



Switching Address Quality Plan

Annual Report for Period to
31 March 2023

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Approvals

| Name | Title / Responsibility | Version number |
|------------|--|----------------|
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1. Introduction

1.1. Background

As Switching Operator, DCC has developed the Address Quality Plan (AQP) to improve address data quality for the period covering Go Live up to 31 March 2023.

The Address Quality Plan recognised the significant efforts which had already been achieved in collating registration data across approximately 57 million addresses, sourced from 28 different existing gas and electricity registration systems. These systems are managed by the Distribution Network Operators (DNOs), the independent DNOs and Xoserve on behalf of Gas Transporters (collectively referred to as Source Data Providers or SDPs). Attempts were made to match the supplied addresses to Ordnance Survey's (OS) address data so that address data held within the new Central Switching Service (CSS) were in a consistent format and addresses could be readily identified for switching purposes. Approximately 95% of addresses were matched to OS address data at Go Live of the new switching arrangements and related to approximately 29 million properties across Great Britain which are capable of being switched using the new switching arrangements.

The Address Quality Plan set out a framework where, after the CSS Provider and Switching Operator had performed analysis and categorisation of the Address Data issues, meetings were scheduled with Source Data Providers which primarily focused on addressing three main categories of issues:

- Historic Address issues
- Issues associated with Meter Point Location (MPL) Address data which was preventing a match to the OS Address Data.
- Potential issues with MPL Address data associated with a meter which had an address discrepancy with another meter at that same property. These issues were identified through Smart Meter data and is the first time that such analysis has been possible.

The plan recognised that as there were significant volumes of queries related to the address data provided as part of data migration and transition phase of the Switching Programme and to improve address data quality and achieve the Address Quality Objective, support would be required from REC Parties to investigate the issues.

At Go Live, the arrangements were established such that individual incidents would be raised for issues associated with addresses. Following consideration and discussion of the processes with REC Parties, DCC established alternative arrangements for dealing with address related issues as raising an individual incident for each address query would have imposed requirements for parties to resolve significant volumes of address data within 10 Working Days. DCC then worked with REC Parties throughout the period to execute the Address Quality Plan.

The release of the AQP for Year One coincided with the lead up to Go Live of the switching arrangements. As a result, DCC aimed to ensure that requests for input from industry at this integral stage of the programme were minimal to avoid detracting attention away from ensuring a successful Go Live. DCC have taken

onboard learnings from this new process, and the change in oversight from Ofgem to RECCo, during the development of the Year Two AQP.

1.2. Purpose of the document

The purpose of this Switching Address Quality Plan Year 1 Annual Report is to satisfy the obligation on the Switching Operator within paragraph 2.11 of the REC Address Management Schedule which requires DCC to produce a compliance report stating how it has complied with the initial Address Quality Plan published at Go Live. This document provides a summary of the compliance with the Address Quality Plan in respect of those organisations who were identified as being responsible for activities within the plan. It identifies all planned activities on DCC and other parties and provides a statement of compliance.

1.3. Scope of the Annual Report

1.3.1. In scope

This Annual Report includes:

- A list of activities planned within the Year 1 Address Quality Plan and a statement of compliance against each of these activities; and
- An assessment of the achievement of the targets identified within the Year 1 Address Quality Plan.

1.3.2. Out of Scope

This Annual Report does not include:

- Activities that will be executed in the April 2023 to March 2024 period as covered in the 2023/2024 Address Quality Plan; and
- Details of any consultation process that was executed as part of the delivery of any of the Address Quality Plan documents.

2. Summary of Compliance With The Initial Address Quality Plan

The initial Address Quality Plan set out a framework of meetings which would enable the Switching Operator to discuss issues it had identified with the source data provided to CSS. Within the plan, meetings were intended to be established with all parties within the first 2 months following Go Live. The meetings were dependent on the co-operation of SDPs and upon their attendance.

There was some success in setting up the meetings, although some feedback was received via the ENA COG to both the REC Code Manager and DCC which related to the validity of the Address Quality Plan document. DCC then entered a Consultation period on the Year One Address Quality Plan to ensure any concerns of the parties could be captured. Owing to the close proximity of the Year One AQP Consultation and the Year Two AQP Development cycle, it was agreed to prepare a response document setting out how DCC has considered and addressed the comments received within the consultation. The consultation response document was created and made available on the REC Portal alongside the Year One AQP. As a consequence, DCC was able to hold meetings with all but two of the Source Data Providers representing 99.98% of the MPL Addresses.

Please note that definition of Network Operator as stated within this document and the Year One Address Quality Plan was intended to refer to Distributed Network Operators, Independent Distributed Network Operators and Gas Transporters (although represented by Xoserve). This terminology and definition was subject to consultation review comments requesting clarification and this has been provided within the Address Quality Plan for the 23/24 Financial Year.

3. Success Factors

This section shows the stated Success Factors within the Address Quality Plan and the statement against whether each has been achieved.

| Success Factor | Statement against Success Factor |
|---|---|
| All initial meetings have been established with Network Operators | Initial meetings were scheduled with attendance completed with 18 SDPs, this has facilitated the transition from the Programme Teams to the Operational Teams within the SDPs. |
| Data Transfer mechanism agreed for transferring address data | Data Transfer mechanism has been established, agreed and operated with all SDPs who have met with DCC in bi-lateral sessions, this has facilitated the transfer of 1.7m address records for analysis and correction where appropriate. |
| Confirmation from Network Operators that data provided and analysis undertaken by DCC supports data correction by the Network Operators | <p>DCC has performed analysis and provided SDPs with a breakdown showing the categories of unmatched data that support targeted analysis and correction, trend analysis showing progress and specialist techniques that could be utilised. This has given the opportunity for SDPs to more efficiently focus their resources to improve address data quality.</p> <p>Positive feedback has been received from parties on the value that this data analysis has provided.</p> <p>Feedback received regarding the potential MPL address issues identified from the Smart Meter dataset has been incorporated into the activities specified in the Year Two AQP. The information will still be provided to SDPs with guidance on any value that can be obtained by SDPs.</p> |
| Monitoring and reporting in place to identify progress being made and areas for improvement and made available to the appropriate governance body | Reporting is in place into DCC from CSS and bi-lateral session with SDPs with monitoring of the received data within DCC. The areas for improvement have been identified through both the analysis performed on the data and the bi-lateral sessions. Updates and progress has been documented and communicated within the bi-lateral meeting framework that has been setup. |
| Statistics are provided to show where improvement of switching has been positively impacted by the data analysis and correction | 305,783 additional matches have been added to CSS Address Data at the measurement point of 31 March 2023. |

| Success Factor | Statement against Success Factor |
|--|---|
| <p>A framework which allows new address and switching related issues to be identified and included within the analysis and correction process has been established</p> | <p>The industry wide forum and bi-lateral meeting framework allows new address and switching related issues to be communicated to REC Parties and supports the evolution of the analysis and correction process to incorporate any new results from analysis.</p> |

4. Summary of Compliance With Targets

This section covers the compliance against the relevant targets that were stated within Section 4 (Relevant Targets) of the Address Quality Plan.

| Description | Target (Unless otherwise agreed) | Compliance Statement |
|---|--|---|
| <p><u>Initial Meeting Scheduling:</u></p> <p>DCC to schedule and arrange initial meetings with Network Operators</p> | Within 10 weeks of Go Live | Initial Schedule produced within Target timescale and 42 meetings took place with SDPs over the period of Go Live up to March 31 st 2023 |
| <p><u>Meeting Organisation:</u></p> <p>Agendas to be issued for meetings and invites sent</p> | 5 Working Days in advance of the meeting | Standard agendas for each meeting included within each meeting invite |
| <p><u>Network Operator Contact Points:</u></p> <p>Network Operators to nominate a single point of contact for dealing with address related issues and the execution of the Year 1 Address Quality Activity</p> | Within 2 weeks of Go Live | Network Operator Contact points within Target timescales and validated or updated as appropriate within bi-lateral meetings |
| <p><u>Network Operators' Resources:</u></p> <p>Network Operators to estimate resources and established appropriate capacity to deal with address queries</p> | Within 12 weeks of Go Live | Resource and capacity plans shared by a proportion of the SDPs. All SDPs that met with DCC utilised resource to analyse data that was provided to them. |
| <p><u>Network Operators Attendance at Meetings:</u></p> <p>Network Operators to provide suitably qualified, empowered and skilled resources for each meeting arranged by DCC</p> | No meetings cancelled due to lack of skilled resources | <p>One scheduled meeting was cancelled by an SDP owing to lack of resources available and one meeting was not held owing to the SDP not attending without prior notice.</p> <p>In total, 18 out of 20 SDPs met with DCC representing 99.98% of the MPL Addresses supplied to DCC.</p> |

| Description | Target (Unless otherwise agreed) | Compliance Statement |
|--|---|---|
| <p><u>Making Data Available for investigation</u></p> <p>DCC to make available data sets to Network Operators to allow them to focus their attention on investigating and correcting address issues</p> | <p>Within 5 Working Days of any meeting with a Network Operator</p> | <p>Data was available within 5 Working Days on ServiceNow. Some parties had access issues with ServiceNow and alternative arrangements were established. Some parties could not receive larger files through ServiceNow (>10Mb) and alternative arrangements were established.</p> |
| <p><u>Network Operator Investigations and Corrections:</u></p> <p>Carry out investigations in respect of addresses that are provided by DCC following any meetings with the party</p> | <p>Initial Investigations within 2 months of data provision</p> | <p>Some parties progressed with data investigations and corrections as planned within the bi-lateral meetings within the 2 months. All parties that met with DCC received data and performed analysis on the received data.</p> |
| <p><u>Network Operator Progress Reporting:</u></p> <p>To provide reports on the progress of investigations and data corrections</p> | <p>Within 6 Working Days of the end of each calendar month</p> | <p>After the Consultation on the Year One plan, it was agreed that progress would be reported at each bi-lateral session</p> |
| <p><u>DCC Reports to Governance Forum</u></p> <p>To provide reports on the progress of investigations and data corrections in aggregate form to the relevant governance forum.</p> | <p>Within 10 Working Days¹ of the end of each calendar month</p> | <p>All information provided to Ofgem when requested during Early Life Support (ELS) as part of programme closure process. It was agreed with the Code Manager that no formal reporting on progress during first year was required</p> |
| <p><u>Data Correction:</u></p> <p>Correct data where appropriate and provide these corrections to CSS</p> | <p>Within the two-month meeting cycle OR provide a forecast of when any backlog can be achieved</p> | <p>SDP progressed with data investigations and corrections as planned within the bi-lateral meetings.</p> |
| <p><u>Terms Of Reference / Ways of Working</u></p> <p>Agree Terms of Reference / Ways of Working</p> | <p>At initial meeting with each Network Operator</p> <p>Escalate if not agreed</p> | <p>Terms of Reference/ Ways of Working were agreed with all parties who attended initial meetings. No escalation required.</p> |

¹ Subject to receiving reports from all Network Operators on time

| Description | Target (Unless otherwise agreed) | Compliance Statement |
|---|-------------------------------------|--|
| <p><u>Unmatched Addresses Data Provision</u></p> <p>Secure transfer of initial set of Unmatched Addresses to each Network Operator</p> | <p>Within 2 months of Go Live</p> | <p>At Go Live SDPs had a set of unmatched data that reflected their unmatched address dataset.</p> |
| <p><u>Communications Hub Address Issues</u></p> <p>Secure transfer of Communications Hub address issues to Network Operator</p> | <p>Within 2 months of Go Live</p> | <p>After the first bi-lateral session with SDPs, data was distributed that identified discrepancies between addresses for meters connected to the same CH which indicated a risk to switching outcome.</p> |
| <p><u>Historic Address Issues</u></p> <p>Secure transfer of initial set of Historic Addresses to each Network Operator</p> | <p>Within 2 months of Go Live</p> | <p>Instead of providing Historic Address Data, the DCC investigated whether a central solution was possible to address these issues. As a result of those investigations a centralised solution was adopted where the CSS Provider dealt with Historic Address Issues. There was therefore no need to transfer this data to parties.</p> |
| <p><u>DCC Reporting</u></p> <p>Agree governance model for Performance Tracking and Reporting from DCC</p> | <p>Within 2 months of Go Live</p> | <p>All information provided to Ofgem when requested during Early Life Support (ELS) as part of programme closure process. It was agreed with the Code Manager that no formal reporting on progress during the first year was required.</p> |

5. Additional Activities

This section covers compliance to any activities where it was stated they would be completed within the rest of the document i.e. outside of Section 4 - Summary of Compliance With Targets.

| Description of Activity | Compliance Statement |
|--|---|
| <p><u>DCC Analysis of Data</u></p> <p>“DCC intends to analyse the data it has available to it within CSS and will then identify any support required from Network Operators across the two fuel types to improve both address quality and switching reliability. ”</p> | <p>DCC setup processes for the analysis of data upon receipt from CSS. The output from this were shared with Source Data Providers through the agreed data transfer mechanism which then supported the bi-lateral sessions held.</p> <p>As the OS ABP dataset is updated by OS on a 6 weekly periodic update cycle, analysis was done by DCC to update the SDP address datasets to incorporate the OS ABP changes.</p> |
| <p><u>DCC Categorisation of Issues</u></p> <p>“DCC and the CSS Provider will carry out the initial analysis and categorisation of address issues that require further support and correction by Network Operators. “</p> | <p>DCC and the CSS Provider have carried out analysis on the Address dataset covering the unmatched and matched Address Data. Issues have been categorised into pots as stated within the Year One Address Quality Plan and these datasets have been returned to Source Data Providers securely through the Bi-Lateral meetings along with a narrative and explanation around the rationale for the categorisation and the issue, appropriate prioritisation and guidance on corrective actions if requested by the Source Data Provider.</p> |
| <p><u>Regular Switching Energy Industry Address Forum (SEIAF)</u></p> <p>“DCC anticipates running a regular Switching Energy Industry Address Forum (SEIAF) to discuss general trends that are being observed within the data held within CSS and seek a way forward to address any issues relating to addresses.”</p> | <p>DCC has held the first Switching Energy Industry Address Forum in March 2023. The schedule for the remaining SEIAF sessions (remaining within this Address Quality Plan period year) is being communicated to interested parties and key stakeholders.</p> |
| <p><u>Development of the Year Two AQP</u></p> <p>“DCC will develop the Address Quality Plan for the period commencing April 2023 setting out the approach that will be taken throughout the next financial year to meet the REC Address Quality Objective. Prior to formal approval, a consultation will be performed with industry stakeholders as stated in the REC Address Management Schedule.”</p> | <p>DCC has developed the Year Two Address Quality Plan valid for the period 01 April 2023 to 31 March 2024 and, after the industry Consultation period, this plan has been published along with the Consultation responses Supplementary Report on the REC Portal in compliance with the REC Address Management Schedule.</p> |

| Description of Activity | Compliance Statement |
|--|---|
| <p><u>Suppliers Support to Network Operators</u></p> <p>Within 3 months of Go Live of CSS, Suppliers will be expected to provide a dataset to Network Operators, if requested, in a format to be agreed between those parties, that includes address information associated with each Meter Point. This will aid investigation and data correction by the Network Operators. Suppliers will also be expected to cooperate with any investigations undertaken by Network Operators.</p> | <p>There have been no reports of requests to any Suppliers for datasets to support the Network Operators.</p> <p>Suppliers have been sent requests to support Network Operation via the Secure Data Exchange Portal (SDEP) Processes that are independent of any Switching arrangements</p> |