

Consulted

Before RECCo finalises rejections, Modification Paths, Modification Plans and priority reviews

Assesses and votes

On every Final Modification Report, with all views recorded

Getting the SAF ready

Sep 2026	Oct 2026	Nov 2026	w/c 7 Dec	Jan 2027
Chair appointed; Code Party nominations	Elections; independent members appointed	Onboarding and training	First SAF meeting (informal)	SAF in full effect

How a change moves through the process

1 · Raise an issue (optional)

Anyone can flag a problem with the Code, with no solution needed

2 · Raise a modification proposal

Any interested person can propose a developed solution

3 · Modification plan

RECCo sets the path, urgency, priority and timeline, after consulting the SAF

4 · Workgroup (if needed)

Develops the solution, impacts and any alternatives

5 · Consultation

Open consultation on the Draft Report; responses published

6 · Final report and decision

The SAF assesses and votes; RECCo or Ofgem decides

Every Issue and Modification Proposal is tracked on the Change Register on the REC Portal.

REC decision-making

RECCo decides

Self-governance

Proposals that don't meet the criteria for an Ofgem decision

Fast-track self-governance

Errors and factual fixes, such as typos and out-of-date references

Code Parties can appeal a RECCo decision to Ofgem within 10 working days

Ofgem decides

Authority-consent

Likely material impact on consumers, competition or the modification arrangements

Authority-led and authority-directed

Raised by, or at the direction of, Ofgem

RECCo submits the Final Modification Report, with the SAF assessment

How RECCo decides: impartially, on the evidence, against the Relevant Code Objectives, having regard to the SAF's assessment and consultation responses, with reasons published.

How you can take part

Raise an Issue

Flag a problem with the Code, with no solution needed.

Raise a Modification Proposal

Anyone with an interest, Code Party or not, can propose a change and own its legal text.

Join the Modification Forum

An open forum, chaired by RECCo, to explore Issues and shape solutions early.

Join a workgroup

Anyone can ask to join. Minority views are recorded.

Engage in Operational Forums

The Operational Issues Forum and Operational Metering Forums continue.

Respond to consultations

Draft Modification Reports are open to all. Responses are published and shared with the SAF.

Also: you can follow every change on the Change Register on the REC Portal.

Moving to the new arrangements

Last decisions under current arrangements	Date
Metering Expert Panel	11 Nov 2026
Performance Assurance Board	24 Nov 2026
Technical Expert Panel	25 Nov 2026
Change Panel, and last Issue conversions	1 Dec 2026

What happens to changes in flight

Open Change Proposals become Modification Proposals

They keep their reference and carry on from the equivalent stage

The new arrangements start when the Code Manager Licence takes effect

Break

Restart at 11:55

04

REC service delivery

Mark Loveday
Joy Nnamani
Joel Fernandes

Performance today, improvements for tomorrow

How we deliver for you

Mark Loveday, Director of Operations

Central services for industry, shaped by your needs

REC services

- Code Manager
- Metering Auditor
- Enquiry Services
- Central Switching Service
- Green Deal
- Data Services
- Theft Reduction Services
- Market Scheme Administration

How RECCo adds value

Shape the right services

Set strategy and service scope around code objectives, market needs and stakeholder insight.

Coordinate and oversee delivery

Work with service providers on performance, shared priorities and coordinated programmes.

Improve services and value

Use evidence and feedback to improve services and control costs.

For our service users

REC Parties

Non-Party Service Users

Enabling a future-fit energy market for consumers

REC service delivery

Mark Loveday, Director of Operations

We oversee day-to-day REC services and help industry meet its Code obligations.

Your experience

7.7/10

Overall satisfaction with REC services

+0.3 points year-on-year

Latest stakeholder feedback

Your priorities for improvement

01 A REC Portal that is easier to use

02 More regular engagement on Performance Assurance

03 A simpler Performance Assurance interface

04 A stronger focus on consumer impacts

Help shape our REC services priorities

As you hear our following updates, please consider:

> **What should RECCo prioritise over the next 12 months to make its services work better for you?**

We'll return to this question towards the end of the REC services session, with a table discussion and feedback through Slido.

For now, just reflect. We'll explain how to take part later.

REC Performance Assurance

Joy Nnamani, Senior Service Delivery Manager

Supporting better market outcomes

Joy Nnamani

We use evidence to identify market risks and target assurance where it can make the biggest difference.

Protect consumers

Reduce the risk of harm and improve consumers' experience of the retail energy market.

Improve Party performance

Address priority risks and the underlying causes of poor performance.

Build market confidence

Strengthen compliance and accountability across REC arrangements.

Our focus: assurance that leads to sustained improvement

A different conversation about assurance

01 Focus on the greatest risks

Use the Retail Risk Register (RRR) and performance insight to prioritise assurance.

02 Address the causes of poor performance

The Performance Assurance Operating Plan (PAOP) directs proportionate activity against those risks.

03 Measure the effect of our work

Develop the Outcome Measurement Framework to test effectiveness and refine our approach.

Coordinated by RECCo

RECCo sets direction and oversees delivery.

Specialist partners provide the expertise and capacity to deliver assurance arrangements

New arrangements in effect since 1 September 2026

What this means for REC Parties

What we ask of you

Engage early

Raise emerging risks and practical challenges before they escalate.

Take ownership

Act on assurance findings and address the underlying causes.

Help shape the approach

Share evidence and feedback to inform assurance priorities.

These changes do not alter your existing REC obligations

What you can expect from RECCo

Clear priorities

Understand where assurance focuses and why.

Proportionate activity

Evidence guides our focus and response.

Constructive engagement

Clear communication and dialogue to support improvement.

Enquiry Services Evolution

Joel Fernandes, Senior Service Delivery Manager

Enquiry Services Evolution

Joel Fernandes

Modernising the data services that support switching and everyday customer enquiries.

Why evolve?

Growing demand and changing user needs call for services that are easier to adapt, while maintaining the reliability your business depends on.

Gas first

Begin with the Gas Enquiry Service (GES), using the experience to inform the wider programme.

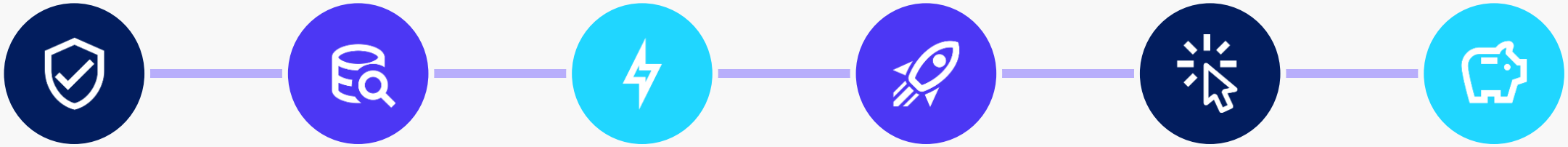
Electricity planned alongside

Delivery decisions for the Electricity Enquiry Service (EES) are expected by early 2027.

Current focus: discovery and user engagement

What the programme aims to deliver

Stability remains the priority as we improve how the services work for you.



THE PRIORITY

Stability first

A stable platform and service your business can rely on.

SIMPLER

Easier to change

Simpler requests for new access, exits or new data items.

FASTER

Shorter waits

Configuration requests approved and applied faster.

FLEXIBLE

More flexible

Room to grow as your business and needs change.

YOUR SAY

Better experience

Help shape the look and feel around how you serve customers.

BETTER VALUE

Lower costs

A shorter pipeline for changes, helping reduce your costs.

A stable, flexible platform for every user and every use, today and tomorrow.

How you can shape the services

Your operational experience will help shape what comes next.

01 Nominate your operational contacts

Use the QR code to register for the Enquiry Services community.

02 Join the Exchange

Discuss priorities, practical challenges and service needs.

03 Shape the GES portal

Help design how the Gas Enquiry Service works for your users.

04 Share your needs

Tell us what works today and what your organisation will need next.

Join the Enquiry Services community

Scan for programme news, webinars and workshops.

Interactive exercise

Tabletop activity: agree your top three REC services priorities

1

Agree

Each table has up to 10 minutes to agree on your top three REC services priorities.

2

Submit

RECCo colleagues will submit each table's priorities through Slido.

3

Play back

Comperes will then play back the most common themes to the room.

05

REC Change Process and Stakeholder Engagement Engagement

Holly Law, Head of Code Modification
Bela Ashworth, REC Change Delivery Manager

REC Change Spotlight

10 REC releases and 45 Change Proposals implemented in 2026.

Metering

R0307 Release and Licensing of the CoMCoP Logo for Accredited Parties

R0207 Import / Export MOA Charging Clarification

R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP)

Switching

R0283 Annual Address Management Plan Updates

I0200 Review of the REC's Address Management Service

R0096 CSS Message Regeneration Functionality

Code Reform

R0304 Implementation of Ofgem-led code modification prioritisation within the REC

R0308 Update CCSG ToRs to include cross-code prioritisation as per Code Reform

R0348 Energy Code Reform - consequential changes to the REC

Our focus: changes that support better market outcomes

REC Change Spotlight: Metering

Clearer standards and obligations support consistent metering services.

Recognised accreditation

R0307 - Release and Licensing of the CoMCoP Logo for Accredited Parties

- Launch of the CoMCoP Mark
- A consistent way for accredited organisations to demonstrate their recognised status and commitment to industry standards
- Download the CoMCoP Mark launch pack

Clearer MOA obligations

R0207 - Import / Export MOA Charging Clarification

- Basic Export MOA Services without direct payment or a bilateral contract between the Export Supplier and the Appointed MOA
- Clarifies obligations for Import/Export MOA services and ensure fair, consistent treatment across the market

Stronger metering standards

R0152 - Revision to the Consolidated Metering Code of Practice (CoMCoP)

- Implemented in November 2025, with benefits realised in 2026
- Introduction of the CoMCoP Supplement Guidance Document
- Improved accuracy of CoMCoP and efficiency of the metering audit
- Improving overall Consumer safety

Our focus: consistent standards and improved Consumer safety

Switching: The Address Management Journey

Industry collaboration has reduced unmatched Retail Energy Location (REL) address records.

1

Starting point

2.8 million

Unmatched REL address records at the end of the 2025/26 Address Quality Plan.

2

Governance Framework

R0283

Annual Address Management Plan updates establish the governance framework.

3

Resolve existing data quality pots

2.09 million

APM set a collaborative approach to matching REL records across the industry.

4

Prevent new data quality pots

I0200

Review of the REC Address Management Service to prevent new data quality issues.

"Victoria and Lorna are doing a fantastic job with the Address Management work. They've really listened to industry feedback, and the revised process has been a huge help in allowing everyone to establish a routine ahead of go-live. We previously highlighted the importance of prioritisation, so it's great to see a process that enables both Parties and the Code Manager to focus efforts in a more targeted and effective way. It's also encouraging to see the progress that continues to be made."

Leanne Yates, Northern Powergrid

Switching: R0096 - CSS Message Regeneration Functionality

The implementation of R0096 will strengthen Central Switching Service (CSS) resilience and reduce market disruption.

Recover failed messages

Introduces a regeneration functionality which allows CSS to identify and re-generate messages which have failed initial generation.

Apply lessons from incidents

Considers lessons learnt from July 2023 Major Switching Incident, which prevented the successful changes of energy Supply Switches and new Registrations for gas and electricity.

Strengthen resilience

Improves CSS resilience and reduces market disruption in the event that CSS Operations stall.

Future-proofing the CSS architecture to mitigate against major incidents.

Our focus: more resilient Switching services

REC Change Spotlight: Code Reform

REC changes introduced to align prioritisation across industry and prepare for Energy Code Reform.

Prioritise the right changes

R0304 - Implementation of Ofgem-led code modification prioritisation within the REC

- Introduction of Ofgem's harmonised Code Modification Prioritisation Framework into the REC
- Enables industry to focus resources on higher-priority changes
- Support implementation of the Strategic Direction Statement (SDS)

Coordinate across codes

R0308 - Update CCSG ToRs to include cross-code prioritisation as per Code Reform

- Standardisation of prioritisation across codes
- Where reasonably practicable, all codes will use the same prioritisation for the Issue/Change/Modification as set by the lead code

Align the REC baseline

R0348 - Energy Code Reform - consequential changes to the REC

- Consequential amendments to the wider REC Baseline in alignment with Ofgem's proposed statutory modifications
- Provides a coherent REC baseline when the Code Manager Licence takes effect

Our focus: coordinated priorities and a coherent REC baseline

Raising Issues/Change Proposals (Modifications)

The proposer plays a central role in shaping and steering the change, in collaboration with the Code Manager, while retaining ownership of the proposed solution.

Engage early

We act as your 'critical friend' to support you through the entire change process

Provide input into the prioritisation of your change

Assess the Prioritisation Category and Urgency Status of your change, in line with Ofgem's Strategic Direction Statement

Engage promptly and constructively with RECCo

- Maintain progress of the change and retain ownership of the proposed legal text
- Attend workgroups, Modification Forum, and the Stakeholder Advisory Forum
- Provide input into the Modification Reports

Own the idea. Shape the solution. Drive the change.

Industry Engagement: Forums and Working Groups

How operational forums, issue groups and working groups support the new change process

Gas/Electricity Operational Metering Forums	REC Issues Group	REC Change Issues Group
Forum to discuss operational metering issues and developments	Forum for operational, non-change related issues between the Code Manager and REC Parties	Standing group to review, input into and develop Issues and/or Change Proposals (Modifications)
Operational Metering Forums	REC Operational Issues Forum (ROIF)	Modification Forum

Our focus: the right forum for each issue

Industry Engagement: Forums and Working Groups

How operational forums, issue groups and working groups support the new change process

Operational Metering Forums	REC Operational Issues Forum (ROIF)	Modification Forum
Retained Name TBC Frequency, scope and Terms of Reference to be reviewed Split into three: gas, electricity, dual-fuel Site TBC - most forums to be held online, but may have face-to-face sessions	Retained Frequency, scope and Terms of Reference retained	Retained Terms of Reference to be reviewed The Proposer of the Issue/Change Proposals (Modifications) (or a designated representative) must be in attendance to present its Issue/Change Proposals (Modifications) Open to any stakeholders Summary of discussion and outcomes published on Portal Summary of discussion and outcomes circulated to SAF Members

Our focus: clear participation and transparent outcomes

Industry Engagement: Forums and Working Groups

How operational forums, issue groups and working groups support the new change process

Standalone Working Groups / Technical Change Workshops

- Review and develop Issues and/or Change Proposals (Modifications) under individual Terms of Reference
- Terms of Reference to be reviewed
- Workgroup Report sets out a summary of the work and complete views of the Workgroup, including any minority or contested views
- Workgroup Report must be reviewed by all Workgroup members and agreed
- Any person (whether as an individual or representative of an organisation) can request to join a Workgroup
- If RECCo decides that a person does not qualify for joining the Workgroup as a member, it can invite such person to attend as an observer
- Observers may attend Workgroup meetings and input into discussions but are not required to agree the Workgroup report

Our focus: informed proposals that reflect the full range of views

13:05–13:45

Lunch &
Meet your OAM

An opportunity to connect with your OAM.
Restart at 13:45.

Operational Account Management team

Join us over lunch to ask questions, share feedback or simply say hello.



Kev Duddy



Eve Marriner



Carl Dennis



James Rees



Shane Denny



Chelsea Evans



Marcello Cecchini



Shelley Rouse

Today's programme

This morning

10:00	Open & welcome
10:10	RECCo's next chapter: priorities and commitments
10:25	Ofgem: The future of energy codes
10:50	REC Code Manager Licence and Governance Readiness
11:35	Break
11:55	REC service delivery: performance today, improvements for tomorrow
12:40	REC Change Spotlight

This afternoon

13:05	Lunch & meet your OAM
13:45	Consumer flexibility through data and digitalisation
14:25	Electricity Commercial Code
14:45	Closing remarks, feedback and thanks
15:00	Drop-in surgeries until 15:45 & networking
17:00	Close

06

Data and digitalisation

Pete Davies
Matt White

Consumer flexibility through data and digitalisation

This is the energy system we are already building

Millions of homes and businesses generating, storing, shifting and selling energy — alongside industry, networks and firm power. Not a forecast. It is already under way.

- **Behind the meter — domestic**

  Rooftop solar PV · Heat pumps · Home batteries · EVs and smart charging · Smart meters and smart devices

- **Non-domestic and shared heat**

  Industrial and commercial sites · On-site generation and storage · Heat networks and district heating

- **System scale**

  Offshore and onshore wind · Solar farms · Grid-scale batteries · Nuclear · Flexible gas

None of it scales without the digital infrastructure underneath.



And it is arriving faster than our systems were built for

UK adoption is compounding, not creeping. Every one of these curves steepened in the last two years.

369,000

small-scale renewable installations in UK homes in 2025 — up 34% on 2024. That is one every 90 seconds.

MCS, Feb 2026

2.4 million

MCS-certified installations since 2009 — more than a quarter of them completed in the last two years alone.

MCS, Feb 2026

4.7×

more heat pumps installed in 2025 (53,295) than in 2020 (11,327).

DESNZ, Sep 2026

2 million

battery-electric cars on UK roads, passed April 2026. 473,348 registered in 2025 alone — 23.4% of the new car market.

SMMT, Jan & May 2026

7.5 GW

grid-scale battery storage operating at end-2025. Output rose from 0.8 TWh (2023) to 2.3 TWh (2025).

DESNZ, Jun 2026

42 million

smart and advanced meters in GB homes and small businesses — 72% of all meters, and the data spine for everything above.

DESNZ, Jun 2026

And consumers are already trading it: 1.98 million households and businesses registered for NESO's Demand Flexibility Service last winter.

Sources: MCS; DESNZ heat pump, grid-scale battery storage and smart meter statistics; SMMT; NESO. Full references on the sources slide.

But volume on its own delivers nothing

Every one of those assets is only useful to the system if its data can move — with the consumer's permission. Today, mostly it cannot.

Data is scattered

Consumption, tariff and asset data sit across suppliers, networks, meter operators and device makers.

Every service starts from zero

Each new proposition needs its own bespoke integration and its own consent journey, party by party.

Consumers cannot see or steer it

No common view of who holds their data, who may use it, or how to withdraw.

So the sector needs two things at once — and has neither today

SCALE

Reach everyone, cheaply

One route that reaches millions of consumers and their assets — not a new integration for every service, supplier and device.

CONTROL

Move nothing without permission

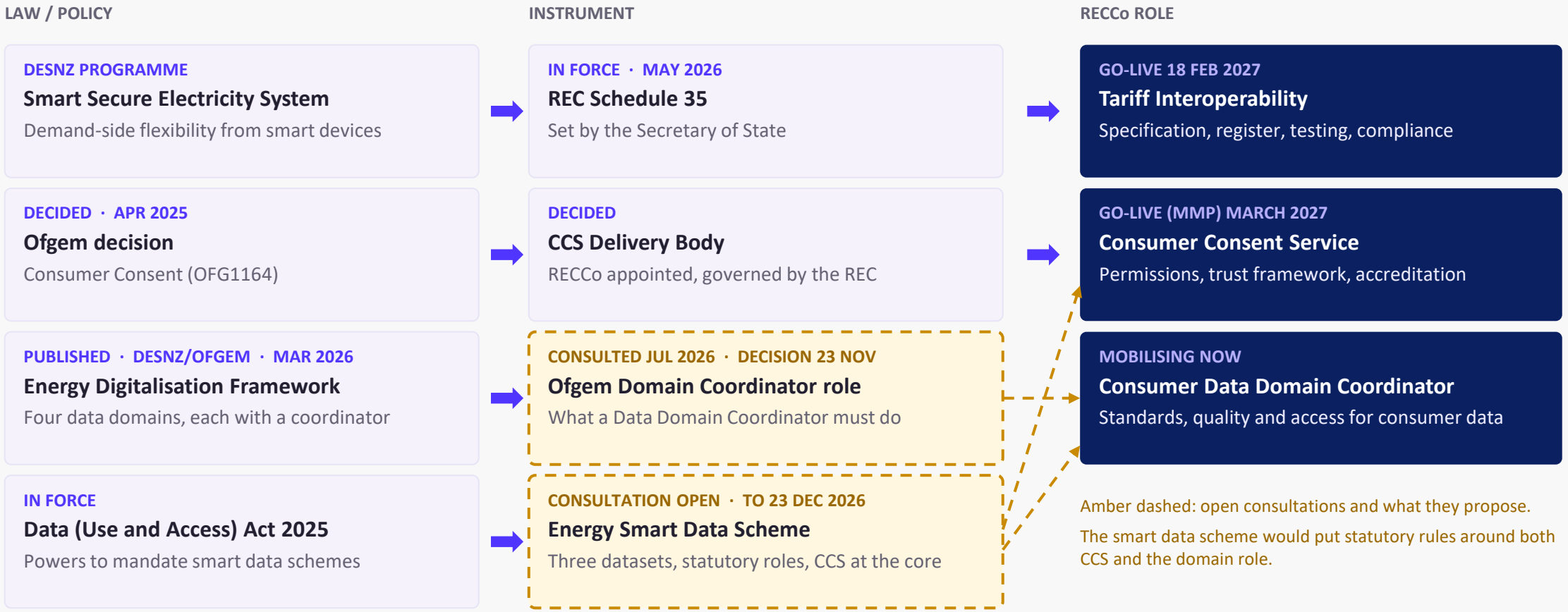
Data moves only on a consent the consumer understands, can see and can withdraw — with someone accountable when it goes wrong.

Scale without control is a free-for-all. Control without scale is a pilot. The sector needs both, at once.

Sources: DESNZ, Energy smart data legislative framework consultation (near-final draft), sections 1.1, 1.3 and 1.5; DESNZ/Ofgem, Energy Digitalisation Framework (Mar 2026).

Where we sit in policy — four lines, already in motion

Clean Power 2030 needs 4–5× more demand-side flexibility. Four policy lines turn that need into three RECCo roles.



Sources: NESO, Clean Power 2030 advice; DESNZ, Smart Secure Electricity System programme; REC Schedule 35 v1.0; Ofgem, Consumer Consent Decision (OFG1164), 29 Apr 2025; DESNZ/Ofgem, Energy Digitalisation Framework (Mar 2026); Ofgem, Data Domain Coordinator consultation (Jul 2026); Data (Use and Access) Act 2025; DESNZ, Energy smart data legislative framework consultation (30 Sep 2026).

Our job is both layers — governance and technology

Scale and control are the requirement. Neither comes from technology alone or governance alone — they have to be interwoven.

WHAT THE SECTOR NEEDS

Scale

One integration reaches the whole market.

Led by **technology**, assured by governance.

Control

Only permissioned data moves — and revocation bites.

Led by **governance**, enabled by technology.

WHAT WE PROVIDE — RECCo, ACROSS THE CONSUMER DOMAIN

GOVERNANCE

Consent and permission rules · accreditation and trust framework · domain standards and data quality · mandated participation · statutory roles under DUAA

TECHNOLOGY

Permission management (CCS) · common tariff API and Supplier Register (TI) · participant onboarding · live revocation and audit

Neither layer delivers on its own. Providing both - woven together - is what RECCo is being asked to do.

Source: DESNZ, Energy smart data legislative framework consultation (near-final draft), sections 1.4, 2.4, 2.5 and 3.

Two services already in delivery

Each has its own mandate. Both serve the consumer domain.

CONSENT

Consumer Consent Service

Consumer data moves only with the consumer's permission.

MANDATE	Ofgem decision, April 2025
GO-LIVE	MMP, March 2027

TARIFFS

Tariff Interoperability

One standard API for every supplier's tariffs.

MANDATE	SSES, via REC Schedule 35
GO-LIVE	18 February 2027

Sources: Ofgem, Consumer Consent Decision (OFG1164), 29 Apr 2025; DESNZ, Smart Secure Electricity System programme; REC Schedule 35 v1.0 (May 2026).

Consumer Consent Service

Giving consumers control of their energy data.

A trusted way for consumers to control access to their energy data

The Consumer Consent Service provides the permission and trust layer around secure data sharing.

1

Choose

A consumer chooses a service

2

Verify

Identity and relationship to the meter are checked

3

Permit

The consumer gives clear permission

4

Control

Permission can be viewed or withdrawn

CONSUMERS

Visibility and control

SERVICE PROVIDERS

A consistent route to trusted data

THE MARKET

A common framework for innovation

The first release focuses on domestic half-hourly electricity data, with foundations designed to evolve.

The foundations are in place. The focus is now delivery and readiness.

01 DESIGNED

- Industry and consumer input shaped the service
- Core policy, technical and consumer journeys developed
- Impact assessment and consultation foundations completed

02 NOW BUILDING

- Raidiam appointed as technology partner
- Consumer portal, permission and trust capabilities in development
- REC arrangements and operating model being finalised

03 GETTING READY

- End-to-end integration and testing
- Early participant onboarding
- Service, assurance and support readiness

CCS has moved from defining the service to building it, proving it and preparing it for operation.

The next phase is about proving the service with industry

OUR NEXT STEPS

1. **Complete and test** — Prove the consumer, technology and data-sharing journeys end to end.
2. **Onboard early participants** — Work with organisations that have a genuine need and can integrate.
3. **Prepare operations and launch** — Put qualification, assurance, support and service processes in place.
4. **Learn and improve** — Use operational evidence and participation to shape later development.

HOW REC PARTIES CAN ENGAGE

Engage in onboarding and testing
Speak to the CCS team today or register here

Start focused. Prove the service. Evolve it through evidence, use and industry participation.

Tariff Interoperability

Making electricity pricing easier to access,
understand and use.

Why Tariff Interoperability?

A common way for technology and services to understand electricity tariff prices.

01

The challenge

Tariff pricing information can differ across Suppliers and be difficult for technology providers providers to interpret.

02

The solution

A consistent format and standard interfaces for sharing electricity tariff pricing data.

03

The benefit

Easier integration for services that help consumers make better use of flexible electricity.

What this enables **EV charging · Heat pumps · Home batteries · Other flexible services**

Phase 1a: public tariff data

The first release creates a standard route to publicly available electricity pricing.

PUBLIC DATA ROUTE

Suppliers publish pricing data through their own standardised APIs.

Who uses it

Registered Tariff Interoperability Users, such as smart-device and optimisation optimisation providers.

What is in scope

Qualifying public electricity tariff prices, including Domestic Suppliers and certain and certain Non-Domestic Suppliers, in a consistent and machine-readable format. readable format.

GO-LIVE

18 February 2027

Readiness milestones

- 31 Dec 2026 · Endpoint details
- 08 Jan 2027 · Attestations

Phase 1b: consumer-consented data

The next release adds a private route aligned to the Consumer Consent Solution (CCS).

PRIVATE DATA ROUTE

With permission, services can access a consumer's specific tariff information.

How it works

The consumer grants permission via CCS, enabling authorised services to retrieve the relevant consumer-specific tariff information.

What changes

Consumers do not need to know their own Supplier and tariff details in advance. advance.

GO-LIVE

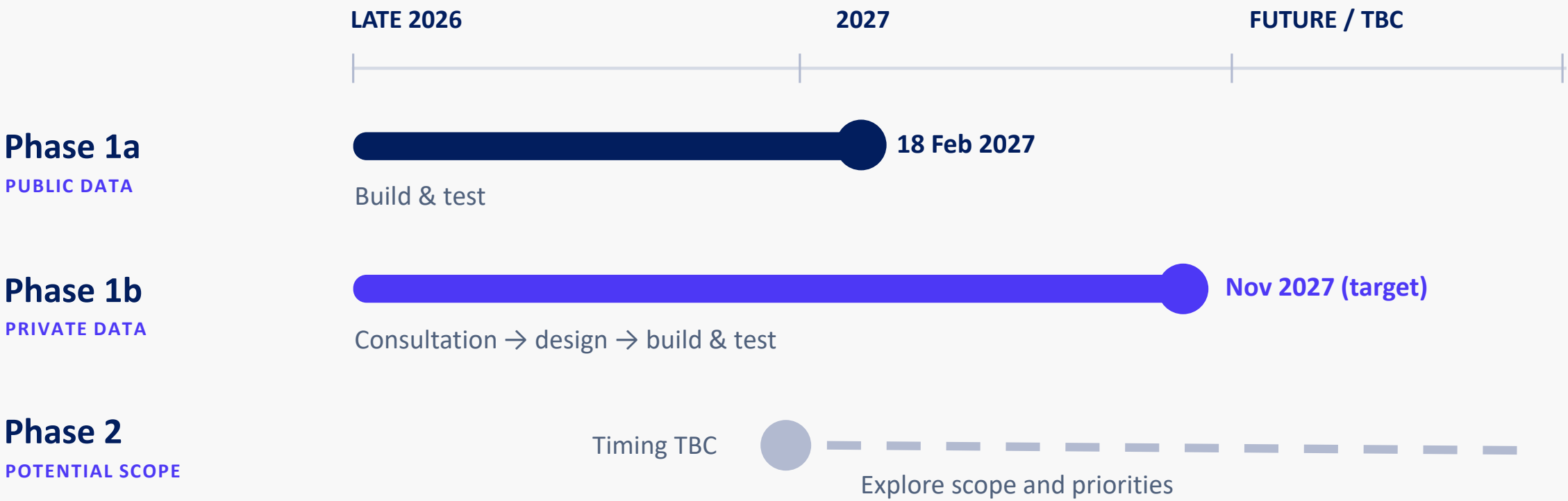
November 2027

Next engagement

Phase 1b design consultation
Nov 2026

One programme, delivered in stages

Two components of a wider delivery plan, with scope to expand beyond



Phase 1a: confirmed · Phase 1b: planned · Phase 2: exploratory

Phase 2: what might come next?

Possible extensions for discovery (not an approved delivery scope or timetable)

01

More complex tariffs

Additional tariff types, pricing structures and meter-dependent arrangements.

02

Gas tariff data

Potential to extend interoperability interoperability beyond electricity electricity pricing.

03

Wider consumer use cases and Non-Dom Suppliers

Further consent and access journeys. Expanding to include Non-Domestic Electricity Suppliers

Who is involved and how to take part

Delivery partnership

DESNZ	Policy direction and decisions
RECCo	Code changes and programme delivery
Suppliers	Data, APIs, build and testing
TI users	Integration and optimisation services
CCS Project	Consent and permission alignment

Ways to engage

NOW	Progress Phase 1a build, tests and readiness.
NEXT	Respond to the Phase 1b consultation.
ONGOING	Take part in TIWG / IWG and raise new use cases.

Get in touch **tariffinteroperability@retailenergycode.co.uk**

07

Electricity Commercial Code

Kirsty Ingham

Where we are and what is next

Meet the ECC project team

Your key contacts and how each of us can support you.



Jon Hawkins

Director, Market Design
ECC Executive Sponsor



Kirsty Ingham

ECC Project Lead



Helen Adey

Regulatory Governance SME

What we will cover today

01

How we got here

Code reform, and how CUSC and DCUSA become the ECC.

02

Why RECCo

The principles we bring to the ECC.

03

Two green lights

Ofgem's proposal to grant, and R0332 approved.

04

What comes next

The road to go live in April 2028, and how we work with you.

Energy codes are being reformed to reduce complexity

In 2016 the CMA found codes too complex and not independently governed. The Energy Act 2023 gave Ofgem powers to fix it.

What is changing

11 to 6

Codes brought together in stages.

Licensed

Code managers appointed, independent and accountable for how each code is run.

Same process

The same change process across codes, better coordinated and more of it online. Some things still vary by code.

Why it matters

A clear direction

Ofgem's Strategic Direction Statement sets the direction, and code managers use it to focus change where it is needed.

Fewer separate codes

Separate codes today mean duplicated effort. Bringing them together gives a fuller view of what a change affects.

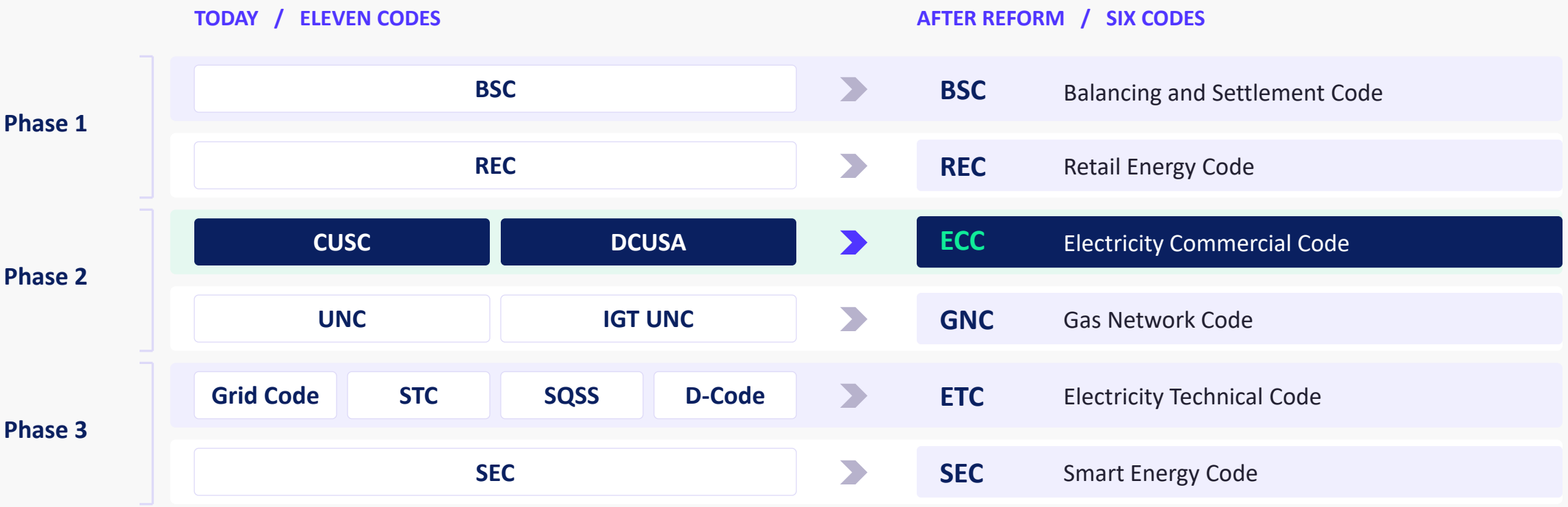
Easier to engage

Easier for parties to deal with the codes and the processes around them, especially new entrants and smaller parties.

Reform is about reducing complexity and making code governance independent. The ECC is one part of delivering that.

Eleven energy codes are becoming six

Each of the six gets one licensed code manager.



CUSC and DCUSA come together as one code, the Electricity Commercial Code. The other five follow the same pattern to Code Manager on their own timescales.

The principles we carry into the ECC

The good work and principles of the REC come with us to the ECC.

Confidence	Stakeholder confidence and open, transparent engagement stay central.
Working openly	With Ofgem, REC parties and new ECC parties, agreeing how everyone gets involved.
Continuity	Protect what's in flight and working today, for a smooth transition.
Protecting the REC	The REC keeps running as it does today. ECC costs are ringfenced so they can be reimbursed to REC Parties.

Our REC culture and ways of working come with us, and the REC stays protected.

Two green lights for the ECC

Ofgem has proposed to grant RECCo the ECC licence, and a change to the REC formally allows us to proceed.



LICENCE / 27 OCTOBER 2026

Proposal to grant the ECC licence

Ofgem proposes to grant RECCo the ECC Code Manager licence in April 2028, once we complete the Implementation and Assurance phase.



REC CHANGE PROPOSAL / R0332

R0332 approved

This change to the REC means RECCo can now carry out the work to become the ECC Code Manager.

18 months to go live

Confirmation of delivery plans, building the capabilities, business readiness and transition activities. Supported by assurance and engagement.

WE ARE HERE

IN PLACE

Proposal to grant
Ofgem, Oct 2026

R0332 approved
REC change in place

IMPLEMENTATION AND ASSURANCE PHASE NOV 2026 TO APRIL 2028

TO Q1 2027

Blueprint

Plans discussed and approved with Ofgem.

- Builds on our Licensing Assessment
- Credible, time-bound plan
- Strong programme governance framework

Q2 TO Q4 2027

Build

Capabilities and processes, assurance check-ins with Ofgem.

- Modification lifecycle management
- Stakeholder Advisory Forum
- People, processes, technology

Q1 2028

Readiness check

The final testing and assurance phase.

- Readiness assessment
- Processes tested with industry
- Fit and proper check

APRIL 2028

Licence grant: go live

ECC Code Manager role begins.

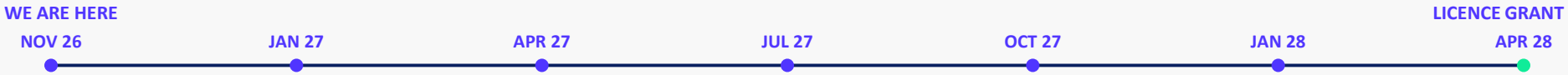
- Licence compliant
- Fully functional Day 1
- Smooth transition

THROUGHOUT. Engagement with Ofgem, the DCUSA and CUSC Panels, ElectraLink, NESO and industry.

18 months of work now takes us to go live in April 2028.

How we keep working with industry

Engagement carries on through the next phase, with Ofgem, the incumbent bodies and industry.



THE THREE STREAMS

Three core sets starting now and running through transition.

Transition Working Group (TWG)	Operational and delivery detail. Ofgem and the incumbent bodies, from Nov 2026.
Programme Advisory Group (PAG)	Strategic oversight and challenge. Panel members and senior industry experts.
Wider industry engagement	Open engagement for every party.

RUNNING ALONGSIDE

Running alongside the three streams, for the whole period.

One-to-one calls	Handover support	Regular updates	Live issues
Ofgem, code managers, key parties	As accountabilities transfer to RECCo	Newsletter, briefings, website, mailbox	Workshops and drop-in help

ROUTINE OPERATIONS

Industry business as usual	CUSC and DCUSA keep running as normal throughout, so parties see no disruption while responsibility changes hands.

WHEN: TWG terms of reference are drafted and shared with Ofgem, with PAG terms of reference to follow. Engagement runs from now to licence grant in April 2028.

Three streams at the centre with steady engagement around them, while business as usual carries on.

We welcome your questions

Summary

- The REC isn't impacted and keeps running as it does today.
- Our REC culture and ways of working come with us, and the REC stays protected.
- Get involved through Introducing ECC, our webinar on 19 November, and ECC@retailenergycode.co.uk.

STAY INFORMED

Scan to register

WEBINAR 19 NOV

Scan to book your place now

Thank you.

We recognise that the expertise needed to develop an effective future ECC model already exists across the industry, and we are committed to drawing on that experience throughout the process.

Email: ECC@retailenergycode.co.uk

Webpage: retailenergycode.co.uk/our-programmes/electricity-commercial-code

NEW Introducing ECC, our webinar on 19 November. Scan the QR code to book your place.

PRIMARY POINT OF CONTACT

Kirsty Ingham

ECC Project Lead

Kirsty.ingham@retailenergycode.co.uk

ALSO AVAILABLE

Helen Adey

Regulatory Governance SME

Helen.adey@retailenergycode.co.uk

STAY INFORMED

Scan to register

WEBINAR 19 NOV

Scan to book your place now

08

Closing Reflections

Elizabeth Lawlor, CEO

Where we are and what is next

Continue the conversation: Drop-in surgeries

Meet the specialists and discuss your questions in more detail.

15:00-15:45	Surgeries downstairs, please follow the events team
Topics	REC Change & Market Design, Metering, Energy Theft, Performance Assurance, Consumer Consent Service & Tariff Interoperability
15:00-17:00	Networking and refreshments

Thank you for joining.

Together, we're enabling a future-ready energy market.

Please join us for networking