RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

I0200 – REVIEW OF THE REC'S ADDRESS MANAGEMENT SERVICE

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	TBC

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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1 CHANGE OVERVIEW

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 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; and
- 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.

In December 2024, Ofgem published its decision that the DCC will retain both Licence and Code responsibilities for the Centralised Registration Service (CRS). As part of this decision, Ofgem requested that DCC and RECCo collaborate to develop a joint Improvements Plan to deliver meaningful enhancements to the CRS throughout 2025-26. As part of this plan, a dedicated Address Data Quality workstream was arranged. This workstream intended to tackle specific issues stemming from poor address data quality by developing a shared understanding of the impact and implementing an improvement process with clearly defined outcomes and mutually agreed roles and responsibilities between DCC and RECCo.

I0200 initially progressed through the REC Change Process prior to this, via the Change Issues Group, a separate working group session and an information request, before being placed On Hold in June 2025 whilst the RECCo CRS Improvement Plan, and Address Data Quality workstream, progressed to avoid duplication of work.

Further information on the RECCo CRS Improvement Plan can be found on the RECCo website, here, and via the Switching Address Quality Plan on the REC Portal.

2 CODE MANAGER RECOMMENDATION

The Code Manager recommends that the REC Change Panel:

- **REVIEW** the extension to plan for I0200; and
- **APPROVE** the extension to plan for I0200.

3 CHANGE PLAN UPDATE

An Update to Plan was previously approved by Change Panel on 14 April 2026, which incorporated a new stage of solution development. Since then, the Code Manager has stood up the I0200 Working Group, which has held four working group sessions to date. The intention of the working group and I0200 is to improve future address data quality and industry behaviours, rather than undertake a bulk, industry-wide data cleanse. Where it is needed, data cleansing will be part of the Address Prioritisation Matrix (APM) process.

The scope of the working group ranges from address quality, standardisation, and data-sharing issues identified across industry processes. Where possible, the working group has taken a dual-fuel approach, ensuring alignment between electricity and gas arrangements and reducing unnecessary divergence. The working group has conducted a review of the DCC's existing stop words list and continues to review the list for standardisation and future use.

An I0200 Address Guidance Document v0.2 has also been published and updated as the working group progresses. The Guidance document takes into consideration the review of the stop words, hidden and invalid characters, and consistent address structures, alongside consideration of where responsibility for validation should sit.

The fifth working group session will take place on 17 November 2026 and will review the D0381 process and the New Connections process, mapping what information is available at each stage and introducing standard templates or approaches where gaps exist. Further working group sessions will likely be held until March 2027. At this stage, the Code Manager will determine whether legal text changes are required and therefore progress this Issue into a Change Proposal (or multiple Change Proposals as 'quick wins' if needed). Further progression of the Issue will then be completed under the new REC change process and governance arrangements introduced under Energy Code Reform and an additional extension to plan will take into consideration consultation with the Stakeholder Advisory Forum.

Milestone	Activity	From	To
Definition		**01-Apr-26**	**30-Mar-27**
	Solution Analysis	April '26	May '26
	Update to Change Issues Group	May '26	May '26
	Solution Development	April '26	March '26
	I0200 Working Group	June '26	March '27