

RETAIL ENERGY CODE

DATA CLEANSE REPORTS GUIDANCE DOCUMENT

Version 6.2
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This document is classified as **WHITE**.

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CHANGE HISTORY

Version	Issue Date	Author	Comments
6.0	July 2022	REC Code Manager	Initial version following transition of reporting to REC Code Manager arrangements
6.1	October 2022	REC Code Manager	<p>Addition of Invalid Electricity MAP ID Report</p> <p>Other minor amendments to reflect post CSS Go-Live clarifications</p>
6.2	March 2023	REC Code Manager	<p>Update of transitional language and minor amendments</p> <p>Splitting of the No Meter MTC report into two sub-reports</p> <p>Update to the recipient of the Invalid Electricity MAP ID report from the current to the installing supplier</p> <p>Addition of Unmetered Domestic Premise Indicator report</p> <p>Addition of Movement Summary report to the Performance Assurance Dashboard</p> <p>Update on approach to how exemptions are reported in the Code Manager produced reporting</p>

ISSUING GUIDANCE

Reports will be issued by the 5th working day of the month through the REC Portal. They will be uploaded to the 'Your Files' area.

NEW PARTIES

For parties who have not previously engaged and wish to receive these reports, an email should be sent to enquiries@recmanager.co.uk to notify the Code Manager. Once acknowledged, the reports will be available on the REC Portal from the following month. A communication will be sent to the requesting party notifying them when the reports have been uploaded.

EXISTING PARTIES

The Code Manager aims to issue the reports every month, by the 5th working day. They are published to the 'Your Files' area of your REC Portal organisation site.

ACCESSING THE REPORTS

It is the responsibility of every participating company to ensure that the required persons have appropriate REC Portal permissions to be able to access the 'Your Files' area of the Portal. Permission changes should be completed by the Contract Manager or Master Admin User (MAU) of each organisation.

OVERALL ASSUMPTIONS / CLARIFICATIONS

- Unless otherwise specified reports only consider 'Traded' MPANs i.e. Trading Status = 'T'
- MPANs may be duplicated within a single report if more than 1 MSN is in situ
- MPANs may be present in more than 1 report
- Data is correct as of last working day of the previous month
- Unless otherwise specified all Measurement Classes (MCs) will be included in each report

REC PERFORMANCE ASSURANCE

Some of the data quality issues that DWG monitored under the now closed Switching Programme remain relevant in the market and fall under the REC, including the REC Performance Assurance arrangements.

This section outlines the approach adopted following transition to REC arrangements.

KEY PRINCIPLES

- Most “enduring” data quality measures previously monitored by DWG are overseen by the REC Code Manager as part of Performance Assurance activities.
- Business logic to identify data quality issues by the DWG were adopted by the REC Code Manager in the first instance to avoid discontinuity.
- Application of business logic and identification of data quality exceptions has been integrated into the wider Performance Assurance data analytics processes. The enduring solution will be for data to be shared with parties via a future release of the party dashboards now available on the REC Portal (i.e. the exact format and location of reports will change). In the interim data is shared via the REC Portal as a set of file extracts similar to previous DWG arrangements.
- The PAB will be responsible for setting expected performance against individual metrics in the form of thresholds. As with other analytics these will be used by the Code Manager to inform the application of Performance Assurance Techniques where performance is below threshold.
- Parties remain responsible for maintaining data quality in line with Code Requirements.
- An exact equivalent to the DWG has not been created, however, data cleanse related issues and updates are discussed at the REC Issues Group (RIG).

REPORTS PRODUCED

The full list of reports created is below as well as the mapping of each report to the relevant Retail Risk Driver:

Area	Report Name	Approach Taken	Retail Risk Driver
REL Address Quality	Match Rate Reporting	DCC Responsibility, assessed via Service Provider Assurance.	6.3
Plot to Postal	Plot Addresses	Monitoring of Plot Addresses and resolution by parties to continue. Plot address peer comparison to be published as per Performance Assurance Operating Plan.	6.3
Related MTC	1	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	2A	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	2B	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	3A	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	3A Flagged	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	3A Unflagged	Resolution of 'pot' as at point of migration to be monitored under derogation conditions. Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3
Related MTC	3B	Ongoing monitoring via REC Performance Assurance	7.2, 7.3, 8.2, 8.3
Related MTC	4A	Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3
Related MTC	4B	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	5A	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Related MTC	5B	Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3
Related MTC	6A	Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3

Related MTC	6B	Ongoing monitoring via REC Performance Assurance	7.2, 7.3, 8.2, 8.3
Related MTC	Disconnected MPANs/Active Relationships	Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3
Related MTC	Unrestricted SSC/Active Relationship Flag	Ongoing monitoring via REC Performance Assurance	7.3, 8.2, 8.3
Related MTC	Objections	N/A - Directly related to programme data cleanse, not relevant after transition	N/A
Related MTC	Disconnections	N/A - Directly related to programme data cleanse, not relevant after transition	N/A
Active Relationship	Report AR1	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Active Relationship	Report AR2A	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Active Relationship	Report AR2B	N/A - Report used as source for subsequent exception categories and will not be published	N/A
Active Relationship	Report AR3A	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
Active Relationship	Report AR3B	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
Active Relationship	Report AR3C	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
Active Relationship	Report AR3D	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
Active Relationship	Report AR3E	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
Active Relationship	Report AR3F	Resolution of 'pot' as at point of migration to be monitored under derogation conditions.	7.3, 8.2, 8.3
MPAD	Invalid Topline	Ongoing monitoring via REC Performance Assurance	7.3
MPAD	Meter Type Mismatch	Ongoing monitoring via REC Performance Assurance	7.3

MPAD	No Meter MTC	Volumes monitored via REC Performance Assurance, with expectation for additional periodic self-assessment	7.3
MPAD	Smart Meter Type/MTC Mismatch	Ongoing monitoring via REC Performance Assurance	7.3
MPAD	Unmetered Domestic Premise Indicator	Ongoing monitoring via REC Performance Assurance	7.3
Non-REL	AN#3 / AN#4	Resolution of 'pot' as at point of migration (if any) to be monitored under derogation conditions.	N/A
Non-REL	AN#7 / AN#8	Resolution of 'pot' as at point of migration (if any) to be monitored under derogation conditions.	N/A
Non-REL	AN#9	Resolution of 'pot' as at point of migration (if any) to be monitored under derogation conditions.	N/A
Non-REL	AN#5 / AN#6	Ongoing monitoring via REC Performance Assurance. Replaced by the new report, named 'Invalid Electricity MAP ID'.	7.3, 7.4

This document contains guidance on the Related MTC and MPAD reports only. Guidance on the Active Relationship reports can be found separately on the REC Portal.

Examples of each report can be found on the [REC Portal](#) (within Party Operations, under Useful Documents).

RELATED MTC REPORTS

Below is a description of the attributes of each Related MTC report, along with guidance on action that needs to be taken to cleanse.

[Appendix A](#) shows a visual representation of how the reports are broken down.

For reference, the criteria for creating a Related Metering Point relationship is described in paragraph 1.2 of [Schedule 28 – Related Metering Points](#), below for reference:

An Electricity Supplier can create a Related Metering Point relationship between two or more Metering Points (other than Export Metering Points) for which it is the Registered Supplier where:

(a) for Non-Half Hourly Metering Points:

(i) all the Metering Points supply electricity to the same Consumer at the same Location (or at any part of the same Location);

(ii) the Meter Point Location Address and the Retail Energy Location Address are the same for each Metering Point; and

(iii) the Electricity Supplier has identified that an appropriate Distribution Use of System Charge tariff, as set out within the DCUSA, is currently applicable to the Primary Related Metering Point and Secondary Related Metering Point(s), or can become applicable to those Metering Points following creation of the Related Metering Point relationship; or

(b) for Half Hourly Metering Points:

(i) the Metering Points supply electricity to the same Consumer at the same Location (or at any part of the same Location);

(ii) the Meter Point Location Address and the Retail Energy Location Address are the same for each Metering Point;

(iii) the Distribution Network Operator (DNO) has notified the Registered Supplier that some or all of the Distribution Use of System Charges are aggregated and charged against a single Metering Point; and

(iv) that aggregated Distribution Use of System Charges are only levied against the Primary Related Metering Point; or

(c) for Non-Half Hourly Unmetered Supplies, each Metering Point relates to an Unmetered Supply which is recorded within a single Unmetered Supply Certificate.

Please consider the above definition of a Related Metering Point and review Schedule 28 – Related Metering Points in full before setting the relationship flag. Not all Metering Points that are located at the same premises meet the criteria of a Related Metering Point. Incorrectly setting MPAN Relationships could create further barriers to consumer switching.

REPORT 1

Description

All Traded MPANs with a related MTC (500-783).

Rationale

This report is provided so that parties have an overall view for tracking. It is the initial driver report for all subsequent reports, [Appendix A](#) provides an overview of the structure.

As the cleanse progresses, this report should eventually end up with all MPANs that have a genuine MPAN relationship flag set against them.

Action Required

For information only. This report requires no specific action.

REPORT 2A

Description

Of those MPANs in **REPORT 1**, all those which has more than 1 MPAN with a related MTC at the same address.

Rationale

As shown in [Appendix A](#), the reports are split into two branches. This report is provided as an overall view, as with **REPORT 1**. Eventually all MPANs contained in this report will have a genuine MPAN relationship flag set against them, along with an associated related MPAN within the report.

Action Required

For information only. This report requires no specific action.

REPORT 2B

Description

Of those MPANs in **REPORT 1**, all those which do not have another MPAN with a related MTC at the same address.

Rationale

MPANs with a related MTC code should have other corresponding related MPANs at the same address. This report highlights instances where there is only one MPAN at an address with a related MTC. As shown in [Appendix A](#), this report splits into two branches.

Action Required

For information only. This report requires no specific action.

REPORT 3A

Description

Of those MPANs in REPORT 2A, where there is more than 1 MPAN with a related MTC at the same address and the Supplier is the same for all MPANs.

Rationale

This report acts as a guide for parties to identify MPANs that require the relationship flag setting.

Action Required

For information only. This report requires no specific action.

REPORT 3A FLAGGED

Description

Of those MPANs in REPORT 3A, where there is more than 1 MPAN with a related MTC at the same address, the Supplier is the same for all MPANs and the MPAN Relationship has been set.

Rationale

This report acts as a guide for parties to identify MPANs that have had the relationship flag set to 'Active'.

Action Required

For information only. This report requires no specific action.

REPORT 3A UNFLAGGED

Description

Of those MPANs in REPORT 3A, where there is more than 1 MPAN with a related MTC at the same address and the Supplier MPID is the same for all MPANs and the relationship flag has not been set.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. All MPANs are registered with the same [supplier MPID](#)
4. The MTC for all MPANs registered at address fall between 500-783.
5. The relationship flag is 'none'.

Rationale

This report acts as a guide for parties to identify MPANs that require the relationship flag setting.

Action Required

- [MPAN relationship](#) needs setting
- If it is identified that the relationship should not exist, then the [MTC for the MPANs needs amending](#) to one that is not in the related MTC range (500-783)

Note: Where there is only a single MPAN in the report, REPORT 3A Flagged should be referenced as the corresponding MPANs will be within this report.

REPORT 3B

Description

Of those MPANs in **REPORT 2A**, where there is more than 1 MPAN with a related MTC at the same address and the Supplier is not the same for all MPANs (i.e. the Supplier MPID is not the same). Where the report covers 'split' supply MPANs at an address, all the affected Suppliers will receive the same data for those MPANs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. All MPANs at address are not registered with the same supplier MPID (split supply).
4. The MTC for all MPANs registered at address fall between 500-783.

Rationale

This report provides parties with a view of their MPANs related through MTC codes. This report will allow Suppliers to engage and work together to resolve the issue by providing each affected party with information of the other associated MPAN(s).

Action Required

- Work with the other affected Supplier(s) to determine which Supplier the customer wishes to supply the related MPANs. Communication guidance is provided further down in the document; transfer the MPANs onto the same Supplier MPID and set the relationship flag if it has not already been set; or
- if it is identified that the relationship should not exist, then the MTC for the MPANs needs amending to one that is not in the related MTC range (500-783) and / or the address needs amending. If the relationship flag has already been set on the MPAN(s), the relationship needs removing.

REPORT 4A

Description

Of those MPANs in **REPORT 2B**, where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is a disconnected MPAN(s) at the exact Address. This report will include the disconnected MPANs.

Rationale

This report contains instances of only a single Related MTC MPAN at an address where there is a Disconnected MPAN at the same address. This provides Suppliers a fuller view of the issue.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. At least one other MPAN at the address has a trading status of disconnected.

Action Required – Disconnected MPAN

- Where there is only a single MPAN with a related MTC and disconnected MPAN(s), the live MPANs MTC code needs updating to one that is not in the related MTC range (500-783).

Action Required – Disconnected and Deenergised MPANs

Where there is only a single MPAN with a related MTC, disconnected MPAN(s) and deenergised MPAN(s) at the same address the Suppliers will need to:

Registered Supplier is the same for traded MPANs:

- Identify if the relationship should exist and update the MTC code for the MPANs accordingly; and
- Set the [MPAN relationship](#), if required.

Registered Supplier is different (split supply) for traded MPANs:

- Work with the other affected Supplier(s) to determine which Supplier the customer wishes to supply the related MPANs as per the [communication principles](#) provided;
- Transfer the MPANs onto the same Supplier and set the [relationship flag](#); or
- If it is identified that the relationship should not exist, then the [MTC for the MPANs needs amending](#) to one that is not in the related MTC range (500-783) and / or the address needs amending.

REPORT 4B

Description

Of those MPANs in **REPORT 2B**, MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is no disconnected MPAN(s) at the exact address.

Rationale

MPANs should not have a related MTC code if there is no other corresponding related MPAN(s) and related meter(s) at the exact address.

As shown in [Appendix A](#), this report splits into two branches. This report is provided to highlight where instances of having a related MPAN and where there are no disconnected MPANs at the exact address have occurred. Further logic to drill down and split the issues further are applied in later reports 5A/B and 6A/B.

Action Required

For information only. This report requires no specific action.

REPORT 5A

Description

Of those MPANs in **REPORT 4B**, MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there are other MPAN(s) at the same address, however not with a related MTC

Rationale

MPANs should not have related MTC code if there is no other corresponding related MPAN(s) and related meters at the exact address. As shown in [Appendix A](#), this report splits into two branches. This report is provided to highlight where instances of having a related MPAN and where there are other unrelated MPANs at the exact address have occurred. Further logic to drill down and split the issues further are applied in later reports 6a/b.

Action Required

For information only. This report requires no specific action.

REPORT 5B

Description

Of those MPANs in **REPORT 4B**, MPANs where there is a related MPAN and no other MPANs (disconnected or otherwise) at the exact address.

Criteria for Report

1. Only 1 MPAN exists at an address.
2. The MPAN at the address has an MTC between 500-783.

Rationale

MPANs should not have a related MTC code if there is no other corresponding related MPAN(s) at the exact address.

Action Required

- The [MTC code needs updating](#) to one that is not in the related MTC range (500-783).

- There may be a second, similar address in the report that should be related, where this is the case:
- The metering point [address needs amending](#) so that they all match; and
- The [relationship flag](#) needs setting.

REPORT 6A

Description

Of those MPANs in **REPORT 5A**, MPANs where there are related MPANs and where there are other MPANs without a related MTC at the exact address and the Supplier MPID is the same for all these MPANs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. Supplier MPID is the same for all MPANs

Rationale

MPANs should not have related MTC code if there are no other corresponding related MPAN(s) at the exact address. This report is provided to highlight where this may have occurred or where a relationship has not been setup completely.

Action Required

- The [MTC codes need updating](#) to one that is in the related MTC range (500-783) to create the relationship and an MPAN relationship flag setting; or
- The [MTC code needs updating](#) to one that is not in the related MTC range (500-783).
- Determine whether an [Address amendment is required](#).

REPORT 6B

Description

Of those MPANs in **REPORT 5A**, MPANs where there are other MPAN(s) at the same address, without a related MTC and where there is a split between multiple Supplier MPIDs.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. Only 1 MPAN at the address has an MTC between 500-783.
4. All MPANs at address are not registered with the same supplier MPID (split supply).

Rationale

Having multiple MPANs at the exact same address could indicate that a relationship should exist that has not been setup and therefore resulted in a split supply. This report will allow Suppliers to engage and work together to resolve the issue by providing each affected party with information of the other associated MPAN(s).

Action Required

- Identify that the relationship should not exist and [amend the address](#) so that they are not an exact match; the supplier of the MPAN with the single related MTC should [amend the MTC](#) to an unrelated one or
- If there should be a relationship between MPANs, the Suppliers need to work together to determine which Supplier the customer wishes to supply the related MPANs; [Supplier update the MTC](#), transfer the MPANs onto the same Supplier MPID and create an [MPAN relationship](#) flag. Communication guidance is provided [here](#).

DISCONNECTED METERING POINTS/ ACTIVE RELATIONSHIP

Naming convention: [Company Group Name]_DisconnectedMPActiveRelationships_[Date].xlsb

MPAN(s) where the Relationship Flag has been made active and Disconnected MPAN(s) exist in the related group. This report does not use MTC codes as a criteria.

Criteria for Report

1. More than 1 MPAN exists at an address.
2. [Address match](#) is identical.
3. The relationship flag is 'active'.
4. At least one other MPAN at the address in the related group has a trading status='X'
5. All MPAN(s) in the related group are provided in this report

Rationale

This report highlights where Disconnections have taken place without ending an MPAN relationship, which is prerequisite for making a Disconnection.

Action Required

- The [MPAN relationship](#) needs updating to remove the disconnected MPAN from the related group.
- If the removal of the relationship flag leaves only one MPAN at an address, then the [MTC for the MPAN needs amending](#) to one that is not in the related MTC range (500-783), if required.

UNRESTRICTED SSC/ ACTIVE RELATIONSHIP FLAG

Naming convention: [Company Group Name]_UnresSSCRFActive_[Date].xlsb

Two or more MPANs that have unrestricted Standard Settlement Configuration (SSC) where the Relationship Flag has been made active and no MPAN in the relationship has an SSC outside of the unrestricted range. This report does not use MTC codes as a criteria.

Criteria for Report

The report supports the below logic:

- Where the Relationship Flag is set to 'Active'; and
- All MPANs in the relationship have a Standard Settlement Configuration that equals: 393/801/922-4.

Rationale

This report highlights instances where MPAN(s) with an unrestricted SSC have been entered into a relationship without an MPAN with a restricted SSC.

Action Required

If it is identified that the MPAN(s) should not be in a relationship:

- The [MPAN relationship](#) needs to be deleted; and
- the [MTC for the MPAN needs amending](#) to one that is not in the related MTC range (500-783), if required.

If the MPAN(s) should be in a relationship:

- If it is identified that the SSC for the MPAN is incorrect, then the [SSC needs to be updated](#) to one that is not Unrestricted.

If one or more of the MPAN(s) should not be in the relationship:

- If it is identified that one or more of the MPAN(s) does not belong in the relationship, then:
 - If the MPAN that needs removing from the group is the Primary, the [MPAN relationship](#) needs deleting and setting up again.
 - If the MPAN that needs removing is a Secondary, the [MPAN relationship](#) needs amending to remove the MPAN and;
- the [MTC for the removed MPAN needs amending](#) to one that is not in the related MTC range (500-783), if required.

Note: In a very minimal number of cases, the MPAN(s) may also be a part of a split supply situation. These MPANs will already be highlighted within the MTC reports and should be worked according to the instructions under the relevant pot in the first instance.

RELATED MTC REPORTS SUMMARY TABLE

REPORT TITLE	DESCRIPTION	ACTION
REPORT 1	All Traded MPANs with a related MTC (500-783).	N
REPORT 2A	Of those MPANs in REPORT 1 , all those which has more than 1 MPAN with a related MTC at the same address.	N
REPORT 2B	Of those MPANs in REPORT 1 , all those which do not have another MPAN with a related MTC at the same address.	N
REPORT 3A	Of those MPANs in REPORT 2A , where there is more than 1 MPAN with a related MTC at the same address and the Supplier is the same for all MPANs.	N
REPORT 3A Flagged	Of those MPANs in REPORT 3A , where the relationship flag has been made active.	N
REPORT 3A Unflagged	Of those MPANs in REPORT 3A , where the relationship flag remains unset.	Y
REPORT 3B	Of those MPANs in REPORT 2A , where there is more than 1 MPAN with a related MTC at the same address and the Supplier is not the same for all MPANs.	Y
REPORT 4A	Of those MPANs in REPORT 2B , where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is a disconnected MPAN(s) at the exact Address.	Y
REPORT 4B	Of those MPANs in REPORT 2B , MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there is no disconnected MPAN(s) at the exact address.	N

REPORT TITLE	DESCRIPTION	ACTION
REPORT 5A	Of those MPANs in REPORT 4B , MPANs where there is a related MPAN which does not have another MPAN with a related MTC at the exact address and there are other MPAN(s) at the same address, however not with a related MTC.	N
REPORT 5B	Of those MPANs in REPORT 4B , MPANs where there is a related MPAN and no other MPANs (disconnected or otherwise) at the exact address.	Y
REPORT 6A	Of those MPANs in REPORT 5A , MPANs where there are related MPANs and where there are other MPANs without a related MTC at the exact address and the Supplier is the same for all these MPANs.	Y
REPORT 6B	Of those MPANs in REPORT 5A , MPANs where there are other MPAN(s) at the same address, without a related MTC and where there is a split between multiple Suppliers.	Y
Disconnected/Active Relationship	MPAN(s) where the Relationship Flag has been made active and Disconnected MPAN(s) exist in the related group. This report does not use MTC codes as a criteria.	Y
Unrestricted SSC/ Active Relationship Flag	Two or more MPANs that have unrestricted Standard Settlement Configuration (SSC) where the Relationship Flag has been made active and no MPAN in the relationship has an SSC outside of the unrestricted range. This report does not use MTC codes as a criteria.	Y

FURTHER GUIDANCE

COMMUNICATION TOOLS

From the 26th February 2021 the [Secure Data Exchange Service](#) (SDES) will include a CSS Data Cleanse communication type within the system, to provide a GDPR-compliant method of data transfer between parties when working to resolve the split pots. The portal provides the benefits of being able to track communications and management reporting.

It is the Code Manager's expectation that suppliers use this new SDES use case to communicate with other suppliers when trying to resolve issues and affect cleanse, particularly with regards to split pots.

Access to the SDES is gained through EES, please contact your companies Master Administration User to utilise this module.

REPORT CRITERIA

Address Matching

Address Lines 1-8 and the Postcode are concatenated with no delimiter before being matched. Therefore, if two addresses list the same information in different fields and the information is in the same order, the addresses will match on concatenation. Note, the address used is the MPL.

Supplier Matching

The Supplier MPID is used when determining Supplier Matching on MPANs, however reports are then grouped and issued based on the Party Register (i.e. all MPIDs for a party are reported together). In some cases this grouping differs to the arrangements adopted by the Switching Programme and as a transitional approach for these Parties reports will be grouped as per the legacy mapping in the first instance but uploaded to the relevant REC Party area on the REC Portal. The Code Manager will liaise with parties with a mapping discrepancy to agree resolution of this and an enduring move to reflect the Party Register.

Reports can be distributed on MPID level and is available on request, please contact enquiries@recmanager.co.uk

Disconnected MPANs

A Trading status of 'X' indicates disconnected MPANs as defined in the EMAR [DI51159 - MPAN Status](#) (J1862).

RESOLVING REPORTS

Parties only require reports 3A Flagged, 3A Unflagged, 3B, 4A, 5B, 6A, 6B, Disconnected/Active Relationship and Unrestricted SSC/ Active, as these are deemed the final 'pots'. The other reports are used by the Code Manager to determine the population of subsequent pots e.g. all MPANs in report 5A are present in reports 6A and 6B.

Parties are strongly advised to always check the data against EES. Due to the varying quality of address data, there may be additional MPANs at the premises that are not being identified through the Address Matching process.

To resolve issues found in the reports the following is suggested:

Setting, Amending and Deleting MPAN Relationships

To relate or unrelate two or more MPANs, the [MM00378 - Manage Metering Point Relationships](#) (D0386) flow must be sent by the supplier to MPAS.

An extract from the MPRS Validation rule document, maintained by St Clements, describing the rules around broken relationships and those with disconnected MPAN(s) is below.

It is strongly advised that parties read the rules within the document, as these contain more detailed information on the validation rules surrounding the flow.

21. D0386 RESOLVING DISCONNECTED MPANS

An MPAN Relationship must be ended before a MPAN can be disconnected. However, in extenuating circumstances a related MPAN could be disconnected before the MPAN Relationship is ended.

To account for this scenario MPRS allows Suppliers to Delete MPAN Relationships in the following scenarios.

Rule:

Where a MPAN Relationship has a Secondary MPAN which is disconnected and the Primary MPAN is not disconnected. The Supplier of the Primary MPAN can delete the Secondary Disconnected MPAN using Relationship Action A & MPAN Action D for the Disconnected Secondary MPAN. MPAN Action C must be used for Secondary MPANs which are not disconnected.

Where a MPAN Relationship has a Primary MPAN which is disconnected. The Supplier of the Primary MPAN can only delete the whole relationship. This is performed using Relationship Action D and MPAN Action D for all Secondary MPANs.

Before deleting a relationship, it must be considered if the relationship is technically correct. The presence of an MPAN relationship indicates that a particular metering setup is present in a property. This means that the creation of a split supply through a Change of Supplier does not automatically disqualify the MPAN(s) from being in a relationship.

Updating the MTC (Meter Timeswitch Code) or Standard Settlement Configuration (SSC)

A full list of valid MTC codes can be found on the ELEXON Portal, in the document Valid MTC LLFC SSC PC Combination. To update the MTC code the [MM00108 - Update Registration Details](#) (D0205) flow can be used.

Updating Addresses

If an MPL address update is required in order to ensure 2 related MPANs are the exact same address, a Supplier should send a [MM00366 - Metering Point Address Update](#) (D0381) flow utilising the 'Additional Information' data item to indicate to the relevant DNO why the address change is being requested. If a REL address update is required, a Supplier should submit a Manually Entered Address request to the CSS Provider.

Full guidance can be found in [Schedule 29 – Address Management](#).

COMMUNICATION PRINCIPLES

Where issues are spread across multiple Suppliers (REPORTS 3B and 6B), it is suggested both Suppliers communicate with each other to determine:

- whether the MPANs should be related;
- whether a historical unresolved Erroneous Registration has taken place;
- whether both MPANs are associated with the same customer; and
- who/how the customer will be contacted to resolve the issue.

Several principles were recommended by Ofgem to aid in resolution of these pots.

Report 3b – Domestic premise

Supplier with most recent Change of Supply (CoS) gain (Newest Supplier) should be responsible for contacting customer and agreeing a course of action.

The course of action would be either:

- Newest Supplier initiates a CoS for the other MPAN(s) with a Supply Start Date (SSD); or
- Newest Supplier advises the other supplier that the customer wishes to return to them, and that supplier then initiates a CoS for the other MPAN(s) with an SSD.
 1. The Newest Supplier should make 3 attempts to contact the customer using available contact methods (phone, email, mail etc.) to rectify the issue via either course of action outlined above.
 2. If the customer does not respond to the communications sent in step 1, the MPAN(s) is passed to the other supplier who then tries to contact the customer again (using the contact details available to them) as in step 1.
 3. If both of the above (i.e. 6 evidenced contact attempts) results in no response from the customer, the MPAN(s) would be labelled as “No Response” and a decision would need to be made at a later date about what should be done with these.

Note that both suppliers would need to keep sufficient evidence of the attempts they have made to contact the customer (including but not limited to, the date, time and communication method(s) used and any other relevant information for each attempt).

Report 3b – Non-Domestic premise

As non-domestic premises typically have a fixed term contract before the New Supplier initiates any CoS, they should contact the other supplier(s) to advise that their MPAN needs to be switched due to related MPANs having been split during a previous CoS. This should stop the old supplier objecting unnecessarily.

- Supplier with most recent CoS Gain (Newest Supplier) should be responsible for contacting customer and agreeing a course of action.

- The course of action would be either:
 - Newest Supplier initiates a CoS for the other MPAN(s) with an SSD; or
 - Newest Supplier advises the other supplier that the customer wishes to return to them, and that supplier then initiates a CoS for the other MPAN(s) with an SSD allowing the milestone to be met.
- 1. The Newest Supplier should make 3 attempts to contact the customer using available contact methods (phone, email, mail etc.) to rectify the issue via either course of action outlined above.
- 2. If the customer does not respond to the communications sent in step 1, the MPAN(s) is passed to the other supplier who then tries to contact the customer again (using the contact details available to them) as in step 1.
- 3. If both of the above (i.e. 6 evidenced contact attempts) results in no response from the customer, the MPAN(s) would be labelled as “No Response” and a decision would need to be made at a later date about what should be done with these.

Note that both suppliers would need to keep sufficient evidence of the attempts they have made to contact the customer (including but not limited to, the date, time and communication method(s) used and any other relevant information for each attempt).

Report 6b – All premises

As only one MPAN at the premise in this pot has a related MTC, it would be for that supplier to determine what action needs to be taken. This could be:

- Confirming the MPAN is no longer related and changing the MTC to non-related one, or
- Confirming the MPAN is still related, arranging for the related MPANs to all be with one supplier and setting the MTC for the other MPAN(s) to a related one.

De-energised/ Energised – All split pots

As the energisation status date is not always reflective of who the Supplier with the relationship is, for pots where there is a split and one of the MPANs has a status of de-energised, the Supplier with the energised MPAN(s) should be responsible for contacting the customer and agreeing a course of action. This is based on the premise that the Supplier who is actively billing the customer is the one that is most likely to have up to date contact details and a relationship with the customer.

Once this has been established, the communication guidance recommended above should be followed for each pot.

INVALID TOPLINE

Description

Naming convention: [Party Name]_Invalid_Topline_[Supplier/DNO]_[Date].xlsb

An MPAN Topline shows characteristics of the Supply that include Profile Class (PC), Meter Time Switch Class (MTC), Line Loss Factor Class (LLFC). Using the associated reference tables, a correct combination of Topline characteristics can be obtained.

Rationale

This report shows instances of Invalid Topline combinations based on the MDD Entity ID 63; Valid MTC, LLFC, SSC, PC combination from the ELEXON Portal.

This report does not include MTC 800 (Temporary – No Meter) and only measurement classes A and B.

Action Required

The report will be directed to the relevant party (Current Supplier or DNO) based on the following logic:

- The Supplier is responsible for fixing if the invalid combination is due to [MTC, SSC or PC being incorrect](#)
- The DNO is responsible for fixing if the LLFC is the only data item incorrect

METER-TYPE-MISMATCH

Description

Naming convention: [Party Name]_MTR_TypeMismatch_[Date].xlsb

Rationale

Both Meter Type and MTC should have the same value.

Based on the below tables:

- each MSNs Meter Type is translated into either 'Credit' or 'PP' (Pre-Payment); and
- each MPANs MTC is translated into either 'Credit' or 'PP' (Pre-Payment).

Action Required

The Supplier is to determine which meter attribute is correct and amend the other associated attribute to reflect the correct Meter Type and MTC combination. This can include requesting MOP to send a new [MM00256 - Notification of Meter Information to MPAS](#) (D0312) flow.

This report shows where Meter Type value does not equal MTC value. E.g. MSN Meter Type is "Credit" and MPAN MTC is "PP" – therefore resulting in a mismatch.

Table 1 – Meter Types

Meter Type	Credit_or_PP	Meter Type	Credit_or_PP
H	Credit	N	Credit
K	Pre-payment	S	Pre-payment
MAIN_	Credit	T	Pre-payment

Table 2 – MTC Credit/ Pre-payment

MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP
500	Credit	818	Credit	842	Pre-payment	867	Credit
501	Credit	819	Credit	843	Pre-payment	868	Credit
502	Credit	820	Credit	845	Credit	869	Credit
503	Credit	821	Credit	846	Credit	870	Credit
504	Credit	822	Credit	847	Credit	871	Credit
505	Credit	823	Credit	848	Credit	872	Credit
506	Credit	824	Credit	849	Credit	873	Credit
800	Credit	825	Credit	850	Credit	874	Credit

MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP	MTC	Credit_or_PP
801	Credit	826	Credit	851	Credit	875	Pre-payment
802	Credit	827	Credit	852	Credit	876	Pre-payment
803	Credit	828	Credit	853	Credit	877	Pre-payment
804	Credit	829	Credit	854	Credit	878	Pre-payment
805	Credit	830	Credit	855	Credit	890	Pre-payment
806	Credit	831	Credit	856	Credit	891	Pre-payment
807	Credit	832	Credit	857	Credit	892	Pre-payment
808	Credit	833	Credit	858	Credit	893	Pre-payment
809	Credit	834	Credit	859	Credit	894	Pre-payment
810	Credit	835	Pre-payment	860	Credit	895	Credit
811	Credit	836	Pre-payment	861	Credit	896	Credit
812	Credit	837	Pre-payment	862	Credit	900	Credit
813	Credit	838	Pre-payment	863	Credit	996	Credit
814	Credit	839	Pre-payment	864	Credit	997	Credit
815	Credit	840	Pre-payment	865	Credit	998	Credit
816	Credit	841	Pre-payment	866	Credit	999	Credit
817	Credit						

NO-METER-MTC

Naming convention: [Party Name]_NoMeterMTC_MSN_[Date].xlsb & [Party Name]_NoMeterMTC_NoMSN_[Date].xlsb

Description

An MTC of 800 classification equates to Temporary No Meter.

Rationale

The report supports the below logic.

- MTC 800 classification equates to Temporary No Meter
- Any MTC 800 should not have an MSN present
- Non MTC 800 equates to classifications with a meter present
- MSN should be present for all Non MTC 800 classifications

The 'MSN' version of the report contains instances which satisfies the below logic:

- MPANs with an MTC of 800 AND where an MSN is present

The 'NoMSN' version of the report contains instances which satisfies:

- MSN is not present AND where an MTC is not 800

Neither report includes Measurement Classes B and D.

Action Required

The Supplier is to determine whether the meter MTC of 800 is correct or if a meter is present. The Supplier then either [amends the MTC code](#) or removes the meter.

INVALID ELECTRICITY MAP ID

Naming convention: [Party Name]_InvalidMAPID_[Date].xlsb

Description

Report providing a summary of the number of MPANs by invalid MAP ID across the market, as well as a Supplier specific report detailing traded MPANs with invalid MAP ID.

Rationale

Traded MPANs are required to have a valid MAP ID listed against them in EES. Invalid MAP IDs can prevent updates to data in CSS.

Valid MAP IDs are determined using the latest available Elexon MDD Market Participant Role dataset.

Action Required

The Installing Supplier is to determine the correct MAP ID and amend.

The Current Supply will also receive a version of the report containing MPANs flagged in this report that are currently registered to themselves. The Current Supplier version of the report is provided as supplementary information, as the Current Supplier may be required to assist in resolution.

PLOT ADDRESSES

Naming convention: [Party Name]_PlotAddresses_[Date].xlsb

Description

A report on MPANs that still have a plot address rather than a postal address following Energisation within EES.

Report Criteria

Plot to Postal report contains instances where the word 'plot' is present in the first 3 lines of the address field. The report makes no distinctions on whether these are still potentially valid, as this information is not available in EES.

Two versions of this report are produced:

- MPANs with Traded and Energised as the status
- MPANs with De-energised as the status

Action Required

- To correct a plot address to postal address where applicable the DNO and/or Supplier should follow the process outlines in Section 6, [Schedule 29 – Address Management](#).
- Distributors can provide exemption lists to enquiries@recmanager.co.uk, if they would like valid plot addresses excluded from their monthly reports¹.

¹ The district of Splott in Cardiff has been excluded from the report.

SMART METER TYPE/MTC MISMATCH

Naming Convention: [Party Name]_PPMTCSmart_[Date].xlsb

Description

A report on MPANs that have a Smart Meter and a Pre-payment MTC code.

Rationale

Smart Meters should always have a Credit MTC code, and the mismatch can be a barrier to consumer switching, as detailed on the Energy Ombudsman website.²

Report Criteria

The report supports the below logic:

- Where Meter Type equals: S1, S2A, S2AD, S2ADE, S2B, S2BD or S2C; and
- Meter Timeswitch Class equals Pre-Payment, as detailed in Table 2 – MTC Credit/ Pre-payment.

Action Required

The Supplier is to determine which meter attribute is correct and amend the other associated attribute to reflect the correct Meter Type and MTC combination.

This can include:

- [Update the MTC code](#) to a Credit Meter code.
- Requesting the MOP to send a new Notification of [MM00256 - Notification of Meter Information to MPAS](#) (D0312) flow, to update the Meter Type.

² <https://www.ombudsman-services.org/faqs/energy-sector-faqs#my-new-supplier-says-i-cannot-transfer-because-my-mtc-is-incorrect-my-old-supplier-says-the-mtc-is-correct-who-is-at-fault>

UNMETERED DOMESTIC PREMISES INDICATOR

Naming Convention: [Party Name]_UnmeteredDPI_[Date].xlsb

Description

A report on unmetered NHH MPANs that have a domestic DPI.

Rationale

The majority of NHH unmetered customers are non-domestic, however transition activities and assumptions from CSS go-live may have incorrectly flagged some unmetered supply as domestic based on related metering points.

Report Criteria

NHH unmetered MPANs, determined by Measurement Class 'B', with a DPI of 'T'.

Action Required

- Update/correct the DPI in CSS.

MOVEMENT REPORT

A movement report will be produced monthly and published to the REC Performance Assurance Dashboards. The report will allow companies to track themselves and the overall performance of industry on the cleanse. As per many of the existing tabs within the dashboard, Parties will be able to see the performance of others in the market, however data for all Parties but themselves will be anonymised.

As some reports are only produced for information only, they will not be tracked in the movement report. The below summary is a description of what information is being tracked and unless otherwise stated, all are reported by Supplier. The figures presented for each report below are net of exemptions (i.e. exempt MPANs are excluded from the count).

Report title	Reported in Summary
Unrestricted SSC/ Active Relationship Flag	All MPANs that meet the reporting criteria are a part of the movement summary.
Disconnected Metering Points/ Active Relationship	All MPANs that meet the reporting criteria are a part of the movement summary.
Smart Meter/ MTC Mismatch	All MPANs reported to companies in this report are a part of the movement summary.
Meter Type Mismatch	All MPANs reported to companies in this report are a part of the movement summary.
No Meter MTC MSN	All MPANs reported to companies in this report are a part of the movement summary.
No Meter MTC NoMSN	All MPANs reported to companies in this report are a part of the movement summary.
Invalid Topline	All MPANs reported to companies in this report are a part of the movement summary and there are two versions of shown in the movement report: Split by Supplier and then by party responsible for fixing Split by Distributor and then by party responsible for fixing
Plot Addresses	All MPANs reported to companies in this report form a part of the movement report, as the exclusion list is applied before reporting. There are four versions shown in the movement report: Number of MPANs with a Plot Address for each of Energised/De-Energised MPANs and Supplier/Distributor
Invalid Electricity MAP ID	All MPANs reported to companies in this report are a part of the movement summary.
Unmetered Domestic Premises Indicator	All MPANs reported to companies in this report are a part of the movement summary.

Report title	Reported in Summary
Report 3A Unflagged	All MPANs reported to companies in this report are a part of the movement summary.
Report 3B	All MPANs reported to companies in this report are a part of the movement summary.
Report 4A	Only MPANs that require attention are reported as a part of the summary i.e. only the MPAN with the related MTC and not the disconnected MPAN.
Report 5B	All MPANs reported to companies in this report are a part of the movement summary.
Report 6A	All MPANs reported to companies in this report are a part of the movement summary.
Report 6B	All MPANs reported to companies in this report are a part of the movement summary. A supplier's movement figure only includes the MPANs that they are the supplier for.

GENERAL EXCLUSIONS

Half-hourly Meters (HHM)

Half-hourly meters are excluded from the cleanse activity, however, may still appear in a report as supplementary information to support companies with the cleansing activity.

The following criteria is used to exclude HHM meters from the movement figures:

- Measurement Class – A
- Profile Class – 1 and 2

Plot to Postal

Distributors can provide exemption lists to enquiries@recmanager.co.uk if they would like valid plot addresses excluded from their monthly and movement reports.

RELATED MPAN CLEANSE EXEMPTIONS

The process for raising exemptions against the reports has continued following transition to the REC Code Manager, with some changes as outlined in this section.

It should be noted that the Code Manager's default position is that all related MPANs need to be cleansed; it is up to industry parties to present a compelling argument, with robust evidence, to fully justify why scenarios should be added to the exemptions list.

HOW TO RAISE NEW RELATED MPAN SCENARIOS TO BE ADDED TO THE EXEMPTIONS LIST

If there is a scenario that needs to be considered for inclusion into the list, please complete the template forms available in [Appendix B](#) and email it through to enquiries@recmanager.co.uk.

The following needs to be considered when submitting a proposed exemption:

- The raising party must provide the analysis, evidence, and justification as to why the MPANs in the scenario(s) cannot be cleansed and should be added to the exemptions list. They must also provide the wording to be included in the exemptions list for each scenario. The evidence and analysis provided must also demonstrate how the scenarios meet the below criteria.
- A scenario will only be considered for being added to the exemptions list where it can be evidenced that there will be no customer detriment if the MPANs are not cleansed.

The proposed additions to the exemptions list will be discussed at the [REC Issues Group \(RIG\)](#) to allow for input and consideration from other industry parties. Should a consensus be reached that the scenario(s) should be added to the exemptions list, this recommendation will be escalated to the Code Manager for approval.

Should the request be approved, the scenario(s) will be added to the Related MPAN Cleansing exemptions list published on the Portal under the list of 'Useful Documents' on the 'Party Operations' page.

CLAIMING AN EXEMPTION IN YOUR MONTHLY REPORTS

On a monthly basis, parties need to identify and keep a list of all the MPANs they believe cannot be cleansed, along with the exemption they believe applies to each MPAN. They must also keep sufficient evidence to be able to demonstrate how and why each exemption should apply.

If parties want to claim an exemption, they must follow the below steps:

- Submit the list of MPANs in each pot that they are claiming exemptions as per the schema defined on tab '1810' of the Report Catalogue, available to download from the Operational Documents section of the [REC Portal](#), on a monthly basis via the REC Portal upload page. Example files can be found on the [Portal](#) (within Party Operations, under Useful Documents).

- It will not be assumed that any party has made a submission in a given month due to having done so previously, therefore if a party wishes exemptions previously reported in a prior month, they must resubmit those exemptions each month that they apply.
- These numbers must be submitted by the **first working day** of each month so the total number of exemptions being claimed by all suppliers can be included in the Code Manager reporting. This will allow the number of MPANs with exemptions being claimed to be tracked as a proportion of the total number of MPANs outstanding to be cleansed.

The Code Manager will include a field in each Report that an exemption can be claimed against, indicating whether an exemption has been claimed against than MPAN in the given month by the Party.

Please note

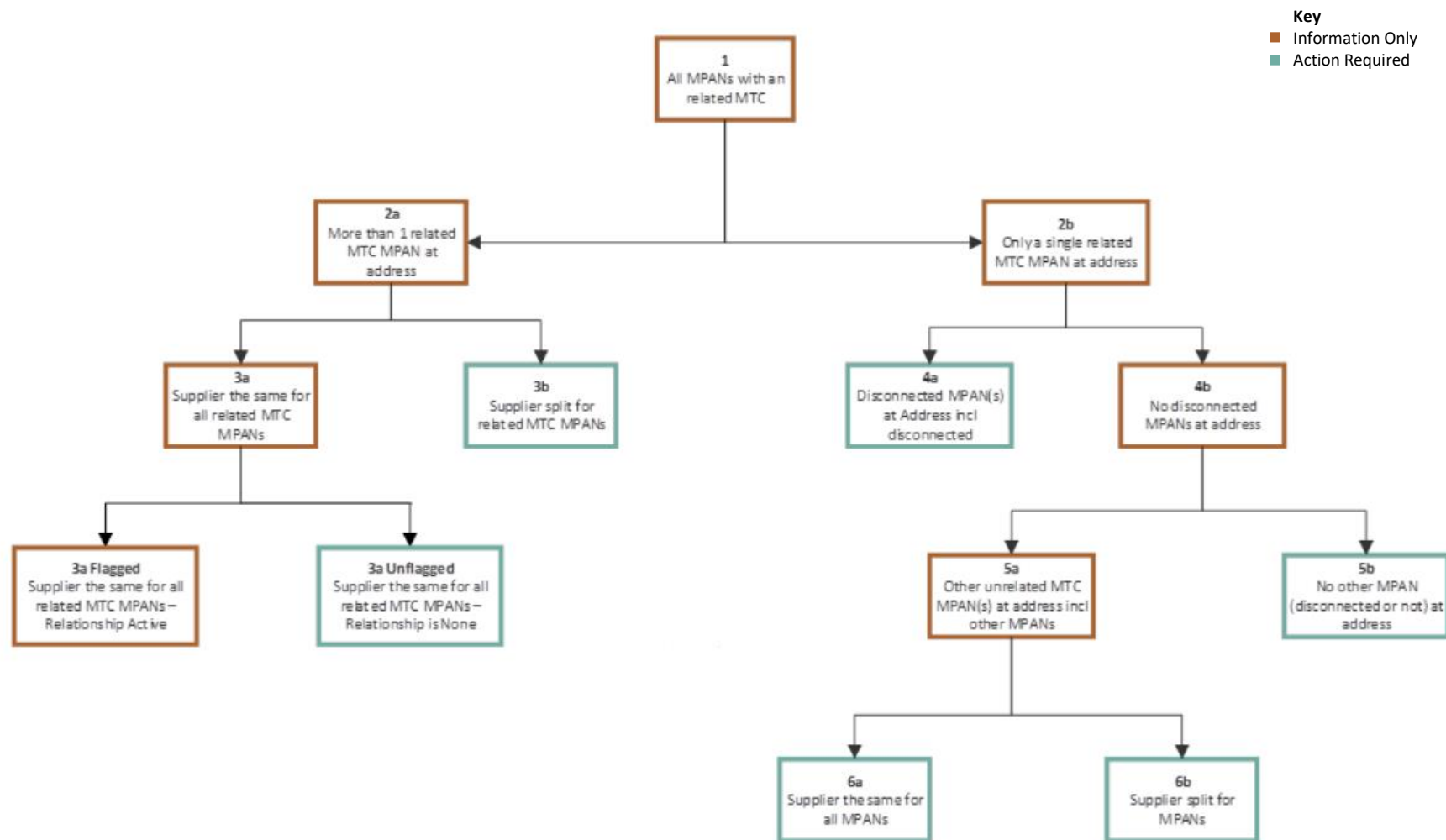
Due to timing, exemption reporting will always be a month behind on the data set being analysed for reporting. For example, if the reporting pack is presenting the analysis of February data, exemption reports against each pot will be for January.

Parties need to be able to provide their evidence to demonstrate how and why each exemption should apply to the Code Manager should it be requested.

EXEMPTION SCENARIOS

Approved list of exemption scenarios can be found on the [REC Portal](#) (within Party Operations, under Useful Documents).

APPENDIX A – RELATED MTC REPORTS



APPENDIX B – EXEMPTION REQUEST FORMS

RELATED MPAN CLEANSING EXEMPTION REQUEST - QUANTITATIVE

Requestor Contact Details

Name	
Company	
Email	
Phone	

Exemption Criteria

Please only include a single SSC in a request, please include all MTCs against an MPID/SSC combination that meets the exemption criteria.

DNO MPID	DNO Short Code	SSC	MTC

No of MPANs	
MPANs in Active Relationship	

Any impact on Customer when switching under CSS (description or 'None'. If none, please explain why)

Justification for Exemption Request

Please submit the completed to form to enquiries@recmanager.co.uk.

Further Information

All submissions will be check against the Valid MTC LLFC SSC Combination data within MDD:
<https://www.elexonportal.co.uk/mddviewer/>A list of current cleansing exemptions can be found within the REC Portal.

RELATED MPAN CLEANSING EXEMPTION REQUEST - QUALITATIVE

Requestor Contact Details

Name	
Company	
Email	
Phone	

Exemption Criteria

Description of scenario

No of MPANs	
Name of reports affected	
MPANs in Active Relationship	

Any impact on Customer when switching under CSS (description or 'None'. If none, please explain why)

Justification for Exemption Request

Please submit the completed to form to enquiries@recmanager.co.uk.

Further Information

A list of current cleansing exemptions can be found within the REC Portal.

Templates for both forms can be found on the [REC Portal](#) (within Party Operations, under Useful Documents).