RETAIL ENERGY CODE

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CHANGE PROPOSAL UPDATE TO PLAN

I0200 – REVIEW OF THE REC'S ADDRESS MANAGEMENT SERVICE

(Previously Titled Improving Address Management Targets)

DOCUMENT VERSION	V1.0
PROPOSED IMPLEMENTATION DATE	TBC
IMPLEMENTATION APPROACH	TBC

RESPONSIBLE COMMITTEE	CHANGE PANEL	**CHANGE PATH**	SELF-GOVERNANCE
PRIORITY STATUS	MEDIUM	**URGENCY**	STANDARD
IMPACTED STAKEHOLDERS	Consumers, Data Communications Company (DCC), Distribution Network Operators, Energy Suppliers, Gas Transporters, Metering Equipment Managers		

LEAD ANALYST (SOLUTION LEAD)	TECHNICAL LEAD	ASSURANCE LEAD	SUBJECT MATTER EXPERT
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1 CHANGE OVERVIEW

Schedule 29 – Address Management sets out the Address Management Service provided under the REC including the business processes required to create and maintain the Meter Point Location Address (MPL Address) and the Retail Energy Location (REL) Addresses. The MPL Address is the address of the meter connection point and is created and maintained by the Gas Transporter (GT) or Distribution Network Operator (DNO). Meanwhile, the REL is the address to be used for Switching purposes (with a further Welsh language variant) and is maintained by the Central Switching Service (CSS) Provider.

The MPL Address and REL have been added to the Code to resolve a range of Consumer issues caused by incorrect address data including:

- Erroneous, delayed or otherwise difficult Switching

- Issues securing initial Registrations
- Issues locating the Metering Equipment for meter works; and
- Billing and meter reading problems.

Networks are responsible for MPL Addresses, with the Data Communications Company (DCC), in their role as the CSS Provider, holding overall responsibility for continuously improving the accuracy and quality of the REL Addresses. DCC has established a metric of 'matched addresses' to assess address quality. The MPL, owned by the networks, is matched with data held by the DCC to create the REL. Further information can be found in the DCC's 2025/26 Switching Address Quality Plan, here.

Whilst the majority of MPLs have matched to create a REL, the focus since the CSS Go-Live Date has been on the unmatched addresses. There has been progress resolving address data issues, with support from a variety of Market Participants including, but not limited to, Energy Suppliers, Distribution Network Operators, the DCC, and the REC Code Manager. Whilst this has included improvements in data quality through data quality sprints, there is not currently a mechanism to establish Code level targets for address improvement, resulting in around 2.8 million unmatched addresses. However, industry recognises that some MPLs will never match (for example unmetered street lighting) and that the dynamic nature of connection and meter points means address data quality may never include 100% of MPL Addresses being matched to a REL.

In December 2024, Ofgem published its decision that the DCC will retain both Licence and Code responsibilities for the Centralised Registration Service (CRS). As part of this decision, Ofgem requested that DCC and RECCo collaborate to develop a joint Improvements Plan to deliver meaningful enhancements to the CRS throughout 2025-26. As part of this plan, a dedicated Address Data Quality workstream was arranged. This workstream intended to tackle specific issues stemming from poor address data quality by developing a shared understanding of the impact and implementing an improvement process with clearly defined outcomes and mutually agreed roles and responsibilities between DCC and RECCo.

I0200 initially progressed through the REC Change Process prior to this, via the Change Issues Group, a separate working group session and an information request, before being placed On Hold in June 2025 whilst the RECCo CRS Improvement Plan, and Address Data Quality workstream, progressed to avoid duplication of work.

Further information on the RECCo CRS Improvement Plan can be found on the RECCo website, here, and via the Switching Address Quality Plan on the REC Portal.

2 NEXT STEPS AND NEW SCOPE

Following the completion of RECCo's CRS Improvement Plan (particularly the Address Data Quality Workstream), I0200 has been retitled 'Review of the REC's Address Management Service' to reflect an amended scope of the Issue.

The scope of I0200 will be expanded to address a range of address quality, standardisation, and data-sharing issues identified across industry processes. Where possible, the Issue will take a

dual-fuel approach, ensuring alignment between electricity and gas arrangements and reducing unnecessary divergence.

There will be a focus on improving address standardisation and data quality, including clearer treatment of addressable and non-addressable Sites, flats and multi-occupancy addresses, and use of each address line. Opportunities to better align Export MPAN addresses with Import addresses will also be explored. Guidance will be developed on stop words, hidden and invalid characters, and consistent address structures, alongside consideration of where responsibility for validation should sit.

Improvements to existing processes and assurance will form a key part of the work, including enhancement of the D0381 process, update guidance with practical examples, and a review of existing PARC and CSS reporting, taking account of UNC interactions where relevant.

I0200 will also consider the New Connections Process, mapping what information is available at each stage and introducing standard templates or approaches where gaps exist. Data sharing opportunities, such as access to UPRNs where available, will be reviewed. The Code Manager will also consider feedback on Address Management that has been raised in previous, or existing Issues and Change Proposals including I0172 – End to End New Connections Process Review, I0237 – Erroneous Switch Review, R0266 – REC Data Specification and I0314 – Crossed Meters Process: Clarification and Support.

In additional, the amended scope will also incorporate lessons learned from R0283 – Annual Address Management Plan Updates, assesses cross-code impacts and considers proportionate document categorisation to support efficient governance. Security and data protection considerations, including GDPR compliance and handling of access codes, will be embedded throughout the design.

The Code Manager will engage with industry on the amended scope of this Issue at the May 2026 REC Change Issues Group meeting. Additional items may be added to the scope of I0200 as the Issue continues its progression through the change process.

3 CHANGE PLAN UPDATE

The Code Manager has provided an updated Proposal Plan (shown below) to incorporate a new stage of solution development. Solution analysis has been noted as completed as a result of previous work on I0200 and the progression of RECCo's CRS Improvement Plan (specifically the Address Data Quality Workstream).

The Code Manager will utilise the Change Issues Group for solution development activities, and where required, additional working groups may be set up. It is likely that solution development may also incorporate further information requests and Service Provider and Party impact assessments. The Code Manager will publish a further, more detailed, update to plan once a solution has been proposed and the required activities are known.

As part of the progression of I0200, the Code Manager will ensure there are regular updates to the Responsible Committee.

Milestone	Activity	From	To
Definition		**01-Apr-26**	**30-Nov-26**
	Solution Analysis	Completed	Completed
	Update to Change Issues Group	May	May
	Solution Development	April	November

4 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **REVIEW** the update to plan for I0200; and
- **APPROVE** the update to plan for I0200.