Address Prioritisation Matrix

Version 1.1

06 November 2026

RETAIL ENERGY CODE

Change History

Version Number	Date Published	Reason for Change / Updates Made
V0.1		Creation of APM ahead of consultation
V0.2	19/06/2026	Updated following feedback and published as part of Category 3 change process
V0.3	15/07/2027	Updated following responses to consultation
V1.0	01/09/2026	Final version for publication – C3-0162
V1.1	29/09/2026	Final version for publication – C3-0173

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1. INTRODUCTION

Change Proposal R0283 - Annual Address Management Plan Updates introduced the concept of the Address Prioritisation Matrix (APM) and was implemented on 27 February 2026. R0283 recognised that the REC Address Management Service is the responsibility of the DCC, as set out in Schedule 29 – Address Management, with support from REC Parties. DCC has been making progress resolving address data issues, but they recognised the REC had no mechanism to clearly establish Code-level targets for address improvement, or overall market performance. Key to resolving this is the APM – a matrix setting out the Service Levels (SLAs) and prioritisations for resolving individual Retail Energy Location (REL) data quality categories. The SLAs will apply to the Electricity Retail Data Service (ERDS), Gas Retail Data Service (GRDS) and Energy Suppliers.

The APM will be populated in stages. The first iteration is electricity-only, invalid postcodes.

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2. INVALID POSTCODES – ELECTRICITY ONLY

The postcode is a key part of the Meter Point Location (MPL) and the Retail Energy Location (REL). If the MPL postcode is incorrect, the REL address will not match to Ordnance Survey AddressBase Premium (OS ABP). It is also the first piece of data that Consumers use to identify their supply when searching via Price Comparison Websites (PCWs) or Third-Party Intermediaries (TPIs).

Additionally, unmatched REL addresses do not contain 'real world' Unique Property Reference Numbers (UPRN). The UPRN is increasingly a 'golden thread' Data Item within the energy industry, delivering clear Consumer benefits beyond Switching, as demonstrated by both the Consumer Consent Solution and Billing Support Schemes utilising the data (subject to necessary REC changes and commercial framework).

The reporting will have an initial population of Energy Supplier data at the start of Stage One. This is intended to minimise the impact of address queries on Energy Suppliers and speed up the investigation and resolution of issues. Going forward, Energy Suppliers' site data will be available on request by the DNO.

Each step will have a Service Level as set out in section 2.2.

Any updates to the address will follow the business-as-usual process with CSS receiving an updated MPL via the Metering Point or Supply Point Registrable Measurement Point (RMP) Event Synchronisation which will trigger the REL matching process.

2.1. INVALID POSTCODE CATEGORIES

The DCC will regularly provide RECCo with the report of unmatched REL Meter Point Administration Numbers (MPANs) that are suspected to have failed to match because the postcode is invalid.

RECCo will use Electricity Enquiry Service (EES) data to prioritise the data into the following categories:

Priority Category	Name	What is it?	Reason for recommendation
1	SMETS	• MPAN Trading more than 2 years • Whole Current connection • SMETS Meter installed	• Consumers have more tariff options available (Export, time of use etc) • Feedback from trial showed these were "easier" to resolve
2	Non-SMETS	• MPAN Trading more than 2 years • Whole Current connection, • Non-SMETS Meter installed (K, N, T, S, NSS)	• Improved MPL available when Smart Meter installation is booked • Smoother Consumer Switch process
3	New Connections SMETS	• MPAN Trading less than 2 years • Whole Current connection • SMETS Meters only	• Change of Occupier from developer to Consumer more likely to have occurred so Switch more likely • Consumers have more tariff options available (Export, time of use etc) • Date of Meter installation can be used to filter out newer instances as

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Priority Category	Name	What is it?	Reason for recommendation
			business-as-usual activity likely to resolve these
4	AMR	• MPAN Trading more than 2 years • Whole Current connection • AMR meters only (includes H Meter Types which may be Domestic / Microbusiness)	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
5	New Connections AMR	• MPAN Trading less than 2 years • Whole Current connection • AMR Meters only	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
6	Older not Whole Current	• MPAN Trading more than 2 years • Not Whole Current Connection Type • All Meter Types	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
7	Older Whole Current no Meter	• MPAN trading more than 2 years • Whole current connection • No meters installed	• Potentially pending Disconnection • If the MPAN is not pending Disconnection, updating the MPL will help when Consumer requests a Meter
8	New Connections not Whole Current	• MPAN Trading less than 2 years • Not Whole Current Connection Type • No Meter installed	• Potentially business as usual processes will resolve • Consumers have more tariff options available (Export, time of use etc)
9	Older not Whole Current no Meter	• MPAN Trading more than 2 years • Not Whole Current Connection Type • No Meter installed	• Potentially pending disconnection • If the MPAN is not pending Disconnection, updating the MPL will help when Consumer requests a Meter
n/a	New Connections x years no Meter	• MPAN Trading less than 2 years • Whole Current Connection Type • No Meter installed	• Potentially business as usual processes will resolve
n/a	Has UPRN	• EES data has a UPRN that does not start 999.	• Not Worked as expected timing issue. MPANs to be passed back to DCC for investigation

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Priority Category	Name	What is it?	Reason for recommendation
n/a	Not Trading	• MPAN is Disconnected, New or Registered	• REL obligations do not apply. Disconnected expected to be de-activated so timing issue

2.2. SERVICE LEVELS

Energy Suppliers are not required to carry out MPAN level analysis. The aim is for them to provide site addresses via a bulk request to assist the DNO investigations.

Party Type	Categories	Minimum SLA	Expected output
Energy Suppliers – round 1	1-3	10 Working Days	Site address (not forwarding address) on set template
Energy Suppliers – subsequent rounds	All	10 Working Days	Site address (not forwarding address on set template
DNOs	1-3	> 2,000 MPAN – 40 Working Days 1,000-1,999 MPANs – 30 Working Days 1-999 MPANs – 20 Working Days	MPAN level analysis with specific outcomes.
DNOs	Status “complex investigation required”	Additional 40 Working Days	MPAN level analysis with specific outcomes. Can only be requested once at MPAN level.

2.3. OUTCOME

DNOs are required to use standardised outcomes or findings to support the efficient centralised reporting and monitoring of the process. They will respond on a set template with the outcome statuses below:

Outcome status	What is it?
Postcode only updated	Postcode updated but the rest of the address remains unchanged
Postcode and address updated	Postcode and address updated
Address only updated	Postcode unchanged and rest of the address updated

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Outcome status	What is it?
Postcode valid - on Postcode Address File (PAF)	Timing issue - postcode is now on Royal Mail database but not checked Ordnance Survey AddressBased Premium
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. Does not mean it will be removed but will be monitored for updates to the 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 MPL is valid. Please provide the UPRN to help DCC match to Ordnance Survey. The MPL postcode and or address should be updated if accurate data is available
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.

2.4. ENERGY SUPPLIER TEMPLATE

- Energy Suppliers will be provided with the MPANs only in a .xls or .xlsx template.
- Stage One response – each line of the address in a separate column.
- Stage Two - Ongoing, Energy Suppliers are requested, wherever possible to provide the addresses in the following format:

Column name	What is it?
Metering Point Address Line 1	Free text field (e.g. plot number)
Metering Point Address Line 2	Sub-building name and/or number

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Column name	What is it?
Metering Point Address Line 3	Building name and/or number
Metering Point Address Line 4	Dependant thoroughfare as defined within the PAF, or otherwise identified
Metering Point Address Line 5	Thoroughfare as defined within the PAF, or otherwise identified
Metering Point Address Line 6	Double dependant Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 7	Dependant Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 8	Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 9	County
Metering Point Address Postcode	Postcode as defined within the PAF, or Outcode where no Postcode is available from the PAF

2.5. DNO TEMPLATE

DNOs will be provided with full EES data to help their investigations. The exact data items and format will be set out in separate information document. In Stage One, the Supplier information will be included at the end of the template.

When providing the output of their analysis, as a minimum DNOs will provide the following Data Items:

Data item	Why provide it
MPAN	Ties back to original request
Outcome	Allows tracking of analysis
UPRN	If available

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3. APPENDIX 1 – USEFUL TERMS

Populated using the definitions as set out in the REC Schedule 1 or the Supply Standard Licence Conditions. Where this has not been possible, this has been flagged.

Term	Acronym	What does it mean?
Address Prioritisation Matrix	APM	means the REC PAB's matrix of that name under paragraph 7.26 of the Performance Assurance Schedule.
Advanced Metering Asset	AMR	means an electricity Metering Asset of a Meter Type which belongs to the Advanced Meter Group within Industry Standing Data (and has the same meaning as Advanced Meter within the Electricity Supply Licence).
Data Communications Company	DCC	means the person holding the DCC Licence.
Disconnect		shall have the meaning given to that expression in the Electricity Supply Licence and the Gas Supply Licence; and Disconnection and similar expressions shall be interpreted accordingly.
Distribution Network Operator	DNO	means a person holding an Electricity Distribution Licence.
Electricity Enquiry Service	EES	means the service described as such in the EES Service Definition.
Electricity Supplier		means a person holding an Electricity Supply Licence.
Energy Supplier		means a person which is either or both an Electricity Supplier and/or a Gas Supplier
Metering Point		has the meaning given to it in the Electricity Distribution Licence, which for the time being means: “the point, determined according to the principles and guidance given in the MRA Transition Schedule to the Retail Energy Code, at which a supply of electricity taken into or conveyed from the licensee’s Distribution System: (a) is or is intended to be measured; or (b) where Metering Equipment has been removed, was or was

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Term	Acronym	What does it mean?
		intended to be measured; or (c) in the case of an Unmetered Supply, is treated as measured."
Meter Point Administration Number	MPAN	means the unique reference number used to identify electricity Metering Points.
Meter Point Location Address	MPL	means the address (or other spatial reference) of a Supply Meter Point's or Metering Point's Location, as created and maintained by the Gas Transporter or Distribution Network Operator (as applicable) for that Supply Meter Point or Metering Point.
Micro-Business Consumer		means a 'Micro-Business Customer', as defined in the Energy Supply Licences.
Ordnance Survey AddressBase Premium	OS ABP	https://www.ordnancesurvey.co.uk/products/addressbase-premium
Postcode Address File / Royal Mail Database	PAF	https://www.royalmail.com/find-a-postcode
Retail Energy Location	REL	means a Location to which Energy is delivered via an RMP, and/or from which electricity is exported via an RMP.
Registrable Measurement Point	RMP	means a Supply Meter Point or Metering Point identified in the Central Switching Service.
RMP Event Synchronisation		See MM90007 or MM90048
Service Levels	SLAs	means the same as Performance Levels.
Smart Metering Equipment Technical Specifications	SMETS	means the Smart Metering Equipment Technical Specifications set out in the Smart Energy Code.
Supply Point		means the point at which a gas service enters a Location, as further described in the UNC.
Unique Property Reference Number	UPRN	means the number by which a property is identified in the GB Standardised Address List.

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Term	Acronym	What does it mean?
Whole Current Metering Point		means a Metering Point where the Metering Asset is directly connected to the current carrying lines.
Working Day	WD	means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday in either or both England and Wales within the meaning of the Banking and Financial Dealings Act 1971.

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