RETAIL ENERGY CODE

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ADDRESS PRIORITSATION MATRIX POPULATION – INVALID

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1 PURPOSE

The purpose of this paper is to set out the work carried out to date on the first population of the Address Prioritisation Matrix (APM) and the expected next steps.

2 BACKGROUND

Change Proposal R0283 Annual Address Management Plan Updates introduced the concept of the Address Prioritisation Matrix (APM) 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. DCC has been making progress resolving address data issues, but they recognised 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 SLAs 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).

The annual Address Quality Plan (AQP) for 2026-27 sets out DCC's plans 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). Section 3.4.6 of their plan sets out the recommendations for key areas requiring industry support. They recognise that invalid postcodes and plot address data are most likely potentially limit or 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

Throughout 2026, RECCo has been working with DCC to establish processes that would allow the APM to be populated.

The DCC stated that:

> "The postcode is a key data item used by the matching algorithm to match the address to OS ABP. Without a valid postcode the Switching Operator cannot match the REL either systemically or manually. Given the importance of the postcode, both in terms of matching and its use in initiating a Switching journey (via price comparison & Energy Supplier websites), it is the intention of the Switching Operator and CSS Provider to work with the appropriate REC Parties to reduce the number of address records with an invalid postcode."

3 ENHANCING DATA AND TRIAL

DCC and RECCo engaged with two Parties to carry out a trial of invalid postcode data. The electricity data was enhanced using Electricity Enquiry Service (EES) data to create a targeted list of MPANs setting out the priority they should be reviewed in.

The 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 look to changing their Energy Supplier.

3.1 DATA ITEMS

The following enhancements were carried out:

Data Item	Reason for exclusion	Reason for inclusion	Lower Priority
Trading Status	Exclude any new or terminated MPANs as will not trigger a match	Include Traded MPANs as these do trigger a REL match	
Trading Status EFD		Included to establish how long MPAN has been Trading	
Connection Type	Unmetered on unlikely to have an OS address	Whole Current as less likely to know their own MPAN	HV, LV EHV as more likely to know their own MPAN
Meter type	n/a	Split out by smart meter, dumb meter, AMR meters	No meter – assume more work required in general before meter can be installed
Meter Installation date		Establish how recent the new connection is and if someone	

Data Item	Reason for exclusion	Reason for inclusion	Lower Priority
		has been able to find the property recently	
Energisation status	n/a	Split by Energised and De-energised	De-energised
Domestic Premise Indicator (DPI)		Split by Domestic and Non-Domestic	
Profile Class		Group into PC1&2, 3&4	PC5-8 as more likely to know their own MPAN
Energisation Direction		Split by Import and Export	
Current Energy Supplier MPID		Split by Energy Supplier	
Current Energy Supplier EFD		To establish if MPAN has Switched recently (looking at the other EFDs)	
DNO MPID			

Data was provided to two Market participants as follows:

Data split	What is it?
Older non-SMETS	• Trading, whole current, Energised only - PC1-4, non-SMETS meters. • At least 3 years since MPAN started trading
Older SMETS	• Trading, whole current, Energised only - PC1-4 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
2nd file – Not New Connection	• Older PC1-4 not in the original file

Data split	What is it?
2nd file – PC1-4	• AMR or Half Hourly meters
PC5-8 and HH	• Should be AMR but includes some SMETS meters

3.2 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 are so high, both Parties recommended including Energy Suppliers in the trial	Recommendation for round 1 of the APM
Different updates	Each Party provided their updates in different formats	APM round 1 and subsequent consultations will include a template with set outcomes and updates to allow simpler reporting
New Connections takes care of itself	There is a timing issue with the PAF that can mean some of the postcodes do become valid. Also, BAU new connections processes mean the address is updated relatively quickly	Look at deprioritising new connections up to 1 or 2 years following the meter installation. I0200 will investigate the BAU process for new connections addresses to make sure it is as effective as possible.
Continue to separate by SMETS 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

3.3 APM RECOMMENDATIONS

3.3.1 APM STAGE ONE

The trial established that, at least to begin with, Energy Supplier data is key, improving the success rate of address 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 billing address (not forwarding address) for each MPAN. The data would not be assured as it is to aid the DNOs / IDNOs to establish the updated MPL address. Energy Suppliers would not be expected to manually check addresses but to provide the data via a bulk script on a set template.

The list of MPANs would be Traded only, with a Whole Current Connection Type and Energy Suppliers must respond on a template as set out in the APM. Failure to respond would result in

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 combined with the EES data and provided to DNOs and IDNOs in the following:

Priority Category	Name	What is it?	Reason for recommendation
1	SMETS	• MPAN Trading more than X years • Whole Current connection • SMETS Meter installed	• Consumers have 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 X years • whole current connection, • Non-SMETS Meter installed (K, N, T, S, NSS)	• Improved MPL available when Smart Meter installation is booked • Consumer Switch process smoother
3	New Connections SMETS	• MPAN Trading less than X 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 X years • Whole Current connection • AMR Meters only	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage

Priority Category	Name	What is it?	Reason for recommendation
6	Older not Whole Current	• MPAN Trading more than X years • Not Whole Current Connection Type • All Meter Types	• Consumers have more tariff options available (Export, time of use etc) • Can include Domestic / Microbusiness usage
7	Older Whole Current no Meter	• MPAN trading more than X 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 X 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 X 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 X 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

Only 1-3 are likely to have SLAs at first. Once the volumes reduce this can be reviewed. In the meantime, Parties are welcome to work the rest and respond but without an SLA.

The trial set X at between 2 or 3 years after Trading as it is recognised it 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 so the new connections pot has been split up and prioritised accordingly.

We welcome feedback on the categories and prioritisation at Change Issues Group or via email to change.management@recmanager.co.uk.

3.3.2 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. Also, any MPANs flagged as Postcode Valid – non PAF will be excluded as they have been confirmed as non PAF and are therefore likely to be out of scope for REL matching. 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 responding with a template outcome to allow centralised reporting of each stage.

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 process as set out in the Schedule 29 - Address Management.

3.3.3 OUTCOMES

It was noted during the trial that set DNO / IDNO outcomes or findings are required to support the central reporting and monitoring. The DNO / IDNO will response on a template which will include outcome statuses. Based on the results of the two trials RECCo and DCC has 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 supplier input

Outcome status	What is it?
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	You hold a valid UPRN. Please provide it to help DCC 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.

Energy Supplier outcomes are not required as they provide the billing address they hold.

We welcome feedback on the outcome statuses at Change Issues Group or via email to change.management@recmanager.co.uk.

3.3.4 POTENTIAL SLAS

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 Energy Supplier billing address and for DNOs, on provision on an outcome status for each and every MPAN.

The SLAs may be 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 current expectations are set out below:

Party Type	Minimum SLA	Reason for the minimum
Energy Suppliers – round 1	10 Working Days	Energy Suppliers are not being asked to analyse the data, just provide what billing address data they have. Expectations are this could be via a script / automated request. Note this was in place via MRA MAP09 ahead of CSS go live.
Energy Suppliers – round 2	10 Working Days	MPAN level analysis will be required but expectations are volumes will be low as most of the data has been provided in round 1.
DNOs / IDNOs	20 Working Days	MPAN level analysis will be required.

Party Type	Minimum SLA	Reason for the minimum
		This could be set based on number of MPANs or set at a company level. Could also set a longer SLA for round one as this will have the higher volume and include the Energy Supplier data. DNO that took part in the trial was able to check over 7000 MPANs within this time period.

3.3.5 WHO WILL DO IT

Still to be confirmed but expectations are stage 1 will happen before the new REC Performance Assurance Service Provider is in place, so an interim centralised service provider is expected to be in place.

4 WHAT HAPPENS NEXT

- Category 3 Change Proposal consultation to populate APM.
- Go live expected August / September 2026 – Change Proposal will confirm and allow Parties to comment on it.
- DNOs / IDNOs / Energy Suppliers can request their data in the meantime if they would like to start working it sooner. Please contact Victoria at Victoria.Crossan@smartdcc.co.uk in the first instance.

5 ROLE OF PERFORMANCE ASSURANCE BOARD

- Approves all updates to the APM
- REC Performance Assurance will be responsible for all APM changes going forward.

6 QUESTIONS FOR THE CHANGE ISSUES GROUP

The Code Manager would like feedback from the Change Issues Group on the following:

- Feedback on the data items used to enhance the data;
- Feedback on the suggested reporting categories;
- Feedback on the prioritisations;
- Any recommendations for SLAs; and
- Feedback on expected implementation date.