RETAIL ENERGY CODE

DATA CLEANSE REPORTS

GUIDANCE DOCUMENT

Version 6.5~~4~~
~~May~~ June 2024

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

RETAIL ENERGY CODE

TABLE OF CONTENTS

Change History 6
Overview 7
Issuing Guidance 7
New Parties 7
Accessing The Reports 7
Overall Assumptions / Clarifications 7
REC Performance Assurance 8
Key principles 8
Reports Produced 8
Report Categorisation 8
Related MTC Reports 11
MTC Report Definitions 12
REPORT 1 12
REPORT 2A 12
REPORT 2B 12
REPORT 3A 13
REPORT 3A Flagged 13
REPORT 3A Unflagged 13
REPORT 3B 14
REPORT 4A 14
REPORT 4B 15
REPORT 5A 16
REPORT 5B 16
REPORT 6A 17
REPORT 6B 17
Disconnected Metering Points/Active Relationship 18
Unrestricted SSC/Active Relationship Flag 19
Active Relationship Reports 20
Clarifications 20
Assumptions 20
Active Relationship Report Definitions 21
REPORT AR1 – Active Relationship Report 21

REPORT AR2A – Cleansed to Acceptance Criteria 21
REPORT AR2B – Contains Data Issues 21
REPORT AR3A – All MTC's in Unrelated Range 22
REPORT AR3B – Split Supply 23
REPORT AR3C – Unrestricted SSC/Active Relationship Flag 23
REPORT AR3D – Disconnected Metering Points/ Active Relationship 24
REPORT AR3E – Active Relationship/ Postcode Mismatch 25
REPORT AR3F – Domestic Premises Indicator Mismatch 25
MPAD Reports 27
MPAD Report Definitions 27
Invalid Topline 27
Meter Type Mismatch 27
No Meter MTC 29
Energised No Meter 29
Energised, No Meter - Terminated 30
Invalid Electricity MAP ID 30
Plot Addresses 30
Smart Meter Type/MTC Mismatch 31
Unmetered Domestic Premises Indicator 32
Further Guidance 33
Communication Tools 33
Report Criteria 33
Address Matching 33
Supplier Matching 33
Disconnected MPANs 33
Resolving Reports 33
Setting, Amending and Deleting MPAN Relationships 33
D0386 Resolving Disconnected MPANs 34
Updating the MTC or SSC 34
Updating Addresses 34
Split Supply Reports 34
REPORT 3B – Domestic premise 35
REPORT 3B – Non-Domestic premise 35
REPORT 6B – All Premises 36

De-Energised/Energised – All Split Pots 36
Data Cleanse Summary Reporting 37
Related MPAN Cleanse Exemptions 39
How to Raise New Exemption Scenarios 39
Claiming an Exemption in your Monthly Reports 39
Exemption Scenarios 41
Plot Address Exemptions 41
Appendix A – Related MTC Reports 42
Appendix B – Active Relationship Reports 43
Appendix C – Exemption Request Forms 44
~~Data Cleanse Reports ..... 0~~
~~Change History ..... 4~~
~~Overview ..... 5~~
~~Issuing Guidance ..... 5~~
~~New Parties ..... 5~~
~~Accessing The Reports ..... 5~~
~~Overall Assumptions / Clarifications ..... 5~~
~~REC Performance Assurance ..... 6~~
~~Key principles ..... 6~~
~~Reports Produced ..... 6~~
~~Related MTC Reports ..... 7~~
~~MTC Report Definitions ..... 8~~
~~REPORT 1 ..... 8~~
~~REPORT 2A ..... 8~~
~~REPORT 2B ..... 8~~
~~REPORT 3A ..... 9~~
~~REPORT 3A Flagged ..... 9~~
~~REPORT 3A Unflagged ..... 9~~
~~REPORT 3B ..... 10~~
~~REPORT 4A ..... 10~~
~~REPORT 4B ..... 11~~
~~REPORT 5A ..... 12~~
~~REPORT 5B ..... 12~~
~~REPORT 6A ..... 13~~

Formatted: Default Paragraph Font

REPORT 6B 13
Disconnected Metering Points/Active Relationship 14
Unrestricted SSC/Active Relationship Flag 15
Active Relationship Reports 16
Clarifications 16
Assumptions 16
Active Relationship Report Definitions 17
REPORT AR1 – Active Relationship Report 17
REPORT AR2A – Cleansed to Acceptance Criteria 17
REPORT AR2B – Contains Data Issues 17
REPORT AR3A – All MTC's in Unrelated Range 18
REPORT AR3B – Split Supply 19
REPORT AR3C – Unrestricted SSC/Active Relationship Flag 19
REPORT AR3D – Disconnected Metering Points/ Active Relationship 20
REPORT AR3E – Active Relationship/ Postcode Mismatch 21
REPORT AR3F – Domestic Premises Indicator Mismatch 21
MPAD Reports 23
MPAD Report Definitions 23
Invalid Topline 23
Meter Type Mismatch 23
No Meter MTC 25
Energised No Meter 25
Energised, No Meter - Terminated 26
Invalid Electricity MAP ID 26
Plot Addresses 26
Smart Meter Type/MTC Mismatch 27
Unmetered Domestic Premises Indicator 28
Further Guidance 29
Communication Tools 29
Report Criteria 29
Address Matching 29
Supplier Matching 29
Disconnected MPANs 29
Resolving Reports 29

Formatted: Default Paragraph Font

RETAIL ENERGY CODE

Setting, Amending and Deleting MPAN Relationships 29
D0386 Resolving Disconnected MPANs 30
Updating the MTC or SSC 30
Updating Addresses 30
Split Supply Reports 30
REPORT 3B – Domestic premise 31
REPORT 3B – Non-Domestic premise 31
REPORT 6B – All Premises 32
De-Energised/Energised – All Split Pots 32
Data Cleanse Summary Reporting 33
Related MPAN Cleanse Exemptions 35
How to Raise New Exemption Scenarios 35
Claiming an Exemption in your Monthly Reports 35
Exemption Scenarios 37
Plot Address Exemptions 37
Appendix A – Related MTC Reports 38
Appendix B – Active Relationship Reports 39
Appendix C – Exemption Request Forms 40

Formatted: Default Paragraph Font

RETAIL ENERGY CODE

CHANGE HISTORY

Version	Issue Date	Author	Comments
6.0	July 2022	REC Code Manager	Initial version following transition of reporting to REC Code Manager arrangements
6.1	October 2022	REC Code Manager	Addition of Invalid Electricity MAP ID Report Other minor amendments to reflect post CSS Go-Live clarifications
6.2	March 2023	REC Code Manager	Update of transitional language and minor amendments Splitting of the No Meter MTC report into two sub-reports Update to the recipient of the Invalid Electricity MAP ID report from the current to the installing supplier Addition of Unmetered Domestic Premise Indicator report Addition of Movement Summary report to the Performance Assurance Dashboard Update on approach to how exemptions are reported in the Code Manager produced reporting
6.3	February 2024	REC Code Manager	Housekeeping changes, including removal of unnecessary wording, formatting improvements and clarifications. Coalition of this guidance document with the Active Relationship guidance document to create one master Data Cleanse Report Guidance document. Clarification to the Report AR3C definition and guidance. Addition of the Energised No Meter report and update of No Meter MTC reports to being for information only.
6.4	May 2024	REC Code Manager	Addition of the Energised No Meter Terminated report
6.5	June 2024	REC Code Manager	Addition of Data Cleanse report categorisation

RETAIL ENERGY CODE

OVERVIEW

This document exists to detail and provide Parties guidance on the Data Cleanse activity conducted under the Retail Energy Code (REC) based on data present in the Electricity Enquiry Service (EES).

All Parties under the REC have an obligation to maintain the completeness and accuracy for all data items for which it is the Data Master (Schedule 24 – Switching Data Management, Section 3).

Party obligations are further defined within the Performance Assurance - Retail Risk Register where Risk Drivers describe the scenarios where failure to follow defined processes due to a lack of data quality can lead to negative outcomes and poor consumer experiences.

Lack of data quality can impact both other Parties and consumers leading to negative outcomes and poor consumer experiences. Through the Data Cleanse activity and reporting described in this document, the Code Manager aims to coordinate with industry to jointly address and mitigate these types of problems.

ISSUING GUIDANCE

Reports will be issued by the 5th working day of the month through the REC Portal. They will be uploaded to the 'Your Files' area. The Data Cleanse Summary tab on the Performance Assurance (PA) Dashboard will also be updated on the same day.

NEW PARTIES

Parties who have not previously engaged and wish to receive these reports should contact the REC Service Desk. The reports will be available the following month once acknowledgement has been received. A communication will be sent to the requesting party notifying them when the reports have been uploaded.

ACCESSING THE REPORTS

It is the responsibility of every participating company to ensure that the required persons have appropriate REC Portal permissions to be able to access the 'Your Files' area of the Portal and the PA Dashboard. Permission changes should be completed by the Contract Manager or Master Admin User (MAU) of each organisation.

OVERALL ASSUMPTIONS / CLARIFICATIONS

- Unless otherwise specified reports only consider 'Traded' MPANs i.e. Trading Status = 'T'.
- MPANs may be duplicated within a single report if more than one MSN is in situ.
- MPANs may be present in more than one report.
- Data is correct as of last working day of the previous month.

- Unless otherwise specified all Measurement Classes (MCs) will be included in each report.

REC PERFORMANCE ASSURANCE

Some of the data quality issues that the Data Working Group (DWG) monitored under the now closed Switching Programme remain relevant in the market and fall under the REC, including the REC Performance Assurance arrangements.

This section outlines the approach adopted following transition to REC arrangements.

KEY PRINCIPLES

- Most "enduring" data quality measures previously monitored by DWG are overseen by the REC Code Manager as part of Performance Assurance activities.
- Business logic to identify data quality issues by the DWG were adopted by the REC Code Manager in the first instance to avoid discontinuity.
- Application of business logic and identification of data quality exceptions has been integrated into the wider Performance Assurance data analytics processes. The enduring solution will be for data to be shared with parties via a future release of the party dashboards now available on the REC Portal (i.e., the exact format and location of reports will change). In the interim data is shared via the REC Portal as a set of fie extracts similar to previous DWG arrangements.
- The PAB will be responsible for setting expected performance against individual metrics in the form of thresholds. As with other analytics these will be used by the Code Manager to inform the application of Performance Assurance Techniques where performance is below threshold.
- Parties remain responsible for maintaining data quality in line with Code Requirements.
- An exact equivalent to the DWG has not been created, however, data cleanse related issues and updates are discussed at the REC Issues Group (RIG).

REPORTS PRODUCED

The full list of reports produced by the REC Code Manager are defined in this document. The mapping of each report to the relevant Retail Risk can be found in the Retail Risk Register, available on the REC Portal.

Examples of each report can be found on the REC Portal (within Party Operations, under Useful Documents).

REPORT CATEGORISATION

To make it easier for Parties to understand our approach to each data cleanse report we have grouped the data cleanse reports into three categories. Our methodology for data cleanse is to track specified metrics with different approaches based on the assessment of risk relating to the

data items. Any changes to this grouping would be agreed with the PAB. These approaches are:

Approach	Description	Reports
Sprint	We set data cleanse targets, approved by the PAB, for Parties to deliver. If these targets are not met by an individual Party we apply relevant PATs, agreeing the approach with PAB as appropriate. A sprint approach is followed in order to focus effort across the market on prioritised issues and to manage the risk of such issues being transferred on switching.	• Energised No Meter • Invalid Electricity MAP ID
Track	We share these data cleanse reports with Parties, and these should be addressed in line with the published data cleanse guidelines where possible. These reports may form part of future sprints depending on market activity, performance and priorities. We are unlikely to apply PATs in respect of these reports but if performance dramatically changes, we may engage with relevant Parties to understand more.	• 3A Unflagged • Unrestricted SSC/Active Relationship Flag • Report AR3A – All MTC's in Unrelated Range • Report AR3C – Unrestricted SSC/Active Relationship Flag • Report AR3E – Active Relationship/ Postcode Mismatch • Invalid Topline • Meter Type Mismatch • No Meter MTC • Energised, No Meter - Terminated • Plot Addresses • Smart Meter Type/MTC Mismatch
Watching Brief	We continue to run these reports and share them with Parties but are not actively considering them. This is most commonly used where reasonable efforts to cleanse data have been taken and there is a low residual level of items in these reports, but we want	• 3B • 4A • 5B • 6A

	to be alerted if an event in the market causes a significant resurgence of issues. We do not expect Parties to actively cleanse these (and would expect in most cases cleansing has previously been attempted whilst such reports were considered under a sprint) but do expect day to day operational processes to continue.	• 6B • Disconnected Metering Points/Active Relationship • Report AR3B – Split Supply • Report AR3D – Disconnected Metering Points/ Active Relationship

RETAIL ENERGY CODE

RELATED MTC REPORTS

Below is a description of the attributes of each Related MTC report, along with guidance on action that needs to be taken to cleanse.

Appendix A shows a visual representation of how the reports are broken down.

For reference, the criteria for creating a Related Metering Point relationship is described in paragraph 1.2 of Schedule 28 – Related Metering Points, below for reference:

An Electricity Supplier can create a Related Metering Point relationship between two or more Metering Points (other than Export Metering Points) for which it is the Registered Supplier where:

(a) for Non-Half Hourly Metering Points:

(i) all the Metering Points supply electricity to the same Consumer at the same Location (or at any part of the same Location);

(ii) the Meter Point Location Address and the Retail Energy Location Address are the same for each Metering Point; and

(iii) the Electricity Supplier has identified that an appropriate Distribution Use of System Charge tariff, as set out within the DCUSA, is currently applicable to the Primary Related Metering Point and Secondary Related Metering Point(s), or can become applicable to those Metering Points following creation of the Related Metering Point relationship; or

(b) for Half Hourly Metering Points:

(i) the Metering Points supply electricity to the same Consumer at the same Location (or at any part of the same Location);

(ii) the Meter Point Location Address and the Retail Energy Location Address are the same for each Metering Point;

(iii) the Distribution Network Operator (DNO) has notified the Registered Supplier that some or all of the Distribution Use of System Charges are aggregated and charged against a single Metering Point; and

(iv) that aggregated Distribution Use of System Charges are only levied against the Primary Related Metering Point; or

(c) for Non-Half Hourly Unmetered Supplies, each Metering Point relates to an Unmetered Supply which is recorded within a single Unmetered Supply Certificate.

Please consider the above definition of a Related Metering Point and review Schedule 28 – Related Metering Points in full before setting the relationship flag. Not all Metering Points that are located at the same premises meet the criteria of a Related Metering Point. Incorrectly setting MPAN Relationships could create further barriers to consumer switching.

MTC REPORT DEFINITIONS

REPORT 1

Description

All Traded MPANs with a related MTC (500-783).

Rationale

This report is provided so that parties have an overall view for tracking. It is the initial driver report for all subsequent reports, Appendix A provides an overview of the structure.

As the cleanse progresses, this report should eventually end up with all MPANs that have a genuine MPAN relationship flag set against them.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 2A

Description

Of those MPANs in **REPORT 1**, all those which has more than 1 MPAN with a related MTC at the same address.

Rationale

As shown in Appendix A, the reports are split into two branches. This report is provided as an overall view, as with **REPORT 1**. Eventually all MPANs contained in this report will have a genuine MPAN relationship flag set against them, along with an associated related MPAN within the report.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 2B

Description

Of those MPANs in **REPORT 1**, all those which do not have another MPAN with a related MTC at the same address.

Rationale

MPANs with a related MTC code should have other corresponding related MPANs at the same address. This report highlights instances where there is only one MPAN at an address with a related MTC. As shown in Appendix A, this report splits into two branches.

Action Required

No action required. This report is not distributed to REC Parties.

RETAIL ENERGY CODE

REPORT 3A

Description

Of those MPANs in REPORT 2A, where there is more than 1 MPAN with a related MTC at the same address and the Supplier is the same for all MPANs.

Rationale

This report identifies MPANs that require the relationship flag setting.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 3A Flagged

Description

Of those MPANs in REPORT 3A, where there is more than 1 MPAN with a related MTC at the same address, the Supplier is the same for all MPANs and the MPAN Relationship has been set.

Rationale

This report identifies MPANs that have had the relationship flag set to 'Active'.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 3A Unflagged

Description

Of those MPANs in REPORT 3A, where there is more than 1 MPAN with a related MTC at the same address and the Supplier MPID is the same for all MPANs and the relationship flag has not been set.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. All MPANs are registered with the same supplier MPID
4. The MTC for all MPANs registered at address fall between 500-783.
5. The relationship flag is 'none'.

Rationale

This report acts as a guide for parties to identify MPANs that require the relationship flag setting.

Action Required

- MPAN relationship needs setting
- If it is identified that the relationship should not exist, then the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783)

Note: Where there is only a single MPAN in the report, REPORT 3A Flagged should be referenced as the corresponding MPANs will be within this report.

REPORT 3B

Description

Of those MPANs in **REPORT 2A**, where there is more than 1 MPAN with a related MTC at the same address and the Supplier is not the same for all MPANs (i.e. the Supplier MPID is not the same). Where the report covers 'split' supply MPANs at an address, all the affected Suppliers will receive the same data for those MPANs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. All MPANs at address are not registered with the same supplier MPID (split supply).
4. The MTC for all MPANs registered at address fall between 500-783.

Rationale

This report provides parties with a view of their MPANs related through MTC codes. This report will allow Suppliers to engage and work together to resolve the issue by providing each affected party with information of the other associated MPAN(s).

Action Required

- Work with the other affected Supplier(s) to determine which Supplier the customer wishes to supply the related MPANs. Communication guidance is provided further down in the document; transfer the MPANs onto the same Supplier MPID and set the relationship flag if it has not already been set; or
- if it is identified that the relationship should not exist, then the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783) and / or the address needs amending. If the relationship flag has already been set on the MPAN(s), the relationship needs removing.

REPORT 4A

Description

Of those MPANs in **REPORT 2B**, where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is a disconnected MPAN(s) at the exact Address. This report will include the disconnected MPANs.

Rationale

RETAIL ENERGY CODE

This report contains instances of only a single Related MTC MPAN at an address where there is a Disconnected MPAN at the same address. This provides Suppliers a fuller view of the issue.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. At least one other MPAN at the address has a trading status of disconnected.

Action Required – Disconnected MPAN

- Where there is only a single MPAN with a related MTC and disconnected MPAN(s), the live MPANs MTC code needs updating to one that is not in the related MTC range (500-783).

Action Required – Disconnected and Deenergised MPANs

Where there is only a single MPAN with a related MTC, disconnected MPAN(s) and deenergised MPAN(s) at the same address the Suppliers will need to:

Registered Supplier is the same for traded MPANs:

- Identify if the relationship should exist and update the MTC code for the MPANs accordingly; and
- Set the MPAN relationship, if required.

Registered Supplier is different (split supply) for traded MPANs:

- Work with the other affected Supplier(s) to determine which Supplier the customer wishes to supply the related MPANs as per the communication principles provided;
- Transfer the MPANs onto the same Supplier and set the relationship flag; or
- If it is identified that the relationship should not exist, then the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783) and / or the address needs amending.

REPORT 4B

Description

Of those MPANs in **REPORT 2B**, MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is no disconnected MPAN(s) at the exact address.

Rationale

MPANs should not have a related MTC code if there is no other corresponding related MPAN(s) and related meter(s) at the exact address.

As shown in Appendix A, this report splits into two branches. This report highlights instances where there is a related MPAN and there are no disconnected MPANs at the exact address. Further logic to drill down and split the issues further are applied in later reports 5A/B and 6A/B.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 5A

Description

Of those MPANs in **REPORT 4B**, MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there are other MPAN(s) at the same address, however not with a related MTC.

Rationale

MPANs should not have related MTC code if there is no other corresponding related MPAN(s) and related meters at the exact address. As shown in Appendix A, this report splits into two branches. This report highlights instances where there is a related MPAN and there are other unrelated MPANs at the exact address. Further logic to drill down and split the issues further are applied in later reports 6a/b.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT 5B

Description

Of those MPANs in **REPORT 4B**, MPANs where there is a related MPAN and no other MPANs (disconnected or otherwise) at the exact address.

Criteria for Report

1. Only 1 MPAN exists at an address.
2. The MPAN at the address has an MTC between 500-783.

Rationale

MPANs should not have a related MTC code if there is no other corresponding related MPAN(s) at the exact address.

Action Required

- The MTC code needs updating to one that is not in the related MTC range (500-783).
- There may be a second, similar address in the report that should be related, where this is the case:
- The metering point address needs amending so that they all match; and
- The relationship flag needs setting.

RETAIL ENERGY CODE

REPORT 6A

Description

Of those MPANs in **REPORT 5A**, MPANs where there are related MPANs and where there are other MPANs without a related MTC at the exact address and the Supplier MPID is the same for all these MPANs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. Supplier MPID is the same for all MPANs.

Rationale

MPANs should not have related MTC code if there are no other corresponding related MPAN(s) at the exact address. This report is provided to highlight where this may have occurred or where a relationship has not been setup completely.

Action Required

- The MTC codes need updating to one that is in the related MTC range (500-783) to create the relationship and an MPAN relationship flag setting; or
- The MTC code needs updating to one that is not in the related MTC range (500-783).
- Determine whether an Address amendment is required.

REPORT 6B

Description

Of those MPANs in **REPORT 5A**, MPANs where there are other MPAN(s) at the same address, without a related MTC and where there is a split between multiple Supplier MPIDs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. All MPANs at address are not registered with the same supplier MPID (split supply).

Rationale

Having multiple MPANs at the exact same address could indicate that a relationship should exist that has not been setup and therefore resulted in a split supply. This report will allow Suppliers to engage and work together to resolve the issue by providing each affected party with information of the other associated MPAN(s).

RETAIL ENERGY CODE

Action Required

- Identify that the relationship should not exist and amend the address so that they are not an exact match; the supplier of the MPAN with the single related MTC should amend the MTC to an unrelated one or
- If there should be a relationship between MPANs, the Suppliers need to work together to determine which Supplier the customer wishes to supply the related MPANs; Supplier update the MTC, transfer the MPANs onto the same Supplier MPID and create an MPAN relationship flag. Communication guidance is provided here.

Disconnected Metering Points/Active Relationship

Naming convention: [Company Group Name]_DisconnectedMPActiveRelationships_[Date].xlsb

MPAN(s) where the Relationship Flag has been made active and Disconnected MPAN(s) exist in the related group. This report does not use MTC codes as a criteria.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. Address match is identical.
3. The relationship flag is 'active'.
4. At least one other MPAN at the address in the related group has a trading status='X'.
5. All MPAN(s) in the related group are provided in this report.

Rationale

This report highlights where Disconnections have taken place without ending an MPAN relationship, which is perquisite for making a Disconnection.

Action Required

- The MPAN relationship needs updating to remove the disconnected MPAN from the related group.
- If the removal of the relationship flag leaves only one MPAN at an address, then the MTC for the MPAN needs amending to one that is not in the related MTC range (500-783), if required.

RETAIL ENERGY CODE

Unrestricted SSC/Active Relationship Flag

Naming convention: [Company Group Name]_UnresSSCRFActive_[Date].xlsb

Two or more MPANs that have unrestricted Standard Settlement Configuration (SSC) where the Relationship Flag has been made active and no MPAN in the relationship has an SSC outside of the unrestricted range. This report does not use MTC codes as a criterion.

Criteria for Report

The report supports the below logic:

- Where the Relationship Flag is set to 'Active'; and
- All MPANs in the relationship have a Standard Settlement Configuration that equals: 393/801/922-4.

Rationale

This report highlights instances where MPAN(s) with an unrestricted SSC have been entered into a relationship without an MPAN with a restricted SSC.

Action Required

If it is identified that the MPAN(s) should not be in a relationship:

- The MPAN relationship needs to be deleted; and
- the MTC for the MPAN needs amending to one that is not in the related MTC range (500-783), if required.

If the MPAN(s) should be in a relationship:

- If it is identified that the SSC for the MPAN is incorrect, then the SCC needs to be updated to one that is not Unrestricted.

If one or more of the MPAN(s) should not be in the relationship:

- If it is identified that one or more of the MPAN(s) does not belong in the relationship, then:
    - If the MPAN that needs removing from the group is the Primary, the MPAN relationship needs deleting and setting up again.
    - If the MPAN that needs removing is a Secondary, the MPAN relationship needs amending to remove the MPAN; and
- the MTC for the removed MPAN needs amending to one that is not in the related MTC range (500-783), if required.

Note: In a very minimal number of cases, the MPAN(s) may also be a part of a split supply situation. These MPANs will already be highlighted within the MTC reports and should be worked according to the instructions under the relevant pot in the first instance.

RETAIL ENERGY CODE

ACTIVE RELATIONSHIP REPORTS

The following section defines the reports produced by the Code Manager relating to potential data quality issues with meters existing in an active relationship.

CLARIFICATIONS

1. An active relationship within these reports is considered using an “Active” RelationshipStatusIndicator flag.
2. MPANs may be duplicated within a single report if more than 1 MSN is in situ.
3. A Split Supply is considered where a relationship is across multiple Supplier MPIDs regardless of company group name.
4. Where a supply is split all affected MPANS will be shown in the reports, so other suppliers MPANs may be present.
5. MPANs may be present in more than one report.
6. Data is correct as of last working day of the previous month.
7. The reporting logic will force an order of activity unless it is otherwise scoped and coded not to. Report AR3A (MTC) and Report AR3C (SSC) are looking for all MPANs in a related group to have a specific data item. The presence of a disconnected MPAN which would not have either of these two data items would preclude a group from this report, until the Disconnected MPAN has been cleansed.

ASSUMPTIONS

1. MPANs in an active relationship with a disconnected MPAN will have had the relationship information rejected as part of the migration activity to CSS.
2. It is assumed that the CSS does not reject any of the relationships in the other reporting scenarios described, however, they will cause erroneous transfers and rejections (customer detriment) due to the CSS automatically switching an entire related group.

RETAIL ENERGY CODE

ACTIVE RELATIONSHIP REPORT DEFINITIONS

REPORT AR1 – Active Relationship Report

Description

All MPANs in an active relationship that are not classed as an unmetered supply.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D

Rationale

This report is the initial driver report for all subsequent reports, Appendix B provides an overview of the structure.

As the cleanse progresses, this report should eventually end up with MPANs that fall into the Cleansed to Acceptance Criteria Report.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT AR2A – Cleansed to Acceptance Criteria

Description

Of those MPANs in REPORT AR1, all those that meet the acceptance criteria.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. All MPANs within relationship are registered with the same supplier MPID.
4. At least one of the MTCs in the relationship falls between 500-783.
5. At least one of the MPANs in the relationship have an SSC outside of 393/801/922-4.
6. There are no Disconnected ('X') MPANs in the relationship.
7. All postcodes in relationship group have an exact match.
8. All Domestic Premise Indicators (DPIs) in relationship group match.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT AR2B – Contains Data Issues

Description

All other MPANs in REPORT AR1, that do not meet the criteria for REPORT AR2A.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. AND / OR:
    a. All MPANs in the relationship are not registered with the same supplier MPID.
    b. All MTC's in the relationship fall outside of 500-783.
    c. All MPANs in the relationship have an SSC of 393/801/922-4.
    d. There are Disconnected ('X) MPAN(s) in the relationship.
    e. At least one MPAN in the relationship group has a postcode that does not match.
    f. At least one MPAN in the relationship group has a DPI that does not match.

Rationale

As shown in Appendix B, the reports are split into two branches. This report is provided as an overall view, as with REPORT AR2A. Eventually all MPANs contained in this report should have met the agreed acceptance criteria and be removed, or have a valid exemption claimed against them.

Action Required

No action required. This report is not distributed to REC Parties.

REPORT AR3A – All MTC's in Unrelated Range

Description

Of those MPANs in REPORT AR2B where all MPANs in the relationship group have an MTC in the unrelated range.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. All MTC's in the relationship fall outside of 500-783.

Rationale

All related meters should have an MTC within the related range, unless there is a valid exemption for that MPAN.

Action Required

- MPAN relationship needs removing; or
- If it is identified that the relationship should exist, then the MTC for the MPANs needs amending to one that is in the related MTC range (500-783).

RETAIL ENERGY CODE

REPORT AR3B – Split Supply

Description

Of those MPANs in REPORT AR2B where there are MPANs in the relationship split between two Supplier MPIDs.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. All MPANs in relationship group are not registered with the same supplier MPID (split supply).

Rationale

This report provides parties with a view of their MPANs linked via an Active relationship flag. This report will allow Suppliers to engage and work together to resolve the issue by providing each affected party with information of the other associated MPAN(s).

Action Required

- Work with the other affected Supplier(s) to determine which Supplier the customer wishes to continue to supply the related MPANs. This involves transferring the MPANs onto the same Supplier MPID and set the relationship flag; or
- If it is identified that the relationship should not exist, then the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783) and the relationship flag needs removing.

REPORT AR3C – Unrestricted SSC/Active Relationship Flag

Description

Two or more MPANs that have an Unrestricted Standard Settlement Configuration (SSC) where the Relationship Flag has been made active and no MPAN in the relationship has an SSC outside of the Unrestricted range.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. All MPANs in the relationship have an Unrestricted SSC: 393/801/922-4.
4. All MPAN(s) in the related group are provided in this report.

Rationale

This report highlights instances where MPAN(s) with an Unrestricted SSC have been entered into a relationship without an MPAN with a Restricted SSC.

Action Required

If it is identified that the MPAN(s) should not be in a relationship:

- MPAN relationship needs to be deleted; and
- If required, the MTC for the MPAN need amending to one that is not in the related MTC range (500-783).

If it is identified that the relationship should exist:

- The SSC of at least one MPAN in the relationship needs to be updated to one that not in the Unrestricted range (i.e. not 393/801/922-4); and
- If required, the MTC for the MPANs needs amending to one that is in the related MTC range (500-783); or
- If no appropriate restricted SSC exists, an exemption should be raised.

If one or more of the MPAN(s) should not be in the relationship:

- The MTC for the removed MPAN(s) needs amending to one that is not in the related MTC range (500-783), if required; and
    - If the MPAN that needs removing from the group is the Primary, the MPAN relationship needs deleting and setting up again without said MPAN; or
    - If the MPAN(s) that needs removing is a Secondary, the MPAN relationship needs amending to remove the MPAN.
- If it is identified that the SSC for the remaining MPAN(s) in the relationship is incorrect, then the SCC needs to be updated to one that is not Unrestricted.

Note: In a very minimal number of cases, the MPAN(s) may also be a part of a split supply situation. These MPANs will already be highlighted within the MTC reports and should be worked according to the instructions under the relevant pot in the first instance.

REPORT AR3D – Disconnected Metering Points/ Active Relationship

Description

MPAN(s) where the Relationship Flag has been made active and Disconnected MPAN(s) exist within the declared Relationship.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. At least one other MPAN at the address in the related group has a trading status='X'.
4. All MPAN(s) in the related group are provided in this report.

Rationale

This report highlights where Disconnections have taken place without ending an MPAN relationship, which is perquisite for making a Disconnection.

Action Required

- The MPAN relationship needs updating to remove the disconnected MPAN from the related group; or
- If it is identified that the relationship should exist, then the MTC for the MPANs needs amending to one that is in the related MTC range (500-783).

REPORT AR3E – Active Relationship/ Postcode Mismatch

Description

Of those MPANs in REPORT AR2B where the postcodes in the relationship group do not match.

Criteria for Report

1. The relationship flag is 'Active'.
2. NOT Measurement Class B OR D.
3. At least one MPAN in the relationship group has a postcode that does not match.

Rationale

There are several MPAN relationships that been established between properties that have no geographical relationship to each other. While some MPANs in a relationship can quite validly have a slightly different postcode, there are some that are in separate counties.

This report provides an overview of those MPANs that have been potentially related incorrectly.

Action Required

- Identify if the MPAN(s) should be in a different relationship, if this is the case then the relationship flag needs removing from the current group and established under the proper pairing, or
- If it is identified that the relationship should not exist, then the relationship flag needs removing and the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783).

REPORT AR3F – Domestic Premises Indicator Mismatch

NOTE: Production of this report has been paused until a change has been implemented to allow Parties visibility of both DPI fields under the REC (DI51540 and DI90016).

Description

Of those MPANs in REPORT AR2B where the DPIs in the relationship group do not match.

Rationale

Domestic and non-domestic MPANs should not be related as this causes confusion of what Objection Period applies in a Change of Supplier event.

Report Criteria

1. The relationship flag is 'Active'.

2. NOT Measurement Class B OR D.
3. The DPI is not the same for all MPANs in the relationship group.

Action Required

- Identify whether the DPI of any MPAN in the relationship is incorrect and update to the correct DPI status in CSS; or
- Identify whether the MPANs with differing DPIs should be in a relationship, and if not, end the relationship.

RETAIL ENERGY CODE

MPAD REPORTS

MPAD REPORT DEFINITIONS

Invalid Topline

Description

Naming convention: [Party Name]_Invalid_Topline_[Supplier/DNO]_[Date].xlsb

An MPAN Topline shows characteristics of the Supply that include Profile Class (PC), Meter Time Switch Class (MTC), Line Loss Factor Class (LLFC). Using the associated reference tables, a correct combination of Topline characteristics can be obtained.

Rationale

This report shows instances of Invalid Topline combinations based on the MDD Entity ID 63; Valid MTC, LLFC, SSC, PC combination from the ELEXON Portal.

This report does not include MTC 800 (Temporary – No Meter) and only measurement classes A and B.

Action Required

The report will be directed to the relevant party (Current Supplier or DNO) based on the following logic:

- The Supplier is responsible for fixing if the invalid combination is due to MTC, SSC or PC being incorrect
- The DNO is responsible for fixing if the LLFC is the only data item incorrect

Meter Type Mismatch

Description

Naming convention: [Party Name]_MTR_TypeMismatch_[Date].xlsb

Rationale

Both Meter Type and MTC should have the same value.

Based on the below tables:

- each MSNs Meter Type is translated into either ‘Credit’ or ‘PP’ (Pre-Payment); and
- each MPANs MTC is translated into either ‘Credit’ or ‘PP’ (Pre-Payment).

Action Required

The Supplier is to determine which meter attribute is correct and amend the other associated attribute to reflect the correct Meter Type and MTC combination. This can include requesting MOP to send a new MM00256 - Notification of Meter Information to MPAS (D0312) flow.

This report shows where Meter Type value does not equal MTC value. E.g., MSN Meter Type is “Credit” and MPAN MTC is “PP” – therefore resulting in a mismatch.

RETAIL ENERGY CODE

Table 1 – Meter Types

Meter Type	Credit_or_PP	Meter Type	Credit_or_PP
H	Credit	N	Credit
K	Pre-payment	S	Pre-payment
MAIN_	Credit	T	Pre-payment

Table 2 – MTC Credit/ Pre-payment

MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP
500	Credit	818	Credit	842	Pre-payment	867	Credit
501	Credit	819	Credit	843	Pre-payment	868	Credit
502	Credit	820	Credit	845	Credit	869	Credit
503	Credit	821	Credit	846	Credit	870	Credit
504	Credit	822	Credit	847	Credit	871	Credit
505	Credit	823	Credit	848	Credit	872	Credit
506	Credit	824	Credit	849	Credit	873	Credit
800	Credit	825	Credit	850	Credit	874	Credit
801	Credit	826	Credit	851	Credit	875	Pre-payment
802	Credit	827	Credit	852	Credit	876	Pre-payment
803	Credit	828	Credit	853	Credit	877	Pre-payment
804	Credit	829	Credit	854	Credit	878	Pre-payment
805	Credit	830	Credit	855	Credit	890	Pre-payment
806	Credit	831	Credit	856	Credit	891	Pre-payment
807	Credit	832	Credit	857	Credit	892	Pre-payment
808	Credit	833	Credit	858	Credit	893	Pre-payment
809	Credit	834	Credit	859	Credit	894	Pre-payment
810	Credit	835	Pre-payment	860	Credit	895	Credit
811	Credit	836	Pre-payment	861	Credit	896	Credit
812	Credit	837	Pre-payment	862	Credit	900	Credit
813	Credit	838	Pre-payment	863	Credit	996	Credit
814	Credit	839	Pre-payment	864	Credit	997	Credit
815	Credit	840	Pre-payment	865	Credit	998	Credit
816	Credit	841	Pre-payment	866	Credit	999	Credit

MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP
817	Credit						

No Meter MTC

Naming convention: [Party Name]_NoMeterMTC_MSN_[Date].xlsb & [Party Name]_NoMeterMTC_NoMSN_[Date].xlsb

Description

An MTC of 800 classification equates to Temporary No Meter.

Rationale

The report supports the below logic.

- MTC 800 classification equates to Temporary No Meter.
- Any MTC 800 should not have an MSN present.
- Non MTC 800 equates to classifications with a meter present.
- MSN should be present for all Non MTC 800 classifications.

The 'MSN' version of the report contains instances which satisfies the below logic:

- MPANs with an MTC of 800 AND where an MSN is present.

The 'NoMSN' version of the report contains instances which satisfies:

- MSN is not present AND where an MTC is not 800.

Neither report includes Measurement Classes B and D.

Action Required

Reports provided for information purposes only. No action required.

Energised No Meter

Naming convention: [Party Name]_EnergisedNoMeter_[Date].xlsb

Description

An Energised Meter Point with no MSN.

Rationale

The report supports the below logic:

- MSN is not present AND the Energisation Status is set to 'E'.
- The meter point is not unmetered i.e., Measurement Class does not equal 'B' or 'D'.

Action Required

The Supplier is to determine whether the Energisation status is correct or if a meter is present. The Supplier then either amends the Energisation Status or adds the MSN in EES.

Energised, No Meter - Terminated

Naming convention: [Party Name]_EnergisedNoMeterTerminated_[Date].xlsb

Description

An Energised Meter Point with no MSN that is terminated

Rationale

The report supports the below logic:

- MSN is not present AND the Energisation Status is set to ‘E’.
- The meter point is not unmetered i.e., Measurement Class does not equal ‘B’ or ‘D’.
- The RMP Status is Terminated.

Action Required

The Supplier is to determine whether the Energisation status is correct or the RMP Status is correct, also determine if a meter is present. The Supplier then either amends the Energisation Status or RMP Status and determines if the MSN needs amending in ESS.

Invalid Electricity MAP ID

Naming convention: [Party Name]_InvalidMAPID_[Date].xlsb

Description

Report providing a summary of the number of MPANs by invalid MAP ID across the market, as well as a Supplier specific report detailing traded MPANs with invalid MAP ID.

Rationale

Traded MPANs are required to have a valid MAP ID listed against them in EES. Invalid MAP IDs can prevent updates to data in CSS.

Valid MAP IDs are determined using the latest available Elexon MDD Market Participant Role dataset.

Action Required

The Installing Supplier is to determine the correct MAP ID and amend.

The Current Supply will also receive a version of the report containing MPANs flagged in this report that are currently registered to themselves. The Current Supplier version of the report is provided as supplementary information, as the Current Supplier may be required to assist in resolution.

Plot Addresses

Naming convention: [Party Name]_PlotAddresses_[Date].xlsb

Description

A report on MPANs that still have a plot address rather than a postal address following Energisation within EES.

Report Criteria[1]

Plot to Postal report contains instances where the word 'plot' is present in the first 3 lines of the address field. The report makes no distinctions on whether these are still potentially valid, as this information is not available in EES.

Two versions of this report are produced:

- MPANs with Traded and Energised as the status.
- MPANs with De-energised as the status.

Action Required

- To correct a plot address to postal address where applicable the DNO and/or Supplier should follow the process outlines in Section 6, Schedule 29 – Address Management.

Parties can request exemption against the Plot Address reports in the case where there the address is genuine and includes the string 'plot'. Please see here for further detail.

Smart Meter Type/MTC Mismatch

Naming Convention: [Party Name]_PPMTCSmart_[Date].xlsb

Description

A report on MPANs that have a Smart Meter and a Pre-payment MTC code.

Rationale

Smart Meters should always have a Credit MTC code, and the mismatch can be a barrier to consumer switching, as detailed on the Energy Ombudsman website. [2]

Report Criteria

The report supports the below logic:

- Where Meter Type equals: S1, S2A, S2AD, S2ADE, S2B, S2BD or S2C; and
- Meter Timeswitch Class equals Pre-Payment, as detailed in Table 2 – MTC Credit/ Pre-payment.

Action Required

The Supplier is to determine which meter attribute is correct and amend the other associated attribute to reflect the correct Meter Type and MTC combination.

This can include:

- Update the MTC code to a Credit Meter code.

[1] The district of Splott in Cardiff has been excluded from the report.
[2] https://www.ombudsman-services.org/faqs/energy-sector-faqs#my-new-supplier-says-I-cannot-transfer-because-my-mtc-is-incorrect-my-old-supplier-says-the-mtc-is-correct-who-is-at-fault

- Requesting the MOP to send a new Notification of MM00256 - Notification of Meter Information to MPAS (D0312) flow, to update the Meter Type.

Unmetered Domestic Premises Indicator

NOTE: Production of this report has been paused until a change has been implemented to allow Parties visibility of both DPI fields under the REC (DI51540 and DI90016).

Naming Convention: [Party Name]_UnmeteredDPI_[Date].xlsb

Description

A report on unmetered NHH MPANs that have a domestic DPI.

Rationale

The majority of NHH unmetered customers are non-domestic, however transition activities and assumptions from CSS go-live may have incorrectly flagged some unmetered supply as domestic based on related metering points.

Report Criteria

NHH unmetered MPANs, determined by Measurement Class 'B', with a DPI of 'T'.

Action Required

- Update/correct the DPI in CSS.

RETAIL ENERGY CODE

FURTHER GUIDANCE

COMMUNICATION TOOLS

The Secure Data Exchange Service (SDES) includes a CSS Data Cleanse communication type within the system, providing a GDPR-compliant method of data transfer between parties when working to resolve the split pots. The portal provides the benefits of being able to track communications and management reporting.

It is the Code Manager's expectation that suppliers use SDES to communicate with other suppliers when trying to resolve issues and affect cleanse, particularly with regards to split pots.

Access to the SDES is gained through EES, please contact your companies Master Administration User to utilise this module.

REPORT CRITERIA

Address Matching

Address Lines 1-8 and the Postcode are concatenated with no delimiter before being matched. Therefore, if two addresses list the same information in different fields and the information is in the same order, the addresses will match on concatenation. Note, the address used is the MPL.

Supplier Matching

The Supplier MPID is used when determining Supplier Matching on MPANs, however reports are then grouped and issued based on the Party Register (i.e. all MPIDs for a party are reported together). In some cases, this grouping differs to the arrangements adopted by the Switching Programme and as a transitionary approach for these Parties reports will be grouped as per the legacy mapping in the first instance but uploaded to the relevant REC Party area on the REC Portal. The Code Manager will liaise with parties with a mapping discrepancy to agree resolution of this and an enduring move to reflect the Party Register.

Reports can be distributed on MPID level and is available on request, please contact the REC Service Desk.

Disconnected MPANs

A Trading status of 'X' indicates disconnected MPANs as defined in the EMAR DI51159 - MPAN Status (J1862).

RESOLVING REPORTS

Parties are strongly advised to always check the data against EES. Due to the varying quality of address data, there may be additional MPANs at the premises that are not being identified through the Address Matching process.

To resolve issues found in the reports the following is suggested.

Setting, Amending and Deleting MPAN Relationships

To relate or unrelate two or more MPANs, the MM00378 - Manage Metering Point Relationships (D0386) flow must be sent by the supplier to MPAS.

An extract from the MPRS Validation rule document, maintained by St Clements, describing the rules around broken relationships and those with disconnected MPAN(s) is below.

It is strongly advised that parties read the rules within the document, as these contain more detailed information on the validation rules surrounding the flow.

D0386 Resolving Disconnected MPANs

An MPAN Relationship must be ended before a MPAN can be disconnected. However, in extenuating circumstances a related MPAN could be disconnected before the MPAN Relationship is ended.

To account for this scenario MPRS allows Suppliers to Delete MPAN Relationships in the following scenarios.

Rules:

- Where a MPAN Relationship has a Secondary MPAN which is disconnected and the Primary MPAN is not disconnected. The Supplier of the Primary MPAN can delete the Secondary Disconnected MPAN using Relationship Action A & MPAN Action D for the Disconnected Secondary MPAN. MPAN Action C must be used for Secondary MPANs which are not disconnected.
- Where a MPAN Relationship has a Primary MPAN which is disconnected. The Supplier of the Primary MPAN can only delete the whole relationship. This is performed using Relationship Action D and MPAN Action D for all Secondary MPANs.
- Before deleting a relationship, it must be considered if the relationship is technically correct. The presence of an MPAN relationship indicates that a particular metering setup is present in a property. This means that the creation of a split supply through a Change of Supplier does not automatically disqualify the MPAN(s) from being in a relationship.

Updating the MTC or SSC

A full list of valid MTC codes can be found on the ELEXON Portal, in the document Valid MTC LLFC SSC PC Combination. To update the MTC code the MM00108 - Update Registration Details (D0205) flow can be used.

Updating Addresses

If an MPL address update is required in order to ensure 2 related MPANs are the exact same address, a Supplier should send a MM00366 - Metering Point Address Update (D0381) flow utilising the 'Additional Information' data item to indicate to the relevant DNO why the address change is being requested. If a REL address update it required, a Supplier should submit a Manually Entered Address request to the CSS Provider.

Full guidance can be found in Schedule 29 – Address Management.

Split Supply Reports

Where issues are spread across multiple Suppliers (reports AR3B, 3B and 6B), it is suggested both Suppliers communicate with each other to determine:

- Whether the MPANs should be related;
- Whether a historical unresolved Erroneous Registration has taken place;
- Whether both MPANs are associated with the same customer; and
- Who/how the customer will be contacted to resolve the issue.

Several principles were recommended by Ofgem to aid in resolution of these pots.

REPORT 3B – Domestic premise

Supplier with most recent Change of Supply (CoS) gain (Newest Supplier) should be responsible for contacting customer and agreeing a course of action.

The course of action would be either:

- Newest Supplier initiates a CoS for the other MPAN(s) with a Supply Start Date (SSD); or
- Newest Supplier advises the other supplier that the customer wishes to return to them, and that supplier then initiates a CoS for the other MPAN(s) with an SSD.

1. The Newest Supplier should make 3 attempts to contact the customer using available contact methods (phone, email, mail etc.) to rectify the issue via either course of action outlined above.
2. If the customer does not respond to the communications sent in step 1, the MPAN(s) is passed to the other supplier who then tries to contact the customer again (using the contact details available to them) as in step 1.
3. If both of the above (i.e. 6 evidenced contact attempts) results in no response from the customer, the MPAN(s) would be labelled as “No Response” and a decision would need to be made at a later date about what should be done with these.

Note that both suppliers would need to keep sufficient evidence of the attempts they have made to contact the customer (including but not limited to, the date, time and communication method(s) used and any other relevant information for each attempt).

REPORT 3B – Non-Domestic premise

As non-domestic premises typically have a fixed term contract before the New Supplier initiates any CoS, they should contact the other supplier(s) to advise that their MPAN needs to be switched due to related MPANs having been split during a previous CoS. This should stop the old supplier objecting unnecessarily.

- Supplier with most recent CoS Gain (Newest Supplier) should be responsible for contacting customer and agreeing a course of action.
- The course of action would be either:
    - Newest Supplier initiates a CoS for the other MPAN(s) with an SSD; or

- Newest Supplier advises the other supplier that the customer wishes to return to them, and that supplier then initiates a CoS for the other MPAN(s) with an SSD allowing the milestone to be met.

1. The Newest Supplier should make 3 attempts to contact the customer using available contact methods (phone, email, mail etc.) to rectify the issue via either course of action outlined above.

2. If the customer does not respond to the communications sent in step 1, the MPAN(s) is passed to the other supplier who then tries to contact the customer again (using the contact details available to them) as in step 1.

3. If both of the above (i.e. 6 evidenced contact attempts) results in no response from the customer, the MPAN(s) would be labelled as "No Response" and a decision would need to be made at a later date about what should be done with these.

Note that both suppliers would need to keep sufficient evidence of the attempts they have made to contact the customer (including but not limited to, the date, time and communication method(s) used and any other relevant information for each attempt).

REPORT 6B – All Premises

As only one MPAN at the premise in this pot has a related MTC, it would be for that supplier to determine what action needs to be taken. This could be:

- Confirming the MPAN is no longer related and changing the MTC to non-related one, or
- Confirming the MPAN is still related, arranging for the related MPANs to all be with one supplier and setting the MTC for the other MPAN(s) to a related one.

De-Energised/Energised – All Split Pots

As the energisation status date is not always reflective of who the Supplier with the relationship is, for pots where there is a split and one of the MPANs has a status of de-energised, the Supplier with the energised MPAN(s) should be responsible for contacting the customer and agreeing a course of action. This is based on the premise that the Supplier who is actively billing the customer is the one that is most likely to have up to date contact details and a relationship with the customer.

Once this has been established, the communication guidance recommended above should be followed for each pot.

RETAIL ENERGY CODE

DATA CLEANSE SUMMARY REPORTING

An aggregate level view of monthly Data Cleanse performance is published on the REC Performance Assurance Dashboards, under the 'Data Cleanse Summary' tab. The tab allows Parties to track themselves and the overall performance of industry on the cleanse. As per many of the existing tabs within the dashboard, Parties will be able to see the performance of others in the market, however data for all Parties but themselves will be anonymised.

As some reports are only produced for information only, they will not be tracked in the summary reporting. The below summary is a description of what information is being tracked and unless otherwise stated, all are reported by Supplier. The figures presented for each report below are net of exemptions (i.e., exempt MPANs are excluded from the count).

Report title	Reported in Summary
Report 3A Unflagged	All MPANs reported to companies in this report.
Report 3B	All MPANs reported to companies in this report.
Report 4A	Only MPANs that require attention are reported as a part of the summary i.e. only the MPAN with the related MTC and not the disconnected MPAN.
Report 5B	All MPANs reported to companies in this report.
Report 6A	All MPANs that meet the reporting criteria.
Report 6B	All MPANs reported to companies in this report are a part of the movement summary. A supplier's movement figure only includes the MPANs that they are the supplier for.
Unrestricted SSC/ Active Relationship Flag	All MPANs that meet the reporting criteria.
Disconnected Metering Points/ Active Relationship	All MPANs that meet the reporting criteria.
Report AR3A	All MPANs that meet the reporting criteria.
Report AR3B	All MPANs that meet the reporting criteria.
Report AR3C	All MPANs that meet the reporting criteria.
Report AR3D	All MPANs that meet the reporting criteria.

Report title	Reported in Summary
Report AR3E	All MPANs that meet the reporting criteria.
Report AR3F	All MPANs that meet the reporting criteria.
Smart Meter/ MTC Mismatch	All MPANs that meet the reporting criteria.
Meter Type Mismatch	All MPANs that meet the reporting criteria.
No Meter MTC - MSN	All MPANs that meet the reporting criteria.
No Meter MTC – No MSN	All MPANs that meet the reporting criteria.
Energised No Meter	All MPANs that meet the reporting criteria.
Invalid Topline	All MPANs reported to companies in this report are a part of the movement summary and there are two versions of shown in the movement report: Split by Supplier and then by party responsible for fixing Split by Distributor and then by party responsible for fixing
Plot Addresses	All MPANs reported to companies in this report form a part of the movement report, as the exclusion list is applied before reporting. There are four versions shown in the movement report: Number of MPANs with a Plot Address for each of Energised/De-Energised MPANs and Supplier/Distributor
Invalid Electricity MAP ID	All MPANs that meet the reporting criteria.
Unmetered Domestic Premises Indicator	All MPANs that meet the reporting criteria.

RETAIL ENERGY CODE

RELATED MPAN CLEANSE EXEMPTIONS

The process for raising exemptions against the reports has continued following transition to the REC Code Manager, with some changes as outlined in this section.

It should be noted that the Code Manager's default position is that all related MPANs need to be cleansed; it is up to industry parties to present a compelling argument, with robust evidence, to fully justify why scenarios should be added to the exemptions list.

HOW TO RAISE NEW EXEMPTION SCENARIOS

If there is a scenario that needs to be considered for inclusion into the list, please complete the template forms available in Appendix C and email it through to enquiries@recmanager.co.uk.

The following needs to be considered when submitting a proposed exemption:

- The raising party must provide the analysis, evidence, and justification as to why the MPANs in the scenario(s) cannot be cleansed and should be added to the exemptions list. They must also provide the wording to be included in the exemptions list for each scenario. The evidence and analysis provided must also demonstrate how the scenarios meet the below criteria.
- A scenario will only be considered for being added to the exemptions list where it can be evidenced that there will be no customer detriment if the MPANs are not cleansed.

The proposed additions to the exemptions list may be discussed at the REC Issues Group (RIG) to allow for input and consideration from other industry parties. Should a consensus be reached that the scenario(s) should be added to the exemptions list, this recommendation will be considered by the Code Manager.

Should the request be approved, the scenario(s) will be added to the 'Data Cleanse – Exemption Scenario List' list published on the REC Portal under the list of 'Useful Documents' on the 'Party Operations' page.

CLAIMING AN EXEMPTION IN YOUR MONTHLY REPORTS

On a monthly basis, parties need to identify and keep a list of all the MPANs they believe cannot be cleansed, along with the exemption they believe applies to each MPAN. They must also keep sufficient evidence to be able to demonstrate how and why each exemption should apply.

If parties want to claim an exemption, they must follow the below steps:

- Use the '1810 Data Cleanse Exemption Report' to submit the list of MPANs they wish to claim as exemptions each month to the REC Portal Performance Assurance file upload page.
- Ensure that the 1810 report being uploaded complies with the specification defined in the Performance Assurance Report Catalogue, passes validation, and contains MPANs in a valid format. Examples of valid 1810 report can be found on the REC Portal (within Party Operations, under Useful Documents).

- Any exemptions submitted must be claimed against an approved exemption scenario. The approved 'Data Cleanse – Exemption Scenario List' is maintained on the REC Portal (within Party Operations, under Useful Documents).
- The report listed against exemption must be as per the naming convention below:

Report title	Value to use in 1810 Submission
Report 3A Unflagged	3A Unflagged
Report 3B	3B
Report 4A	4A
Report 5B	5B
Report 6A	6A
Report 6B	6B
Disconnected MPANs/Active Relationships	Disconnected MPANs/Active Relationships
Unrestricted SSC/Active Relationship Flag	Unrestricted SSC/Active Relationship Flag
Report AR3A	AR3A
Report AR3B	AR3B
Report AR3C	AR3C
Report AR3D	AR3D
Report AR3E	AR3E
Report AR3F	AR3F
Invalid Topline	Invalid Topline
Invalid MAP ID	Invalid MAP ID
Meter Type Mismatch	Meter Type Mismatch
No Meter MTC (both versions)	No Meter MTC
Energised No Meter	Energised No Meter
Smart Meter Type/MTC Mismatch	Smart Meter Type/MTC Mismatch
Unmetered Domestic Premise Indicator	Unmetered Domestic Premise Indicator

- It will not be assumed that exemption requests should be carried forward, therefore if a party wishes exemptions previously reported in a prior month, they must resubmit those exemptions each month that they apply.
- The 1810 report must be submitted by the end of the **first working day** of each month so any exemptions claimed can be included in the Code Manager reporting. This will allow the number of MPANs with exemptions being claimed to be tracked as a proportion of the total number of MPANs outstanding to be cleansed.

The Code Manager will include a field in each Report that an exemption can be claimed against, indicating whether an exemption has been claimed against than MPAN in the given month by the Party.

Please note:

- Due to timing, exemption reporting will always be a month behind on the data set being analysed for reporting. For example, if the reporting pack is presenting the analysis of February data, exemption reports against each pot will be for January.
- Parties need to be able to provide their evidence to demonstrate how and why each exemption should apply to the Code Manager should it be requested.

EXEMPTION SCENARIOS

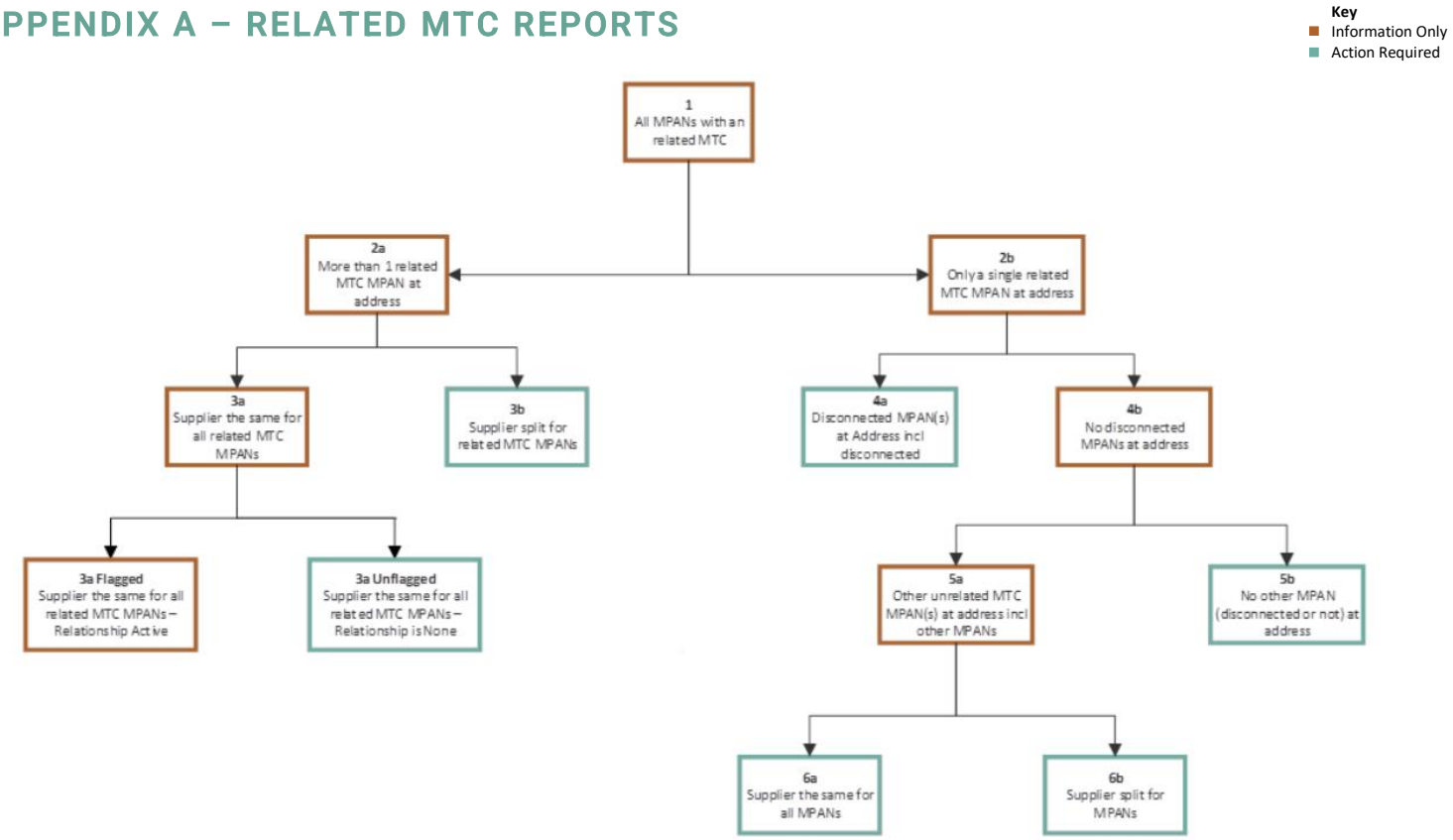
Approved list of exemption scenarios can be found on the REC Portal (within Party Operations, under Useful Documents).

PLOT ADDRESS EXEMPTIONS

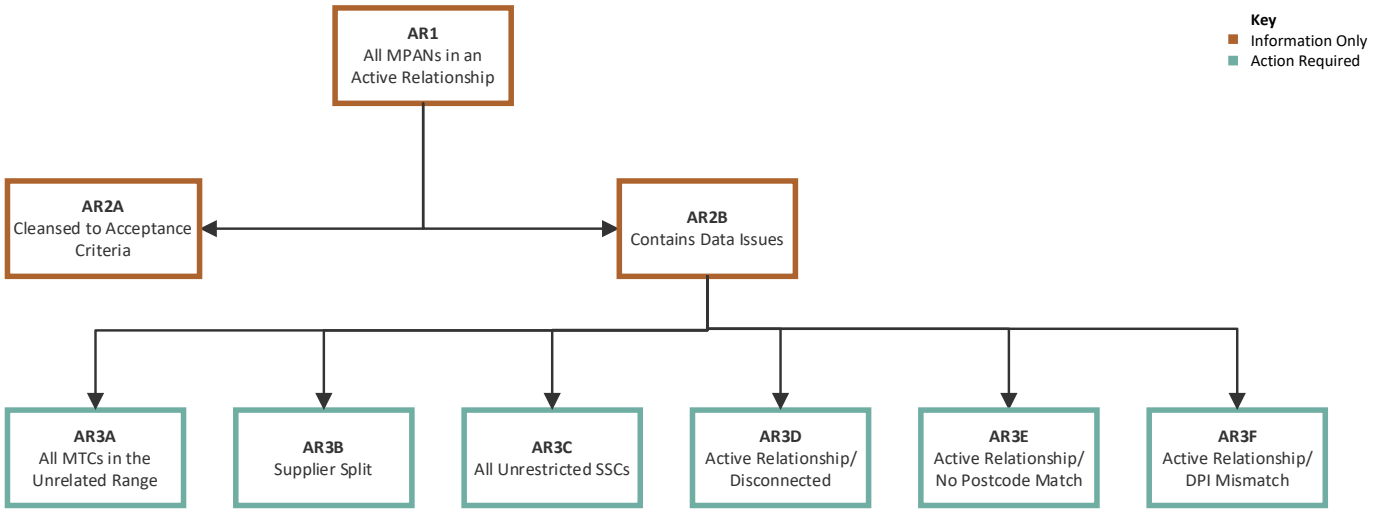
Plot address exemptions are handled differently. Parties can provide a list of plot address exemptions to the Code Manager via the REC Service Desk or the enquires@recmanager.co.uk mailbox. In contrast to exemptions raised against the other reports listed above, Plot Address exemptions will be enduring.

RETAIL ENERGY CODE

APPENDIX A – RELATED MTC REPORTS



APPENDIX B – ACTIVE RELATIONSHIP REPORTS



RETAIL ENERGY CODE

APPENDIX C – EXEMPTION REQUEST FORMS

RELATED MPAN CLEANSING EXEMPTION REQUEST - QUANTITATIVE

Requestor Contact Details

Name	
Company	
Email	
Phone	

Exemption Criteria

Please only include a single SSC in a request, please include all MTCs against an MPID/SSC combination that meets the exemption criteria.

DNO MPID	DNO Short Code	SSC	MTC

No of MPANs	
MPANs in Active Relationship	

Any impact on Customer when switching under CSS (description or 'None'. If none, please explain why)

Justification for Exemption Request

Please submit the completed to form to enquiries@recmanager.co.uk.

Further Information

All submissions will be check against the Valid MTC LLFC SSC Combination data within MDD:
https://www.elexonportal.co.uk/mddviewer/

A list of current cleansing exemptions can be found within the REC Portal (within Party Operations, under Useful Documents).

RETAIL ENERGY CODE

RELATED MPAN CLEANSING EXEMPTION REQUEST - QUALITATIVE

Requestor Contact Details

Name	
Company	
Email	
Phone	

Exemption Criteria

Description of scenario

No of MPANs	
Name of reports affected	
MPANs in Active Relationship	

Any impact on Customer when switching under CSS (description or 'None'. If none, please explain why)

Justification for Exemption Request

Please submit the completed to form to enquiries@recmanager.co.uk.

Further Information

A list of current cleansing exemptions can be found within the REC Portal (within Party Operations, under Useful Documents).

Templates for both forms can be found on the REC Portal (within Party Operations, under Useful Documents).