consultation document

Address Quality Plan for the Financial Year 1 April 2024 to 31 March 2025

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| DATE ISSUED | 15 December 2023 |
| **RESPONSE DEADLINE** | **5pm 31 January 2024** |

BACKGROUND

The CSS Provider and Switching Operator must take reasonable steps to ensure it meets the Address Quality Objective. These include requirements to:

1. Regularly review the accuracy and quality of REL Addresses;
2. Identify, investigate and resolve inaccuracies and anomalies in REL Addresses.
3. Develop a plan for each Financial Year, setting out the activities required to help achieve the Address Quality Objective. Each plan needs to identify any activities that will be required of REC Parties to support the address quality activities of the CSS Provider.

The Switching Operator is also required to consult with Market Participants and other interested parties ahead of that plan becoming effective, having first provided a timetable for the consultation to the Code Manager for publication on the REC Portal. The timetable for the consultation on the Address Quality Plan for the period commencing 1 April 2024 was issued to the Code Manager for publication on 27 November 2023 and this consultation document and accompanying Address Quality Plan are issued in accordance with that timetable.

The data used to populate the Central Switching Service (CSS) was obtained from a number of Source Data Providers (SDPs) across the gas and electricity industry. These SDPs supplied location information included within Meter Point Location Addresses which the CSS Provider then used to create the REL Addresses held within CSS.

As part of its investigations, the CSS Provider and Switching Operator has continued to identify potential issues associated with the data provided as input into CSS and these potential issues have been discussed with SDPs during a series of bi-lateral meetings. The Address Quality Plan sets out that Switching Operator intends to meet Address Quality Objective by a framework of meetings with REC Parties and the subsequent investigation and correction of data.

The completed response document should be sent to smb-address-service@smartdcc.co.uk marking the subject of the email “**Year 3 Address Quality Plan – Consultation Response**”.

Respondents are requested to consider the Address Quality Plan, as provided to the Code Manager on 15 December 2023 and issued on the REC Portal, when completing this consultation response document.

Respondents are also requested to ensure that any views expressed in response to this consultation are the views solely of their organisation based on reading the Address Quality Plan and not a summary of views expressed to your organisation by other parties. Where respondents are providing commentary on behalf of more than one organisation, please use a separate response form for each organisation.

Where respondents have a view that more information should be included with the Address Quality Plan, to ensure that the comment can be adequately addressed, please outline the specific items for inclusion. For example, should a respondent believe that there should be more targets placed on any organisation within the document, please specify the target that the respondent would like to see.

All responses will be treated as non-confidential unless indicated otherwise by the consultee. Responses marked as confidential may be shared with RECCo and the Code Manager.

The obligations within the Address Management Schedule, are that the Switching Operator shall, by 31 March 2024, 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). The Code Manager shall publish this report on the REC Portal. It is DCC’s inttention to publish the revised plan and consultation summary by 29 February 2024, subject to the comments received in response to this consultation.

If during the consultation period you have any queries please forward these to smb-address-service@smartdcc.co.uk marking the subject of the email “Year 3 Address Quality Plan – Query”.

LINKS

A copy of the Address Quality Plan, which is subject to this consultation, can be found on the REC Portal.

A copy of the previous Address Quality Plans for the period from Go Live along with the consultation response document can also be found on the REC Portal.

1. RESPONDENT DETAILS

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| NAME  |  |
| **ORGANISATION** |  |
| **TYPE OF ORGANISATION: (E.G. DNO, Supplier, Gas Transporter, Code Manager, PAB, Comparison Service)** |  |
| **EMAIL ADDRESS** |  |
| **TELEPHONE NUMBER** |  |
| **RESPONSE CONFIDENTIALITY** | Confidential / Non-Confidential |

QUESTIONS

Please remember to give the views solely of the organisation above based on the reading of the plan rather than provide views you may have heard from industry parties

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| * + - 1. Based on your review of the address quality Plan, Do you agree with the overall approach set out within that plan?
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| Yes/No*Please state the rationale for your answer below, setting out any alternative proposals if you disagree with the approach* |
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| * + - 1. Are there areas you would suggest to improve the processes set out within the plan?
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| Yes/No[[1]](#footnote-2)*Please provide specific areas of improvement. This should be detailed enough to allow the DCC team to make the necessary changes. In your answer please try to avoid generic statements such as “there should be more…..” unless that statement is accompanied by the additional detailed suggestions*  |
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| * + - 1. Do you agree that the cadence of bi-lateral meetings with source data providers is correct?
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| Yes/No1 *- Please state the rationale for your answer. If your answer is NO then please suggest an alternative cadence* |
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| * + - 1. The plan identifies risks associated with potential crossed meters identified as a result of information held within the Smart Metering Systems. The potential crossed meters have been identified where addresses provided for meters that are using the same communications hub to collect data.
1. Do you agree that the current registered Supplier is responsible for dealing with issues related to the accuracy of the MPL Address for these meters connected by the same Communications Hub in Smart Metering shows different addresses?
2. If you believe the Supplier is responsible for dealing with the issues associated with possible issues in the accuracy of the MPL Address relating to potential crossed meters, who do you believe is best placed to coordinate the activities of the energy supplier where a potential crossed meter may impact an address? (i)DNOs & Xoserve ie Source Data Providers, DCC or another organisation?
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| 1. YES / NO1 (Please state the rationale for your answer below)
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| *Rationale* |
| 1. SUGGESTED ORGANISATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please state the rationale for your answer below)
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| *Rationale:* |

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| * + - 1. Do you have any further comments to make about the content within the address quality plan?
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| Yes/No1*If yes, please identify the part of the Address Quality Plan alongside your comment and the rationale for your comment. If you would like to see something change within the approach outlined within the document please indicate your alternative proposal.* |
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1. Delete as applicable [↑](#footnote-ref-2)