RETAIL ENERGY CODE

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ADDITION OF NEW CATEGORY TO THE ELECTRICITY DATA ACCESS MATRIX

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FOR INFORMATION	The purpose of this paper is to update PAB on the work carried out to date on the first population of the Address Prioritisation Matrix (APM) and the expected next steps, including the next steps for PAB.
APPENDICES	APPENDIX 1 - Findings from the Initial Trial (set out below) APPENDIX 2 – OUTCOME STATUS (set out below)

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1 BACKGROUND

Change Proposal R0283 Annual Address Management Plan Updates introduced the concept of the Address Prioritisation Matrix (APM) address and associated SLAs and was implemented on 28 February 2026. R0283 recognised that the REC Address Management Service is the responsibility of the DCC, as set out in Schedule 29 – Address Management, with support from REC Parties. It also recognised that placing the APM and SLAs into Schedules 6, 29 or the Performance Assurance Reporting Catalogue would severely limit flexibility and the ability to make amendments quickly, particularly at start up. DCC has been making progress on resolving address data issues, but they recognised that the REC had no mechanism to clearly establish Code-level targets for address improvement, or overall market performance. Key to resolving this is the APM, a matrix setting out the Service Levels and prioritisations for resolving individual Retail Energy Location (REL) data quality categories. The SLAs will apply to the Electricity Retail Data Service (ERDS), and Gas Retail Data Service (GRDS).

Throughout 2026, RECCo has been working with the DCC to establish processes that would allow the APM to be populated. The APM being populated based, at least initially, on recommendations from the Address Quality Plan (AQP) published annually by the Switching Operator.

The Address Quality Plan (AQP) for 2026-27 sets out DCC's plans to tackle the Unmatched REL volume and to increase the number of MPXNs with an Ordnance Survey Address Base Premium (OS ABP) matched REL address, which includes a 'real world' Unique Property Reference Number (UPRN). The plan acknowledges the volume of unmatched records (2.8 million at time of writing and 2.4 million at 2025-26 Plan end) and suggests that a pragmatic approach is taken to prioritise the resources necessary to support the investigation and improvement of the source Meter Point Location Address (MPLA), particularly as resolving address data quality issues can be a complex, time-consuming issue, potentially involving multi-party involvement. Therefore, addresses should be prioritised based on whether they are:

- Within the scope of matching *and*
- Capable of Switching *and*
- Of most impact to Consumers, particularly those that do not know their MPXN so are reliant on the address being correct and easily identifiable in the Enquiry Systems.

Section 3.4.6 of the plan sets out the recommendations for key areas requiring industry support with an incremental approach being taken with initial focus on invalid postcodes and plot address data. These 'pots' of data quality are 'discrete', are most likely to have a negative impact a Consumer's ability to Switch.

The DCC flagged the following:

Focus Area	Total MPXN	% unmatched REL	Gas	DNO	IDNO
Invalid postcode	120,162*	4.8%	34,922	55,648	29,592
Plot address	113,227*	4.5%	96,886	10,173	6,168

*Data taken from October 2025.

I0200 Review of the REC's Address Management Service has now been amended to tackle wider issues that may result in unmatched REL addresses. It is expected that I0200 will feed in additional categories for the APM as it progresses.

2 ENHANCING DATA AND TRIAL

DCC and RECCo recognised that Unmatched REL report provided by the DCC to Parties contained no information, other than the address to help industry prioritise tackling address data quality issues. Feedback from Parties also suggested that they found the reports unhelpful and Parties were investigating addresses that may for example, have not yet completed the plot to postal lifecycle.

In response the DCC and RECCo undertook a Proof-of-Concept trial to enhance Electricity Invalid Postcode data using Electricity Enquiry Service (EES) data to create a targeted list of MPANs setting out the priority they should be reviewed in. They engaged with two Parties to carry out a trial of invalid postcode data. Gas was not included in the trial or the initial set up of the APM as RECCo does not have access to GES data and there are additional cross code obligations that need to be resolved in order to carry out this activity. Discussions are ongoing with the GRDA to establish a similar process and the APM is expected to be updated in coming months.

Targeting was based on the assumption that Consumers with, or that should have, a Smart Meter are less likely to know their MPAN when they change their Energy Supplier (generally Domestic and Microbusiness Consumers). The Data Items used to enhance the data include; Trading Status, Trading Status Effective from Date, Connection Type and Meter Type.

The data provided to the two Market Participants is set out in Appendix 1:

2.1 FINDINGS

The feedback from the DNO and IDNO trial has informed the planned APM as follows:

Finding	Reason	How can it be taken forward?
Energy Supplier input is key	As the volumes requiring information from Suppliers are so high, both Parties recommended including Energy Suppliers in the trial	Recommendation for Stage one of the APM – Invalid Postcodes.
Different outcomes	Each Party provided their findings in different formats	APM Stage one and subsequent consultations will include a template with set outcomes and updates to allow simpler and uniform reporting.
New Connections takes care of itself	There is a timing issue with the Postal Address Format that can mean some of the postcodes do become valid.	Look at deprioritising new connections up to 2 years following the MPAN Trading as address are updated relatively quickly through the BAU new connections processes. MPANs can be Trading for many months before the meter is installed. I0200 will investigate the BAU process for new connections addresses to make sure it is as effective as possible.
Continue to separate by SMETS (S1 &S2) meter installation	MPANs with a SMETS meter installed were easier to update and less likely to require Energy Supplier input	Enhanced data to provide separate reports based on SMETS and non-SMETS

2.2 APM RECOMMENDATIONS

2.2.1 APM STAGE ONE

The trial established that, at least to begin with, Energy Supplier data is key to improving the success rate of address quality improvement and reducing the number of individual queries. As such, the current recommendation is that the APM is split into Stage one then ongoing. Stage one would start with Energy Suppliers being asked to provide their site address (not forwarding address) for each MPAN. The data would not be quality checked as it is to aid the DNOs / IDNOs to establish the updated MPL address only. Energy Suppliers would not be expected to manually check addresses but to provide the data via a bulk system extract and uploaded on a set template.

The proposed Service Levels will apply to Priority Categories 1-3 (see below), and Energy Suppliers must respond on a template as set out in the APM. Failure to respond would result in a follow up from REC Performance Assurance as the APM is a REC requirement which includes follow up Performance Assurance Techniques.

The Energy Supplier data would be added to the main report (Invalid Postcode REL data enhanced with Enquiry Service data) then provided to each DNO and IDNO as set out below:

Priority Category	Name	What is it?	Reason for recommendation
1	SMETS	• MPAN Trading more than 2 years • Whole Current connection • SMETS Meter installed	• Consumers more likely to Switch as there are more tariff options available (Export, time of use etc) • Feedback from trial showed these were “easier” to resolve
2	Non-SMETS	• MPAN Trading more than 2 years • whole current connection, • Non-SMETS Meter installed (K, N, T, S, NSS)	• Improved MPLA available when Smart Meter installation is booked • Consumer Switch process smoother as postcode is the first search item
3	New Connections SMETS	• MPAN Trading less than 2 years • Whole Current connection • SMETS Meters only	• Change of Occupier from developer to Consumer more likely to have occurred so Switch more likely • Consumers have more tariff options available (Export, time of use etc) • Date of Meter installation can be used to filter out newer instances as BAU activity likely to resolve these
4	AMR	• MPAN Trading more than 2 years • Whole Current connection • AMR meters only (includes H Meter Types which may be Domestic / Microbusiness)	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
5	New Connections AMR	• MPAN Trading less than 2 years • Whole Current connection • AMR Meters only	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
6	Older not Whole Current	• MPAN Trading more than 2 years	• Consumers have more tariff options available (Export, time of use etc)

Priority Category	Name	What is it?	Reason for recommendation
		• Not Whole Current Connection Type • All Meter Types	• Can include Domestic / Microbusiness usage
7	Older Whole Current no Meter	• MPAN trading more than 2 years • Whole current connection • No meters installed	• Potentially pending Disconnection • If the MPAN is not pending Disconnection, updating the MPL will help when Consumer requests a Meter
8	New Connections not Whole Current	• MPAN Trading less than 2 years • Not Whole Current Connection Type • No Meter installed	• Potentially BAU processes will resolve • Consumers have more tariff options available (Export, time of use etc)
9	Older not Whole Current no Meter	• MPAN Trading more than 2 years • Not Whole Current Connection Type • No Meter installed	• Potentially pending disconnection • If the MPAN is not pending Disconnection, updating the MPL will help when Consumer requests a Meter
n/a	New Connections x years no Meter	• MPAN Trading less than 2 years • Whole Current Connection Type • No Meter installed	• Potentially BAU processes will resolve
n/a	Has UPRN	• EES data has a UPRN that does not start 999.	• Not Worked as expected timing issue. MPANs to be passed back to DCC for investigation
n/a	Not Trading	• MPAN is Disconnected, New or Registered	• REL obligations do not apply. Disconnected expected to be de-activated so timing issue

Initially, only Priority Categories **1-3** will have SLAs (see section 2.2.3). Once the volumes reduce, this can be reviewed. In the meantime, Parties are welcome to work the rest and respond (but without an SLA) as all data will be provided.

The new connections cut off has been set at 2 years Trading as it is recognised there can be a gap between 'MPAN Trading' and completion of the property. Following the trial, it was also recognised that the meter being installed is a key Data Item, all pots have therefore been split up and prioritised as sites with no meter are less likely to be resolved.

2.2.2 APM STAGE 2 AND ONGOING

It is expected that from APM Stage Two, Energy Suppliers will only be required to provide data on request by the DNO / IDNO i.e. on any new addresses identified as unmatched with an invalid postcode. MPANs flagged as **'Postcode Valid – non PAF'** will be excluded from subsequent data cleanse exercises as they have been confirmed as non PAF (Post Office Address File also known as the Royal Mail database) so unlikely to have a matchable Ordnance Survey Address Base Premium (OS ABP) premise type. The aim

is to clear as much as possible in Stage One to allow the ongoing process to have smaller volumes, resolving invalid postcodes within weeks of their creation, where possible.

DNOs / IDNOs will receive the same reports as set out above and will be able to request Energy Supplier input. This will be done by a templated request outcome to allow centralised reporting of each stage and reduce the overhead on Energy Suppliers.

Energy Suppliers would have their own SLA, to provide the billing address data on request. However, if they wanted to, Energy Suppliers can ask to receive their own version of the invalid postcode reports. If they wanted to cleanse this, they should follow the D0381 Market Message process as set out in Schedule 29 - Address Management.

2.2.3 SERVICE LEVELS

The APM is designed to have an SLA at each step. Initially at least, the SLAs will not be based on percentage updated. Instead, they will be on confirmation of the Energy Supplier billing address or for DNOs, on provision of an outcome status for each and every MPAN.

The SLAs could have been defined in a number of ways: they could be set as a standard Working Day requirement applied across each Party type, graduated based on volumes, or tailored to individual companies. The APM has been set out as below:

Party Type	Minimum SLA	Reason for the minimum
Energy Suppliers – round 1	10 Working Days	Data provided by script/automated request with no requirement for analysis. Note this was in place via MRA MAP09 ahead of CSS Go Live.
Energy Suppliers – round 2	10 Working Days	New MPANs following the same process as Stage One to be followed. NB, MPAN level analysis may be required on a case by cases basis.
DNOs / IDNOs	> 2,000 MPAN – 40 Working Days 1,000-1,999 MPANs – 30 Working Days 1-999 MPANs – 20 Working Days	MPAN level analysis will be required.

2.2.4 WHO WILL DO IT

It is expected that Stage one will start before the new REC Performance Assurance Service Provider is in place, so an interim solution will be provided by RECCo. The new REC Performance Assurance Service Provider will be kept up to date at each stage and will assure the SLAs.

2.2.5 STAKEHOLDER ENGAGEMENT

The proposed solution, including SLAs, was presented at the REC Change Issues Group on 03 June 2026 and at the REC Issues Group on 12 June 2026. Their feedback has been used to amend the SLA proposition. The offer was also made to share MPAN level data with any DNOs / IDNOs or Energy

Suppliers. As of 17 June 2026 six Energy Suppliers, four DNOs (with 11 MPIDs) and one IDNO have requested their data. Additionally, one of the trial participants has asked for a second round of data.

The proposed solution was also presented to the Electricity Network Association who agreed to promote it to their members.

3 WHAT HAPPENS NEXT

- Category 3 Change Proposal consultation to populate APM will be issued by 19 June 2026, with responses due by 10 July 2026.
- Category 3 Change Proposal will be presented to PAB to approve the Code Manager recommendation on 28 July 2026.
- Go live expected September 2026 – noting it may be updated based on feedback to the consultation.
- Discussions with the GRDA will continue to allow the APM to be populated for both invalid postcodes and plot addresses.

4 ROLE OF PERFORMANCE ASSURANCE BOARD

- Approve the Code Manager recommendations for the first population of the APM.
- Going forward REC Performance Assurance will be responsible for all APM changes which will be presented to PAB for approval of the Code Manager recommendations.

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APPENDIX 1 - FINDINGS FROM THE INITIAL TRIAL

Two files were sent to participants and were split out as follows. It was recognised that larger consumers (Profile Class 5-8 and HH) are more likely to know their own MPAN so do not rely on address searches as part of a Switch.

Data split	What is it?
Older non-SMETS	• Trading, whole current, Energised only – Profile Class 1-4, non-SMETS meters • At least 3 years since MPAN started trading
Older SMETS	• Trading, whole current, Energised only – Profile Class 1-4 and export, SMETS meters • At least 3 years since MPAN started trading
Newer all	• New connections, Energised, meter fitted only and includes export • MPAN trading for less than 3 years
2nd file – newer all	• New connections not in original file, included MPANs with no meter
2nd file – Not New Connection	• Older Profile Class1-4 not in the original file
2nd file – Profile Class1-4	• AMR or Half Hourly meters
Profile Class 5-8 and HH	• Should be AMR but includes some SMETS meters

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APPENDIX 2 – OUTCOME STATUS

It was noted during the trial that set DNO / IDNO outcomes or findings are required to support the central reporting and monitoring. DNO / IDNO responses will be templated and will include outcome statuses.

Based on the results of the two trials, RECCo and DCC have drawn up the list below.

Outcome status	What is it?
Postcode only updated	Postcode updated but the rest of the address remains unchanged
Postcode and address updated	Postcode and address updated
Address only updated	Postcode unchanged and rest of the address updated
Postcode valid - on PAF	Timing issue - postcode is now on Royal Mail database
Postcode valid - non PAF	Non postal address so will never be on Royal Mail database. Does not need Energy Supplier input
Require Energy Supplier support	Recognise address is not correct but do not have enough data to correct it. Require Energy Supplier to provide their view of the address to carry out additional analysis **Note that this is not expected to be used in Stage One as the Energy Supplier data is provided up front.**
Disconnected	Timing issue - MPAN now disconnected so no address update required
DNO UPRN available	DNO holds a valid UPRN. Please provide it to help DCC manually match to Ordnance Survey

Any updates to the address will follow the BAU process with CSS receiving an updated MPL via the RMP Event Synchronisation which will trigger the REL matching process.