# Data Access Matrix - Appendix 1 Enquiry Service User Category

~~September~~ October 2026

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## CHANGE HISTORY

| Version | Issue Date | Author | Comments |
|---|---|---|---|
| 1.0 | NEW | NEW | NEW |
| 1.1 | 26/01/2024 | Performance Assurance Board | Addition of DESNZ |
| 1.2 | 23/02/2024 | Performance Assurance Board | Process 4 implementation<br>Addition of the Switching Service Desk |
| 1.3 | 22/11/2024 | Performance Assurance Board | Introduction of Third Party Service Provider Non-Switching and Housing Associations |
| 1.4 | 31/01/2025 | Performance Assurance Board | Introduction Radio Teleswitch Support categories |
| 1.5 | 28/02/2025 | Performance Assurance Board | Addition of Property Owner and Charities supporting domestic Consumers categories |
| 1.6 | 28/03/2025 | Performance Assurance Board | Addition of Legal Advisors category |
| 1.7 | 25/04/2025 | Performance Assurance Board | Alteration of existing category |
| 1.8 | 25/07/2025 | Performance Assurance Board | Addition of Connection Providers category |
| 1.9 | 26/09/2025 | Performance Assurance Board | Addition of National Energy System Operator (NESO) |



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| | | | |
|---|---|---|---|
| 2.0 | 31/10/2025 | Performance Assurance Board | Addition of the SMETS Service Desk |
| 2.1 | 12/12/2025 | Performance Assurance Board | Housekeeping amendments |
| 2.2 | 11/09/2026 | Performance Assurance Board | Additional data items and naming amendments for the CRS Provider and Smart Meter Communications Licensee. |
| 2.3 | 23/10/2026 | Performance Assurance Board | Addition of Metering Inventory Services |



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# Enquiry Service User Category

## 1. Scope

This document outlines the Enquiry Service User Categories that shall be maintained in the Data Access Matrices.

## 2. Purpose of Access

The authorised purpose for each category of Enquiry Service User is agreed by the REC PAB as Responsible Provider and recorded in the Enquiry Service User Category document or in any individual user access agreement

The following list sets out the Enquiry Service User Categories and the purpose for which Enquiry Service Users in each category are authorised to access and use Enquiry Service Data (subject to any bilateral agreement by RECCo with each Enquiry Service User made in accordance with the Data Access Schedule)

(a) each Party which holds an Energy Licence – for the purpose of the business authorised by its Energy Licence;

(b) for each Market Participant Role other than those required to hold an Energy Licence – for the purpose of performing the relevant Market Role;

(c) Third Party Intermediaries and Third Party Intermediary Service Providers – where a Consumer makes a request in relation to the RMP for that Consumer's premises, providing data to that Consumer (indirectly via a Third Party Intermediary in the case of Third Party Intermediary Service Providers) to assist the Consumer in exploring whether to make a Switch;

(d) Non-Domestic Consumers – for whatever purpose it sees fit (subject to Paragraph 10 of Schedule 12 – Data Access);

(e) local authorities in Great Britain – for the purpose of performing their statutory functions;

(f) the UK Government Department for Work and Pensions - for the purpose of performing its statutory functions;

(g) HM Revenue and Customs, UK police forces and other law enforcement agencies - for the purpose of performing their statutory functions;

(h) the UK Office for National Statistics – for the purpose of performing its statutory duties;

(i) the ETTOS Service Provider – for the purpose of performing its role under this Code;

(j) Citizens Advice / Citizens Advice Scotland and the Energy Ombudsman – for the purpose performing their statutory functions;

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(k) the Microgeneration Certification Scheme Service Company – for the purpose of performing its role under the Microgeneration Certification Scheme;

(l) the Alt HAN Company – for the purpose of performing its role in accordance with Section Z2 of the Smart Energy Code;

(m) Energy UK - for the purpose of providing an anonymised monthly switching report;

(n) Electricity Market Reform Settlement Limited (EMRS) – for the purpose of fulfilling its role in the Capacity Market and Contracts for Difference scheme;

(o) the BSC Technical Assurance Agent – for the purpose of performing its role in accordance with the BSC;

(p) the Authority - for the purpose performing its statutory functions;

(q) research bodies – determined on a case by case basis depending on the Data Items requested;

(r) Prepayment Meter Infrastructure Providers - for the purposes of performing the role of PPMIP;

(s) the Code Manager – for the purpose of fulfilling its functions under this Code; and

(t) each manager or administrator of another Energy Code - for the purpose of fulfilling its functions under the relevant Energy Code.

(u) The Department of Energy Security and Net Zero – for the purposes of fulfilling its role.

(v) Service Providers to Local Authorities - for the purposes of providing services to Local Authorities where there is a valid relationship.

(w) Service Providers to End-Users – Electric Vehicle Charging – for the purposes of providing services to Consumers to enable the uptake of Electric Vehicle Charging.

(x) Service Providers to End-Users – Demand Flexibility – for the purposes of providing services to Consumers to enable the uptake of Demand Flexibility.

(y) The Crown Estate – for the purposes of achieving its Net Zero targets for its property portfolio.

(z) Organisation or Local Authority providing grants and other funding – for the purposes of administering grants to Consumers or determining eligibility.

(AA) The Centralised Registration Service Provider – for the purpose of performing its role in accordance with the Retail Energy Code.

(AB) Third Party Service Provider Non-Switching – for the purpose of providing services to organisations or Consumers other than Switching.

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(AC) Housing Associations – for the purpose of managing their property portfolio and assisting their tenants in managing their energy.

(AD) Service Provider– for the purpose of providing utility management services including Change of Occupier, void property management, debt clearance and restoration of assets.

(AE) Radio Teleswitch Support – for the purpose of supporting Consumers to identify Radio Teleswitch Meters in their homes.

(AF) Property Owner – for the purpose of portfolio management and Environmental, Social and Governance (ESG) Reporting including Net Zero targets for its managed and un-managed properties. This category does not include social housing.

(AG) Charities supporting domestic Consumers – for the purpose of supporting domestic Consumers.

(AH) Third Party Legal Advisors – for the purpose of providing dispute resolution and litigation services to non-domestic Consumers.

(AI) Connection Providers – for the purposes of providing new connection, property redevelopment and disconnection services.

(AJ) National Energy System Operator – for the purpose of fulfilling its role.

(AK) The Smart Meter Communications Licensee – for the purpose of fulfilling its role under the Smart Energy Code.

(AL) Low Carbon Technology (LCT) Installation Registrant – for the purpose of enabling low carbon technologies to be registered with Distribution Networks.

(AM) White Label Tariff Provider – for the purposes of administering and supporting customer-facing energy supply services on behalf of the licensed Supplier.

(AN) Metering Inventory Services – for the purposes of managing metering inventory including tracking, storage, recovery and return of metering assets.

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