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Retail Energy Code Performance Assurance Board Paper

Address Prioritisation Matrix Round One Update

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For Information	REC Performance Assurance Board is provided with an update on the Address Prioritisation Matrix RECCo recommends that the Retail Energy Code (REC) Performance Assurance Board (PAB): • **Notes** the initial progress on the Address Prioritisation Matrix
Appendices	None

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1.1 Background

When the Performance Assurance Board approved the initial population of the Address Prioritisation Matrix (APM) (paper RECPAB_26_0728_03), the process included initial phases intended to support clearing historic data issues. The first phase requested Electricity Suppliers to provide their billing / site address for each MPAN, and the second phase provided this Electricity Supplier responses to Distribution Network Operators (DNOs, including Independent DNOs) to aide their investigations.

This paper provides an overview of the initial round and progress made to date.

1.2 Electricity Supplier Data

A total of 25,666 MPANs were issued to 47 Electricity Suppliers who had to respond with their billing / site address for each MPAN within 10 Working Days. The Code Manager had planned in additional time, ahead of issuing the data to DNOs to chase or query responses. 100% of MPANs were responded to, though some outside the SLA. As this was the first iteration of the APM the Code Manager has no plans to place any of the late Electricity Suppliers on a Performance Assurance Technique (PAT).

The Code Manager collated the responses ahead of sending the data to DNOs. This included drawing up a summary setting out how each Electricity Supplier had provided the data and the date it was provided.

1.3 DNO Data

The Code Manager had originally planned to wait for another cut of data from the Central Switching Service (CSS) provider before issuing the data to DNOs. However, during pre-go live cleansing it became clear that this was not required and simply merging another Electricity Enquiry Service (EES) extract with the Electricity Supplier responses was sufficient. The Code Manager reclassified the MPANs, which resulted in a reduced total of 25,591. The reduction was as a direct result of pre-go live cleansing as the EES data had been updated with a new UPRN following a matched REL

1.4 Response Deadline

The APM is set up with stepped SLAs based on the number of MPANs. The steps are as follows:

Number of MPANs	SLA – Working Days
1-999	20
1,000-1,999	30
>2,000	40

As this first run is due to complete during or close to the Festive period, the Code Manager has extended some of the deadlines slightly.

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DNOs must provide an outcome status for 100% of the MPANs to the Code Manager. The outcome status provides a summary of their analysis and any steps taken.

SLA – Working Days	Number of MPANs	Number of DNOs	Deadline date
40	20,590	5	12/01/2027
30	1,620	1	05/01/2027
20	2,875	14	10/12/2026

1.5 Next Steps

The Code Manager will collate all responses. This will include issuing any requests for additional Electricity Supplier support and will work with the CSS provider to monitor the progress of all updates. Any late responses will be chased by the Code Manager. An update will be provided to the February PAB, including any recommendations for PATs.

The Code Manager will also review the overall success of the process before triggering the subsequent rounds of the APM.

REC Issue I0200 – Review of the REC's Address Management Service will continue to develop standardisations and best practice that can be implemented going forward. This will include a review of any Performance Assurance reporting requirements.

1.6 Pre-implementation Data Cleanse

The Code Manager worked with DNOs ahead of the APM round one, to allow them to cleanse as many addresses as possible. It was a voluntary scheme and the majority of DNOs took part. The table below shows the progress to date which has not been limited to the MPANs within the SLA.

CSS Reporting Month	Number of MPANs if the SLA had been in place	Total number of MPANs provided by CSS
DNO APM Round 1	25,085	n/a
Sept 26	25,666	81,341
Aug 26	27,527	85,809
Jul 26	29,577	88,066

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REC PAB recommendation
RECCo recommends that the REC PAB • **Notes** the initial progress on the Address Prioritisation Matrix

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