RETAIL ENERGY CODE

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01	Proposal Plan
02	Consultation
03	**Final Recommendation**

CHANGE REPORT

R0283 – ANNUAL ADDRESS MANAGEMENT PLAN UPDATES

DOCUMENT VERSION	1.0
PROPOSED IMPLEMENTATION DATE	27 February 2026
IMPLEMENTATION APPROACH	Big Bang

RESPONSIBLE COMMITTEE	Change Panel	**CHANGE PATH**	Self-Governance
PRIORITY STATUS	High	**URGENCY**	Standard
IMPACTED STAKEHOLDERS	Energy Suppliers, Distribution Network Operators, Gas Transporters, Central Data Service Provider, CSS Service Provider, REC Performance Assurance		

LEAD ANALYST (SOLUTION LEAD)	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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OVERVIEW

The REC Address Management Service is the responsibility of the DCC, as set out in Schedule 29, with support from REC Parties. 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.

CODE MANAGER RECOMMENDATION

The Code Manager recommends that the Change Panel:

- **APPROVE** the proposed change solution;
- **APPROVE** the proposed implementation approach; and
- **APPROVE** the proposed implementation date of 27 February 2026.

RETAIL ENERGY CODE

CONTENTS

Code Manager Recommendation 1
1 Summary 3
2 Problem Statement 3
3 Impacts 3
4 Cross-Code Impacts 4
5 Proposal plan 4
6 Stakeholder Engagement 4
7 Priority Status and Urgency 5
8 Proposed Solution 6
9 Draft Legal Text 7
10 Business Case Assessment 7
11 Case for Change 8
12 Summary of Consultation Responses 9
13 Summary of Amendments Made Following Consultation 10
14 Appendix 11
15 Glossary 12

BACKGROUND

1 SUMMARY

The REC Address Management Service is the responsibility of the Data Communications Company (DCC) as the Central Switching Service (CSS) Provider, with support from REC Parties. 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.

The REC Schedule 29 – Address Management sets requirements surrounding the annual address management plan to meet the Address Quality Objective. However, gaps in the Code's requirements have resulted in inefficiencies and differing interpretations of the obligations. As such, progress on cleansing address data may be hampered. This Change Proposal seeks to amend the REC Schedule 6 – Performance Assurance and Schedule 29 – Address Management to clarify the steps and obligations for an efficient annual process.

This solution was originally included within the remit of I0200 – Improving Address Management Targets. However, following discussions at the REC Performance Assurance Board (PAB), with the CSS Provider, RECCo and the Code Manager, it was agreed to provide this clarification sooner to ensure the 2026 annual plan would have clear obligations to follow. As such, R0283 has been raised as a necessary, enabler Change Proposal for I0200, that will set the governance framework for I0200 by establishing, but not populating, the Performance Assurance Framework for REC Parties on the Retail Energy Location (REL).

2 PROBLEM STATEMENT

The REC Address Management Service is the responsibility of DCC, with support from REC Parties. 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.

3 IMPACTS

CONSUMERS
All Consumers

REC SERVICE PROVIDERS
Central Switching Service (CSS)
Central Data Service Provider (CDSP)
Electricity Retail Data Service (ERDS)
Gas Retail Data Service (GRDS)

RECCO / REC CODE MANAGER
REC Performance Assurance

REC PARTIES AND SERVICE USERS
Energy Suppliers
Distribution Network Operators (DNOs)
Gas Transporters (GTs)

REC DOCUMENTS / PRODUCTS
REC Schedule 1 – Interpretations and Definitions
REC Schedule 6 – Performance Assurance
REC Schedule 29 – Address Management

MHHS
This Change Proposal has no impacts on MHHS.

4 CROSS-CODE IMPACTS

There are no cross-code impacts identified with this Change Proposal.

5 PROPOSAL PLAN

Milestone	Activity	From	To
Definition		**19 Sep-25**	**24 Oct-25**
	Solution Development	September	October
	Legal Review	September	October
	Business Case Assessment	October	October
Change Proposal		**25 Oct-25**	**15 Dec-25**
	Consultation	October	November
	Final Determination	December	December
Voting		**16 Dec-25**	**16 Dec-25**
	Appeal Window	17 December	31 December

6 STAKEHOLDER ENGAGEMENT

The Code Manager engaged with the DCC as part of the assessment of this Change Proposal, to further understand the impacts of the problem statement and proposed solution.

This Change Proposal is also part of the Address Data Quality (ADQ) workstream under RECCo's Central Registration Service (CRS) Improvements Plan. The objective of the Improvements Plan is to deliver improvements to the delivery of the CRS that will benefit industry and ultimately end-Consumers. The ADQ workstream in particular looks to improve the

overall end-to-end address management processes and overall address data quality. The Code Manager and RECCo provided the REC PAB with an update on R0283 as part of a wider update on the Improvements Plan at their meeting on 30 September 2025. Although Change Panel are the Responsible Committee for this Change, the Code Manager will also provide updates to the PAB where required.

The Proposal Plan for R0283 ensures further stakeholder engagement via an industry consultation. Where required, the Code Manager will also engage with the REC Change Issues Group, an industry webinar, or trade associations. Stakeholder engagement will be vital for this Change Proposal, and the Code Manager will ensure all impacted Parties have the maximum opportunity to engage throughout the change process.

7 PRIORITY STATUS AND URGENCY

PRIORITISATION MATRIX

Category	Significance / Resource impacts / Urgency	Further selection / breakdown	Score (0-3)	Weighting	Weighted Score
Impacts	Consumer Impact	Indirect	2	27	53
	Retail Markets Impact	Innovation and Market Arrangements	1	17	17
	RECCo / REC Party / REC Service Provider Impact	Operational Effectiveness and Efficiencies	2	7	13
		Legal and Regulatory Compliance	2	14	28
Resource	Complexity / Effort / Duration		2	9	18
Strategic Alignment	Contribution to/ Alignment with the objectives of the REC		1	17	8
	Contribution to/ Alignment with RECCo's Forward Work Plan		1		8
Urgency *(The need to progress a change to meet a targeted date)*		Other Planned Activity	2	10	20
				Overall Priority Score (rounded)	167

Priority Score	Priority Status
171 and above	Critical
151 to 170	High
101 to 150	Medium
0 to 100	Low

Priority Status	HIGH
Change Proposal Type	STANDARD

Urgent Change Proposals meet the Criteria for Urgency as set out by Ofgem

This Change Proposal has been given a priority status of high based upon a weighted prioritisation score of 167.

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SOLUTION

8 PROPOSED SOLUTION

The proposed solution is to amend the legal text of the REC Schedule 6 – Performance Assurance and Schedule 29 – Address Management to clarify the steps and obligations for an efficient annual process.

REC Schedule 6, specifically, will be updated to introduce the concept of an Address Prioritisation Matrix, to be prepared by the Code Manager and approved by the REC PAB. The matrix will not be populated as part of this Change Proposal. R0283 only intends to introduce the matrix and provide a governance framework surrounding the annual address management plan. If R0283 is implemented, the matrix will be populated via separate consultations. A new section will also be added to Schedule 29 to outline the requirements of the matrix and clarify the obligations of the Code Manager, the REC PAB and the CRS Provider, including:

- The Code Manager shall prepare and obtain the REC PAB's approval of a matrix;
- the Code Manager shall periodically (at least annually) review, and report to the PAB on, the Address Prioritisation Matrix;
- introduce a two-pronged consultation process wherein the CRS Provider's consultation on the Address Quality Annual Plan is then followed up by a Code Manager or PAB-led consultation that may result in the direction of changes to the matrix; and
- the CRS Provider shall provide to the REC PAB and the Code Manager such information as the Code Manager reasonably requests on its compliance with the Address Quality Annual Plan and the Address Prioritisation Matrix.

REC Schedule 29 will be amended to include requirements for the Address Quality Annual Plan and the obligations of the CRS Provider in producing the annual report and the Address Quality Annual Plan. Furthermore, Schedule 29 will clarify the obligations of Energy Suppliers, Gas Retail Data Agents and Electricity Retail Data Agents in supporting the DCC in improving REL Address data quality in accordance with the Address Prioritisation Matrix.

REC Schedule 1 – Interpretations and Definitions will also be amended to include the following defined terms:

Address Quality Annual Plan		As set out in clause 2.6 of the Address Management Schedule.
Address Prioritisation Matrix		Matrix setting out the SLAs and prioritisations for resolving individual REL data quality categories. The SLAs will apply to ERDS, GRDS and Suppliers. The matrix may be updated as per the Performance Assurance Schedule, clause 7.26.

9 DRAFT LEGAL TEXT

The legal text changes to deliver the proposed solution to R0283 can be found here.

PRELIMINARY ASSESSMENT

10 BUSINESS CASE ASSESSMENT

10.1 COSTS

There are no costs associated with this Change Proposal.

10.2 BENEFITS

INTANGIBLE BENEFITS	BENEFITS DESCRIPTION
IMPROVE CLARITY SURROUNDING THE ANNUAL ADDRESS MANAGEMENT PLAN	The implementation of this Change Proposal should provide clarity on the processes and obligations surrounding the annual address management plan. The Code currently sets the requirements for a plan to be prepared by the Switching Operator on an annual basis and in order to meet the Address Quality Objective. However, gaps within these requirements have resulted in inefficiencies and differing interpretations of the obligations. This has hampered progress on cleansing address data. This Change Proposal will provide clarity on the annual address management plan and the obligations of the Switching Operator, REC Parties and the REC PAB.
SETS A GOVERNANCE FRAMEWORK FOR I0200	The implementation of this Change Proposal is necessary to provide the governance framework for I0200. Both Change Proposals are part of RECCo's ADQ work under their CRS Improvements Plan. The objective of the Improvements Plan is to deliver improvements to the delivery of the CRS that will benefit industry and ultimately end-Consumers. The ADQ workstream in particular looks to improve the overall end-to-end address management processes and overall address data quality. R0283 is a necessary enabler change for this work to progress.

10.3 COST BENEFIT ANALYSIS

There are no central systems costs, no expected costs to Parties and two intangible benefits associated with this Change Proposal. As such, the Code Manager believes that there is a positive case for change.

11 CASE FOR CHANGE

SELF GOVERNANCE

The Code Manager considers there is a positive case for change for implementing this Change Proposal on the basis that the proposed solution:

- Is both viable and implementable, and effectively resolves the problem statement;
- has no associated central system costs and no associated Party costs;
- has proportionate effort required for implementation;
- should improve clarity surrounding the annual address management plan;
- sets a governance framework for I0200; and
- introduces an assurance framework for REC Parties on the REL.

12 SUMMARY OF CONSULTATION RESPONSES

A consultation was circulated on 23 October 2025 to obtain views on the Change Report (For Consultation). In total four responses were received from the CRS Provider, two Distribution Network Operators and the Central Data Service Provider (CDSP). The key themes from these responses have been summarised and set out below. The non-confidential responses have been published here.

12.1 SUMMARY OF RESPONSES

Three of the four respondents were supportive of the Change Proposal and proposed solution, and believed it should be implemented.

One respondent was supportive of the Change Proposal in theory, and believed it should be implemented, but felt they did not have enough information to fully support the proposed solution. The Code Manager engaged further with this respondent to clarify their questions regarding the criteria against which activities would be included within the Matrix, as well as timelines for future consultations and industry engagement.

12.2 COMMENTS ON THE SOLUTION AND PROPOSED LEGAL TEXT

Three of the four respondents agreed with the proposed solution. In their comments, the Code Manager clarified that R0283 is only intended to introduce the concept of the Address Prioritisation Matrix. Specific targets, as well as further guidance on the population of the matrix, will be determined in future Change Proposals and following industry engagement.

One respondent did not agree with the proposed solution and believed there to be insufficient detail regarding activities defined within the Address Prioritisation Matrix and the nature of the consultation processes to be followed. The Code Manager has noted these concerns and that they will be addressed through further engagement with industry as well as in future Change Proposals and consultations.

12.3 CASE FOR CHANGE AND CODE MANAGER'S RECOMMENDATION

All respondents agreed with the Code Manager's assessment of the costs and benefits for this Change Proposal. All four respondents noted that additional costs and impacts may be incurred once the Address Prioritisation Matrix is implemented. The Code Manager clarified that this has been taken into account, and another cost-benefit analysis will be conducted in future Change Proposals and following industry engagement. The Code Manager noted the DCC's comment that a Party impact assessment may be required in future Change Proposals related to the address management project.

All respondents agreed with the Code Manager recommendation that this Change Proposal should be approved and be subject to the Self-Governance Change Path with approval by the Change Panel.

12.4 IMPLEMENTATION DATE AND APPROACH

Three of the four respondents agreed with the proposed implementation approach of big bang, and with the proposed implementation date of 27 February 2026.

One respondent commented that they did not have sufficient information to support the implementation date. The respondent acknowledged that this Change Proposal is establishing the Address Prioritisation Matrix only and that separate consultations will establish the content of the matrix. However, the respondent believed that the timeline for further consultations and engagement should be set out in order to fully assess R0283 and its proposed solution.

13 SUMMARY OF AMENDMENTS MADE FOLLOWING CONSULTATION

No changes have been made following consultation.

14 APPENDIX

CHANGE PROPOSAL	Link
LEGAL DRAFTING	Link
ANY OTHER DOCUMENTS	REC Schedule 6 – Performance Assurance REC Schedule 29 – Address Management REC PAB – CRS Improvement Plan Update
CONSOLIDATED CONSULTATION RESPONSES	Link

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15 GLOSSARY

TERM	DEFINITION
Address Management Service	means the component of the Central Switching Service which undertakes activities to identify and maintain a matching REL Address for each RMP as further described in the Address Management Schedule.
Address Quality Objective	means the objective of the CSS Provider in providing the Address Service, as described in paragraph 2 of the Address Management Schedule.
Category 3 Product	refers to the operational documents and RECCo guidance which are required to support, but do not place obligations upon, market participants and as such will be maintained by the Responsible Provider
Central Data Service Provider (CDSP)	means the 'Central Data Service Provider' appointed by Gas Transporters pursuant to standard special condition A15 (Central Data Service Provider) of the Gas Transporter Licences.
Central Switching Service (CSS)	means the Systems and processes provided or procured by the CSS Provider for the purpose of providing the Address Management Service and the Registration Service
Centralised Registration Service (CRS)	means the services provided pursuant to Condition 15 (Incorporation, delivery and provision of the Centralised Registration Service) of the DCC Licence, being the services provided under this Code by the CSS Provider, Switching Operator, CSS Certificate Authority and, until the end of the Post Implementation Period only, the Core Systems Assurance Provider and the CSS Systems Integrator.
CSS Provider	means the DCC when performing functions under or in relation to this Code (but always excluding its functions under the Smart Energy Code and its roles as CSS Systems Integrator, SI Provider and Switching Operator), including in respect of the Central Switching Service and including in effecting the design, build and testing of any System that will allow it to perform functions under this Code after the CSS Go-Live Date. This role is the CSS Procurer and Manager function as described in the E2E Data Migration Plan, E2E Integration Plan, E2E Post Implementation Plan, E2E Testing Plan, E2E Transition Plan: Implementation Approach and E2E Transition Plan: In-Flight Switches Approach.
CSS User	means each organisation which is Qualified to use the CSS, together with each Switching Data Service Provider (other than the CSS Provider) the categories of which are set out in the Central Switching Service Schedule.
Electricity Retail Data Agent	means a provider of a DNO's Electricity Retail Data Service.

TERM	DEFINITION
Electricity Retail Data Service (ERDS)	means the electricity registration services provided under this Code to support the provision of electricity retail data to the CSS and other services.
Gas Retail Data Agent	means the provider of a Gas Transporter's Gas Retail Data Service.
Gas Retail Data Service (GRDS)	means the gas registration services provided under this Code to support the provision of gas retail data to the CSS and other services.
Performance Assurance	means the activities undertaken by the Code Manager and the REC PAB in accordance with the Performance Assurance Schedule.
REC Performance Assurance Board (REC PAB)	means the performance assurance board for this Code, as from time to time established under Clause 15 of the main body of this Code (which is a Sub-Committee)
Retail Energy Location	means a Location to which Energy is delivered via an RMP, and/or from which electricity is exported via an RMP.
Retail Energy Location (Welsh) Address	means, for RMPs in Wales, the Welsh language version of the Retail Energy Location Address
Retail Energy Location Address (REL Address)	means the address (or other spatial reference) of each Retail Energy Location, as created and maintained by the CSS Provider. For RMPs in Wales, references to the Retail Energy Location Address include the REL (W) Address, unless the context requires otherwise
Retail Energy Location Data (REL Data)	means the dataset relating to premises address data to be developed by the CSS Provider using the Address Management Service.
Switching Operator	means the DCC in performing the role of managing the co-ordination of the CSS Provider and the other Switching Data Service Providers, including the mechanisms for CSS Users to report incidents and access service management support, from the CSS Go-Live Date.