


RETAIL ENERGY CODE

A large, glowing green lightbulb is the central focus of the image. The bulb is tilted, and its interior is filled with a vibrant, green-tinted landscape. The landscape features rolling hills covered in dense green trees and a body of water in the foreground that reflects the surrounding greenery. The background of the entire image is a soft, light green gradient. The text 'RETAIL ENERGY CODE' is positioned in the upper right corner in a bold, white, sans-serif font.

Code Manager Annual Report 2023/24

This Annual Report provides an overview of the key activities and performance across our service for the period of April 2023 – March 2024.



We are the REC Code Manager. Appointed by the Retail Energy Code Company (RECCo) to manage the delivery of REC arrangements, we employ effective governance systems and drive innovation in the retail energy market.

This Annual Report provides an overview of the key activities and performance across our service for the period ending 31 March 2024.

It sets out planned improvements to be taken forward and makes recommendations for the evolution of the service. In this report, we cover key performance metrics, notable achievements and improvements, and lessons learned across the breadth of the Code Manager service.

Welcome...

EXECUTIVE SUMMARY

Across the various aspects of the Code Manager service, we can identify many achievements and notable milestones throughout the last year. And though we recognise that we have also faced some challenges, we are fully focused on resolving all outstanding issues and becoming a truly best-in-class Code Manager. We welcome the support provided to us by RECCo, and all REC Parties and non-REC Party Service Users.

Through clear, regular, and honest two-way feedback, we continuously develop a better understanding of how our service needs to evolve to thoroughly meet the needs of the whole market. Continuous Improvement underpins all Code Manager services and key improvements have been mentioned throughout this report.

In the following Annual Report, we reflect on many of the projects, innovations and achievements that we delivered in the year to 31 March 2024. And we provide our thoughts about where we will focus our efforts in 2024/25.

We will let you know about how we're growing our team of Operational Account Managers to meet the needs of more types of organisations coming under the remit of the REC. How our Performance Assurance approach has delivered tangible results with real market impact. How we've kicked off work to vastly improve user experience across the REC Portal and Digital Navigator.

We'll explain more about how we're preparing the REC for the future with our integral role in the Market-wide Half Hourly Settlement Process, and the critical functions that we have played in ensuring the success of market-led schemes such as the Market Stabilisation Charge and Prepayment Levelisation.

In each of those areas, and across the whole breadth of our work, we make sure that we follow the principles set out within our Stakeholder Engagement Strategy, as published on the REC Portal.

Transparency	Impartiality	Respect	Responsiveness
Honesty	Innovation	Inclusivity	Quality

If you have any questions about anything you find within this report, we'd be delighted to hear from you. Please get in touch by sending an email to our Service Desk: enquiries@recmanager.co.uk.

REC PORTAL

With 6,000 registered users, and many hundreds of returning users active every week, the REC Portal is the central hub of code arrangements across all stakeholder groups.

Each month we plan incremental releases to fix issues and improve usability of the REC Portal, as we listen to our direct stakeholder feedback and learn from a richer set of data analytics, to prioritise impactful changes. In addition to countless minor improvements, we've also made some more significant advancements over the course of the past year, as illustrated below. Regular releases throughout the year implemented fixes and improvements to address user challenges on the REC Portal; however, some of the more significant aspects of activity are detailed below.

Portal Hubs

We've created a new Energy Theft Reduction Hub area of the REC Portal, aggregating all information related to the latest Energy Theft news, events, reports and more. This helps stakeholders with a specific interest in Energy Theft reduction easily find the information they need.

This follows the successful launch of similar parts of the REC Portal, such as the Metering Hub and Consumer Hub.

Advanced Analytics

We've integrated enhanced data analytics tools into the REC Portal, providing a richer understanding of user behaviour, journeys, and characteristics. We now access much more information about the types of devices, browsers, and screen sizes of REC Portal users. We can analyse the typical user journey: what pages did they visit, where did they stay the longest.

This allows us to make better decision when planning REC Portal improvements and understand where to focus our resources.

Establishing a User Experience Project

We have received feedback from users of the REC Portal and Digital Navigator functionality, that elements of the User Experience (UX) and User Interface (UI) require improvement, particularly with respect to navigation and finding the right information. To address these issues in a coordinated way, we launched a project to review UX/UI across the services.

In Autumn 2023, we held a two-week period of interviews with service users where we explored how they interact with the Portal and Digital Navigator. The interviews gave us fantastic information to help us build a list of user requirements. Following the interviews, we produced a report to RECCo including a summary of the approach and the recommendations. Those recommendations were categorised and prioritised, and following a workshop in March 2024, RECCo instructed us to prepare impact assessments for delivering work packages for the improvements, with development and implementation expected to be delivered in 2024/25

MOVING FORWARD

Our key priorities for the REC Portal in the coming year include:

UX/UI Project: Subject to approval, widescale changes to improve accessibility and navigation, and increasing the consistency of look-and-feel between REC Portal and Digital Navigator.

Performance Assurance: Continued evolution of the tools REC Parties use to send us data.

Qualification: Improving how applications are made for the REC and REC Services, and how relevant information is accessed and managed.

OPERATIONAL ACCOUNT MANAGERS

Stakeholder engagement under the REC offers REC Parties (and non-Party REC Service Users) a choice of engagement routes that best suits their organisation. We know that different Party types require different approaches and we've worked to make the REC as accessible as possible. A key route many stakeholders find particularly useful is the Operational Account Manager (OAM) service.

During the last year, the OAM service has expanded to include a dedicated OAM for non-Party Service Users. Following an increase in the number of REC Service applications being received by the Code Manager we identified the need for this new role, and the feedback since we introduced it in September 2023 has been excellent.



Each Acceded REC Party, all non-Party REC Service Users, and all Third-Party Intermediaries (TPIs) signed up to the REC voluntary code of practice has a dedicated OAM who is available to support them in person and act as a single point of contact.

One of our key activities this year sought to address the challenges that some REC Parties found interacting with Performance Assurance documentation, dashboards and the service desk less. To overcome this, the Stakeholder Engagement and Performance Assurance teams have worked together to develop a revised approach to Performance Assurance engagement. This approach has centred around increasing visibility of the Performance Assurance team and the work that they do.

We now offer direct engagement with a member of the Performance Assurance team in Party Stakeholder Engagement meetings, alongside the OAMs. This increased engagement has allowed REC Parties the opportunity to ask detailed questions and get instant feedback. These meetings have allowed us to gain richer insight into REC Party operations.

MOVING FORWARD

Additional enhancements to the OAM service are planned this year to ensure improvements continue:

Further Growth: We will evolve and grow the team to provide support to new Users of the REC, such as with the expected introduction of the mandatory TPI Code of Practice.

Face-to-Face Engagement: Following feedback, the OAM team will be increasing the opportunities for REC Parties to meet with them face-to-face, at REC Party sites or the Code Manager offices. An annual OAM Road Show is planned, where Parties can meet their OAM, arrange a 'check in' session and hear more about the Code Manager service and future plans.

Annual Reviews: OAMs will be providing REC Parties with Annual Reviews – a meeting accompanied by a report, allowing Parties to give and receive feedback, ask questions and hear what further engagement activities.

REC COMMITTEES

REC Committees are the independently chaired groups of industry experts established under the Code to consider critical issues and make key decisions related to the REC arrangements, including approval of Change Proposals. Details about each of the REC Committees can be found on the REC Portal, where we have a dedicated Committees Dashboard for ease of access.

Outside of the regular business of the Committees, we've worked to create efficiencies in our processes over the course of the year. Just a few of those improvements are illustrated below.

We've reduced the burden within the nomination and elections process.

We've adapted the process when a Committee Member resigns their post mid-term. Rather than appointing the replacement candidate for a full term, the new Member will now serve until the end of the planned term for the previous candidate. This minimises the number of nomination/election periods that stakeholders will be asked to engage in, and the associated administrative burden.

We've maximised how we use technology to improve Committee processes.

We've reviewed how our Committees use the REC Portal – and its capacity to act as a decision-making tool between meetings. Rather than waiting for the next meeting cycle to come around, our Chairs and Secretaries increasingly look to use the REC Portal to canvas discussion and open formal votes on decisions that are either urgent or very straightforward. This ensures that decision making is not slowed unnecessarily, and time spent in meetings can be used effectively.

We've established and supported more workgroups and forums to facilitate discussion.

We listened to stakeholder feedback to establish the REC Issues Group – a new forum which meets monthly and is open for all REC Parties to attend. This builds on the framework of workgroups put in place to facilitate conversations between different parts of the industry, such as the Operational Metering Forums, and standalone or time-limited groups set up to consider specific Change Proposals.

This includes standing up a workgroup to aid the solution development for Change Proposals such as R0155, which sets out to improve the Change of Tenancy evidentiary standards in the REC. Our approach of fortnightly meetings provided momentum, and we ensured excellent levels of engagement from all parts of the market – from Suppliers to TPIs, from Ofgem to Citizens Advice, from RECCo to the Federation of Small Businesses and many other groups beside.

MOVING FORWARD

As we move forward, we are listening closely to the requirements of stakeholders, and designing better ways to ensure effective engagement and involvement of all interested Parties within Committee processes.

In April 2024, the Theft Issues Group started to meet, Chaired and facilitated by the Code Manager. As part of wider improvements to the REC Change Process, we'll be established a new Change Issues Group, facilitating direct input into REC Change Issues including sharing knowledge, best practice and advice, developing solutions, or otherwise supporting issue resolution.

The Code Manager has also raised a Change Proposal which proposes to remove the REC Green Deal Panel. This Committee has not met since the REC was established, and maintaining an engaged membership has been challenging. Under the proposed updated arrangements, any Green Deal related issues or changes would be considered at the REC Change Panel, with subject matter expertise sought as may be required.

PERFORMANCE ASSURANCE CURRENT SWITCHING ACTIVITY

Across the year switching volumes have been primarily driven by high volumes of internal migration activity at some Energy Suppliers. Overall, there have been increases in switching activity month-on-month.

Domestic Supply:

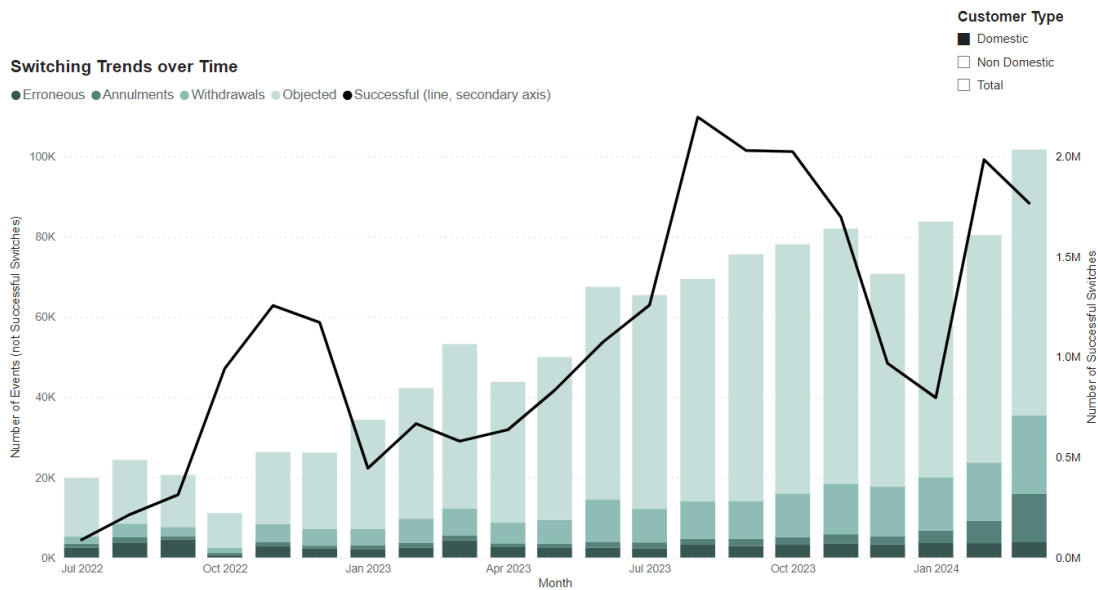


Figure 1 – Switching trends amongst domestic customers.

Non-Domestic Supply:

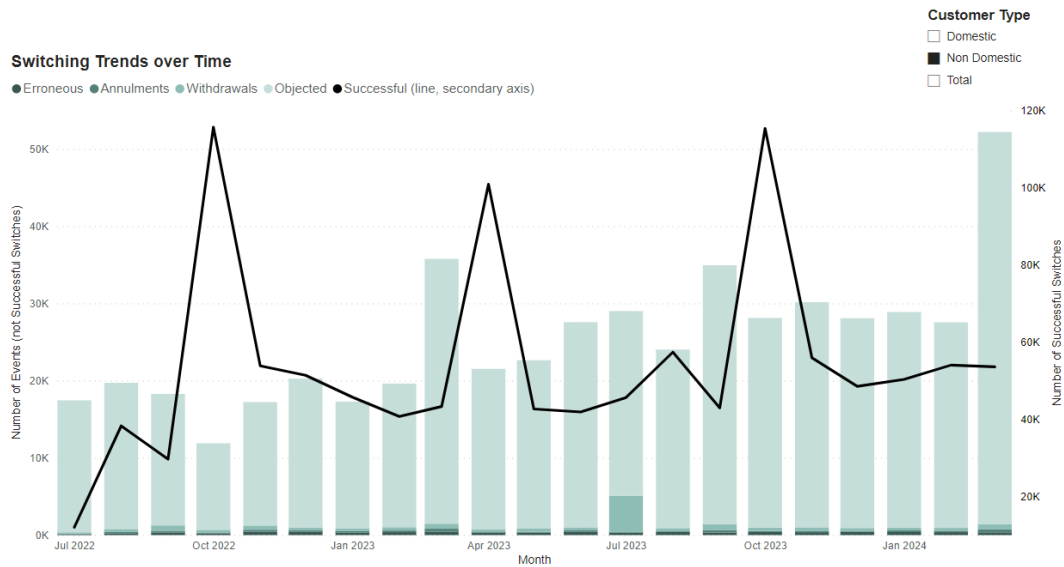


Figure 2 – Switching trends amongst non-domestic customers.

HOW DID ASSURANCE ACTIVITIES CREATE IMPACT FOR REC PARTIES?

Our Performance Assurance Framework (PAF) represents a fundamental change in how market performance is measured and assessed, and how interventions to improve performance are applied.

Some Key Performance Assurance activities we have undertaken include:

Switch Meter Reads

Through direct engagement with Parties, we identified issues with Switch Meter Read Disputes reporting where the process used by Suppliers did not match the process set out in the REC. This issue was raised at the REC Issues Group, and we subsequently proposed a REC change to ensure that in cases of Missing Reads, where a D0086 flow is received, it is recognised under the REC and included in REC reporting as a closing point for the Switch Meter Read Dispute. We will stop reviewing data and reporting the performance of the impacted risk drivers to PAB (Performance Assurance Board). Instead, we will report on the progress of this REC change to PAB each month as part of the change report.

Potential misuse of Objections and annulments

Approach We monitor the rate of use of Objections and Annulments as a part of the Performance Assurance risk monitoring. In April 2023, the Code Manager observed an increase in the volume of objections despite the volume of switching remaining low. We issued Request for Clarification (RFC)s to two non-Domestic Suppliers with the highest percentage of objections in comparison to successful switches.

Similarly, we issued an RFC to one Party in March 2024, when we identified they had a significantly higher percentage of annulments in comparison to successful switches than the rest of the market. Their normalised risk driver score was 0.88 (i.e. for every 100 switches 88 were annulled). Recently, we've also received allegations from Parties where they have reported others for potentially misusing Objections and Annulments.

Outcomes In response to the RFC, one Party informed the Code Manager that due to a system error preventing retrieval of contract information, they objected to all switches to prevent Customers with a valid contract from leaving the Supplier. This is not an appropriate use of objections as per the REC (and the Standard Licence Conditions (SLC)).

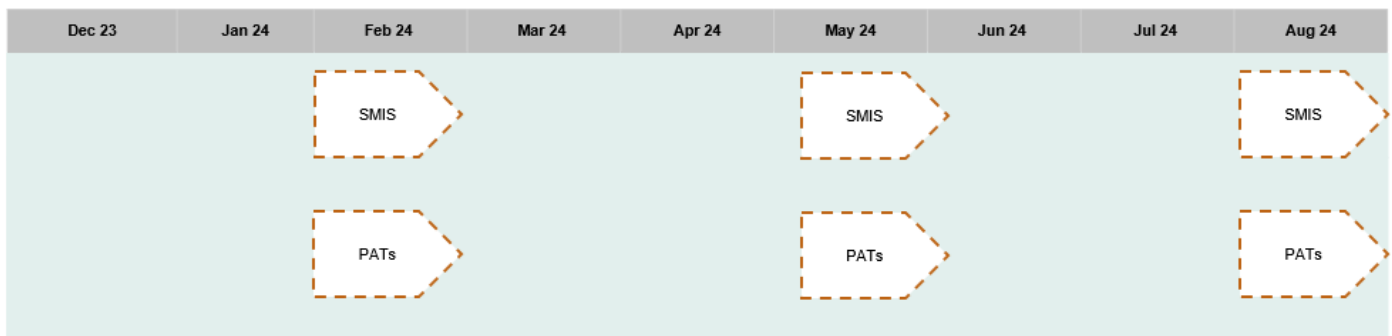
From another RFC response, it is evident the Party are using the Annulment process where they should be using Objections. The responses to PATs also indicate the need for developing guidance for Parties on the appropriate use of Objections and Annulments in line with the REC which was duly provided.

MOVING FORWARD

Performance Assurance is focused on improving processes for all. The above examples are instances where we've found issues with the Code to address, to make it simpler to follow.

PATS APPLIED AND PERFORMANCE ASSURANCE TECHNIQUE CADENCE UPDATE

From feedback provided we updated the cadence of when PATs are issued. Timeline below highlights that we have aligned the issuing of PATs (i.e. Queries/ RFIs etc.) with SMIS reporting on a quarterly basis with the aim to improve the effectiveness of PATs.



Continuous monitoring on Parties' performance with regards to Risk Drivers is carried out monthly and reported to PAB.

We notify Parties to make them aware of their performance if they are above threshold. This notification signposts them to their dashboard and highlight any guidance that is available on the REC portal.

The table below highlights the number of Performance Assurance Techniques that have been applied across the year. In green it highlights when our improved approach was implemented taking into consideration Party feedback. The dark green columns display an "active month" and when elevated PATs are applied.

REC Year	2023-24												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Action Plan	0	9	0	0	0	1	1	4	0	0	12	1	0
Management Assertion	0	2	2	0	0	15	0	16	0	0	21	1	0
RFC	3	0	14	2	0	3	0	3	0	0	0	0	0
RFI	3	1	24	1	8	4	0	4	0	0	0	0	0
Notifications	1	0	7	9	32	7	19	30	5	11	12	16	6
Grand Total	7	12	47	12	40	30	20	57	5	11	45	18	6

SUCCESSFUL APPLICATION OF PATS

In response to high, or increasing, risk scores the Code Manager can use Performance Assurance Techniques (PATs). Each month we review performance data to decide which techniques to apply in respect of performance concerns identified. This is referred to as the risk management determination process.

The Code Manager can apply one of 17 Performance Techniques, and three escalations. An example of a successful PAT process is illustrated below.

Aim of the PAT

A Party was above the threshold for Risk Driver 5.6 – Delays in responding switch meter read disputes. Subsequently, a request for clarification was issued to the party to understand if they were aware of the issue and if they have put any controls in place to resolve the issue.

Approach

The Party responded to the Request for Query in a timely manner and outlined that they were not aware of the issue. We provided the Party a drill down view of the data to support their analysis of the issue, resulting in them completing a review of their processes with subsequent tightening of controls.

Outcome

As a result of this work the Party identified further issues with their disputed reads processes that were impacting their SLAs for D0300s (Disputed readings or missing readings on change of supplier) and supplier agreed read (SAR) gas flows. As part of the resolution, the Party provided information on the actions being taken to manage such issues. We have subsequently seen improvement in the Party's performance.

MOVING FORWARD

The data led approach to assurance over switching processes means we can identify compliance and performance issues that Parties themselves are not aware of and provide a meaningful way of tracking that any issues have been resolved.

SERVICE PROVIDER ASSURANCE - GAS

REC Performance Assurance Code Manager receives monthly reporting by REC Service Providers. The Code Manager utilises the monthly reported performance levels to assess the Service Provider's performance and apply respective Performance Assurance Techniques where required. To obtain assurance on the accuracy of the reported performance levels, the Code Manager conducts Direct Assurance. It is important to obtain this assurance on accuracy of information that is self-reported by REC Service Providers as industry participants need to have confidence in the REC arrangements and for decisions based on performance levels to be based on the appropriate information.

As part of our Direct Assurance work, the Gas Enquiry Service (GES) service provider carried out manual checks in January 2024 and identified inaccuracies in the GES API and Portal request volumes which impacts the accuracy of their SLA performance reporting.

Approach

The approach undertaken by the Code Manager to carry out Direct Assurance is depicted below.



Outcome

Investigation identified that these errors have been present since GES implementation. It was identified that the root cause for the issue was that the Microsoft guidance changed, and the current reporting sources used by the GES Provider give an inaccurate view of the API usage which is then used to calculate the SLAs reported to PAB. Since the identification of this issue, the GES Provider has reviewed the calculation methodology for the impacted SLAs and informed the Code Manager that the updated methodology has been assured by a supplier who supports and manages the system. These corrections have been applied to the February 2024 SLA submission.

MOVING FORWARD

The Service Provider assurance we undertake identifies and tackles issues that would not be visible in other ways. This allows REC Parties, Ofgem and wider stakeholders to have confidence that these crucial services are being run properly.

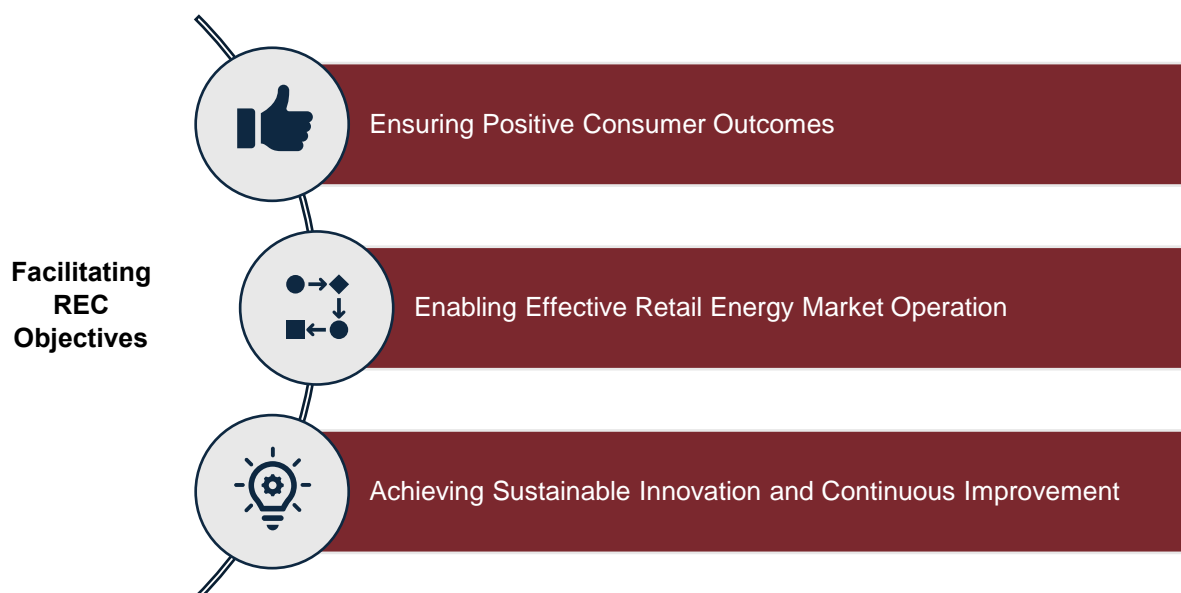
PERFORMANCE ASSURANCE OPERATING PLAN

What is the PAOP?

In line with the REC Performance Assurance Schedule, the Code Manager annually prepares an operating plan setting out the techniques it intends to apply to manage Retail Risks identified within the Retail Risk Register. This plan, referred to as the Performance Assurance Operating Plan (PAOP), sets out the Performance Assurance priorities and is approved and tracked by the REC PAB.

Scope and Purpose of the PAOP

The scope of the PAOP is dependent on the vires of the Code and aims to prioritise management of key Retail Risks to ensure the Code meets its objectives which are defined as:



The PAOP aims to encourage transparency by clarifying for all REC stakeholders the areas of focus for the Performance Assurance service and the interventions planned by the Code Manager and REC PAB. These activities are based on the current assessment of Retail Risks and reviewed when Retail Risks change. The activities are planned on a quarterly basis and tracked through to completion by the REC PAB.

PAOP Progress

In September 2023, we published our PAOP. In addition to our overall risk monitoring approach, the PAOP set the specific Performance Assurance Techniques (PATs) and wider activity we would deliver in the third year of operations.

CHANGE MANAGEMENT

Through effective Change Management, the Code Manager facilitates the evolution of the REC to provide ever-increasing value to the Consumer and wider industry. Volume of activity within the Change Management Process were up across all measures throughout 2023-24.



We've made some iterative improvements throughout the year following REC Party feedback to ensure that we continue to provide the highest levels of service to the process.

We've increased the capacity and knowledge within our team.

The five new team members we've brought into the Change Management team this year bring deep energy industry knowledge, allowing us to provide a richer critical friend service than ever before. The additional resource has allowed us to establish a dedicated Task Force to drive forward lower priority Change Proposals that had been raised previously and were dormant.

We've improved the processes for managing Data Access applications.

We've changed the [Data Access Matrix](#) (DAM) from a Category 2 to a Category 3 document. Managing changes to the DAM was previously a time-consuming process that delayed the implementation of required access and did not promote innovation, competition, and positive consumer outcomes. The new process has proven to be a much-warranted improvement.

We've made improvements to the process – and are setting the groundwork for more

We've found ways to make simple and effective changes to the REC Change Process based on stakeholder feedback. We're now more flexible about tailoring the Change Process for the simplest Change Proposals. We've established the REC Issues Group to allow industry opportunities for earlier input to issues. We've revamped the Code Roadmap to show a timeline of activity in the main areas of change. And we've taken steps to streamline change management stages. We're driving towards creating efficiencies in the stages of managing change, including avoiding duplication of documentation, and there are more substantial improvements expected to be implemented in 2024/25.

MOVING FORWARD

We have agreed a plan to make more fundamental improvements to the Change Process over the course of the next year. This next stage of evolution will include:

Enhanced REC Portal functionality: a richer experience using the REC Portal to explore Change, including improved navigation, a new Change Register layout, improved consultation responses process and more.

Increased stakeholder engagement: the establishment of a Change Issues Group – accessible to all – to support the identification of the best solution where Issues are raised to the Code Manager.

Process improvements to improve pace of Change: we will continue to make improvements to minimise the time taken to progress change, and we'll provide more transparent reporting so that you can hold us to account.

TECHNICAL CHANGE

Changes that affected the REC's systems and Service Providers usually have complexities and requirements that legal text-only changes do not. Since go-live of the REC, we have been evolving the processes and procedures we use to deliver the Code Manager operations and we have established a new technical change process. Some of the principles of that process are set out below.

Elevated Engagement

We've started a weekly Technical Change workshop, with attendees from across the Code Manager, RECCo, REC Service Providers, and key service providers to REC Parties (with other attendees invited as appropriate to the subject matter). The purpose is to review current and upcoming change activity to discuss solutions, requirements and impacts, so that there is a consistent understanding of issues, timelines and expected deliveries, and an opportunity to raise questions and share information. This has resulted in greater alignment between involved Parties and, as a consequence, an increase in the quality of impact assessment responses we receive.

Effective Service Provider Arrangements

We work closely with REC Service Providers to define requirements before Impact Assessments are formally issued and get relevant stakeholder input early. Front-ending the work in this way helps to ensure the change process runs smoothly and any issues are identified as early as possible. Working with RECCo, we also seek to bring elements of solution design forward into the Impact Assessment phase, if relevant, so industry have more information at that stage. Again, where appropriate, we tailor our approach for the individual change and engage Parties early.

Data Specification Quality

We have created a checklist in the Non-REC Owned Data Specification Changes guidance document, for Code Managers of the REC and other Codes to use when submitting proposed changes to the REC Data Specification. This is to ensure that all relevant information is considered and provided as necessary, thereby reducing the risk of errors in submitted and/or implemented for Data Specification updates.

Improved Release Assurance

Our procedures have been enhanced, to support smoother delivery of releases with lower risk of errors. For example, using a tracker of the quality assurance activities and drafting guidance.

Enhanced Technical Assurance

We have spent time developing the role of the Technical Assurance team, which supports with change to the gas/electricity Enquiry Services for releases or incidents, through monitoring implementation of change and issue resolution.

MOVING FORWARD

Data Specification: Delivery of housekeeping Change Proposal [R0113](#) will improve user understanding, include missing data, align data item, and correct typographical errors. We are also reviewing the legacy Data Transfer Catalogue guidance (Annex C – which did not transfer to the REC from the MRA), to incorporate the information that should be retained into the REC document suite.

Core systems: Across systems such as Central Switching Service and the Enquiry Services, we are continuing with improvement initiatives that have been identified as having opportunities, such as GES search functionality for more efficient, user-friendly processes.

DIGITAL NAVIGATOR

The digital REC is the cornerstone of REC operations, facilitating easy, navigable and searchable access to the REC Schedules, Service Definitions and the Data Specification. The [Digital Navigator](#) interface also provides information on Releases including Release Notes, a list of Change Proposals (CP) by stage, the REC Code Roadmap, Market Scenarios and ERIN – the new AI tool.

Over the last year, we have taken several actions to enhance the content and presentation of the Digital Navigator, primarily:

Improved dashboard – search box added, list of CPs included with current status in the change process and documents separated in sub-menus by type/topic.

Improvements to page loading speed and main tab menu.

ERIN: OUR ARTIFICIAL INTELLIGENCE TOOL



Hi! I am ERIN, the new REC knowledge-based tool that can help you explore and query the REC. I'll also give you links to REC documents to give you further detail. If you want any tips on how to ask the best questions, click [here](#).

A significant delivery in the year, was the launch of a REC Artificial Intelligence (AI) tool named “[ERIN](#)” (Energy Resource Information Network) in October 2023. The tool provides a rapid way to find information from within the REC. It is trained specifically to answer questions on the REC by searching over 100 key REC artefacts including operational documents and guidance. The answers generated are categorised by the level of verification possible: that is how ‘confident’ the tool is that the answer is likely to be correct, based on how precisely the answer can be found within the REC documents. Sources are provided as hyperlinks, along with a brief extract of the relevant paragraph so the user can follow up and view the original, full text. Users are encouraged to rate the answers to enable us to continuously refine ERIN.

Since launch, we’ve closely monitored usage and feedback, and made performance and user experience improvements such as display of the source documentation, upgrading the open-source AI and generation of hyperlinks and facilitating immediate user feedback with thumbs up/down buttons.

USER EXPERIENCE REVIEW

With an understanding of the crucial role the Digital Navigator plays for REC Parties, we undertook a full User Experience Expert Review against standard design principles in the year. This project involved interviews with external and Code Manager users to assess current provision of our digital services: the REC Portal and the Digital Navigator. For instance, we recognise that being able to access documents that have been redlined for proposed and approved changes digitally would be very beneficial to REC Parties and other stakeholders. We started assessing technically how that could be achieved in the Digital Navigator with an aim to deliver significant improvements in 2024/25.

MOVING FORWARD

We’ll continue to use data and user feedback as part of our analysis tools to help identify how and when stakeholders use the Digital Navigator and assess areas for change to workshop with users. Examples of improvements we will seek to make are aligning the look and feel of the Digital Navigator and the REC Portal, as well as enabling publication of redlined documents on the Digital Navigator.

MARKET SCHEMES TECHNICAL SUPPORT

Ofgem initiated two market schemes that operated during 2023/24, for which the Code Manager delivered the solution, ensuring that we collaborated closely with Ofgem and RECCo to design, build, launch and operate policy initiatives to time and quality:

Market Stabilisation Charge

The Market Stabilisation Charge ran throughout the year, delivering a settlement system for payments between domestic Suppliers who acquired and lost customers when wholesale prices significantly dropped below the prescribed wholesale price cap index. The Code Manager provided the technical solution which managed the data processing in support of the scheme. The scheme concluded on 31 March 2024.

Prepayment Levelisation

Through 2023/4 we supported RECCo in the design and development of the technical solution for the PPM Levelisation scheme, which launched on 01 April 2024. This policy “levelises” end customer tariffs by requiring Suppliers to charge direct debit customers more and discount prepayment meter tariffs, with a reconciliation process to account for each Supplier’s portfolio. We receive supplier portfolio data via a secure platform, run the reconciliation system and provide outputs to RECCo, Ofgem and Suppliers. We’ll continue to provide support into this scheme throughout 2024/25 and beyond.

Market-wide Half Hourly Settlement

Throughout the year, we’ve worked very closely with the MHHS Programme to help the Code and stakeholders become ready for the future arrangements. We go into much more detail about the activities that we’ve been involved with on the following pages.

MARKET-WIDE HALF HOURLY SETTLEMENT

Market-wide Half Hourly Settlement ([MHHS](#)) is an industry-led programme created to introduce new electricity market arrangements enabling the flexibility to support Net Zero transition. A shorter and more accurate Settlement timetable using Half Hourly meter readings for settled energy will support a cost-effective electricity system, encourage flexible use of energy and help Consumers with lower bills. For the REC, our electricity processes and documents are affected by changed industry roles, new and amended Market Messages and routes, updated processes and interfaces with a new industry system for sharing data. We continue to work closely with RECCo, the MHHS Programme and stakeholders to support activities across the programme.

Data Specification

Working alongside RECCo and other key industry stakeholders, we have translated new MHHS data requirements into the existing Energy Market Data Specification (EMDS) format, allowing users to interpret new MHHS Data Integration Platform (DIP) messages with a consistent and familiar experience. Working in a cyclical manner, we have responded to industry feedback to ensure the final product is delivered accurately and efficiently. This included developing collateral for MHHS Programme consultations and presenting at industry workgroups. Work to date has been well received across RECCo, the MHHS Programme and MHHS stakeholders

Code Drafting

We've worked closely with RECCo to review approximately 40 code documents affected by the MHHS changes. We've incorporated industry consultation feedback, liaising with the MHHS Programme on specific changes to processes, data flows, terminology and industry roles to ensure the REC drafting for MHHS is consistent with the rest of the REC. This extensive preparation should ensure that the Change Proposal due in summer 2024 to deliver the MHHS code drafting into the REC gives complete coverage of all adjustments required. We are closely familiar with the amended documents and processes to support during and after the implementation under MHHS Programme Milestone 8 due in spring 2025.

Other Documents

We have developed, and started to deliver against, a plan to review other REC documents not in scope of the MHHS Programme's code drafting workstream – primarily the REC Category 3 documents, including:

- Metering Configuration Table (a new product to house legacy Market Domain Data,
- Guidance for Meter Updates via IF005 - 'Metering Service MTD Update to Registration'
- Creation of Market Scenarios for the new MHHS processes
- Amendments to entry assessment documentation, REC/BSC joint story boards, data access documentation and other guidance documentation.

Consequential Change

To enable development and governance of solutions for consequential impacts to the REC from (but not specified in) the MHHS Design Artefacts, we established a new committee - the MHHS Stakeholder Advisory Group. This enabled solutions to be agreed in a timeframe to allow for inclusion in the MHHS code drafting. Three MSAG meetings and two ex-committee meetings were held, which delivered ten consequential change solutions and passed one consequential change (Supply Number format) out to the standard change process.

Qualification

Alongside BSC, we have led the document development and engagement under the Qualification workstream of MHHS Programme. The purpose of Qualification is to provide assurance that Market Participants are ready to operate in the MHHS market, and to protect both settlement and retail markets from participants who are not able to deliver the required processes and standards.

While we lead the delivery, the REC PAB sets the policy, approach and risk appetite for MHHS Qualification under the REC, and so has approved key decisions on the nature and extent of the assurance activities. To support the development of Qualification, the Code Manager has participated in groups organised by the MHHS Programme such as the Qualification Working Group, Qualification Advisory Group and the MHHS Programme Open Days. During the year, we delivered various iterations of Qualification artefacts such as the REC Assessment Criteria, Qualification Approach and Plan along with its annexes, the Qualification Assessment Document, and other documentation to support the planning and delivery of Qualification Testing, including Placing Reliance Policy and proposal forms, Test Scenarios and Cases, and Test Data Plans.

For the coming year, our priority will be to operationalise the MHHS Qualification processes which will see DNOs, Suppliers and MOAs qualifying under the new arrangements.

Cross Code Planning and Horizon Scan

We have contributed to cross-code horizon scanning, updating a central log for programme visibility and assessment. We play a key role in planning for delivery of the code changes, working closely with all stakeholders to ensure coordination and alignment of the governance processes in readiness for approval and implementation.

Release Planning

Working closely with RECCo, we have set up a dedicated release planning working group for the REC deliverables for MHHS implementation. This will be a key focus for the coming year. We have also ensured release planning for any supporting change proposals appropriately consider the MHHS programme and implementation timescales.

Change Impact Assessment

We review all CPs to identify whether there is an impact on the MHHS Programme and propose the best way to progress changes without compromising MHHS delivery. This has included managing the REC's approach to the MHHS change and code freeze. We have assessed all CPs in the context of the freeze and reprioritised change, developed mitigations and adjusted progression and release planning where the freeze has resulted in impacts. We have introduced specific MHHS sections to the change reports for all CPs to enable stakeholders and Responsible Committees to fully consider where MHHS impacts have and have not been identified.

Engagement

We have proactively engaged with all bodies involved in MHHS, attending forums, preparing materials, raising issues and completing reviews in close collaboration across the Code Manager and with all stakeholders. We have worked closely with the MHHS Programme and their engagement and communication leads throughout the year to provide visibility of key programme activities impacting REC stakeholders through our communication channels. Where appropriate we have also used MHHS Programme communication channels to provide messaging on REC specific activity, for example development of consequential change.

MOVING FORWARD

As the activities continue, we will continue to work with RECCo to engage with the MHHS Programme. Looking forward to MHHS go-live, key focuses will be the governance and implementation of code changes alongside delivery of the MHHS core systems (due in March 2025), release planning, operational readiness and starting to support REC Parties through Qualification ahead of the start of migration in 2025/26. We support all of these by providing REC focused material on the REC Portal and supporting engagement events.

COMMUNICATION AND EVENTS

Ensuring that REC stakeholders receive the right information at the right time and in the right way is critical to the effective and smooth running of the REC. We've further enhanced our Communications and Event processes over the last year.

Weekly Bulletins and Change Bulletins

The Weekly Bulletins have been reformatted to ensure the look and feel of them is easy to digest. Parties asked whether we could filter the weekly bulletins to Party types; we now include three attachments to the weekly bulletin for MEMs, Suppliers and DNOs. This ensures that all relevant REC information can be digested, as we understand that stakeholders have limited time available to read through our communications.

The Change bulletin has also had some changes to its formatting to ensure consistency across the bulletins. The Change bulletin was previously sent on a Friday afternoon and there was no specific time. Now we send this at noon on a Friday which ensures stakeholders receive it well within normal working hours.

Training and Events

Over the past year we have hosted 17 Code Manager-led events. We've introduced a new process for managing events with a standard approach through registration, access, and post event publication. All Code Manager events are now hosted through the events@recmanager.co.uk mailbox and the registration process is managed through the REC Wiki and our service desk. This has ensured that stakeholders don't need to use external websites and can still navigate through the REC Portal.

Social Media and Podcasts

In the last year the REC Code Manager LinkedIn account reached over 1,000 followers. We use LinkedIn for a wider REC update and have used more videos and images to increase engagement. We continue to use our YouTube channel which hosts recordings from each event that we have hosted.

We continue to use digital tools to assist Parties with knowledge and education. In the last year we launched a new podcast process and now publish two podcasts a month. We now include a variety of speakers on our podcasts, which we think helps listeners put a voice to a name.

MOVING FORWARD

We're ramping up the volume of events in the next year. We have recently included a new **Introduction to the REC webinar**. Following feedback from stakeholders and speaking to other Code bodies who host these introductions to Code sessions, we decided to run a REC version. The webinar looked to provide those who are new to the industry, code or who needs a refresher of the code a high-level overview of the REC. Feedback from REC Parties was positive and we will look to host these webinars twice a year.

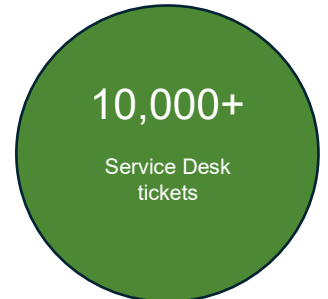
We're also planning to work closely with the wider Code Manager team and RECCo to focus on **key messaging for REC Stakeholders**. We are looking to hold a monthly meeting with RECCo and Code Manager colleagues to select the highest impacting messages that we need to amplify to stakeholders and agree on the best communication approach, whether that be through direct emails, OAM meetings, social media, webinars, or any other channel.

SERVICE DESK AND REC WIKI

A core function of the Code Manager is to provide accessible, accurate information to supplement the main REC documents. REC stakeholders also need to be able to get answers to their questions. The REC Wiki, the Service Desk and training and other support for new and existing Parties are the main ways we deliver this.

Service Desk

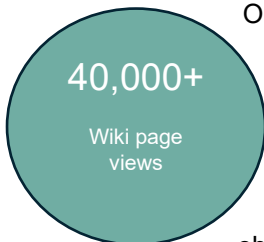
Our Service Desk continues to support stakeholders and consumers with getting prompt and accurate responses to their questions surrounding the REC. During the last year, the Service Desk has responded to over 10,000 helpdesk tickets and supported on a further 3066 tickets ensuring these are raised through to our second line support teams. The most common second line tickets were focused on Performance Assurance Maintenance and Qualification, PARC, EMAR navigation, general technical flow questions and REC Portal permissions.



Internal knowledge sharing

Our internal Code Manager collaboration meetings with all second line teams continue to form a strong part in ensuring we are kept up to date with any current discussions, while also allowing us to add value and request potential changes and or additions to the knowledge held within the REC portal.

REC Wiki



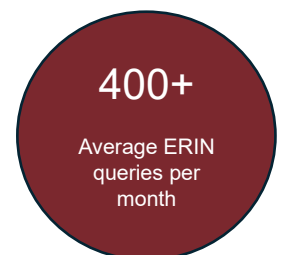
Our REC Wiki service is a library of knowledge articles designed to help Portal Users self-serve information about all aspects of the REC and retail market arrangements. This is constantly curated, with new articles added all the time based on the queries we receive into our Service Desk and through our OAMs. As of 31 March 2024, our REC Wiki contained 94 wiki articles and in the 12-month period to 31 March 2024, there were 41,006 views on REC Wiki pages. This demonstrates that REC Stakeholders are using Wiki as a first point of call for REC information, and we have observed a decrease in Service Desk calls related to topics added to Wiki.

New REC Parties and Roles

During the past year, changes to the REC saw two new role types introduced: Crowded Meter Room Co-ordinators and Safe Isolation Provider. We provided support onboarding these organisations coming in in those new roles.

ERIN

We introduced our REC Artificial Intelligence (AI) tool, [ERIN](#), hosted on the Digital Navigator, which enables stakeholders to ask their questions about the REC, and get an immediate response.



MOVING FORWARD

We continue to develop the Service Desk in line with the needs of our Parties and in response to the feedback we receive.

We have streamlined the process for dealing with Performance Assurance qualification queries. We now assign these directly to the Qualification query team, helping to significantly improve resolution times. We also host weekly internal meetings, facilitate information sharing throughout the Code Manager service, ensuring that calls are consistently managed including on queries that span multiple teams.

KEEPING IN TOUCH

As well as the projects and programmes referred to throughout this document, there are many more elements of the service that the Code Manager continues to deliver. Many of our priorities are determined by the outputs of the REC (or RECCo) Code Manager Satisfaction Survey which is commissioned every Autumn.

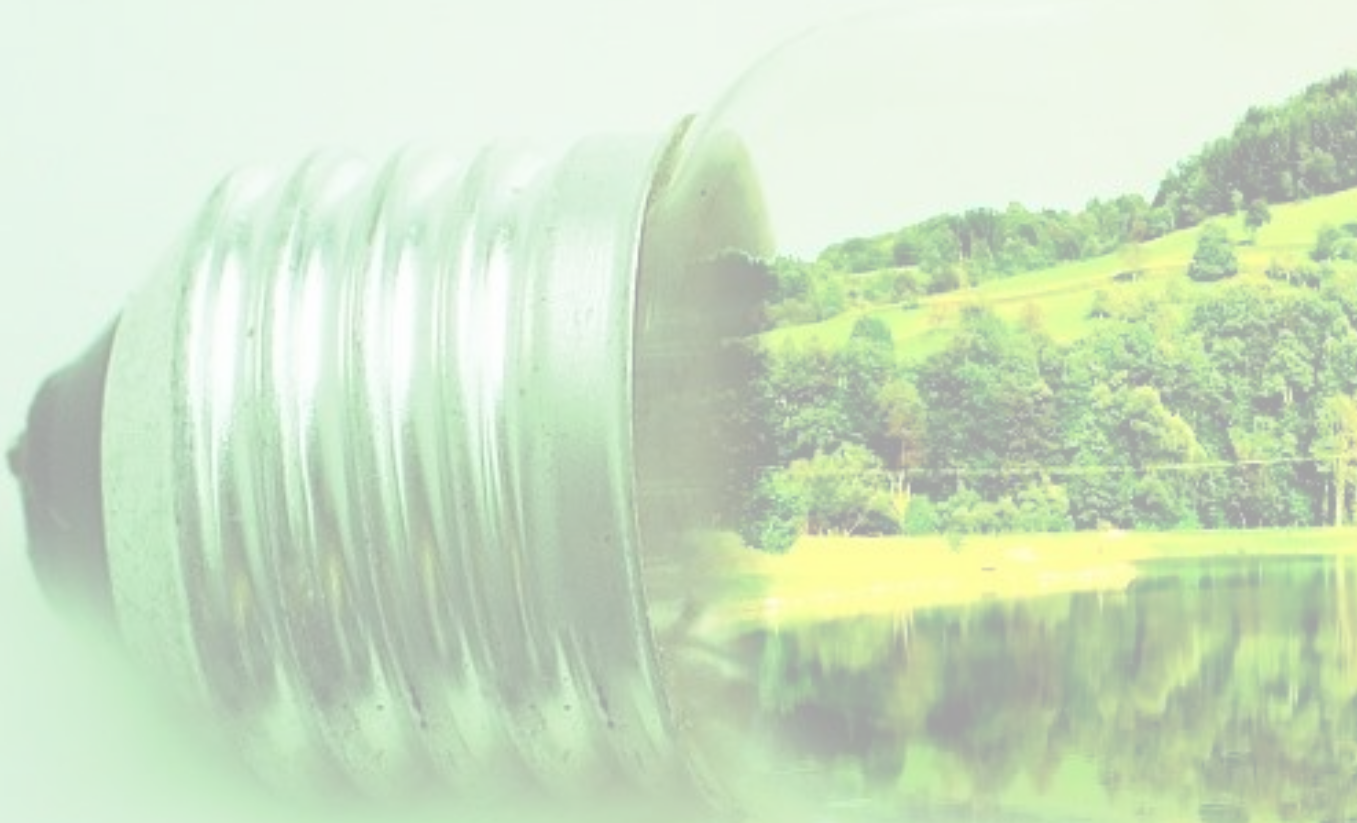
You can stay updated on the work of the Code Manager by making sure that you're signed up to receive the REC Weekly Bulletins. Send an email to enquiries@recmanager.co.uk to get yourself and your colleagues added to the distribution list.

Your feedback is critical for enabling us to maximise the effectiveness of our continuous improvement approach to service delivery. When we make changes, we rely on your feedback to let us know whether those changes have the intended impacts. If you have anything to say about the Code Manager service, or about this document, please visit the [Continuous Service Improvement page](#) on the REC Portal to complete our feedback form.

We hope you've enjoyed reading the Code Manager Annual Report for 2023-24.

We always welcome your feedback – we always want to know how we could do things in a way that provides you with more value. Please let us know by sending us an email to enquiries@recmanager.co.uk.

Thank you for reading



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