RETAIL ENERGY CODE

I0200 IMPROVING ADDRESS MANAGEMENT TARGETS

AGENDA

- Reminder of the problem statement
- Understanding who is best placed to tackle specific address challenges
- A suggested roadmap of activities
- How can we ‘mark as checked’ (a short-term initiative we can
- Next steps

We have included the previously presented slides for reference.

We will be considering the questions throughout the discussions so encourage you to consider these questions in advance:

1. Are there any options we haven’t identified?
2. Are there other factors / constraints that have not yet been identified?
3. Do you have views on how to progress this?
4. How best should we involve industry in the work to address this issue?

PROPOSED FURTHER WORK

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- We expect in this meeting to have enhanced the initially provided roadmap.
- We consider that future working groups will need to be focused on developing each element of the roadmap.
- Our priority is to start on the faster items, but have other items moving in parallel. We expect to focus on the immediate asks in the next session, and bring a plan for sequencing input.

In the session we will look to discuss next steps, the best use of the group's time and the frequency of updates.

CURRENT STATE

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Having the wrong address contributes to a range of consumer issues including:

- Erroneous, delayed or otherwise difficult switching
- Issues securing initial registrations
- Issues locating the meter for meter works
- Billing and meter reading problems

REMINDER OF THE PROBLEM STATEMENT

In part to resolve this, there are two addresses:

- Meter Point Location (MPL)– the address of the meter
- Retail Energy Location (REL) – an address to be used for switching, with a Welsh language variant.

Networks are responsible for MPL address, with DCC having overall responsibility for *continuously improv[ing] the accuracy and quality of the REL Addresses.* DCC has established a metric of 'matched addresses' to assess address quality.

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.

Impact

There continues to be around 2.8m unmatched addresses, with regional variations.

UNDERSTANDING WHO IS BEST PLACED TO TACKLE SPECIFIC ADDRESS CHALLENGES

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- During the webinar we would like to conduct a poll, identifying the following 5 groups that could act to tackle address issues.

Central Bodies (RECCo, DCC)	Suppliers / shippers	Networks (DNOs, GTs & Xoserve)	MEMs / others interacting on site	Industry working groups

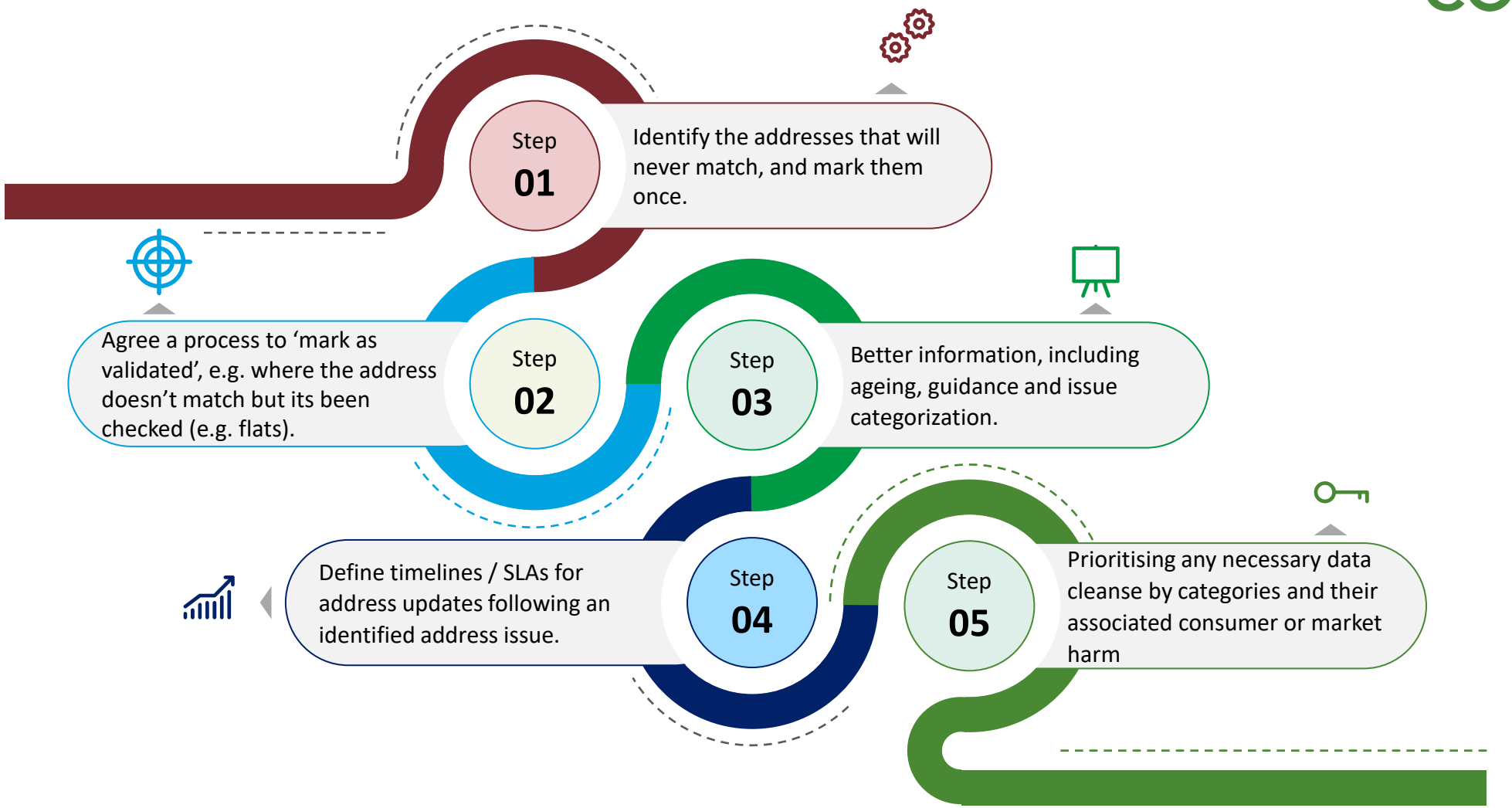
- In each of the following scenarios we will ask who is best placed to act to resolve the issue. We will use this to help us iterate our solutions.

Identifying issues during switching	Identifying issues during connection / metering	Tackling 'data issues' that don't need consumer discussion	Getting better information from	Analysing trends and finding cross cutting solutions	Bulk resolution

- Before the poll we wish to ask – are these the right groups and scenarios? Any missing?

WHAT CAN WE DO IN THE SHORT AND MEDIUM TERM?

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- During the working group we would we wish to ask – what's missing from this? Are the timings correct? Which are most beneficial?

WHAT COULD BE DONE IN THE LONGER TERM

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Cross industry visibility of address status

- Updating information sources (e.g. EES and GES) to include better status information so all participants can see (e.g. address last validated date, flagged for investigation etc.)

Systematising address updates

- Providing a better, simpler system for organisations to track and respond to flagged address items.

- During the working group we would we wish to ask – what's missing from this? Are these genuinely long term actions, or should they be brought forward? What are most beneficial?

HOW CAN WE BEST 'MARK AS CHECKED'

- If we are to 'mark as checked' we need a mechanism to do so. We consider these could be ways we do this.

Code Manager intermediation

- DCC will share reporting with the REC Code Manager and relevant organisation (currently DNOs). These organisations will be able to send a csv file back to the Code Manager with the status of 'checked' in an additional column. We consider this would need to differentiate between those that will never match (e.g. lampposts), and those that have been validated. The remaining items then would be visible to the organisation, DCC and the Code Manager.
- This could start with the Code Manager or RECCo doing a central cleanse (e.g. based on profile class).

Providing a direct update mechanism

- Updating DCC's approach to address matching to accommodate and store centrally 'marked as checked', or update it to include other sources of data other than Ordnance Survey data

- We assume that 'marked as checked' will need some refresh mechanism, e.g. they need to be checked again if associated with an erroneous switch, or after a number of years.

AGREE NEXT STEPS

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- Agree date of next meeting
- Agree any actions
- Agree points for discussion at next meeting

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I0200 – IMPROVING ADDRESS MANAGEMENT TARGETS

REFERENCE MATERIAL

CURRENT STATE

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OPTIONS TO RESOLVE

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OTHER KEY BITS OF CONTEXT

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1. Currently the work for REL data cleanse is focused on DNO activity. There could be better solutions with other Parties more involved, particularly Suppliers and RECCo.

2. Processes set within the Code are subject to Performance Assurance, including communicating address updates between Suppliers and Networks.

3. There has been success improving data quality with data quality sprints, although we acknowledge that there is a need to focus on the key areas.

4. The dynamic nature of connections and meter points means Address data quality may never be 100% matched, there will be new or temporary addresses, inaccuracies of data submitted by third parties, etc. Any work should allow for a reasonable and practicable tolerance, particularly over the age profile of mismatched data.

OPTIONS

We think that that one of or a combination of the following are the key options:

Create a mechanism for setting targets that are then performance assured. This mechanism would need suitable inputs from industry and governance to form targets appropriate for this. This would reuse or develop some of the pre-existing mechanisms such as data cleanse sprints.

Continue with the current approach for new addresses, taking a different approach to any longer running data issues. For example, a specific data cleanse project led by a specific Party to update addresses. This would require work to clearly identify 'longer running data issues'. This could involve incentivisation.

Establish REC processes for REL address updates, e.g. an SLA to respond to unmatched address updates within a specific number of working days, similar to the process requirements for communicating MPL address updates.

These would then require some adjustments to supporting documents, e.g. the address quality plan.