RETAIL ENERGY CODE

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| | |
|---|---|
| 01 | Proposal Plan |
| 02 | Impact Assessment |
| 03 | Consultation |
| 04 | Final Recommendation |

# CHANGE REPORT

## I0200 – IMPROVING ADDRESS MANAGEMENT TARGETS

| | |
|---|---|
| DOCUMENT VERSION | V1.1 |
| PROPOSED IMPLEMENTATION DATE | TBC |
| IMPLEMENTATION APPROACH | BIG BANG |

| | | | |
|---|---|---|---|
| RESPONSIBLE COMMITTEE | CHANGE PANEL | CHANGE PATH | SELF-GOVERNANCE |
| PRIORITY STATUS | MEDIUM | URGENCY | STANDARD |
| IMPACTED STAKEHOLDERS | CONSUMERS, DATA COMMUNICATIONS COMPANY (DCC), DISTRIBUTION NETWORK OPERATORS, ENERGY SUPPLIERS, GAS TRANSPORTERS, METERING EQUIPMENT MANAGERS | | |

| LEAD ANALYST (SOLUTION LEAD) | TECHNICAL LEAD | ASSURANCE LEAD | SUBJECT MATTER EXPERT |
|---|---|---|---|
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### OVERVIEW

Having the incorrect address can lead to a range of Consumer issues, including Switching, billing and meter reading problems. The Meter Point Location Address and Retail Energy Location (REL) have previously been added to the Code to resolve this issue. Whilst there had been progress resolving address data issues, there is not currently a mechanism to establish Code level targets for address improvement. Therefore, this Issue has been raised to understand the root causes of address data issues and create a mechanism to establish targets for address improvement, or overall market performance.

RETAIL ENERGY CODE

## CONTENTS


1 Summary ..... 3
2 Problem Statement ..... 4
3 Impacts ..... 4
4 Cross-Code Impacts ..... 4
5 Proposal Plan ..... 5
6 Stakeholder Engagement ..... 5
7 Priority Status and Urgency ..... 5
8 Risks, Assumptions, Issues and Dependencies ..... 6
9 Appendix ..... 6
10 Glossary ..... 7

RETAIL ENERGY CODE

# BACKGROUND

## 1 SUMMARY

Schedule 29 – Address Management sets out the Address Management Service provided under the REC including the business processes required to create and maintain the Meter Point Location Address (MPL Address) and the Retail Energy Location (REL) Addresses. The MPL Address is the address of the meter connection point and is created and maintained by the Gas Transporter (GT) or Distribution Network Operator (DNO). Meanwhile, the REL is the address to be used for Switching purposes (with a further Welsh language variant) and is maintained by the Central Switching Service (CSS) Provider.

The MPL Address and REL have been added to the Code in an attempt to resolve a range of Consumer issues caused by incorrect address data including:

- Erroneous, delayed or otherwise difficult Switching
- Issues securing initial Registrations
- Issues locating the Metering Equipment for meter works
- Billing and meter reading problems

Networks are responsible for MPL Addresses, with the Data Communications Company (DCC), in their role as the CSS Provider, holding overall responsibility for continuously improving the accuracy and quality of the REL Addresses. DCC has established a metric of 'matched addresses' to assess address quality. The MPL, owned by the networks, is matched with data held by the DCC to create the REL. Further information can be found in the DCC's 2025/26 Switching Address Quality Plan, here.

Whilst the majority of MPLs have matched to create a REL, the focus since the CSS Go-Live Date has been on the unmatched addresses. There has been progress resolving address data issues, with support from a variety of Market Participants including, but not limited to, Energy Suppliers, Distribution Network Operators, the DCC, and the REC Code Manager. Whilst this has included improvements in data quality through data quality sprints, there is not currently a mechanism to establish Code level targets for address improvement, resulting in around 2.8 million unmatched addresses. However, industry recognises that some MPLs will never match (for example unmetered street lighting) and that the dynamic nature of connection and meter points means address data quality may never include 100% of MPL Addresses being matched to a REL.

Consequently, the current figure of around 2.8 million unmatched addresses includes the addresses that will never be matched due to the nature of the site. As part of the solution analysis, the Code Manager will seek to determine a range, or figure, of the expected number of sites that will never be matched.

The Code Manager will require input, particularly from DNOs, Xoserve and Energy Suppliers, on any concerns they face with these processes than can be addressed as part of I0200. The Code Manager will need to gain input into the relative value of improvements so that any subsequent decisions on data cleanse can be informed through a simple cost benefits analysis.

To assist with this, the Code Manager will ensure that there are high levels of stakeholder engagement throughout the progression of I0200. Further details on the expected stakeholder engagement can be found in section 6 of this Change Report.

## 2 PROBLEM STATEMENT

There has been progress resolving address data issues, but there is no mechanism to clearly establish Code level targets for address improvement, or overall market performance, which focus on the causes or significance of the mismatch.

## 3 IMPACTS

| CONSUMERS |
|---|
| All Consumers |

| RECCO/REC CODE MANAGER |
|---|
| REC Performance Assurance |

| REC DOCUMENTS |
|---|
| Schedule 29 – Address Management |

| REC PARTIES AND SERVICE USERS | |
|---|---|
| Energy Suppliers | Distribution Network Operators (DNOs) |
| Metering Equipment Managers (MEMs) | Gas Transporters (GTs) |
| Electricity Enquiry Service (EES) Users | Gas Enquiry Service (GES) Users |

| REC SERVICE PROVIDERS |
|---|
| Central Switching Service (CSS) |
| Electricity Retail Data Service (ERDS) |
| Gas Retail Data Service (GRDS) |

| MHHS DESIGN |
|---|
| No design impact (please see assumption I0200.CPP.A001). |

| MHHS DATA SPECIFICATION |
|---|
| Solution dependent. |

| MHHS CODE DRAFTING |
|---|
| Indirect impact - Schedule 29 - Address Management |

## 4 CROSS-CODE IMPACTS

There is the possibility that this Issue will result in cross-code impacts, however this will be dependent upon the solution that is developed. The Code Manager will continue to assess any possible cross-code impacts, and update and engage with the Cross-Code Sterring Group, if and where required.

This may also be dependent on I0172 – End-to-End New Connections Process Review to Eliminate Issues Related to New Builds and Similar Situations and whether known issues relating to address management and new-build connections are included in the scope of I0172 or I0200, or both.

## 5 PROPOSAL PLAN

| Milestone | Activity | From | To |
|---|---|---|---|
| **Definition** | | **01 Oct-24** | **31 July-25** |
| | Solution Analysis | October | March |
| | Information Request | **Completed** | **Completed** |
| | Solution Development | March | July |
| | Update to Performance Assurance Board | May | June |

## 6 STAKEHOLDER ENGAGEMENT

The Code Manager has engaged with the REC Changes Issues Group, including hosting a specific session on I0200, to explore the scope of the Issue and begin solution analysis. In previous discussions, the Code Manager has explored the current state of address management in the industry and has discussed initial possibilities of how to resolve the known issues with address management.

Following the initial I0200 discussions via the REC Change Issues Group, the Code Manager also utilised an information request between December 2024 and January 2025 to further identify scenarios where the MPL Address has not matched and any other feedback on the REL matching process. The responses to this information request will assist the Code Manager in continuing to define the scope of this Issue. The Code Manager is continuing to reach out to impacted Parties following the information request to gain further details and to provide further support for Parties who wish to engage with I0200.

After the solution development of I0200, that will continue to take place via the REC Change Issues Group, stakeholders will be provided further opportunities for engagement through a standard industry impact assessment and consultation.

Stakeholder engagement will be vital for this Issue, and the Code Manager will ensure all impacted Parties will have the maximum opportunity to engage throughout the change process.

## 7 PRIORITY STATUS AND URGENCY

| Category | Significance / Resource impacts / Urgency | Further selection / breakdown | Score (0-3) | Weighting | Weighted Score |
|---|---|---|---|---|---|
| **Impacts** | Consumer Impact | Indirect | 1 | 27 | 27 |
| | Retail Markets Impact | Innovation and Market Arrangements | 2 | 17 | 33 |
| | RECCo / REC Party / REC Service Provider Impact | Operational Effectiveness and Efficiencies | 2 | 7 | 13 |
| | | Legal and Regulatory Compliance | 1 | 14 | 14 |
| **Resource** | Complexity / Effort / Duration | | 1 | 9 | 9 |
| **Strategic Alignment** | Contribution to/ Alignment with the objectives of the REC | | 2 | 17 | 17 |
| | Contribution to/ Alignment with RECCo's Forward Work Plan | | 1 | | 8 |
| **Urgency** *(The need to progress a change to meet a targeted date)* | | Other Planned Activity | 0 | 10 | 0 |
| | | | | **Overall Priority Score (rounded)** | 122 |

| | |
|---|---|
| **Priority Status** | MEDIUM |
| **Change Proposal Type** | STANDARD |

This Issue has been classed as a standard Change Proposal type and has been given a medium priority status based upon a weighted prioritisation score of 122.

## 8 RISKS, ASSUMPTIONS, ISSUES AND DEPENDENCIES

### 8.1 ASSUMPTIONS

| NO. | ASSUMPTION | NOTES | HOW TO PROGRESS |
|---|---|---|---|
| **I0200.CPP.A001** | MHHS Design Impact | Assumption that this change will not progress prior to MHHS go live. Therefore, any changes to MHHS arrangements will be progressed through the business-as-usual Change Process and not the MHHS Design. | To be reviewed following MHHS Go-Live and/or once a proposed implementation date for I0200 has been provided. |

### 8.2 ISSUES

| NO. | ISSUE | NOTES | HOW TO PROGRESS |
|---|---|---|---|
| **I0200.CPP.I001** | Release and Implementation Dates | There should be a consideration of the Annual Address Cycle when determining the implementation data. For example, consideration should be given to, and sufficient gaps provided between the issuing of any new Address Plan(s) and the implementation of any I0200 solution. | To be reviewed once solution has been developed and a target implementation date is proposed. |

## 9 APPENDIX

| | |
|---|---|
| **CHANGE PROPOSAL** | Link |
| **RELATED CHANGE** | I0172 – End-to-End New Connections Process Review to Eliminate Issues Related to New Builds and Similar Situations |
| **ANY OTHER DOCUMENTS / LINKS** | Schedule 29 – Address Management<br>DCC 2025/26 Switching Address Quality Plan |

RETAIL ENERGY CODE

## 10 GLOSSARY

| Term | Definition |
|---|---|
| Address Management Service | means the component of the Central Switching Service which undertakes activities to identify and maintain a matching REL Address for each RMP as further described in the Address Management Schedule. |
| Central Switching Service (CSS) | means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and Registration Service. |
| Cross-Code Steering Group (CCSG) | means the group of that name described in Paragraph 3 of the Change Management Schedule |
| Data Communications Company (DCC) | means the person holding the DCC Licence. |
| Distribution Network Operators (DNOs) | means the person holding an Electricity Distribution Licence. |
| Electricity Enquiry Service (EES) | means the service described as such in the EES Service Definition. |
| Electricity Retail Data Service (ERDS) | means the electricity registration services provided under this Code to support the provision of electricity retail data to the CSS and other services. |
| Erroneous Switch | means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution of Consumer-Facing Switching and Billing Problems Schedule. |
| Gas Enquiry Service (GES) | means:<br>a) Until CSS Go-Live Data, the enquiry service provided pursuant to the UNC which allowed authorised users to access Gas Retail Data; and<br>b) From CSS Go-Live Date, the service of that name procured by RECCo pursuant to the Data Access Schedule. |
| Gas Retail Data Service (GRDS) | means the gas registration services provided under this Code to support the provision of gas retail data to the CSS and other services. |

| Term | Definition |
|---|---|
| Meter Point Location Address | 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 |
| Metering Equipment Mangers (MEMs) | means, as applicable, either: (a) for electricity, a Meter Operator Agent (MOA); or (b) for gas, a Meter Asset Manager (MAM). |
| Performance Assurance | means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule. |
| Registrable Measurement Point (RMP) | means a Supply Meter Point or Metering Point identified in the Central Switching Service. |
| Registration | means the record in the Central Switching Service for each RMP identifying each Energy Supplier which is registered in respect of that RMP, and the Registration Status of each such registration. |
| 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. |
| Retail Energy Location (Welsh) Address REL (W) Address | means, for RMPs in Wale, the Welsh-language version of the Retail Energy Location Address. |