27 August 2026

Address Prioritisation Matrix

Electricity Invalid Postcode

recco

Your Presenters

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- Event recording
- Use of Slido
- Opportunities for Q&A



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Agenda

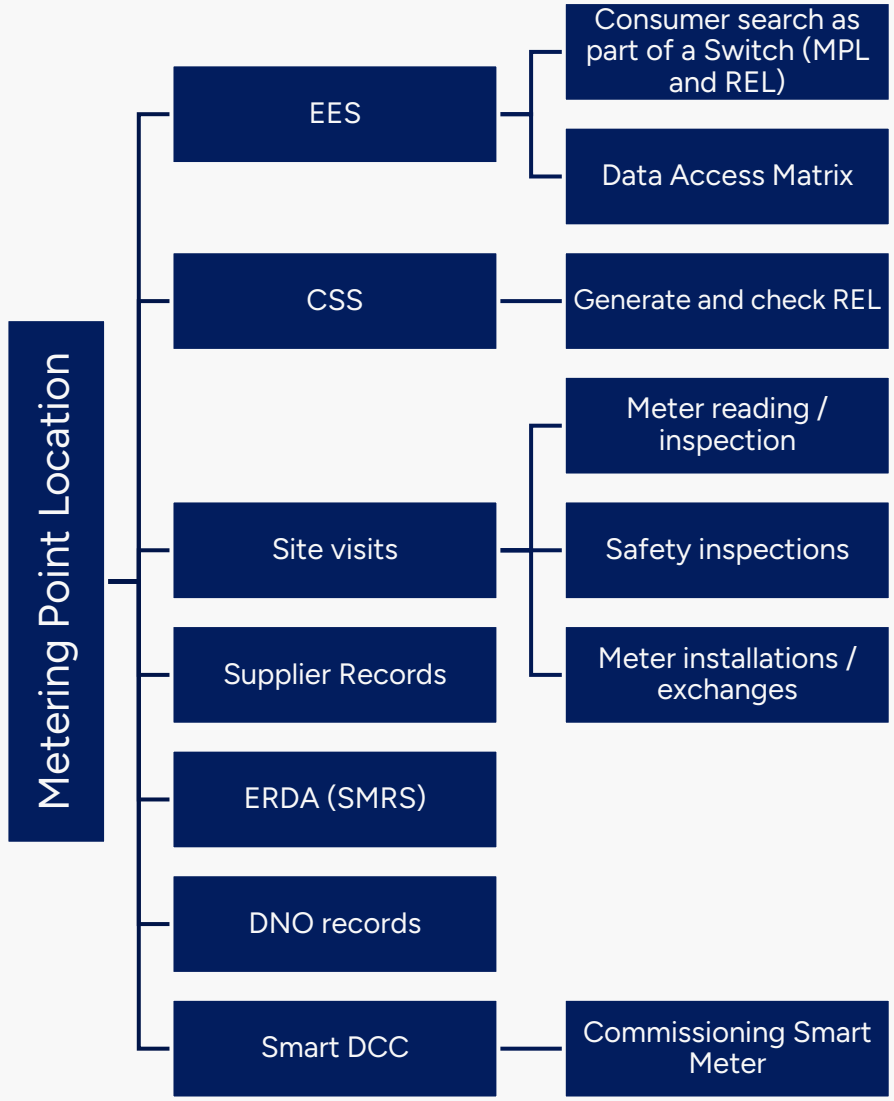
- What is the Meter Point Location used for?
- What is DCC's role?
- What is the Retail Energy Location and how is / will the REL be used?
- What reporting does DCC currently provide?
- What is the AQP?
- What is the APM, how does it fit into the current process and how does it sit in the REC governance structure?
- What are the plans for round 1?
- What will DNOs have to do?
- What are the outcome statuses?
- What happens between now and then?
- What are the plans for subsequent rounds and how will the APM adapt over time?
- Questions

What is the Metering Point Location Used for?

The Metering Point Location, particularly the postcode, is a key industry data item and is used for many different purposes.

The Data Access Matrix gives an idea of who uses it as 38 of the 43 categories have access to the MPL postcode.

As part of a Switch, the first thing a Consumer is asked for is their postcode.



What is DCC's role in addresses?

DCC is obligated by Licence and by the REC as the CSS Provider responsibility for the Address Management Service to create and maintain accurate Retail Energy Location (REL) Addresses for all GB RMPs known as the **Address Quality Objective**.

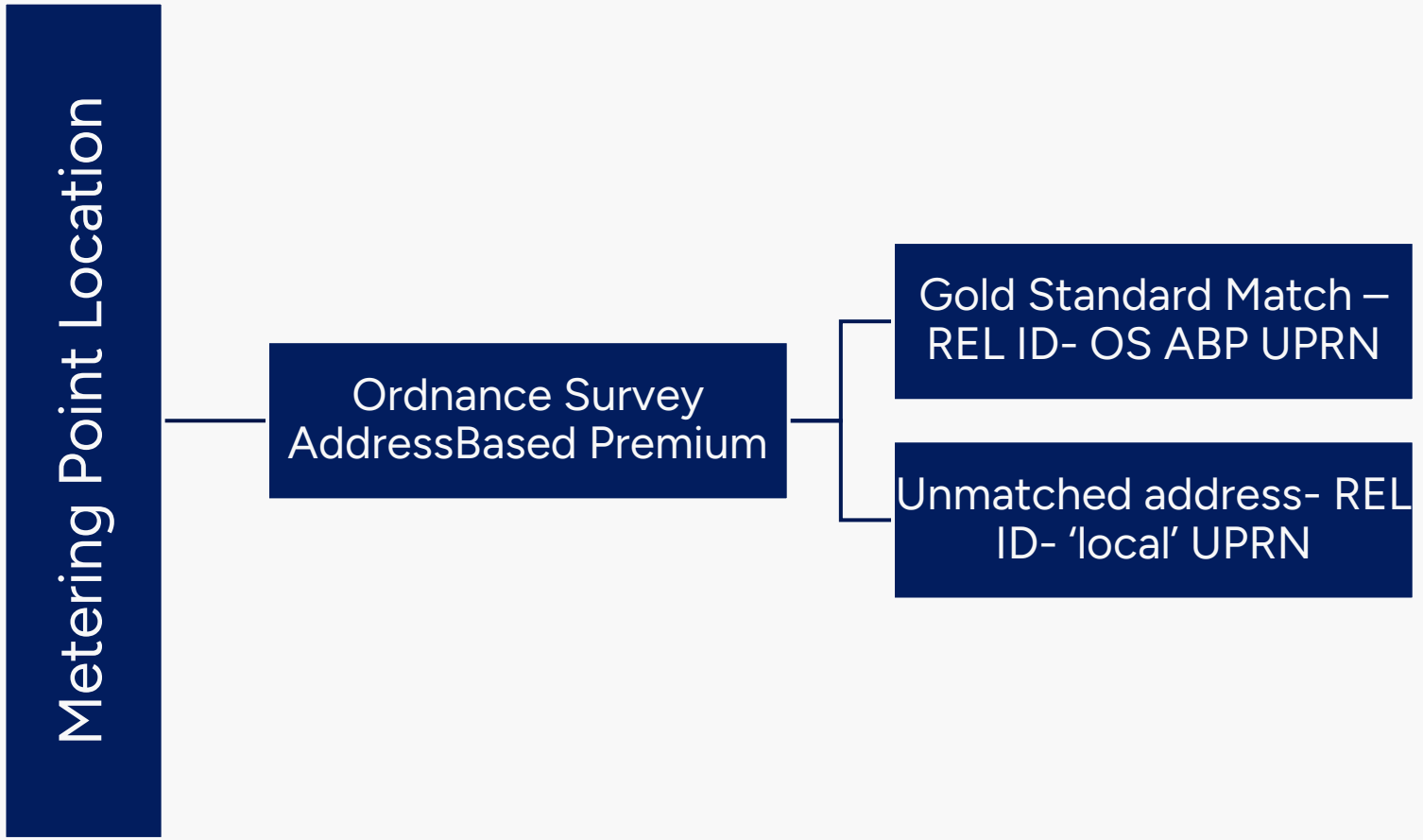
DCC is also obligated to match against **Ordnance Survey Address Base Premium (OS ABP).**

The REL Address is created when an Initial Registration Request is received by CSS.

MPL address quality is fundamental to and underpins the ability to create matched REL addresses in CSS.

DCC is the Data Master for the REL Address. Network Operators are the Data Master for MPL Address.

If there is an issue with the MPL address DCC will need support from Network Operators to investigate and resolve.



What is the REL and how is it used?

The REL is not just the address. However, the address and the UPRN are the key items.

Use of the REL is currently limited to part of a Switch (except by Ofgem).

Later this year the UPRN will be used by Ofgem as part of their administration of the Billing Discount Scheme.

The REC Consumer Consent Service is being designed with the UPRN as the key data item holding everything together.

Many others would like to use the UPRN as the main search item but are limited for now – see I0218.

Data Item	
Retail Energy Location Secondary Name	Retail Energy Location UPRN
Retail Energy Location Primary Name	Retail Energy Location Logical Status
Retail Energy Location Street 1	Retail Energy Location Language
Retail Energy Location Street 2	Retail Energy Location Organisation
Retail Energy Location Locality 1	Retail Energy Location Address Type
Retail Energy Location Locality 2	Retail Energy Location Confidence Score
Retail Energy Location Town	Retail Energy Location Classification
Retail Energy Location Postcode	Retail Energy Location Latitude
	Retail Energy Location Longitude

What reporting does DCC provide?

Address Quality Plan	**Reports to DNOs**
Annual plan	**Address Quality Issues Report**
Sets out how DCC intends to meet the Address Quality Objective	• MPID level categorisation of all Unmatched REL's by issue potentially preventing match
Intended areas of focus for the financial year	• Quarterly Report
Outlines area where support from Parties may be required	• Delivered by DCC SharePoint
New- Recommendations for topics for the Address Prioritisation Matrix	**Potential MPL Issues Report**
	• Available on request
	• Smart Meters sharing a Comms Hub but with different MPL addresses

What is the Address Prioritisation Matrix?

The Address Prioritisation Matrix was introduced by R0283 and implemented on 28 February 2026.

R0283 introduced the Address Prioritisation Matrix to Schedule 6 clauses 7.24-7.27 setting out the activities required and the prioritisations. It is clause 7.24(a) states that the activities listed within the APM must be undertaken by Parties and that's where the mandatory requirement is. Schedule 1 was updated to with the APM as "Matrix setting out the SLAs and prioritisations for resolving individual REL data quality categories. The SLAs will apply to ERDS, GRDS and Suppliers. The matrix may be updated as per the Performance Assurance Schedule, clause 7.26".

The structure and categories of the APM are a Category 3 document to allow for quick updates, additions or clarifications. As the APM is set out the Performance Assurance Schedule it is subject to the full REC assurance regime.

The aim of the APM is to replace the existing DCC reporting. It provides clear prioritisation for parties, setting out the data in more manageable pots and sets out realistic SLAs.

The pots have been set out with domestic and small domestic MPANs having the SLAs as these Consumers are least likely to know their own MPAN so will be relying on postcode searches to Switch, find their Electricity Supplier or their DNO.

What are the plans for round 1 of the APM?

Date	What happens	Who does it	Additional Info
17/09/26-22/09/26	Unmatched MPANs categorised	DCC	Exact dates depends on volume of MPANs to be matched
On or around 23/09/26	Send MPAN list to Code Manager	DCC	
On or around 23/09/26	Use EES extract to establish priority pots and current Supplier	Code Manager	
Week commencing 28/09/26	Send MPANs to Electricity Suppliers by MPID	Code Manager	Will group MPIDs as much as possible and will send biggest first
10 Working Days from receipt of file	Provide site address to Code Manager	Electricity Supplier	Site or billing address – not forwarding address.
On or around 22/10/26	Collate all Electricity Supplier output	Code Manager	
After 22/10/26	Case any missing responses	Code Manager	As per Schedule 6
On or around 29/10/26	Unmatched MPANs categorised	DCC	Exact dates depends on volume of MPANs to be matched
Week commencing 05/11/26	Send MPAN list to Code Manager	DCC	
On or around 09/11/26	Use EES extract to establish priority pots and merge with Supplier site address	Code Manager	
Week commencing 09/11/26	Send MPANs to DNOs	Code Manager	Will group MPIDs as much as possible and will send biggest first

What will Suppliers have to do?

Make sure the Code Manager has up to date contact details for you. If none are provided the REC Contract Manager will receive the data.

The SLA is 10 Working Days to provide the site address you hold for each MPAN. This could also be called the billing address but is NOT the forwarding address. No obligation to validate the data and it will not be quality checked – it is being requested first to help DNOs clear as much of the backlog as possible. The trial earlier this year showed the need for supplier data to help clear historic data issues as Suppliers have more regular contacts with the Consumer.

Data will be sent on or around 23/09/26. Deadlines will depend on the exact date the request is sent to you but is expected to be on or around 07/10/26.

After round 1 Suppliers will only be asked to provide data if a DNO asks for it. The same 10 Working Day SLA applies.

What will DNOs have to do?

Make sure the Code Manager has up to date contact details for you. If none are provided the REC Contract Manager will receive the data.

Review pots 1-3 (SMETS, Non SMETS and New Con with Meter).

Review each MPAN and respond with an outcome status for each MPAN within the SLA.

The combined SLA for the 3 pots is:

- 1 – 999 MPANs = 20 Working Days;
- 1,000-1,999 MPANs = 30 Working Days;
- 2,000 + MPANs = 40 Working Days.

However, as the SLA is likely to fall over Christmas period the Code Manager has pushed out the SLAs as follows:

- 20 WD = approx. 11/12/2026;
- 30 WD = approx. w/c 04/01/2027 (noting Scottish Bank Holiday);
- 40 WD = approx. 12/01/2027.

Exact dates will be dependent on date of receipt of the pots.

What are the outcome statuses?

Outcome Status	What is it?
Postcode only updated	Postcode updated but the rest of the address remains unchanged
Postcode and address updated	updated Postcode and address updated
Address only updated	Postcode unchanged and rest of the address updated
Postcode valid - on Royal Mail Address File (PAF)	Timing issue - postcode is now on Royal Mail database but not checked Ordnance Survey AddressBased Premium
Postcode valid - non PAF	Non postal address so will never be on Royal Mail database. Does not need supplier input
Require Energy Supplier support	Recognise address is not correct but do not have enough data to correct it. Require Energy Supplier to provide their view of the address to carry out additional analysis. Note that this is not expected to be used in stage one as the Energy Supplier data is provided up front.
Disconnected	Timing issue - MPAN now disconnected so no address update required
DNO UPRN available	You hold a valid UPRN and the source of the UPRN matches the MPL. Please provide it to help DCC match to Ordnance Survey
Complex investigation required	DNO has investigated but cannot reach a definitive outcome status within the SLA so is requesting additional time. For example, a site visit may be required or input from a third-party connections company is required. Can only be requested once per MPAN.
Valid postcode not on PAF	Timing issue - Royal Mail database not updated. Does not mean it will be removed but will be monitored for updates to the PAF.
Valid postcode not on ABP	Timing issue - Ordnance Survey AddressBased Premium not updated. Postcode is on Royal Mail database

Red = suggested changes to the outcome statues based on feedback from DNOs

What happens between now and then?

What can DNOs and Suppliers do?	Additional Information
DNOs - Work through the files the Code Manager has sent you	The Code Manager has sent at least 1 report to all DNOs (and IDNOs). Code Manager is happy to receive responses and feedback
DNOs - Update as many postcodes (and addresses where relevant) as possible.	Check for any updates rejected by CSS – they MPANs will only drop off if they generate a REL or are classed as a valid postcode (and cannot match for another reason)
All - Make sure the Code Manager has the correct contact details - if none are provided the REC Contract Manager will be sent the data	Recommend the Code Manager is provided with either a generic team account or multiple contacts to avoid any loss of time
Suppliers – make sure you are following the process set out in the Address Management Schedule as and when you become aware of incorrect postcodes	D0381 process
Code Manager – update the APM with the new outcome statuses	Expected to be discussed at September PAB
Reach out to the Code Manager and DCC	Happy to discuss any part of the APM on calls or via email. Can also walk through examples as required

What are the plans for subsequent rounds and how will the APM adapt over time?

Exact plans will depend on the success of Round 1

Key expectations are

- Will be DNO first going forward. If Electricity Supplier data is required, DNOs need to request it via the outcome status. Do not use SDEP – the outcome status allows the Code Manager to track the MPANs and triggers SLA on Suppliers.
- Volumes will be much lower. Any MPANs flag as “Postcode valid – non PAF” to be removed from the file, once checked by DCC and the Code Manager.
- Monitoring of the outcome statuses – any flagged as updated that remain unchanged on subsequent reports will be followed up to understand why the updates failed.
- In 2027 the APM will be updated to include all invalid postcode pots (excluding new connections with no meter).
- DCC will publish their AQP for 2027-28 in December 2026 for industry consultation. This will include their recommendations for additional priorities for the APM.
- Once the AQP consultation closes PAB will review the suggestions and raise changes to the APM. Any changes will be subject to a 3 week Category 3 consultation. This will be flagged in the weekly Change Bulletin.

What does the data look like?

Tab	What is it?	Prioritisation	Cleared since Jul	Added since Jul	Net position	Jul-26	Aug-26
SMETS	MPAN trading more than 2 years, whole current connection, SMETS meters only	1	503	35	- 468	9,207	9,212
Non SMETS	MPAN trading more than 2 years, whole current connection, non-SMETS meters only (ie likely to be due a smart meter)	2	535	23	-512	13,425	12,187
New Con with meter	MPAN trading less than 2 years, whole current connection, SMETS or should be SMETS meters only	3	1,541	243	-1,298	6,945	6,128
AMR	MPAN trading more than 2 years, whole current connection, AMR meters only	4	119	17	-102	10,478	10,228
New Con AMR	MPAN trading less than 2 years, whole current connection, AMR meters only	5	65	2	-63	289	194
Older not WC	MPAN trading more than 2 years, not whole current connection, all meter types	6	75	27	-48	8,959	8,403
Older WC no meter	MPAN trading more than 2 years, whole current connection, no meters installed. Potentially pending disconnection	7	222	13	-209	9,843	10,113
New Con not WC	MPAN trading less than 2 years, not whole current connection, all meters and no meter installed. Potentially BAU processes will resolve	8	39	22	-17	483	393
Older not WC no meter	MPAN trading more than 2 years, not whole current connection, no meters installed. Potentially pending disconnection	9	7	39	32	504	503
New Con 2yr no meter	MPAN trading less than 2 years, whole current connection, no meter installed. Potentially BAU processes will resolve	n/a	4,398	4,101	-297	24,371	22,678
Duplicate	EES data has more than 1 meter installed on the MPAN	n/a	0	0	0	0	1,410

What does the data look like in more detail?

Tab	**DNO cleared since Jul**	*IDNO cleared since Jul*	**DNO added since Jul**	*IDNO added since Jul*	**DNO net position**	*IDNO net position*	**DNO Jul 26**	*IDNO Jul 26*	**DNO Aug 26**	*IDNO Aug 26*
TOTAL	**1,393**	*6,155*	**484**	*4,803*	**-909**	*-1,352*	**54,480**	*33,586*	**53,573**	*32,235*
SMETS	**348**	*155*	**23**	*12*	**-325**	*-143*	**8,627**	*580*	**8,432**	*780*
Non SMETS	**504**	*31*	**17**	*6*	**-487**	*-25*	**13,285**	*140*	**12,078**	*109*
New Con with meter	**230**	*1,311*	**38**	*205*	**-192**	*-1,106*	**1,017**	*5,928*	**949**	*5,179*
AMR	**117**	*2*	**17**	*-*	**-100**	*-2*	**10,346**	*132*	**10,089**	*139*
New Con AMR	**4**	*61*	**1**	*1*	**-3**	*-60*	**155**	*134*	**127**	*67*
Older not WC	**62**	*13*	**27**	*-*	**-35**	*-13*	**8,673**	*286*	**8,112**	*291*
Older WC no meter	**30**	*192*	**4**	*9*	**-26**	*-183*	**7,638**	*2,205*	**7,630**	*2,483*
New Con not WC	**8**	*31*	**8**	*14*	**-**	*-17*	**242**	*241*	**185**	*207*
Older not WC no meter	**7**	*-*	**17**	*22*	**10**	*22*	**476**	*28*	**476**	*27*
New Con 2yr no meter	**67**	*4,331*	**305**	*3,796*	**238**	*-535*	**1,141**	*23,230*	**1,236**	*21,442*

Address Prioritisation Matrix

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Useful sources of additional information

- Schedule 29 – Address Management
- Address Population Rules
- C3-0162 - Address Prioritisation Matrix
- R0283 - Annual Address Management Plan Updates
- I0200 - Review of the REC's Address Management Service
- Data Access Matrix
- Category 3 documentation – where Address Prioritisation Matrix will be from 01/09/2026