RETAIL ENERGY CODE

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DEEP DIVE ON THE ADDRESS QUALITY PLAN 2026 - 2027

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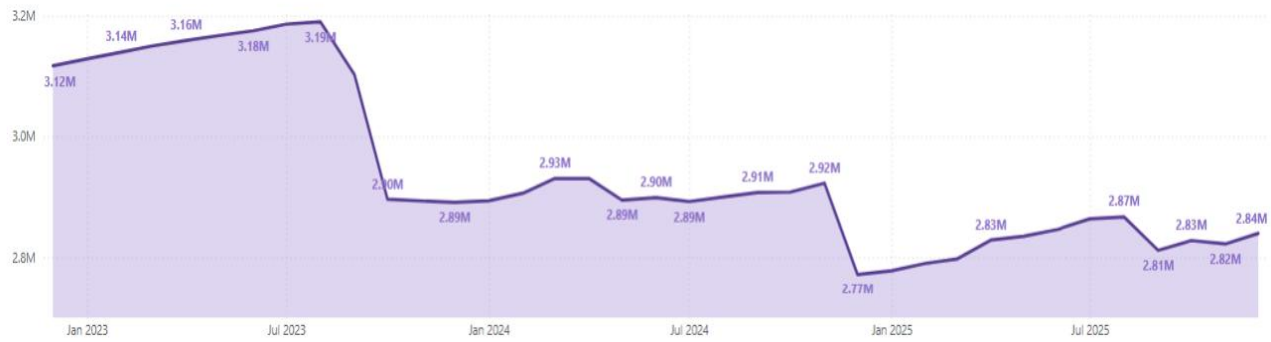
REVIEWED BY ANTON MODEN, PERFORMANCE ASSURANCE LEAD, REC CODE MANAGER

FOR INFORMATION 	The Code Manager has reviewed the Address Quality Plan (AQP) for FY 2026 – 2027 and requests PAB to NOTE the recommendations made in Section 3. The key highlights of those recommendations are: • Enhancing the clarity of the AQP in aspects such as targets, timelines and recommendations. • Agreeing on the process for Address Prioritization Matrix. • Activities for future Service Provider Assurance team consideration
APPENDICES 	Appendix A – List of Activities that require a timeline or target.

Note: Please refer to REC Portal for the latest AQP named Switching Address Quality Plan 2026/27.

1 INTRODUCTION

Address management under the REC Switching Arrangements underpins REL address records in CSS being usable for consumer and market-facing address search and switching. CSS holds over 59 million addresses from 28 Network Parties, relating to around 29 million properties capable of switching. As at 1 December 2025, 2,839,562 REL addresses were reported as unmatched records however some of those unmatched records include non-addressable records.



Raw Unmatched REL Volume (AQP 2026-2027)

REC Schedule 29 requires the Switching Operator to publish an annual Address Quality Plan (AQP) setting out how the CRS Provider will take "all reasonable steps" to meet the Address Quality Objective—i.e., ensuring REL addresses can be promptly created for each new RMP and can be used to quickly and accurately identify the RMP location. Given the persistent unmatched "pot" and the need to separate actionable records from non-addressable ones, the plan provides the basis for prioritised investigation, correction, and cross-party collaboration.

To support the PAB in monitoring the approach noted in the AQP by the Switching Operator, a requirement has been added to the Performance Assurance Schedule for the Code Manager to review the AQP proposed by the Switching Operator under the Address Management Schedule and make recommendations to the PAB concerning the Address Prioritisation Matrix.

Feedback from this review, with input from discussions held with the Switching Operator, has been included in this deep dive.

1.1 ROLE OF THE SWITCHING OPERATOR

The Switching Operator is responsible for the accuracy and overall quality of the Address Management Service. This is an important role as it ensures the ability for consumers to be able to switch Energy Supplier successfully.

The Switching Operator's role includes:

- Regularly reviewing the accuracy and quality of the REL Addresses.
- Taking all reasonable steps to identify inaccuracies and anomalies in the REL Addresses and continuously improve the accuracy and quality of the REL Addresses.
- Investigating and resolving the inaccuracies and anomalies in the REL Addresses, in each case by determining the most accurate address to be used as the REL Address; and
- Maintaining a quality indicator from each address.

2 ASSESSING THE CODE REQUIREMENT OF THE ADDRESS QUALITY PLAN

The Address Management schedule requires the Switching Operator to establish a plan for the Financial Year, designed to achieve the Address Quality Objective. Key aspects to be covered in this plan are detailed in the Schedule.

The Code Manager noted that the Switching Operator fulfilled its requirement to provide the Address Quality Plan (AQP) to the PAB in advance of the relevant Financial Year. This involved consulting with Market Participants and other relevant parties, and incorporating their feedback into the AQP, which was then finalised and published before the commencement of FY 2026/2027

We have set out a brief summary of our assessment of the 2026/2027 Address Quality Plan against each Code requirement below.

Code Requirement	Status	Assessment / Comments
1. The activities that will be undertaken by the CRS Provider together with timelines for completion, relevant targets and other success factors and any identified risks and their mitigations;	Partially Met	• The AQP provides good coverage of the Switching Operator planned activities for 2026/2027. However, some of those activities lack specified timelines for completion or defined targets for achievement. • See Appendix A for list of activities requiring a set timeline/target and the CRS Provider response.
2. Details how progress against the activities as well as interim targets will be monitored and reported;	Met	• The plan covers the requirement for detailing how progress and interim targets will be monitored and reported.
3. Recommendations to the PAB in relation to activities which could be required of REC Service Providers and/or Parties other than the CRS Provider in order to improve address quality (for the PAB to take into account in its Address Prioritisation Matrix);	Met	• While the plan effectively provides the necessary details and context for improving address quality, the recommendations are often implicit through process expectations, data presentation and proposed CRS Provider activities. • Consideration for the Address Management Matrix is rightly not included in the AQP; this is because REC Change Proposal R0283 had not been approved at the time of drafting the AQP for 2026/2027.
4. Details of any other risks and issues or any other constraints that may impact the successful delivery of the plan.	Met	• The Address Quality Plan details other risks, issues, and constraints that may impact its successful delivery through its dedicated RAID section.

3 SUMMARY OF RECOMMENDATION

The Code Manager has summarised the recommendations into the following themes:



3.1 RECOMMENDATIONS AND DELIVERY PLAN

POT 1: Enhancing the clarity of the AQP in aspects such as targets, timelines and recommendations.

Recommendation 1: The Switching Operator should consider setting clear timelines for achieving key address cleansing activities and define specific targets for what is to be achieved for future AQP.

Recommendation 2: For Subsequent AQPs, the Switching Operator should improve the clarity of the recommendations to PAB in the AQP. This may be achieved by dedicating a specific section in the Address Quality Plan to these Recommendations.

POT 2: Agreeing on the process for Address Prioritization Matrix.

The current process requires some address data to be cleansed through the AQP, while Plot addresses are cleansed through the Party Assurance data cleanse. The timely updating of meter point location address data across the industry is also overseen through risk drivers 6.1 and 6.2. R0283 creates a mechanism to have more structured data cleanse across these two data sets.

The Code Manager has come up with the below activities required to achieve the APM desired outcome and set timeline against each activity. This plan should be monitored by the Service Provider Assurance team and updates provided to PAB as part of FY27/28 AQP review.

Activity	Expected date	Switching Operator Commentary
Address Prioritisation Matrix (APM) Proof of Concept	Ongoing	Data enrichment trial for Electricity Invalid Post Codes has been completed. Participant feedback has been positive and additional requests for data received. The Switching Operator has seen a 15% reduction in unmatched records with an Invalid Postcode for the DNO and discussions are ongoing with CDSP Provider for Gas.
PAB set scope for Sprint 6	May-26	As the Address Prioritisation matrix has not yet been finalised, we do not envisage including address cleanses in Sprint 6.
Sprint 6 start	Jun-26	
Sprint 6 end	Dec-26	

Activity	Expected date	Switching Operator Commentary
PAB Updates	Ongoing	PAB to be kept informed of the developments around the Address Prioritisation. This will include recommendations of how the first update is implemented (which may be part of Sprint 7 or part of a stand-alone data cleanse until it can be merged into future Sprint cycles).
APM Stakeholder Consultation	TBC	As the APM is a Category 3 Document Stakeholder Consultation will be carried out once the Matrix is populated.
27-28 Address Quality Plan (AQP) Consultation	Dec-26	The 27/28 AQP will be published for industry consultation.
Sprint 7 start (subject to updates to the framework)	Jan-27	Subject to the above the anticipated categories of data cleanse are Invalid Postcode & Plot Addresses and may be included in Sprint 7.

POT 3: Activities for future Performance Assurance team consideration

The Switching Operator has provided planned milestones and targets for the activities listed in the AQP, as can be seen in Appendix A. The Code Manager recommends that these activities should be monitored by the Assurance team who should provide an update to the PAB on how the Switching Operator performed against those activities and their associated milestones and targets at the end of the FY 2026/27.

4 Request to PAB

PAB INFORMATION

The Code Manager recommends PAB to:

- **NOTE** the recommendations made in this paper for implementation, with the CRS Provider accepting ownership of oversight with a view to hold themselves accountable for delivery of the necessary actions.

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APPENDIX A – LIST OF ACTIVITIES THAT REQUIRE A TIMELINE OR TARGET

S/N	Activity	What is Missing	CRS Provider Response
1	Identification / exclusion of non-operational meters by RMP status	Implementation timetable	Discussion is ongoing with RECCo to confirm that non-operational meters should be excluded from calculation. This could potentially fall within the remit of I0200 and the definition of 'non-addressable'. *Proposed implementation in July 2026.*
2	Identification of new STOP words and standardisation of non-addressable descriptors	Timeline	Industry agreement of the definition of 'non-addressable' and associated identifying stop words will be consulted on as part of I0200. *Proposed solution development: April 2026 - November 2026*
3	Plot-to-postal remediation (pilot to signpost addresses to Registered Suppliers)	Timeline	Process development would fall within the scope of the framework for the implementation of R0283. *The CRS Provider is targeting September 2026.*
4	Improvements & standardisation for flat addresses (including Scottish flats)	Milestone and Target	*Standardisation approach is within the scope of I0200 and Proposed solution development is April 2026- November 2026.* *REC Party targets are within the scope of R0283 & the Prioritisation Matrix will be implemented in Sprint 7- January 2027.*
5	Process to proactively flag "reverted unmatched" records to REC Parties	Timeline	*Proposed Timeline: September 2026.*
6	Increase awareness / usage of Manually Entered Address process	Timeline	*Proposed Timeline: September 2026*