RETAIL ENERGY CODE

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CRS IMPROVEMENT PLAN UPDATE INCLUDING ADDRESS DATA QUALITY

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FOR INFORMATION 	PAB Members are invited to note and discuss the following: • **NOTE** the CRS Improvements Plan – Address Data Quality update • **NOTE** the update on the new governance change proposal • **NOTE** the update on I0200

1 BACKGROUND

This paper provides an update on the Centralised Registration Service (CRS) Improvements Plan Address Data Quality (ADQ) work. It follows the updates presented to the Performance Assurance Board (PAB) on 29 April and 29 July 2025 and commitment to provide a further update this autumn. It includes clarification on the status of Retail Energy Code (REC) Change Issue I0200, and a new proposed Change Proposal (CP), developed after the action given to the Code Manager Change Team at the 29 July 2025 PAB.

RECCo and DCC committed to giving PAB quarterly updates, with the next one scheduled for October 2025. This will include progress against the plan, as well as benefits achieved to date.

2 THE ROLE OF REC PAB

The Data Communications Company (DCC), the Retail Energy Code Company ((RECCo) with the support of our Code Manager) collaborated to develop the CRS Improvements Plan requested by Ofgem, to resolve issues highlighted during Ofgem's consultation, and we provide Ofgem with regular, planned updates, to ensure they can engage with us on its progression.

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 PAB plays a key role under the REC arrangements,

to manage performance assurance risks and issues, some of which relate to the services delivered by the CRS Provider (the Data Communications Company (DCC)), it is important that the PAB understands the improvements being proposed, so that it can understand and track delivery.

3 CRS IMPROVEMENT PLAN UPDATE

The Address Data Quality workstream, within the CRS Improvements Plan, comprises three sub-projects, seeking to;

1. analyse & characterise the unmatched address pot,
2. improve overall end-to-end address management processes, and
3. improve the overall address data quality.

Its work packages deliver the analysis, review, refresh and updates required, which will inform activity with stakeholders set in motion to improve address data quality.

Aim	Progress and next steps.
Understand impact of unmatched addresses on stakeholders & their end-consumers	REC Party Address Stakeholder Survey: • developed and shared to test with REC Issue Group on 12 September 2025.- . • REC Bulletin – share details of survey and event • Will run 26th September to 7th November 2025. Address Data Quality - Focus Group Session: • Industry event scheduled Tues 14th October, at DCC Brabazon House, Manchester. • Sharing analysis and testing processes to understand pain points • Seek to understand the impacts poor address has on industry, and importantly (where known) end-consumers.
Complete a deep-dive analysis of the unmatched pot, and define what good looks like	Preliminary work analysing & characterising the current unmatched address pot by DCC, with first-stage review with RECCo/Code Manager, has been completed. An autumn second-stage review is in progress.
Define roles & responsibilities (process map, governance) Review/refresh knowledge articles and training materials	First draft after high-level review and assessment completed by DCC. Due review by RECCo & Code Manager, ahead of testing these with industry at the October Focus Group.

4 NEW REC CHANGE PROPOSAL – R0283

Considering feedback from PAB the Code Manager and RECCo have developed and agreed to raise a new, governance only Change Proposal (CP) R0283. This streamlined CP takes all the governance requirements from I0200, providing a CP that has the potential to be implemented ahead of the next annual address quality plan due to start on 1st April 2026. The CP has been drafted to include a code defined term for the DCC's annual address quality plan, clarification of the PAB's role within the process, and aims to clarify the REC Parties roles and responsibilities in support of the plan and the code objective to improve the Retail Energy Location Address (REL) data quality. The draft CP has been shared with DCC and it will be published on the REC Portal shortly.

The Responsible Committee is still to be determined, pending a formal review of the current draft changes by the REC legal support. Even If the responsible committee is not the PAB, PAB will be provided with regular updates by the Code Manager.

5 REC ISSUE I0200

The Code Manager is currently reassessing I0200 as the scope of the Issue has been fundamentally impacted by the new REC CP. I0200 is expected to become a process Issue, now that the governance part will be managed by R0283. As such, I0200 requires a new problem statement and title to align it to the Address Data Quality workstream of the CRS Improvement Plan. The Code Manager is working with RECCo and the DCC to refine the problem statement for I0200 in accordance with the outputs from the CRS Improvements Plan work. Regular updates will be provided at the Change Issues Group (CHIG) and the REC Change Panel. The Code Manager will continue to provide PAB with regular updates, where required.

6 NEXT STEPS

Through to early November, work under the CRS Improvements Plan Address Data Quality workstream will culminate in a stakeholder survey and face-to-face engagement session.

The survey, open from 26th September to 7th November 2025, will seek to gather feedback from Parties on their current experience with addresses and the impacts they see, importantly including impacts to end-consumers. The stakeholder workshop will be hosted by DCC, on 14th October 2025, at their Manchester office (starting at 10:00), at which there will be an update on the CRS Improvements Plan work, the sharing and verification of its analysis, as we work with Parties to understand the current impacts.

The new CP, R0283 will progress through the change process as set out in the change plan which will be subject to approval by the REC Change Panel. Current expectations are that the Proposal Plan will be presented to the REC Change Panel at their meeting on 21 October 2025.

I0200 will be further developed in readiness for an updated change plan which will be taken to REC Change Panel. The plan will include discussions with industry at the REC Change Issues Group.

7 PAB ACTIONS

PAB Members are invited to take the following actions:

- **NOTE** the CRS Improvements Plan Address Data Quality Update
- **NOTE** the update on the new governance change proposal R0283
- **NOTE** the update on I0200