
SCHEDULE XX

Address Management Schedule

Version: 0.3

Effective Date: N/A

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	Mandatory

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Version agreed for industry consultation 5 June 2018
0.2	N/A	Version agreed for industry consultation 15 October 2018
0.3	N/A	Version agreed for industry consultation. Incorporates CR-E12 and updated to take account of comments to the October 2018 consultation and wider programme review.

Note: Where drafting has been included in square brackets, this indicates that a change or clarification is required to the design baseline described in Design Baseline 4 (DB4) or that a further change or clarification is required.

Contents

Paragraph	Heading	Page
1	Introduction	4
2	Ensuring Address Quality	4
3	CSS Provider Records and Reporting	5
4	Obligations of Networks and Suppliers	6
5	Creation of REL Addresses	8
6	Update MPL Address	9
7	Manually Entered Addresses	11
8	Additional Meters added to the Communications Hub.....	12
9	Other updates to existing REL Addresses	13

1 Introduction

- 1.1 This REC Schedule describes the Address Management Service to be provided by the CSS Provider.
- 1.2 For each RMP, the Central Switching Service identifies two addresses, as follows:
 - (a) the Meter Point Location Address (or MPL Address), which is created and maintained by the Gas Transporter or Distribution Network Operator (as applicable); and
 - (b) the Retail Energy Location Address (or REL Address), which is created and maintained by the CSS Provider pursuant to this REC Schedule.
- 1.3 For RMPs in Wales, the CSS Provider will also create and maintain a Welsh-language version of the REL Address (referred to as the REL (W) Address). References to the REL Address include the REL (W) Address, unless the context requires otherwise.
- 1.4 Pursuant to the Address Management Service, the CSS Provider holds a list of standardised addresses for Locations in Great Britain, which it uses to perform address matching.
- 1.5 Pursuant to the Address Management Service, the CSS Provider creates and maintains the REL Addresses, and seeks to identify and resolve anomalies in the REL Addresses in accordance with the Address Quality Objective.

2 Ensuring Address Quality

- 2.1 The CSS Provider, in providing the Address Management Service, shall create and maintain a database of standardised addresses for Locations in Great Britain, which meets the requirements of part 2 of British Standard BS 7666: 2006 (Spatial datasets for geographical referencing), or any replacement standard.
- 2.2 The objective of the CSS Provider in providing the Address Management Service (referred to as the Address Quality Objective) is to ensure the accuracy and quality of the REL Addresses so that a REL Address can be promptly generated for each new RMP, and so that the REL Address recorded for each RMP can be used (on an ongoing basis) to quickly and accurately identify the Location of the RMP.
- 2.3 The CSS Provider shall take all reasonable steps to ensure that it meets the Address Quality Objective. Without limitation, the CSS Provider shall:
 - (a) regularly review the accuracy and quality of the REL Addresses;
 - (b) take all reasonable steps to:
 - (i) identify inaccuracies and anomalies in the REL Addresses; and
 - (ii) continuously improve the accuracy and quality of the REL Addresses;
 - (c) investigate and resolve the Incidents raised in accordance with this REC Schedule, in each case by determining the most accurate address to be used as the REL Address (such investigation and resolution to be progressed in accordance with the process and timescales required by the Service Management Schedule and Technical Specification); and

- (d) assign, keep under review, and from time to time update an Address Quality Confidence Score for each REL Address.
- 2.4 The information to be used by the CSS Provider in ensuring the accuracy and quality of the REL Addresses and resolving Incidents shall include:
 - (a) the database of standardised addresses for locations in Great Britain maintained pursuant to the Address Management Service;
 - (b) the MPL Addresses provided by the Gas Transporters and Distribution Network Operators;
 - (c) data from the DCC on which Smart Meters are linked to which Communications Hubs, on the basis that each Location can reasonably be expected to have a single Communications Hub shared by an Electricity Meter and a Gas Meter, and no two Locations would ordinarily share a Communications Hub;
 - (d) the Manually Entered Addresses provided by the Registered Suppliers; and
 - (e) other sources of information and knowledge that the CSS Provider determines in its experience to be appropriate.
- 2.5 The CSS Provider's performance in ensuring the accuracy and quality of the REL Addresses is subject to Performance Standards. The Performance Standards applying in respect of the accuracy and quality of the REL Address shall be capable of being changed by the REC PAB from time to time. The REC PAB shall periodically review (and where appropriate change) these Performance Standards. In doing so, the REC PAB will aim to improve the accuracy and quality of REL Addresses, taking into account the wider impact on Consumers, including the costs and benefits of any changes to Performance Standards.
- 2.6 In advance of each Financial Year, the CSS Provider shall prepare, in accordance with Good Industry Practice, a methodology setting out the approach that the CSS Provider will take during that Financial Year in order to meet the Address Quality Objective. The CSS Provider shall provide each such methodology to the REC PAB in advance of the relevant Financial Year, and the Code Manager shall publish the methodology on its Website.
- 2.7 In preparing the methodology under Paragraph 2.6, the CSS Provider shall:
 - (a) consult with Parties;
 - (b) take into account consultation responses received; and
 - (c) provide a supplementary report to the REC PAB summarising the consultation responses received, and explaining the actions taken to address those responses (or, if no action has been taken, the justification for taking no action).
- 2.8 The CSS Provider shall, during each Financial Year, follow the approach set out in the methodology prepared under Paragraph 2.6 for that Financial Year (subject to compliance with this Code).

3 CSS Provider Records and Reporting

- 3.1 The CSS Provider shall maintain a record for each REL Address of the following information:
 - (a) the Address Selection Method from which the REL Address was derived;

- (b) the unique GB address identifier (if any) obtained from the Address Management Service database;
 - (c) previous REL Addresses for an RMP and the Address Selection Method from which they were derived (to be maintained for at least 7 years);
 - (d) a REL (W) Address (if applicable in accordance with Paragraph 1.3, and without prejudice to the generality of that Paragraph);
 - (e) its appropriate Address Quality Confidence Score; and
 - (f) any other information required by the Technical Specification.
- 3.2 The CSS Provider shall create and apply a Good Industry Practice methodology for determining the Address Quality Confidence Score (as further described in the Technical Specification).
- 3.3 Where the CSS Provider determines that it has improved the accuracy of a REL Address or that the CSS Provider's confidence in the REL Address has increased, then the CSS Provider shall update the Address Quality Confidence Score accordingly.
- 3.4 The CSS Provider shall provide reports on the service levels it has achieved for the Address Management Service in respect of each Performance Standard in accordance with the Performance Standards Schedule.
- 3.5 The CSS Provider shall, subject to Paragraph 3.6, provide reports, upon request, to an Qualified Energy Supplier setting out all the REL Address data which the CSS Provider is required to maintain under Paragraph 3.1 insofar as relating to RMPs for which the Energy Supplier is (at the time of the request) the Registered Supplier (or has a Registration Status of Pending, Confirmed or Secured Active in relation to that RMP). Each Energy Supplier which receives one or more such reports undertakes to only use such reports for the purposes of enabling switching.
- 3.6 In respect of the data which the CSS Provider is required to maintain under Paragraph 3.1 which is obtained from sources other than Users, the CSS Provider shall take all reasonable steps to obtain the data on licence terms which permit the data to be shared in accordance with Paragraphs 3.5 and 4.6, and the Interface and Timetables set out in this REC Schedule. However, the CSS Provider shall not be obliged to share data under this REC Schedule to the extent that the relevant licence terms do not permit the CSS Provider to share such data in such manner.
- 3.7 The CSS Provider shall provide an annual report on how it has complied, during the previous year, with its methodology prepared under Paragraph 2.6.

4 Obligations of Networks and Suppliers

- 4.1 Each Gas Transporter shall ensure the accuracy of the MPL Addresses recorded for its Supply Meter Points in UK Link, and shall co-operate with any investigation by the CSS Provider into the accuracy of the corresponding REL Addresses.
- 4.2 Each Distribution Network Operator shall ensure the accuracy of the MPL Addresses recorded for its Metering Points in its Meter Point Administration Service, and shall co-operate with any investigation by the CSS Provider into the accuracy of the corresponding REL Addresses.
- 4.3 Where the Registered Supplier for an RMP holds information that indicates that the accuracy of the MPL Address for the RMP could be improved, then the Registered Supplier shall

promptly raise this under the [*name of code to be added*¹] for electricity RMPs, or (via its Shipper) under the UNC for gas RMPs.

- 4.4 Where the Registered Supplier for an RMP holds information that indicates that the accuracy of the REL Address for the RMP could be improved, then the Registered Supplier shall promptly submit a Manually Entered Address request to the CSS Provider.
- 4.5 Subject to any limits on access to data described in Paragraph 3.6, the CSS Provider shall cooperate with each Gas Transporter and Distribution Network Operator in relation to any investigation by them into the accuracy of an MPL Address.
- 4.6 The CSS Provider shall, subject to Paragraph 3.6, provide reports, upon request, to a Gas Transporter or Distribution Network Operator setting out all the REL Address data which the CSS Provider is required to maintain under Paragraph 3.1 insofar as relating to RMPs on that Gas Transporter's or Distribution Network Operator's network. Each Gas Transporter or Distribution Network Operator which receives one or more such reports undertakes to only use such reports for the purposes of enabling switching.

¹ [We are consulting on which code should contain MPAS requirements. This could be either REC, DCUSA or BSC.]

5 Creation of REL Addresses

- 5.1 Where the Gas Retail Data Agent or an Electricity Retail Data Agent creates a new RMP Record in accordance with the Data Management Schedule, it shall send the MPL Address to the CSS Provider.
- 5.2 When the CSS Provider receives an Initial Registration Request for an RMP, the CSS Provider shall determine the REL Address for the RMP in accordance with the Address Quality Objective. The CSS Provider is the Data Master for the REL Address, as further described in the Data Management Schedule.
- 5.3 If the CSS Provider is not otherwise able to match the MPL Address to a Location within the Address Management Service, then it shall use the MPL Address to create the REL Address.
- 5.4 The following Interface and Timetable shall apply (by reference to the timings defined in the Technical Specification):

Ref	When	Action	From	To	Information Required	Method
5.4.1	Following creation of new RMP Record in accordance with the Data Management Schedule.	Provide the MPL Address, to enable the CSS Provider to establish the RMP Record	<ul style="list-style-type: none"> • Gas Retail Data Agent; or • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	SupplyMeterPointSync; or MeteringPointSync	Switching Network
5.4.2	Following 5.4.1.	Issue Synchronisation Message providing MPL Address.	<ul style="list-style-type: none"> • CSS Provider 	DCC ²	RMPRegApptSync	Switching Network
5.4.3	Following Initial Registration Request.	Determine the REL Address for the RMP in accordance with the Address Quality Objective.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	Switching Network
5.4.4	Following 5.4.3.	Issue Synchronisation Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • ESP-EES • ESP-GES 	RetailEnergyLocation	Switching Network

² [DCC will update its systems as described in the Smart Energy Code (SEC). We will review whether this has been adequately captured as part of any Switching Programme related consequential changes to the SEC.]

5.4.5	Following 5.4.3	Issue Synchronisation Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gas Retail Data Agent • Electricity Retail Data Agent 	RetailEnergyLocation	Switching Network
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6 Update MPL Address

- 6.1 Where the Gas Retail Data Agent or an Electricity Retail Data Agent amends the MPL Address for an RMP within its Switching Data Service, it shall send the amended MPL Address to the CSS Provider.
- 6.2 When the CSS Provider receives an update to an MPL Address, the CSS Provider shall apply the update to the relevant MPL Address, retaining a record of the previous MPL Address.
- 6.3 The CSS Provider shall then determine whether or not to update the REL Address for the RMP in accordance with the Address Quality Objective. Where necessary, in accordance with the Address Quality Objective, the CSS Provider shall raise an Incident. Where the CSS Provider changes the REL Address, the CSS Provider shall send the relevant Synchronisation Messages. The CSS Provider shall also keep a record of the previous REL Address.
- 6.4 As further described in the Data Management Schedule, the relevant Gas Transporter or Distribution Network Operator is the Data Master for the MPL Address; and the CSS Provider and the Registered Supplier are Data Responsible Users for the MPL Address.
- 6.5 The following Interface and Timetable shall apply (by reference to the timings defined in the Technical Specification):

Ref	When	Action	From	To	Information Required	Method
6.5.1	Following update of existing MPL Address by Gas Retail Data Agent or Electricity Retail Data Agent.	Issue updated MPL Address.	<ul style="list-style-type: none"> • Gas Retail Data Agent; or • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	SupplyMeterPointSync; or MeteringPointSync	Switching Network

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6.5.2	Following 6.5.1.	Issue Synchronisation Message providing MPL Address	• CSS Provider	DCC ³	RMPRegApptSync	Switching Network
6.5.3	Following receipt of updated MPL Address.	Update MPL Address.	• CSS Provider		Internal Process	
6.5.4	Following 6.5.3.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective.	• CSS Provider		Internal Process	
6.5.5	Following 6.5.4 if decision is to change the REL Address.	Update REL Address.	• CSS Provider		Internal Process	
6.5.6	Where 6.5.5 applies.	Issue Synchronisation Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider	• ESP-EES • ESP-GES	RetailEnergyLocation	Switching Network
6.5.7	Where 6.5.5 applies.	Issue Synchronisation Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider	• Gas Retail Data Agent • Electricity Retail Data Agent	RetailEnergyLocation	Switching Network
6.5.8	Following 6.5.3 if decision is to not change the REL Address.	Record detail of interaction and end process.	• CSS Provider		Internal Process	

³ [DCC will update its systems as described in the SEC. We will review whether this has been adequately captured as part of any Switching Programme related consequential changes to the SEC.]

7 Manually Entered Addresses

- 7.1 Where applicable in accordance with Paragraph 4.4, the Registered Supplier for an RMP shall submit a Manually Entered Address to the CSS Provider.
- 7.2 Where the CSS Provider receives a Manually Entered Address from the Registered Supplier, the CSS Provider shall determine whether or not to update the REL Address for the RMP in accordance with the Address Quality Objective. Where necessary in accordance with the Address Quality Objective, the CSS Provider shall raise an Incident.
- 7.3 Where the CSS Provider determines that the Manually Entered Address is the most appropriate address to be recorded as the REL Address, the CSS Provider shall update the REL Address. The CSS Provider shall also send the relevant Synchronisation Messages, update the Registered Supplier which submitted the Manually Entered Address, and keep a record of the previous REL Address.
- 7.4 The following Interface and Timetable shall apply (by reference to the timings defined in the Technical Specification):

Ref	When	Action	From	To	Information Required	Method
7.4.1	Where applicable in accordance with Paragraph 4.	Submit Manually Entered Address request.	<ul style="list-style-type: none"> Energy Supplier 	<ul style="list-style-type: none"> CSS Provider 	[To be Defined]	Switching Portal / Switching Service Desk
7.4.2	Within 5 Working Days from receipt of Manually Entered Address from Energy Supplier.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective.	<ul style="list-style-type: none"> CSS Provider 		Internal Process	
7.4.3	Following 7.4.2 if decision is to change the REL Address.	Update the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> CSS Provider 		Internal Process	
7.4.4	Where 7.4.3 applies.	Issue Synchronisation Message providing the REL Address.	<ul style="list-style-type: none"> CSS Provider 	<ul style="list-style-type: none"> ESP-EES ESP-GES 	RetailEnergyLocation	Switching Network

7.4.5	Where 7.4.3 applies.	Issue Synchronisation Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gas Retail Data Agent • Electricity Retail Data Agent 	RetailEnergyLocation	Switching Network
7.4.6	Following 7.4.2.	Inform Energy Supplier of the outcome of the decision.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier 	[To be Defined]	Switching Portal / Switching Service Desk
7.4.7	Following 7.4.2 if decision is to not change the REL Address.	Record detail of interaction and end process.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

8 Additional Meters added to the Communications Hub

- 8.1 The DCC shall notify the CSS Provider each time that a Smart Meter is joined to a Communications Hub under the Smart Energy Code, including details of the RMPs to which the Smart Meters relate.
- 8.2 Following receipt of each such notification message, the CSS Provider shall determine whether or not to update the REL Address for the RMP in accordance with the Address Quality Objective. Where necessary in accordance with the Address Quality Objective, the CSS Provider shall raise an Incident.
- 8.3 Where the CSS Provider changes the REL Address, the CSS Provider shall send the relevant Synchronisation Messages. The CSS Provider shall also keep a record of the previous REL Address.
- 8.4 The following Interface and Timetable shall apply (by reference to the timings defined in the Technical Specification):

Ref	When	Action	From	To	Information Required	Method
8.4.1	When a Smart Meter is joined to a Communications Hub.	Notify CSS Provider of the RMPs for the Smart Meters joined to the Communications Hub.	<ul style="list-style-type: none"> • DCC 	<ul style="list-style-type: none"> • CSS Provider 	CommsHubbDataLink	Switching Network

8.4.2	Within 5 Working Days following 8.4.1.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective.	• CSS Provider		Internal Process	
8.4.3	Following 8.4.2 if decision is to change REL Address.	Update the REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider		Internal Process	
8.4.4	Where 8.4.3 applies.	Issue Synchronisation Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider	• ESP-EES • ESP-GES	RetailEnergyLocation	Switching Network
8.4.5	Where 8.4.3 applies.	Issue Synchronisation Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider	• Gas Retail Data Agent • Electricity Retail Data Agent	RetailEnergyLocation	Switching Network
8.4.6	Following 8.4.2 if decision is to not change the REL Address.	Record detail of interaction and end process.	• CSS Provider		Internal Process	

9 Other updates to existing REL Addresses

- 9.1 This Paragraph 9 shall apply where, from time to time, the CSS Provider identifies updates to REL Addresses via other routes than those identified in Paragraphs 5 to 8, including where there are updates to the database of Location addresses maintained pursuant to the Address Management Service.
- 9.2 Where the CSS Provider changes a REL Address, the CSS Provider shall send the relevant Synchronisation Messages, and keep a record of the previous REL Address.
- 9.3 The following Interface and Timetable shall apply (by reference to the timings defined in the Technical Specification):

Ref	When	Action	From	To	Information Required	Method
9.3.1	When this Paragraph 9 applies.	Update the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
9.3.2	Where 9.3.1 applies.	Issue Synchronisation Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • ESP-EES • ESP-GES 	RetailEnergyLocation	Switching Network
9.3.3	Where 9.3.1 applies.	Issue Synchronisation Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gas Retail Data Agent • Electricity Retail Data Agent 	RetailEnergyLocation	Switching Network