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**SCHEDULE XX**

Address Management Schedule

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Version: 0.65

Effective Date: N/A

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	Mandatory
<u>Metering Equipment Managers</u>	<u>N/A</u>
<u>Non-Party REC Service Users</u>	<u>N/A</u>

## 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.
0.4	N/A	Update following update of physical design, CCS Interface Design Specification v8.2.pdf, CR52 and June 2019 Consultation responses.
0.5	N/A	Baselined by RG on 27 February 2020
<u>0.6</u>	<u>N/A</u>	<u>Updated draft for Summer 2020 publication</u>

*[Note: Interface tables in section 5 onwards have been updated to reflect CSS interface specification. We anticipate that further changes may be required to incorporate details on the required synchronous and asynchronous responses that CSS will provide to each message and the associated timescales. This document is based on the assumption that CR D001 – unmetered indicator, will be approved by the Design Authority.]*

## Contents

Paragraph	Heading	Page
1	Introduction .....	4
2	Ensuring REL Address Quality (CSS Provider) .....	4
3	Ensuring REL Address Quality (Registered Suppliers).....	6
4	Ensuring MPL Address Quality .....	6
5	Creation of REL Addresses .....	8
6	Updates to the MPL Address (Electricity) .....	9
7	Update MPL Address RMP Record in CSS .....	12
8	Manually Entered Addresses .....	14
9	RMP associated to a Communications Hub.....	16
10	Other updates to existing REL Addresses .....	<del>18</del> <u>17</u>

## 1 Introduction

- 1.1 This REC Schedule describes the Address Management Service provided by the CSS Provider, which includes the business processes required to create and maintain the Meter Point Location and the Retail Energy Location Addresses.
- 1.2 For each RMP, two types of address data are maintained 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 and the CSS Service Definition.
- 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 REL Addresses are synchronised to the Electricity Enquiry Service (EES) and Gas Enquiry Service (GES) so that Switching Parties (including Price Comparison Websites) can raise enquiries against them for the purpose of enabling Switching, including for the purpose of design, development, testing, integration and live operational use. No REL Address information obtained via the Address Management Service may be displayed on public-facing websites unless it is the website of a Switching Party that is a Price Comparison Website, and with prior permission from Ordnance Survey.
- 1.5 The CSS Provider, in providing the Address Management Service, shall utilise the GB Standardised Address List which provides a set of standardised addresses for Locations in Great Britain, which it uses to perform address matching.
- 1.6 The CSS Provider shall create and maintain the REL Addresses, and seek to identify and resolve anomalies in the REL Addresses, in accordance with the Address Quality Objective (as further described in the CSS Service Definition).

## 2 Ensuring REL Address Quality (CSS Provider)

- 2.1 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 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 (by those Parties which have the right to use this data, as described in Paragraph 1.4) to quickly and accurately identify the Location of the RMP.
- 2.2 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 inaccuracies and anomalies in the REL Addresses, in each case by determining the most accurate address to be used as the REL Address (such

- investigation and resolution to be progressed as an Incident/Service Request in accordance with the process and timescales required by the Switching Service Management Schedule); and
- (d) following a change to the REL Address or an associated address in the GB Standardised Address List, update the Address Quality Confidence Score for each REL Address.
- 2.3 The information to be used by the CSS Provider in ensuring the accuracy and quality of the REL Addresses and resolving associated Incident/Service Request shall include:
- (a) the GB Standardised Address List;
- (b) the MPL Addresses provided by the Gas Transporters and Distribution Network Operators;
- (c) data from the Smart Meter Data Service Provider on which RMPs are associated to which Communications Hubs, on the basis that each Location might be expected to have a single Communications Hub shared by an Electricity Meter and a Gas Meter, and no two Locations might ordinarily be expected to share a Communications Hub (though this is by no means definitive);
- (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.
- 2.4 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.
- 2.5 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 the REC Portal.
- 2.6 In preparing the methodology under Paragraph 2.5, the CSS Provider shall:
- (a) consult with Market Participants and other interested 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).
- 2.7 The CSS Provider shall, during each Financial Year, follow the approach set out in the methodology prepared under Paragraph 2.5 for that Financial Year (subject to compliance with this Code).
- 2.8 At the end of each Financial Year, the CSS Provider shall produce an annual report on how it has complied, during the previous year, with its methodology prepared under Paragraph 2.5.

The CSS Provider shall send such report to the REC PAB and the Code Manager, and the Code Manager shall publish the methodology on the REC Portal.

### 3 Ensuring REL Address Quality (Registered Suppliers)

- 3.1 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. See Paragraph 8.

### 4 Ensuring MPL Address Quality

- 4.1 Each Gas Transporter shall ensure the accuracy of the MPL Addresses recorded for its Supply Meter Points in the [gGas Central Data Service](#), and shall support any investigation by the CSS Provider where the MPL Address does not to match an address held in the GB Standardised Address List.
- 4.2 Each Distribution Network Operator shall ensure the accuracy of the MPL Addresses recorded for its Metering Points in its Electricity Retail Data Service, and shall support any investigation by the CSS Provider where the MPL Address does not to match an address held in the GB Standardised Address List.
- 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 in accordance with Paragraph 6 (for electricity RMPs) or (via its Shipper) under the UNC or IGT UNC (for gas RMPs).
- 4.4 Subject to the limits on use of data described in Paragraph 1.4, the CSS Provider shall support with each Gas Transporter and Distribution Network Operator in relation to any investigation by them into the accuracy of an MPL Address.

#### Electricity address cleansing exercises

- 4.5 For any MPL Address cleansing exercise which requires Electricity Suppliers to provide data extracts, each Distribution Network Operator shall obtain the prior agreement of each Electricity Supplier (such agreement not to be unreasonably withheld or delayed), such agreement to include details of the volume of Metering Points, frequency and timescales.
- 4.6 Where a Distribution Network Operator identifies Metering Points with address quality issues which the Distribution Network Operator is not itself able to rectify, then the Distribution Network Operator shall contact the Registered Electricity Supplier to request any further information which the Registered Electricity Supplier may hold. The request shall include the reason that the request has been made.
- 4.7 Following receipt of a request under Paragraph 4.6, the Electricity Supplier shall take all reasonable steps to provide the Distribution Network Operator with any and all address data (other than the MPL Address) which the Electricity Supplier holds and believes to be accurate. The data shall be provided as specified in the Data Specification<sup>11</sup>.
- 4.8 Address information transferred pursuant to Paragraph 4.7 shall be transferred by a secure method in an encrypted spreadsheet. Where a password is used to secure data, this shall be transferred in a separate transmission.

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<sup>11</sup> [Address Data Cleanse File \[SV70037\]](#)

- 4.9 The Distribution Network Operator shall validate the data provided by Electricity Suppliers pursuant to Paragraph 4.7, and if the address is deemed to be valid, the Distribution Network Operator shall update the address within its Electricity Retail Data Service, and send [the Notification of Distributor Changes to Metering Point Details](#) Market Message<sup>2</sup> ~~D0171~~ in accordance with Paragraph 6.

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<sup>2</sup> [D0171 \[SV00085\]](#)

## 5 Creation of REL Addresses

- 5.1 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 Specification.~~
- 5.2 If the CSS Provider is not able to match the MPL Address to a Location within the GB Standardised Address List, then it shall use the MPL Address to create the REL Address.
- 5.3 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
5.3.1	Following Initial Registration Request.	Determine the REL Address for the RMP in accordance with the Address Quality Objective.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>		Internal Process	
5.3.2	Following 5.3.1.	Issue Market Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>• ESP-EES</li> <li>• ESP-GES</li> <li>• Gas Retail Data Agent</li> <li>• Electricity Retail Data Agent</li> </ul>	Payload Structure/Retail Energy Location <sup>3</sup>  Payload Structure/Retail Energy Location <sup>4</sup>  Payload Structure/Retail Energy Location <sup>5</sup>  Payload Structure/Retail Energy Location <sup>6</sup>	CSS API

<sup>3</sup> [CSSIDS Para. 6.1 and 6.2.5]

<sup>4</sup> [CSSIDS Para. 6.1 and 6.2.4]

<sup>5</sup> [CSSIDS Para. 6.1 and 6.2.6]

<sup>6</sup> [CSSIDS Para. 6.1 and 6.2.7]

## 6 Updates to the MPL Address (Electricity)

6.1 Each Distribution Network Operator shall initiate updates to its MPL Addresses where:

- (a) the Distribution Network Operator identifies that:
  - (i) a Delivery Point Address has replaced the initial plot address within the Postal Address File;
  - (ii) the Royal Mail has made changes to the Delivery Point Address to which the MPL Address relates;
  - (iii) the Delivery Point Address as presented in the MPL Address is not on its own sufficient to uniquely identify the relevant Metering Point, and therefore additional (non-Delivery-Point-Address) elements are required to be added;
  - (iv) a modification to a premises and associated new connection(s) has led to a need to modify an existing MPL Address;
- (b) the Distribution Network Operator receives information from an Electricity Supplier that leads to a need to amend one or more MPL Addresses; or
- (c) the Distribution Network Operator facilitates a data cleanse exercise (for example, for plot address replacement) by requesting an exchange of relevant address information held by Electricity Suppliers, in order to update the address held.

6.2 An Electricity Supplier may identify a need for a MPL Address to be updated due to:

- (a) one or more plot numbers being replaced by a Delivery Point Address in an infill or housing development;
- (b) a change to the Delivery Point Address that has not been notified to it by the relevant Distribution Network Operator;
- (c) a need to add non-Delivery-Point-Address elements to an existing MPL Address in order to uniquely identify a Metering Point;
- (d) an anomaly in the MPL Address, including where this indicates that a Metering Point has been incorrectly associated to that address as a result; and/or
- (e) modification of premises, including where this leads to the need for amendments to existing MPL Addresses in parallel to one or more new connections.

6.3 Where Paragraph 6.2 applies, the Electricity Supplier shall notify the Distribution Network Operator of the need for a MPL Address to be updated by sending

Metering Point Address Update Market Message<sup>7</sup>~~D0381~~.

- 6.4 A notification under Paragraph 6.3 remains subject to validation by the Distribution Network Operator and does not oblige the Distribution Network Operator to update an MPL Address where it does not agree that such an update would be appropriate.
- 6.5 If a Distribution Network Operator receives an unusually high volume of notifications that impacts response timescales, the Distribution Network Operator shall communicate this to those Electricity Suppliers which have submitted notifications.
- 6.6 Where an Electricity Supplier notifies a Distribution Network Operator under Paragraph 6.3 of a potential need to amend an MPL Address, the Electricity Supplier shall:
- (a) take reasonable steps to confirm that the proposed amendment is consistent with the Delivery Point Address;
  - (b) satisfy itself that the proposed amendment is required to better facilitate the unique identification of a specific Metering Point; and
  - (c) not attempt to customise an MPL Address to solely accommodate its own internal business needs.
- 6.7 Electricity Suppliers should wait for a response from the Electricity Retail Data Agent before notifying Supplier Agents of a MPL Address update. However, if the Electricity Supplier has already notified the relevant Supplier Agents of a potential update to a MPL Address prior to receipt of the Notification of Distributor Changes to Metering Point Details Market Message<sup>8</sup>~~Market Message D0171~~, and the update is subsequently not accepted by the Distribution Network Operator, then the Electricity Supplier shall notify the relevant Supplier Agents that the MPL Address is not changing using the Metering Point Address Details Market Message<sup>9</sup>~~D0131~~.
- 6.8 Where an Electricity Supplier needs to provide additional information to the Distribution Network Operator that the Electricity Supplier is not able to include in the Metering Point Address Update Market Message<sup>10</sup>~~Market Message D0381~~, then the Electricity Supplier shall communicate this via the Secure Data

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<sup>7</sup> D0381 [SV00367]

<sup>8</sup> D0171 [SV00085]

<sup>9</sup> D0131 [SV00017, 18, and / or 19]

<sup>10</sup> D0381 [SV00367]

Exchange ~~PortaService<sup>11</sup>, including the~~ ~~Where this is related to Market Message D0381, the Energy Supplier shall provide~~ relevant information to link the communication with the Market Message.

6.9 Where an Electricity Supplier needs to communicate with another Electricity Supplier regarding a potential Metering Point Location Address update, it shall communicate via the Secure Data Exchange ~~PortaService<sup>12</sup>~~.

6.10 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
6.10.1	Where the Registered Electricity Supplier identifies a potential need for change to a MPL Address	Request update of MPL to the Distribution Network Operator.	<ul style="list-style-type: none"> <li>Registered Supplier</li> </ul>	<ul style="list-style-type: none"> <li>Distribution Network Operator</li> </ul>	<del>D0381</del> Metering Point Address Update <sup>134415</sup>	DTN
6.10.2	Following 6.10.1	Validate request.	<ul style="list-style-type: none"> <li>Distribution Network Operator</li> </ul>		Internal process	
6.10.3	Following 6.10.2 and within 10 Working Days of 6.10.1 if request to change MPL rejected.	Reject the request and provide reason for rejection.	<ul style="list-style-type: none"> <li>Distribution Network Operator</li> </ul>	<ul style="list-style-type: none"> <li>Registered Supplier</li> </ul>	<del>D0381</del> Metering Point Address Update <sup>16</sup>	DTN

<sup>11</sup> [SV70001]

<sup>12</sup> [SV70001]

<sup>13</sup> In cases where the full postcode cannot be determined, including where premises do not yet have a full postcode allocated to it, the postal Outcode shall be provided and may be utilised by the Distribution Network Operator in any updated MPL Address.

~~<sup>14</sup> The Electricity Supplier may provide contact details in the D0381 (Metering Point Address Update) Data Flow Market Message to the Distribution Network Operator to allow the Distribution Network Operator to contact the Electricity Supplier to discuss the proposed changes.~~

<sup>15</sup> D0381 [SV00367]

<sup>16</sup> D0381 [SV00366]

6.10.4	Following 6.10.2 and within 10 Working Days of 6.10.1 if request to change MPL accepted.	Accept the request and update the Electricity Retail Data Agent with new MPL then update CSS in accordance with Paragraph 7.	• Distribution Network Operator	• Electricity Retail Data Agent	Internal Process	
6.10.5	At the same time as 6.10.4.	Accept the request and notify the Registered Supplier that request to change MPL accepted.	• Distribution Network Operator	• Registered Supplier	<del>D0381</del> Metering Point Address Update <sup>17</sup>	DTN
6.10.6	Within 1 Working Day of 6.10.4.	Notify Registered Supplier of the updated MPL Address.	• Electricity Retail Data Agent	• Registered Supplier	<del>D0171</del> Notification of Distributor Changes to Metering Point Details <sup>18</sup>	DTN
6.10.7	Within 2 Working Days of receipt of the notification in 6.10.6.	Notify the appointed Supplier Agents of a change to the MPL Address.	• Registered Supplier	• Appointed Supplier Agents	<del>D0131</del> Metering Point Address Details <sup>19</sup>	DTN

## 7 Update MPL Address RMP Record in CSS

- 7.1 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.
- 7.2 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.

<sup>17</sup> D0381 [SV00366]

<sup>18</sup> D0171 [SV00085]

<sup>19</sup> D0131 [SV00017, 18, and / or 19]

7.3 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/Service Request](#). Where the CSS Provider changes the REL Address, the CSS Provider shall send the relevant Market Messages. The CSS Provider shall also keep a record of the previous REL Address.

7.4 ~~As further described in the Data Specification, t~~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.

7.5 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
7.5.1	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"> <li>Gas Retail Data Agent; or</li> <li>Electricity Retail Data Agent</li> </ul>	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>	RMP API Request/ Gas [PATCH] <sup>20</sup>  RMP API Request/ Electricity [PATCH] <sup>21</sup>	CSS API
7.5.2	Following 7.5.1	Update MPL Address.	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>		Internal Process	
7.5.3	Following 7.5.2	Issue Market Message providing MPL Address.	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>Smart Metering Data Service Provider</li> </ul>	Payload Structure/RMP Event Synchronisation <sup>22</sup>	CSS API
7.5.4	Following 7.5.2.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective.	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>		Internal Process	

<sup>20</sup> [CSSIDS Para. 5.5.1 and 4.1.1.1]

<sup>21</sup> [CSSIDS Para. 5.5.2 and 4.1.1.1]

<sup>22</sup> [CSSIDS Para. 6.1 and 6.2.1]

7.5.5	Following 7.5.4 if decision is to change the REL Address.	Update REL Address.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>		Internal Process	
7.5.6	Where 7.5.5 applies.	Issue Market Message providing REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>• ESP-EES</li> <li>• ESP-GES</li> <li>• Gas Retail Data Agent</li> <li>• Electricity Retail Data Agent</li> </ul>	Payload Structure/Retail Energy Location <sup>23</sup> Payload Structure/Retail Energy Location <sup>24</sup> Payload Structure/Retail Energy Location <sup>25</sup> Payload Structure/Retail Energy Location <sup>26</sup>	CSS API
7.5.8	Following 7.5.4 if decision is to not change the REL Address.	Record detail of interaction and end process.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>		Internal Process	

## 8 Manually Entered Addresses

8.1 Where applicable in accordance with Paragraph 3, the Registered Supplier for an RMP shall submit a Manually Entered Address to the CSS Provider.

<sup>23</sup> [CSSIDS Para. 6.1 and 6.2.5]

<sup>24</sup> [CSSIDS Para. 6.1 and 6.2.4]

<sup>25</sup> [CSSIDS Para. 6.1 and 6.2.6]

<sup>26</sup> [CSSIDS Para. 6.1 and 6.2.7]

- 8.2 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.
- 8.3 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 Market Messages, update the Registered Supplier which submitted the Manually Entered Address, and keep a record of the previous REL Address.
- 8.4 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
8.4.1	Where applicable in accordance with Paragraph 3.	Submit request for Manually Entered Address (as <a href="#">Switching Service Request</a> ).	<ul style="list-style-type: none"> <li>Energy Supplier</li> </ul>	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>	In accordance with the Service Management Schedule	Switching Portal
8.4.2	Following receipt of a 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"> <li>CSS Provider</li> </ul>		Internal Process	
8.4.3	Following 8.4.2 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"> <li>CSS Provider</li> </ul>		Internal Process	
8.4.4	Where 8.4.3 applies.	Issue Market Message providing the REL Address.	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>ESP-EES</li> <li>ESP-GES</li> <li>Gas Retail Data Agent</li> </ul>	Payload Structure/Retail Energy Location <sup>27</sup>  Payload Structure/Retail Energy Location <sup>28</sup>	CSS API

<sup>27</sup> [CSSIDS Para. 6.1 and 6.2.5]

<sup>28</sup> [CSSIDS Para. 6.1 and 6.2.4]

				<ul style="list-style-type: none"> <li>Electricity Retail Data Agent</li> </ul>	Payload Structure/Retail Energy Location <sup>29</sup> Payload Structure/Retail Energy Location <sup>30</sup>	
8.4.5	Following 8.4.2.	Inform Energy Supplier of the outcome of the decision i.e. whether or not the REL Address has been updated.	<ul style="list-style-type: none"> <li>CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>Energy Supplier</li> </ul>	In accordance with the Service Management Schedule	Switching Portal

## 9 RMP associated to a Communications Hub

- 9.1 The Smart Meter Data Service Provider shall notify the CSS Provider when a change occurs under the Smart Energy Code to the association between a Communication Hub and an RMP.
- 9.2 Following receipt of each such notification, 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/Service Request.
- 9.3 Where the CSS Provider changes the REL Address, the CSS Provider shall send the relevant Market Messages. The CSS Provider shall also keep a record of the previous REL Address.
- 9.4 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
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<sup>29</sup> [CSSIDS Para. 6.1 and 6.2.6]

<sup>30</sup> [CSSIDS Para. 6.1 and 6.2.7]

9.4.1	When a change occurs to the association between a Communications Hub and an RMP.	Notify CSS Provider of change to the association between the Communication Hub and the RMP.	<ul style="list-style-type: none"> <li>• <a href="#">DCCSmart Meter DSP</a></li> </ul>	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>	RMP API Request/ Gas [PATCH] <sup>31</sup> ; or  RMP API Request/ Electricity/ Electricity [PATCH] <sup>32</sup>	CSS API
9.4.2	Following 9.4.1.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>		Internal Process	
9.4.3	Following 9.4.2 if decision is to change REL Address.	Update the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>		Internal Process	
9.4.4	Where 9.4.3 applies.	Issue Market Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	<ul style="list-style-type: none"> <li>• CSS Provider</li> </ul>	<ul style="list-style-type: none"> <li>• ESP-EES</li> <li>• ESP-GES</li> <li>• Gas Retail Data Agent</li> <li>• Electricity Retail Data Agent</li> </ul>	Payload Structure/Retail Energy Location <sup>33</sup>  Payload Structure/Retail Energy Location <sup>34</sup>  Payload Structure/Retail Energy Location <sup>35</sup>  Payload Structure/Retail Energy Location <sup>36</sup>	CSS API

<sup>31</sup> [CSSIDS Para. 5.5.1]

<sup>32</sup> [CSSIDS Para. 5.5.2]

<sup>33</sup> [CSSIDS Para. 6.1 and 6.2.5]

<sup>34</sup> [CSSIDS Para. 6.1 and 6.2.4]

<sup>35</sup> [CSSIDS Para. 6.1 and 6.2.6]

<sup>36</sup> [CSSIDS Para. 6.1 and 6.2.7]

9.4.5	Following 9.4.2 if decision is to not change the REL Address.	Record detail of interaction and end process.	• CSS Provider		Internal Process	
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## 10 Other updates to existing REL Addresses

10.1 This Paragraph 10 shall apply where, from time to time, the CSS Provider identifies updates to REL Addresses via other routes than those identified in Paragraph 5 or Paragraphs 7 to 9, including where there are updates to addresses held within the GB Standardised Address List.

10.2 Where the CSS Provider changes a REL Address, the CSS Provider shall send the relevant Market Messages, and keep a record of the previous REL Address in accordance with the data retention requirements set out in the CSS Service Definition.

10.3 The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
9.3.1	When this Paragraph 9 applies.	Update the REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider		Internal Process	
9.3.2	Where 9.3.1 applies.	Issue Market Message providing the REL Address, Address Quality Confidence Score, and Address Selection Method.	• CSS Provider	<ul style="list-style-type: none"> <li>• ESP-EES</li> <li>• ESP-GES</li> </ul>	Payload Structure/Retail Energy Location <sup>37</sup>  Payload Structure/Retail Energy Location <sup>38</sup>	CSS API

<sup>37</sup> [CSSIDS Para. 6.1 and 6.2.5]

<sup>38</sup> [CSSIDS Para. 6.1 and 6.2.4]

				<ul style="list-style-type: none"><li>• Gas Retail Data Agent</li><li>• Electricity Retail Data Agent</li></ul>	Payload Structure/Retail Energy Location <sup>39</sup>  Payload Structure/Retail Energy Location <sup>40</sup>	
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<sup>39</sup> [CSSIDS Para. 6.1 and 6.2.6]

<sup>40</sup> [CSSIDS Para. 6.1 and 6.2.7]