

Switching Programme Information Note

Retail Energy Location

Background

1.1 One of the main causes of switching errors is inaccurate matching of meter point and address data. Analysis from stakeholder engagement as part of our Delivery Strategy work shows that approximately 80% of cross-fuel switching failures, delays and erroneous transfers are related to poor data quality. Of these, around four fifths relate to the quality of address data and misalignment between addresses and meter points. Extrapolating these statistics using our analysis of monthly switching data provided to us by the six largest domestic energy suppliers would suggest that approximately 144,000 switches a year fail, are delayed, or lead to erroneous transfers due to poor quality address data.

1.2 The Programme took the view that data reliability would be improved by procuring a standard GB address list, against which gas and electricity meter points and customer addresses would be reconciled to ensure they are accurately matched.

1.3 The Retail Energy Location is a concept that emerged out of the End-to-end design of the new switching arrangements that aims to address a large part of the problem highlighted in section 1.1.

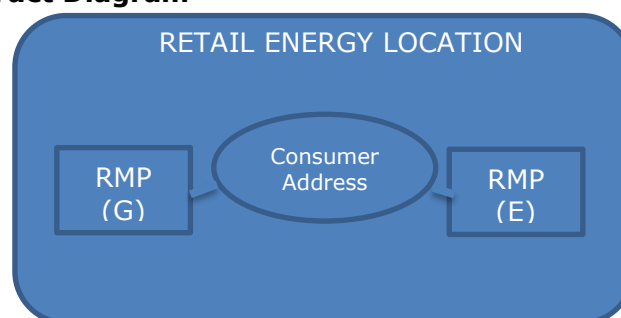
The Retail Energy Location

2.1 The Retail Energy Location (REL) is a composite of (as a minimum) two elements; a Registrable Measurement Point (RMP) (which represents the MPxN) and the address where the energy supply is being measured (the consumer's address or premises served). The REL will be constructed and maintained by the CSS using a procured Address Service¹ and data on meter point locations provided by the gas transporters (GTs), the distribution network operators (DNOs) and other data sources from.

2.2 The REL will be displayed on ECOES and DES and will be available to all industry parties to use as they wish.

2.3 The diagram below depicts a basic logical construct of the REL

Figure 1 - REL Construct Diagram



¹ The Address Service consists of a GB Standardised Address List and Address-matching software

Creation of the REL

3.1 Leading to and during of the Design Build and Test (DBT) phase of the Programme, the GB address source will be established. Also, during this time the GTs and DNOs will undertake a data cleanse of the address data relating to the Meter Point Location (MPL) on their networks. The Programme's Data Working Group is tracking the progress of the cleansing activity. The MPL data will be copied across to the CSS prior to Go-Live.

3.2 For existing Registrations, the MPL address will be provided to the Address Service by the CSS, to find a standardised GB address that most closely matches the MPL address. If a corresponding standardised GB address is returned by the Address Service, that address, along with an assigned quality indicator, will be used to set the REL.

3.3 On receipt of an Initial Registration from the energy supplier for a newly created RMP, the CSS will request a match from the Address service and if a match is returned, this address will be used as the REL.

3.4 In either of the above cases, if 'no match' is returned from the Address Service to the CSS, CSS will use the MPL address (as provided by the GTs and DNOs) to create the REL.

Updating the REL

4.1 As previously stated, the REL should represent the address of the premises to which gas and electricity is supplied. It is the address the consumer is expected to provide to a potential gaining energy supplier or a Price Comparison Website to locate the meter point(s) at that location. To achieve the benefits of identifying multiple meter points for a given address at the point of enquiry, the RELs for gas and electricity meter points supplying the same premises should be identical.

4.2 In some instances, the MPL address and the consumer's address may not be the same; in these cases, it may not be possible for the CSS to automatically determine the correct REL address. In these circumstances, the CSS has functionality that enables the recording of a manually entered (ME) address to be used as the REL.

4.3 To augment the REL, data from the smart meter roll out will be used. In the Smart Metering Data systems, MPxNs serving particular premises will be linked to a single communication hub during an Install and Commissioning process. The design of the new switching arrangements have enabled the use of this smart metering data to be shared with the CSS to identify any MPxNs that have not been recorded as being at the same location.

4.4 The CSS provider will be required to continuously improve the quality of RELs by using various data sources. The REC will set out the high-level requirements that are to be met.

Use of the REL

5.1 The REL will be displayed in ECOES and DES and will be available for all industry parties to use as they wish.

5.2 DNOs and GTs have informed us that they record consumer addresses for the Priority Services Register (PSR) to facilitate direct engagement with consumers.

5.2 The DNOs and the GTs argued that as addresses change (due to new developments, changes in property configurations etc.), it will be inefficient to scroll through ECOES and DES to find address changes.

5.4 Therefore, via CR E12² a new interface will be developed to allow updates to be routinely sent to the GTs and the DNOs. This CR noted that REL updates could be of use to energy suppliers and therefore on request, energy suppliers may receive the REL updates relating to their portfolio for a particular point in time. It should be noted that this service might be chargeable.

More information

More detailed information may be found in Chapters 4 and 5 of the [CSS User Requirements Specification](#)

² [CR-E12 Provision of REL updates to Market Participants](#)