RETAIL ENERGY CODE

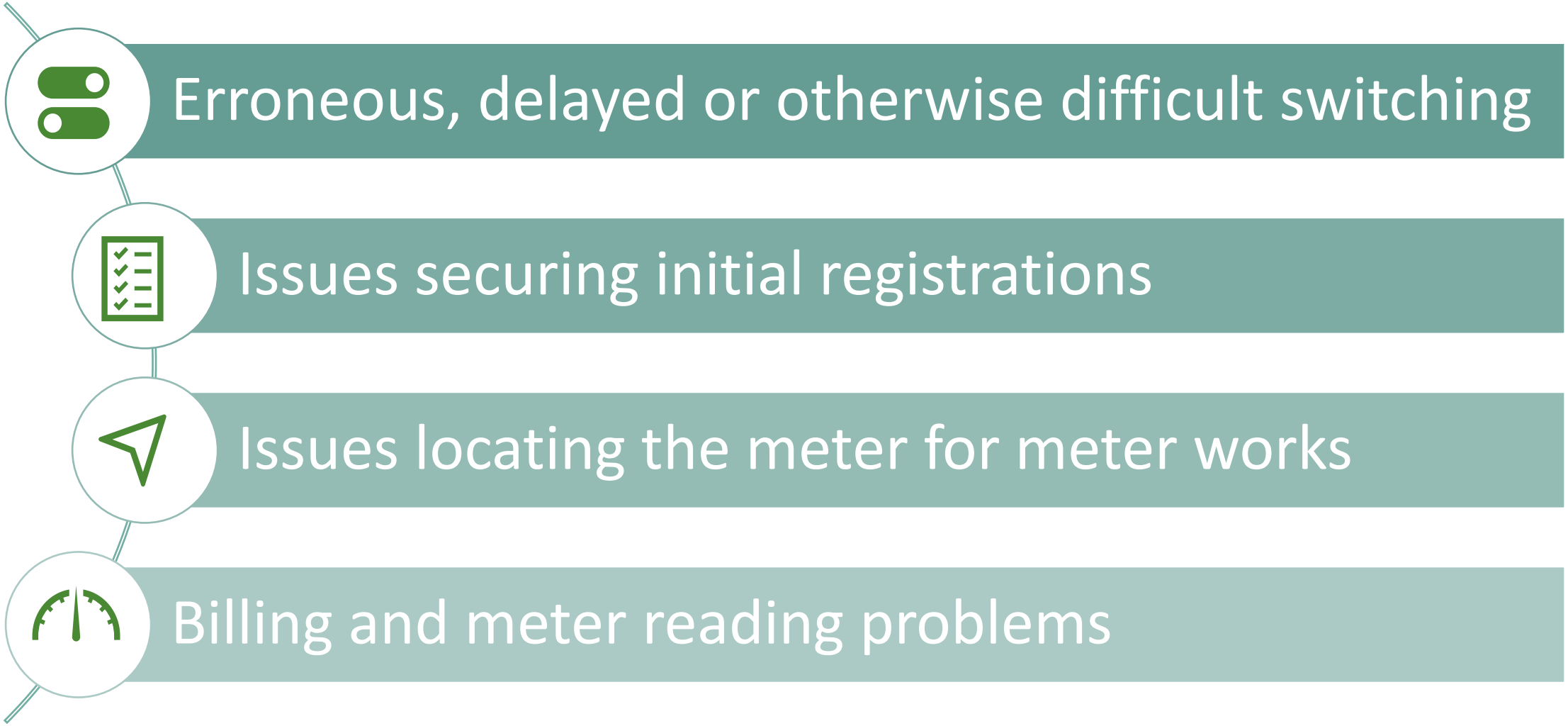
I0200 – IMPROVING ADDRESS MANAGEMENT TARGETS

CHANGE ISSUES GROUP SLIDES

ANTON MODEN

CURRENT STATE

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



OPTIONS TO RESOLVE

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.

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.

QUESTIONS

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We would like to discuss this with you. You might consider the following questions:

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?