RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

NON-CONFIDENTIAL CONSOLIDATED CONSULTATION RESPONSES

C3-0162 – ADDRESS PRIORITISATION MATRIX

On 19 June 2026, the Code Manager issued a consultation to industry to seek feedback on the Category 3 Change C3-0162 Address Prioritisation Matrix.

The purpose of this document is to consolidate the responses and for the Code Manager to answer any questions raised within those responses.

DOCUMENT VERSION	V0.1
RESPONSE TYPE	Non-Confidential
DATE ISSUED	19 June 2026
RESPONSIBLE COMMITTEE	Performance Assurance Board
LEAD ANALYST	Lorna Mallon

DATE CONSULTATION ISSUED	19/06/2026
RESPONSE DEADLINE	10/07/2026

Question 1:	Do you agree with the categories set out in 2.1? If not please provide justification for your response.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
BUUK (Distribution Network Operator)	Yes, we feel that this change will be beneficial and provide better success rate than the current REL investigation process.	Noted - thank you for your comments.
Northern Powergrid (Distribution Network Operator)	Yes, we are in agreement with the categories set out in 2.1	Noted - thank you for your comments.
SP Energy Networks (Distribution Network Operator)	We have no issues with the categories set out in section 2.1	Noted - thank you for your comments.
ScottishPower Energy Retail Ltd (Energy Supplier)	Yes, we agree with the categories.	Noted - thank you for your comments.
SSE Energy Supply Ltd (Energy Supplier)	SSE has no issue with the categories set out in 2.1.	Noted - thank you for your comments.

Question 2:	Do you agree with the service levels set out in section 2.2? If not please provide justification for your response.	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
BUUK (Distribution Network Operator)	We have some concerns that until we can understand better the volume of affected MPANs, what the implications of the upper limit for >2000 being set at 40 days regardless of how far past 2000 MPANs it is.	Thank you for your comments. The SLA's have been tiered based on the known current prioritisation volumes. Where appropriate DNOs can request additional time.
Northern Powergrid (Distribution Network Operator)	In terms of the service levels we feel we would need longer than the working days set out for DNOs, especially as the expected outcome is at MPAN level. We would find the > 2,000 in 40 working days particularly challenging, and likely unachievable. The records we have remaining are proving very difficult to resolve given the age / complexity of the records.	Thank you for your comments - an additional response code of 'complex investigation required' and SLA to cover the scenario where additional information or a site visit is required. These volumes will be monitored with a maximum timescale applied.
SP Energy Networks (Distribution Network Operator)	We are in general agreement with the service levels; however, they imply that there will always be an update, there may be instances that this may not be able to be completed within the timescales and in conjunction with our response to question 3 may require an additional category to be able to align with the SLA's.	Thank you for your comments - an additional response code of 'complex investigation required' and SLA to cover the scenario where additional information or a site visit is required. These volumes will be monitored with a maximum timescale applied.
ScottishPower Energy Retail Ltd (Energy Supplier)	Yes	Noted - thank you for your comments.

SSE Energy Supply Ltd (Energy Supplier)	As the obligation on suppliers is to only populate the site address data they hold for each MPAN, then these SLAs are achievable.	Noted - thank you for your comments.

Question 3:	Network Owners / CDSP only - do you understand the outcome statuses set out in section 2.3? What additional information do you require? Do you have any additional outcomes?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
BUUK (Distribution Network Operator)	Understand, although we do have a lot of new connections so postcodes may not be on Royal Mail yet. There is a category for Timing Issue – Postcode is now on Royal Mail Database, would these fall under this?	Thank you for your comments – potentially yes, however the data has been split in a way to minimise this as much as possible. If required, the reporting can be tweaked over time, following the initial implementation.
Northern Powergrid (Distribution Network Operator)	Yes, we understand the outcome statuses in 2.3. We would suggest that an "unmetered supplies" category may be beneficial also.	Thank you for your comments – unmetered connection types are removed from the requirements, so a new category is not required.
SP Energy Networks (Distribution Network Operator)	We believe that there should be an additional category to cover sites that do not align to the existing categories. There will be instances where the data cannot be verified easily (and Supplier information may not help if it is the same as the DNO already hold or is significantly different). These sites may require further investigation or a site visit (which may take the timescale over the 20/30/40 days) while we appreciate that this is not ideal, we believe that there should be provision for this in responses.	Thank you for your suggestion – the legal text has been updated with it. An additional response code of 'complex investigation required' and SLA has been added to cover the scenario you have described. These volumes will be monitored with a maximum timescale applied.
ScottishPower Energy Retail Ltd (Energy Supplier)	n/a	

SSE Energy Supply Ltd (Energy Supplier)	n/a	

Question 4:	Energy Suppliers only – do you understand the template obligations in section 2.4? What additional information do you require?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
BUUK (Distribution Network Operator)	n/a	
Northern Powergrid (Distribution Network Operator)	N/A – supplier only	
SP Energy Networks (Distribution Network Operator)	n/a	
ScottishPower Energy Retail Ltd (Energy Supplier)	Yes, we understand the obligations set out in the template	Noted – thank you for your comments.
SSE Energy Supply Ltd (Energy Supplier)	Yes, SSE understands the template obligations in section 2.4.	Noted – thank you for your comments.

Question 5:	Are there any concerns with the planned implementation date and how it could clash with any other assurance requirements or major resourcing constraints?	
RESPONDENT DETAILS	**RESPONSE**	**CODE MANAGER COMMENTS**
BUUK (Distribution Network Operator)	No Concerns	Noted – thank you for your comments.
Northern Powergrid (Distribution Network Operator)	We noted that the REC page states Proposed Implementation Date 31 Jul 2026, at RECCHIG it was advised as the process starting in August / September. We thought we would mention the inconsistency, but we are agreeable with either date.	Thank you for your comments – the obligations will be placed within the REC at the implementation date (01/09/2026), but the reports will not be sent to Parties until the DCC data is provided later in September. A full timetable will be provided, following the final decision at PAB on 31/07/2026, in early August to allow all Parties to plan accordingly.
SP Energy Networks (Distribution Network Operator)	Within the provided documentation, there is no detail of the planned implementation date for this. We believe based on previous discussions at working groups that this implementation of this is August/September 2026 Our preference for this would be for this to commence September at the earliest to avoid the core holiday season. We appreciate that the introduction of this may clash with ongoing MHHS data cleanse and exception management, and that there is no ideal time to commence this data cleanse work, and that if there is	Thank you for your comments – the obligations will be placed within the REC at the implementation date (01/09/2026), but the reports will not be sent to Parties until the DCC data is provided later in September. A full timetable will be provided, following the final decision at PAB on 31/07/2026, in early August to allow all Parties to plan accordingly.

	appropriate notice and provision of relevant data this should be manageable.	There is some flexibility in when the process is triggered, however the DCC data is provided every 6 weeks so delaying issuing the reports to Parties increases the risk of timing issues (updates, Switches, Disconnections etc).
ScottishPower Energy Retail Ltd (Energy Supplier)	We do not oppose the proposed implementation date of 31 July 2026. However, we recommend that the reporting request be scheduled during a less intensive reporting period for parties, to minimise resource pressures. (Late August/ September)	Thank you for your comments – the obligations will be placed within the REC at the implantation date (01/09/2026), but the reports will not be sent to Parties until the DCC data is provided later in September. A full timetable will be provided, following the final decision at PAB on 31/07/2026, in early August to allow all Parties to plan accordingly.
SSE Energy Supply Ltd (Energy Supplier)	No, SSE does not have any concerns with the implementation date.	Noted – thank you for your comments.