
Address Management

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SCHEDULE 29

Address Management Schedule

Version: 1.1

Effective Date: 4 November 2022

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

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
0.6	N/A	Updated draft for Summer 2020 publication
0.7	N/A	Updated for November 2020 rebaselining
0.8	N/A	Updated draft for Spring 2021 Switching Consultation
1.0	18 July 2022	Switching SCR Modification R0041
1.1	4 November 2022	R0036
MHHS 0.1	N/A	MHHS required changes: Draft for industry review
MHHS 0.2	N/A	MHHS required changes: Updated draft post industry review

MHHS 0.3	N/A	Version uplifted following CCAG
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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 Address](#) 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 [Address Management Service](#) shall also make available 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 Paragraph 2).

2 Ensuring REL Address Quality ([CSS Provider](#) and [Switching Operator](#))

- 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 a [Switching Incident/Switching 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](#), 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 [Switching Incident/Switching 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 Levels](#). The [Performance Levels](#) 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 Levels](#). 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 Levels](#).
- 2.5. At [CSS Go Live](#), the [Switching Operator](#) shall have in place a plan, setting out the approach that the [CSS Provider](#) shall apply through to the end of the [Financial Year](#), in order to meet the [Address Quality Objective](#).
- 2.6. In advance of each [Financial Year](#), the [Switching Operator](#) shall prepare, in accordance with [Good Industry Practice](#), a plan setting out the approach that the [CSS Provider](#) will take during that [Financial Year](#) in order to meet the [Address Quality Objective](#).
- 2.7. The plans developed by the [Switching Operator](#) in accordance with Paragraphs 2.5 and 2.6 shall include but not be limited to, the following aspects:
- (a) the activities that will be undertaken by the [CSS Provider](#) together with timelines for completion, relevant targets and other success factors and any identified risks and their mitigations;

- (b) details of any activities that will be required of other [REC Parties](#) to support the address quality activity undertaken by the [CSS Provider](#), together with timelines for completion, relevant targets and other success factors and any identified risks and their mitigations;
 - (c) details of how progress against the activities as well as interim targets will be monitored and reported; and
 - (d) details of any other risks and issues or any other constraints that may impact the successful delivery of the plan.
- 2.8. The [Switching Operator](#) shall provide each such plan to the [REC PAB](#) in advance of the relevant [Financial Year](#), and the [Code Manager](#) shall publish the plan on the [REC Portal](#).
- 2.9. In preparing the plan under Paragraph 2.6, the [Switching Operator](#) shall:
- (a) provide in advance a timeframe for consultation, and the [Code Manager](#) shall publish the consultation timeframe on the [REC Portal](#);
 - (b) consult with [Market Participants](#) and other interested parties allowing for reasonable periods to review and respond;
 - (c) take into account consultation responses received; and
 - (d) 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 of the [REC Portal](#).
- 2.10. The [Switching Operator](#) shall, follow the approach set out in the plan referenced under Paragraph 2.5 or 2.6 (subject to compliance with this [Code](#)).
- 2.11. At the end of each [Financial Year](#), the [Switching Operator](#) shall produce an annual report on how it has complied, during the previous year (or partial year, in the case of the plan referenced in Paragraph 2.5), with its plan provided under Paragraph 2.5 or 2.6. The [Switching Operator](#) shall send such report to the [REC PAB](#) and the [Code Manager](#) by 30 April each year, and the [Code Manager](#) shall publish alongside the plan on the [REC Portal](#).

3 Ensuring REL Address Quality

- 3.1. Where the [Registered Supplier](#) for an [RMP](#) holds information that indicates that the accuracy of the [REL Address](#) for the [RMP](#) could reasonably be improved, then the [Registered Supplier](#) shall promptly submit a [Manually Entered Address](#) request to the [CSS Provider](#). See Paragraph 8.
- 3.2. Each [Energy Supplier](#), [Gas Transporter](#) and Network Operator shall take reasonable steps to support the [CSS Provider](#) and [Switching Operator](#) to reasonably improve [REL Address](#) data quality as set out within the plan developed by the [Switching Operator](#) and consulted on with [Market Participants](#) within Paragraphs 2.5 and 2.6.

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 [Gas Central Data Service](#) in accordance with [UNC](#) and shall support any investigation by the [CSS Provider](#) where the [MPL Address](#) does not 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 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 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 Supplier](#) to request any further information which the [Registered 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 in the Address Data Cleanse File as specified in the [Data Specification](#).
- 4.8. Address information transferred pursuant to Paragraph 4.7 shall be transferred by a secure method. Where a password is used to secure data, this shall be transferred in a separate transmission.
- 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 required [Market Messages](#) in accordance with Paragraph 6.

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](#).
- 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 .	CSS Provider		Internal Process	
5.3.2	Following 5.3.1.	Issue Market Message providing REL Address , Address Quality Confidence Score , and Address Selection Method .	CSS Provider	EES Provider GES Provider Gas Retail Data Agent Electricity Retail Data Agent	Retail Energy Location Synchronisation Retail Energy Location Synchronisation Retail Energy Location Synchronisation Retail Energy Location Synchronisation	CSS API

5.3.3	Following 5.3.2 where the message passes synchronous validation.	Publish updated information.	EES Provider GES Provider		Internal Process	
5.3.4	Following 5.3.2 where the message passes synchronous validation.	Update REL Address .	Gas Retail Data Agent Electricity Retail Data Agent		Internal Process	

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 Supplier](#)s, 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 a [D0381](#) Metering Point Address Update [Market Message](#).
- 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 Supplier](#)s 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. ~~Not used. 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 D0171 Notification of Distributor Changes to Metering Point Details Market Message, 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 D0131 Metering Point Address Details Market Message.~~
- 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 [D0381](#) Metering Point Address Update [Market Message](#), then the [Electricity Supplier](#) shall

Commented [SJ1]: Post consultation update
DIN103 implemented aligning BP010 with the existing approach to use the D0381

Commented [SJ2]: Clause no longer required as the MPL Address update will be notified to all parties via the IF018 rather than the Supplier notifying Supplier Agents



communicate this via the [Secure Data Exchange Service](#), including the 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 [MPL Address](#) update, it shall communicate via the [Secure Data Exchange Service](#)

6.10. The following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
6.10.1	Where the Registered Supplier identifies a potential need for change to a MPL Address	Request update of MPL to the Distribution Network Operator .	Registered Supplier	Distribution Network Operator	D0381 Metering Point Address Update ¹	DTN
6.10.2	Following 6.10.1	Validate request and in the event of unusually high volumes, agree reasonable response times with the Electricity Supplier .	Distribution Network Operator		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.	Distribution Network Operator	Registered Supplier	D0381 Metering Point Address Update	DTN
6.10.4	Following 6.10.2 and within 10 Working Days of 6.10.1 if request to change MPL	Accept the request and update the Electricity Retail Data Agent Electricity Retail Data Service and Supplier	Distribution Network Operator	Electricity Retail Data Agent Supplier	Internal Process	

Commented [SJ3]: Assume no change to existing timescale for communications between the Supplier and DNO

	accepted.	<u>Meter Registration Service.</u> <u>The with new revised MPL shall then update be issued to the CSS</u> in accordance with Paragraph 7.		<u>Meter Registration Agent</u>		
6.10.5	At the same time as 6.10.4.	Accept the request and notify the <u>Registered Supplier</u> that request to change MPL accepted.	<u>Distribution Network Operator</u>	<u>Registered Supplier</u>	<u>D0381</u> Metering Point Address Update	<u>DTN</u>
6.10.6	<u>Within 1 Working Day of Following 6.10.4, and within the timescales set out in the BSC.</u>	<u>Notify Registered Supplier Publish of the updated MPL Address.</u>	<u>Electricity Retail Data Agent Supplier</u> <u>er Meter Registration Agent</u>	<u>Registered Supplier</u> <u>Appointed Supplier Agents</u> <u>EES Provider</u> <u>BSC Central Systems</u>	<u>D0171 Notification of Distributor Changes to Metering Point Details</u> <u>MHHS IF-018</u>	<u>DTNDI P Interface</u>

Commented [SJ4]: Amended to reflect the dual role of the ERDA and SMRA, with ERDA accepting the data for provision to CSS and SMRA accepting the data to enable updates to be issued to market participants via the DIP

Commented [SJ5]: OPC-330

Commented [SJ6]: Reflects BP010A

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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	D0131 Metering Point Address Details	DTN

¹ 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](#).

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](#).
- 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 a [Switching Incident/Switching 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. 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 .	Gas Retail Data Agent ; or Electricity Retail Data Agent	CSS Provider	Update RMP Update RMP	CSS API
7.5.2	Following 7.5.1 where the message passes synchronous validation.	Update MPL Address .	CSS Provider		Internal Process	
7.5.3	Following 7.5.2	Issue Market Message providing MPL Address .	CSS Provider	SMDSP	RMP Event Synchronisation	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 .	CSS Provider		Internal Process	
7.5.5	Following 7.5.4 if decision is to change the REL Address .	Update REL Address .	CSS Provider		Internal Process	
7.5.6	Where 7.5.5 applies.	Issue Market Message providing REL Address , Address Quality Confidence Score , and Address Selection Method .	CSS Provider	EES Provider GES	MM90022 Retail Energy Location Synchronisation	CSS API

				Provider Gas Retail Data Agent Electricity Retail Data Agent	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation	
7.5.7	Following 7.5.6 where the message passes synchronous validation.	Publish updated information.	EES Provider GES Provider		Internal Process	
7.5.8	Following 7.5.6 where the message passes synchronous validation.	Update REL Address .	Gas Retail Data Agent Electricity Retail Data Agent		Internal Process	
7.5.9	Following 7.5.4 if decision is to not change the REL Address .	Record detail of interaction and end process.	CSS Provider		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](#).
- 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 Message](#)s, 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 Switching Service Request).	Energy Supplier	CSS Provider	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 .	CSS Provider		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 .	CSS Provider		Internal Process	
8.4.4	Where 8.4.3 applies.	Issue Market Message providing the REL Address .	CSS Provider	EES Provider GES Provider Gas Retail Data Agent Electricity	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location	CSS API

				Retail Data Agent	Synchronisation MM90022 Retail Energy Location Synchronisation	
8.4.5	Following 8.4.4 where the message passes synchronous validation.	Publish updated information.	EES Provider GES Provider		Internal Process	
8.4.6	Following 8.4.4 where the message passes synchronous validation.	Update REL Address .	Gas Retail Data Agent Electricity Retail Data Agent		Internal Process	
8.4.7	Following 8.4.2.	Inform Energy Supplier of the outcome of the decision i.e. whether or not the REL Address has been updated.	CSS Provider	Energy Supplier	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 a Switching Incident/Switching 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
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 .	SMDSP	CSS Provider	Update RMP	CSS API
9.4.2	Following 9.4.1 where the message passes synchronous validation.	Determine whether to amend the REL Address for the RMP in accordance with the Address Quality Objective .	CSS Provider		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 .	CSS Provider		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 .	CSS Provider	EES Provider GES Provider Gas Retail Data Agent Electricity Retail Data	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location	CSS API

				Agent	Synchronisation MM90022 Retail Energy Location Synchronisation	
9.4.5	Following 9.4.4 where the message passes synchronous validation.	Publish updated information.	EES Provider GES Provider		Internal Process	
9.4.6	Following 9.4.4 where the message passes synchronous validation.	Update REL Address .	Gas Retail Data Agent Electricity Retail Data Agent		Internal Process	
9.4.7	Following 9.4.2 if decision is to not change the REL Address .	Record detail of interaction and end process.	CSS Provider		Internal Process	

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
10.3.1	When this Paragraph 10 applies.	Update the REL Address , Address Quality Confidence Score , and Address Selection Method .	CSS Provider		Internal Process	
10.3.2	Where 10.3.1 applies.	Issue Market Message providing the REL Address , Address Quality Confidence Score , and Address Selection Method .	CSS Provider	EES Provider GES Provider Gas Retail Data Agent Electricity Retail Data Agent	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation	CSS API
10.3.3	Following 10.3.2	Publish updated	EES		Internal Process	

	where the message passes synchronous validation.	information.	Provider GES Provider			
10.3.4	Following 10.3.2 where the message passes synchronous validation.	Receive REL Address .	Gas Retail Data Agent Electricity Retail Data Agent		Internal Process	