Schedule 29

Address Management

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SCHEDULE 29

Address Management Schedule

Version: 2.3 Effective Date: 06 November 2026

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
1.2	23 August 2024	R0121
2.0	22 September 2025	R0209
2.1	27 February 2026	R0283, R0293
2.2	31 July 2026	R0330
2.3	06 November 2026	R0345

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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) and are made available to Enquiry Service Users as part of the Enquiry Services, including 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. Whether or not an Enquiry Service User is entitled to access REL Addresses via the Enquiry Services is determined in accordance with the Data Access Matrix, which may also impose requirements in relation to the purposes for which REL Addresses may be accessed and used.

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:

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(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 plan developed for a Financial Year by the Switching Operator in accordance with Paragraph

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2.5 or 2.6 shall be known as the Address Quality Annual Plan. The Switching Operator shall ensure that the following aspects are addressed by each Address Quality Annual Plan:

(a) the activities that will be undertaken by the CRS Provider together with timelines for completion, relevant targets and other success factors and any identified risks and their mitigations;

(b) details of how progress against the activities as well as interim targets will be monitored and reported;

(c) recommendations to the REC PAB in relation to activities which could be required of REC Service Providers and/or Parties other than the CRS Provider in order to improve address quality (for the REC PAB to take into account in its Address Prioritisation Matrix); 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 Address Quality Annual 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 each Address Quality Annual Plan, 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 CRS Provider shall comply with, and follow the approach set out in the Address Quality Annual Plan (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 the CRS Provider has complied, during the previous year, with the Address Quality Annual Plan. 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 Retail Data Agent and Electricity Retail Data Agent shall take reasonable steps to support the CSS Provider and Switching Operator to reasonably improve REL Address

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data quality in accordance with the Address Prioritisation Matrix.

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

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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.

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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:

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(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 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

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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. For Non-MHHS Metering Points, 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 communicate this via the Secure Data Exchange Portal (SDEP) using Market Message PT0030 Address Management General Query (Elec), 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 Portal (SDEP), using Market Message PT0030 Address Management General Query (Elec).

6.9A Electricity Suppliers and Distribution Network Operators may use the Secure Data Exchange Portal (SDEP) to raise queries and otherwise securely exchange information related to updates to MPL Addresses, using Market Message PT0030 Address Management General Query (Elec).

6.10. For MHHS Metering Points, the following interface table shall apply. If any steps are not completed in the timeline described, or not completed satisfactorily, then the Energy Supplier or DNO may initiate the escalation process using the Market Message PT0074 Address Management Escalation (Elec). The escalation process

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to be followed is set out in the Resolution of Consumer Facing Switching and Billing Problems Schedule:

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 accepted.	Accept the request and update the Electricity Retail Data Service and Supplier Meter Registration Service. The revised MPL shall then be issued to the CSS in accordance with Paragraph 7.	Distribution Network Operator	Electricity Retail Data Agent Supplier Meter Registration 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	D0381 Metering Point Address Update	DTN
6.10.6	Following 6.10.4. and within the timescales set out in the BSC.	Publish updated MPL Address.	Supplier Meter Registration Agent	Registered Supplier Appointed Supplier Agents	MHHS IF-018 Notification of Registration Data Item Changes	DIP Interface

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				EES Provider BSC Central Systems		

6.10A For Non-MHHS Metering Points, the following interface table shall apply:

Ref	When	Action	From	To	Interface	Means
6.10.1A	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
6.10.2A	Following 6.10.1A	Validate request and in the event of unusually high volumes, agree reasonable response times with the Electricity Supplier.	Distribution Network Operator		Internal process	
6.10.3A	Following 6.10.2A and within 10 Working Days of 6.10.1A 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
6.10.4A	Following 6.10.2A and within 10 Working Days of 6.10.1A if request to change MPL accepted.	Accept the request and update the Electricity Retail Data Service with revised MPL, then update CSS in accordance with Paragraph 7.	Distribution Network Operator	Electricity Retail Data Agent	Internal Process	
6.10.5A	At the same time as 6.10.4A.	Accept the request and notify the Registered Supplier that request to change MPL accepted.	Distribution Network Operator	Registered Supplier	D0381 Metering Point Address Update	DTN
6.10.6A	Within 1 Working Day of 6.10.4A	Notify Registered Supplier of the updated MPL Address.	Electricity Retail Data	Registered Supplier	D0171 Notification of Distributor Changes to Metering Point Details	DTN

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			Agent			
6.10.7A	Within 2 Working Days of receipt of the notification in 6.10.6A	Notify the appointed Supplier Agents of a change to the MPL Address.	Registered Supplier	Appointed Supplier Agent	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	CSS Provider	Gas Supply Meter Point RMP Location Synchronisation	CSS API

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			Electricity Retail Data Agent		Electricity Metering Point RMP Location Synchronisation	
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 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
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	

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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 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 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	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy	CSS API

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				Gas Retail Data Agent Electricity Retail Data Agent	Location Synchronisation MM90022 Retail Energy Location 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:

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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 Agent	MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation MM90022 Retail Energy Location Synchronisation	CSS API
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	Record detail of interaction and	CSS Provider		Internal Process	

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	change the REL Address.	end 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 where the message passes synchronous	Publish updated information.	EES Provider		Internal Process	

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	validation.		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	

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