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I0200 WORKING GROUP 1
MEETING NOTES

MEETING	**I0200 WORKING GROUP 1**
DATE	**11 June 2026 (10:00 – 12:00)**
LOCATION	**Via Teams**

Presenter	Representing	Initials	Role
James Hardy	REC Code Manager	JH	Chair
Lorna Mallon	REC Code Manager	LM	Regulatory Specialist
Victoria Crossan	Data Communications Company (DCC)	VC	DCC Address Management Service Manager
Bela Ashworth	REC Code Manager	BA	Lead Analyst

Full attendee list available upon request.

1 INTRODUCTION

JH, as chair, opening the meeting by welcoming attendees to the first session of the new I0200 working group series. JH noted that the working group will build upon previous stakeholder engagement on I0200, but with an updated scope.

JH confirmed that the agenda and meeting slides were circulated to working group members in advance, as would be standard for all future meetings, and with reassurance that sufficient time would be allocated during each meeting to present all materials and allow for attendee discussion. Attendees were encouraged to actively engage throughout the meeting and working group series.

JH also confirmed the governance arrangements for the working group and confirmed that the terms of reference for the I0200 working group would follow those of the REC Change Issues Group, with all pre-meeting papers being issued no later than five working days in advance of any meeting, with post-meeting minutes and outputs being published no later than five working days after a meeting.

2 BAKGROUND OF I0200 – REVIEW OF THE REC'S ADDRESS MANAGEMENT SERVICE

JH provided a detailed overview of I0200, noting that the Issue focuses on the provisions within REC Schedule 29, which govern the Address Management Service, including the processes for the creation and maintenance of Meter Point Location (MPL) addresses and Retail Energy Location (REL) addresses.

JH highlighted that persistent data quality issues remain across the industry, with a significant volume of unmatched MPL and REL addresses contributing to delayed or Erroneous Switching, Registration failures, meter location and operational difficulties, billing inaccuracies resulting in Consumer detriment, and increased operational costs for Market Participants.

JH further clarified that the Issue has evolved significantly since it was originally raised, with the scope broadened following the REC CRS Improvement Plan and the introduction of R0283, which has fundamentally changed the governance landscape, resulting in I0200 now focusing on system-wide address management improvements rather than a narrow, target-based approach. JH also stated that potential items to be included in the scope for I0200 had been presented to the REC Change Issues Group previously and would be discussed during this meeting. JH explained that the REC Code Manager is still open to receiving further suggestions of topics to be included in the scope of I0200 and welcomed attendees to share their suggestions either during the meeting, or through contacting the Code Manager via email.

JH noted that the Issue had previously been placed on hold during the CRS Improvement Plan to avoid duplication of work, and that all prior engagement activities, including a 2025 working group meeting and an industry information request, continue to be considered under the new scope.

3 REL ADDRESS DATA QUALITY PLAN AND ACHIEVEMENTS

JH presented the working group with the current industry position on REL address data quality and noted that, previously, there were approximately 2.8 million unmatched REL addresses, which has since reduced to around 2.4 million as a result of recent initiatives led by the DCC.

JH acknowledged that, despite this improvement, industry engagement has historically been limited, with no formal Code level targets in place to drive data quality improvements, a lack of meaningful prioritisation mechanisms, and a tendency for data issues to be grouped into broad and unhelpful categories. It was further noted that the Address Quality Plan (AQP) has supported improved outcomes by focusing on high impact issues, particularly invalid postcode data and missing or incorrect plot information, but additional structural improvements are required to ensure that progress can be sustained over the longer term.

4 R0283 AND THE ADDRESS PRORITISATION MATRIX

JH provided an overview, and comparison, of the aim and outcomes of R0283 and the introduction of the Address Prioritisation Matrix (APM).

JH explained that the introduction of R0283 was a key milestone as it established a formal governance framework to support improvements in address data quality across the industry. Central to this was the introduction of the concept of the APM which defines prioritisation categories for address related issues, sets SLAs for their resolution, applies across both the Electricity Registration Data Service (ERDS) and Gas Registration Data Service (GRDS), and enables a more structured and prioritised approach to managing data quality. In terms of governance arrangements, it was noted that the APM is classified as a Category 3 document, is subject to consultation through the REC Category 3 change process and is developed by the REC Code Manager with approval provided by the Performance Assurance Board (PAB).

JH also informed the working group that R0283 was implemented in February 2026, with initial APM outputs focused on electricity and valid postcode issues expected to be issued for consultation in June 2026, with a target go-live of August or September 2026 subject to consultation outcomes. Additionally, trial activities undertaken prior to implementation demonstrated a 15% reduction in unmatched REL volumes for participating Distribution Network Operators (DNOs), with feedback from these trials informing subsequent design improvements.

JH emphasised that the APM is expected to support a more collaborative, targeted, and measurable approach to resolving address data quality issues across the industry.

5 REL ADDRESS DATA QUALITY RESOLUTION (DCC)

VC provided a detailed update on DCC's address management activities, highlighting a number of key achievements over the past year. These included the implementation of the batch rematcher tool, which enables unmatched address records to be reprocessed following regular Ordnance Survey updates that occur every six weeks, as well as a significant reduction in unmatched addresses from approximately 2.8 million to 2.4 million. VC also noted improvements to address quality reporting, which have enhanced the industry's ability to understand the root causes of unmatched records.

On reporting, VC highlighted that previous outputs had effectively been a large, unstructured dataset of unmatched records, described as a "dump", which made analysis difficult for Market Participants. VC explained that this has now been improved through enhanced reporting capabilities that provide better categorisation of issues, improved identification of likely root causes, and greater usability for industry stakeholders when assessing and resolving data quality issues.

VC also emphasised the progress made in strengthening collaboration between DCC, the REC, and Market Participants, alongside improved transparency in DCC's processes and approach to address management. VC noted that 2025–2026 had been the most successful year for the Address Management Service since its go-live, and that there remains further potential to deliver additional quick wins through continued collaborative working across industry.

A discussion was held with attendees on the need to establish a clear, industry-wide definition of unmatchable addresses. VC explained that the reported volume of approximately 2.4 million unmatched addresses includes a substantial proportion of non-addressable records, and that excluding these would reduce the number of actionable records to closer to 2 million or potentially lower. Examples of such non-addressable records include feeder pillars, certain EV charging infrastructure, and other assets that do not correspond to physical premises. It was agreed that defining and consistently identifying these records would improve the accuracy of reporting, prevent the misallocation of industry resources, and enable more targeted and efficient data quality improvement activities.

The working group also discussed the increasing importance of Unique Property Reference Numbers (UPRNs), noting that these are generated through successful address matching and are becoming a critical data item across the energy market. UPRNs are already used within Switching processes and by Third-Party Intermediaries such as Price Comparison Websites, and are increasingly being relied upon within regulatory initiatives, including Ofgem led schemes. As

such, it was emphasised that improving address matching rates is essential to supporting broader industry functionality and enabling future market developments.

VC finally emphasised the improvements regarding the transparency of the DCC address matching process. VC noted that proposals included the publication of DCC "stop words" that prevent addresses from matching, the identification and publication of hidden or invalid characters that can disrupt the downstream Smart DCC commissioning processes, increased visibility of matching criteria and logic where possible, and greater awareness of the Manually Entered Address Process via DCC which allows Energy Suppliers to request that the REL address is described differently to the MPL, which are currently underutilised. It was recognised that improving transparency around inputs, rules, and failure conditions would significantly enhance industry understanding and reduce inefficiencies when investigating unmatched records.

6 TOPICS LIST REVIEW

LM presented a structured list of key topic areas for Working Group consideration (slide 9), which were grouped into several broad themes to support a more organised and targeted approach to addressing address management challenges.

For process and guidance improvements, LM highlighted the need to enhance signposting of existing UNC processes for gas, clarify Energy Supplier obligations and roles within the address management framework, and develop comprehensive user guidance and best practice documentation. LM also emphasised that the approach should focus on driving cultural and procedural change across industry, rather than relying on large scale, one-off data cleansing exercises.

For standardisation, LM advised the working group of the importance of establishing consistent address formats and descriptors across participants, introducing standard naming conventions for commonly used terms such as EV charging infrastructure and landlord supplies, and agreeing how non-addressable premises should be handled. This also included clarifying how different address line fields should be used and what type of data should be held in each to improve consistency and matching outcomes. LM stated that the standardisation should also look at agreeing on what should not be used, including the removal of inappropriate or non-relevant data from address fields, such as personal information or security codes, improving spelling accuracy and consistency, and identifying and addressing the use of default or invalid postcodes which negatively impact address matching.

For DCC process awareness, LM noted that there is a need to improve industry understanding of the DCC matching logic, provide better access to enhanced reporting outputs, and explore opportunities to improve systemic matching processes where possible.

LM also stated that included within the scope of I0200 will be discussions on new reporting requirements and data items. There will be a need to ensure reporting mechanisms that align with any newly standardised processes for performance assurance noting the cross-code implications where appropriate. LM explained there is potential for the introduction of new data items, such as an address update timestamp, to improve transparency and auditability of changes within ERDA, GRDA and the Enquiry Systems.

LM further explained that the new connections process highlighted that these areas are a key source of address data quality issues. Challenges include the understanding of the need to use default postcodes, limited visibility across interactions between different stakeholders (such as developers, DNOs, GTs, and Energy Suppliers), and opportunities to streamline existing processes to improve data accuracy at the point of creation rather than relying on subsequent correction.

LM led a brief discussion with the working group on legal drafting changes and general Code required changes. Attendees discussed enabling the sharing of UPRNs where these are available, formalising obligations relating to address data updates and the handling of incidents, and determining the most appropriate governance framework for incorporating guidance and requirements, including whether these should be included within the REC Schedule or managed through Category 3 documents to allow greater flexibility in future updates.

During the discussions, attendees highlighted the importance of improved diagnostic information for unmatched addresses, noting that clearer insight into the reasons for matching failures would significantly enhance efficiency. There was also a strong emphasis on increasing transparency across the address management process to reduce the time and effort currently spent by industry participants investigating issues. LM and VC noted that the APM process is designed to replace the current reporting so Parties will receive targeted reporting once implemented. LM stated Parties can request the current view of their data now, ahead of APM population. Attendees further noted the need for clearer and more consistent use of default values, such as postcodes, and greater consistency in how address fields, particularly address line 1, are used across the industry. It was confirmed during the discussion that address line 1 is not validated by DCC and can therefore be used to capture non-standard information where required. However, participants requested that this position be formally communicated to provide clarity and support consistent application across industry.

7 NEXT STEPS AND MEETING 2 AGENDA ITEMS

LM and JH asked for the working group attendees to discuss the proposed topics for the next meeting, prioritising areas that would provide early value and support improved understanding of the address matching process. The proposed topics included a detailed review of DCC stop words and the identification of hidden or invalid characters, further discussion on incident management processes and supporting guidance, the development of examples illustrating inappropriate address content, and the establishment of standardisation principles across fuels. In addition, default postcode usage was added as a priority topic following attendee feedback, reflecting its importance in addressing data quality issues.

Working group members were invited to submit any additional topics or relevant existing documentation to inform the working group's future agenda and activities.

8 NEW ACTIONS RAISED

Item	Responsible	Status
Develop initial guidance materials, including examples of appropriate and inappropriate address content, and draft a user guide outlining best practice for address data entry, including examples of good and poor data.	Lorna Mallon and Vic Crossan	To be presented at future meeting.
DCC to clarify DCC Validation rules, prepare materials on DCC matching constraints and include default postcode usage within the standardisation activities and considerations.	Vic Crossan	To be presented at a future meeting.
DCC to prepare Incident Management Guidance on incident driven address updates and when and why DCC requests changes outside standard processes.	Vic Crossan	To be presented at a future meeting
DCC to progress agreement on definition of unmatchable addresses and the standard identification and treatment of these records.	Vic Crossan	To be presented at a future meeting
All working group participants are to share with the Code Manager any existing document, standards, or naming conventions they hold with regards to address management and submit any additional topics for the scope and agenda of the I0200 working group.	All Working Group Members	To be completed before next meeting.

9 DATE AND TIME OF NEXT MEETING

The next meeting is scheduled 17 July 2026 (10:00 – 12:00).