

Premises and Address Assurance Process

Data Assurance Programme
Version 03

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Version History

Version	Update	Author	Date
1.0	Initial Publication		1 October 2024
2.0	Additional FAQs added		5 November 2024
3.0	Updated document with new service provider processes		13 March 2025

1. Introduction

This document outlines the recommended operational process for reviewing, rectifying and assuring the premises and address data held in CMOS. This process forms the basis for Phase 2: Premises and Addresses Assurance of the Data Assurance Service (one of MOSL's key improvement programmes).

This document contains:

- A high-level, end-to-end view of the Premise and Address Assurance process
- My Files guidance
- Detailed process flows and step-by-step guides for the following process steps:
 - CMOS Data Submission
 - CMOS Data Assessment, Matching Criteria and Quarterly Data Quality Audits (DQAs)
 - My Files Process
 - Premises and Address Assurance Supply Point (SPID) File
 - CMOS Premises and Address Assurance and Exceptions Process
 - Premises and Address Assurance Reporting

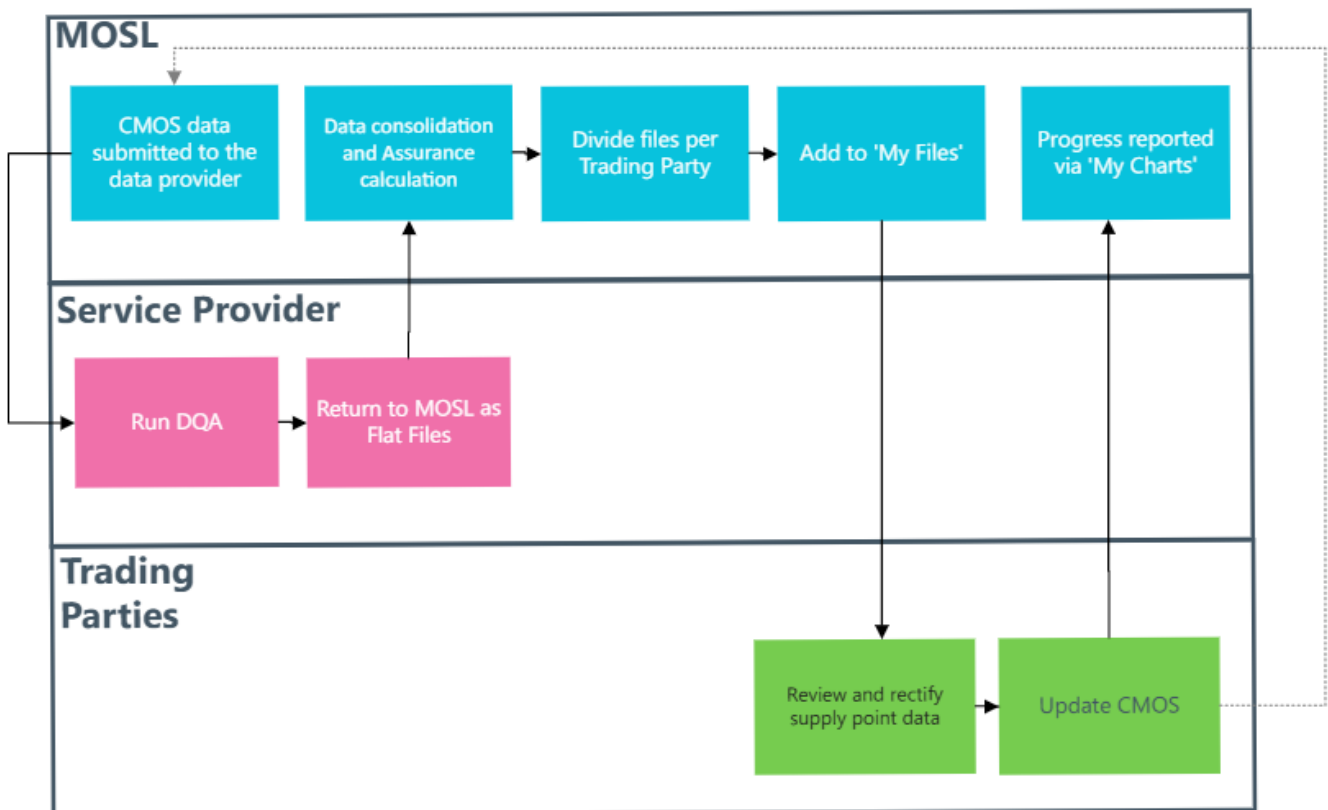
If you would like to provide feedback or have any questions, please email IT Support via My MOSL > Query Management.

2. High Level End-to-End Process

This sets out the end-to-end process cycle of CMOS data assessment and trading party performance in rectifying CMOS data. Please see below a high-level summary of the end-to-end process. Each part of this process is covered in more detail throughout the document. High level process:

1. MOSL extracts the CMOS Data File (See Appendix 1 - CMOS Data Submission Data Items) and securely transfers the data extract to the service provider.

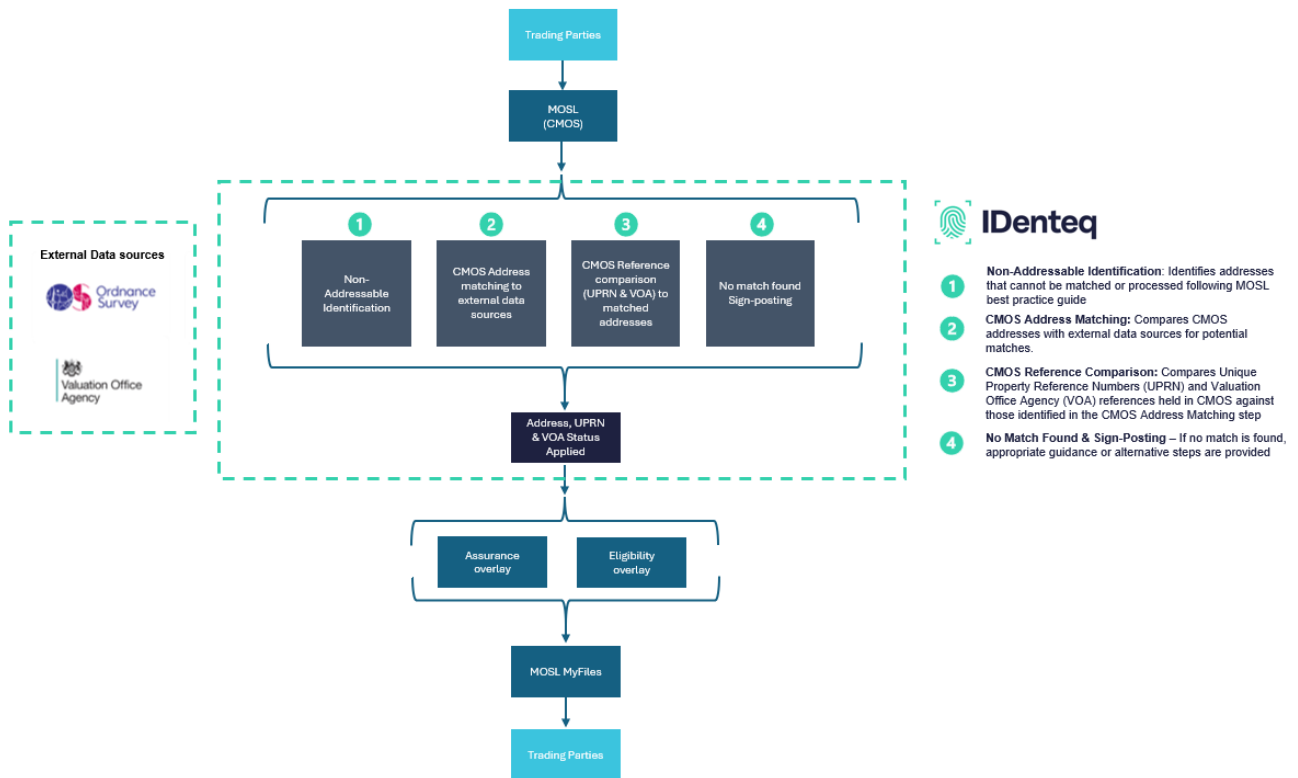
2. The service provider retrieves the data extract, performs validation of the data and processes the addresses against external data sources to match addresses and collate match results into a data quality audit file.
3. The service provider uploads the DQA file to MOSL at a pre- scheduled date each month.
4. MOSL retrieves the DQA, submits it into the MOSL data warehouse and creates the trading party premises and address assurance SPID files and allocates them to the individual trading party My Files locations.
5. Trading parties review the SPID data that has either been flagged as "of concern" or is a SPID whose eligibility status needs reviewing. Trading parties review the data and update accordingly.
6. CMOS data is submitted to the service provider every three months and the process begins again. The next DQA will assess any new trading party data updates and rectifications and confirm whether the previous of concern SPIDs have been rectified.



3. Service Provider Premises and Address Matching Solution

Address, UPRN & VOA Matching Solution

The service provider assesses CMOS addresses to determine their accuracy against external reference data sources; AddressBase Premium (ABP) and the Valuation Office Agency (VOA). These datasets maintained by authoritative sources, contain extensive and highly detailed address information, giving the best chance of finding the correct address for a supply point (SPID).



- Each CMOS address undergoes a review for properties that are deemed as “Non-addressable”. These are identified by detecting specific keywords and phrases, which are then categorised to determine whether the address refers to a non-addressable site. These addresses are marked as ‘Unmatched’.
- Addressable properties then undergo an independent matching process against the two reference datasets, AddressBase Premium and the Valuation Office Agency. The solution evaluates each address element, cross-referencing and validating the address elements while making allowances for exception terms, misspellings or abbreviations. Matches from each dataset are assigned a match insight, indicating the method used to establish the match.
 - A CMOS address is marked as ‘Verified’ where there is a confident match to an external dataset, and where the address has not been identified as a non-addressable site.

- b. A CMOS address is marked as 'Of Concern' where there is no confident match to an external dataset, and where the address has not been identified as a non-addressable site.
3. The UPRN and VOA BA references held in CMOS are matched to the references held against the matched address for ABP and VOA. A status is assigned to the CMOS held references dependent on the match between CMOS and external datasets, and whether the CMOS reference matches to the external datasets.
 - a. A CMOS reference is marked as 'Verified' and given a 'Confirmed' status, where the matched address to ABP and/or VOA address returns the same reference as held in CMOS.
 - b. A CMOS reference is marked as 'Of Concern' where the matched address to ABP and/or VOA address does not return the same reference as held in CMOS. The statuses assigned to references that are 'Of Concern' are 'Conflicting', 'Unconfirmed', 'Append' or 'None Found'. Definitions of these statuses can be found in section 4.
4. Where no match to an external data source was identified, a match insight will be provided to provide appropriate guidance to support corrective action

NB: Addresses classified as either Verified or Of Concern are in scope for assessment under metric M12: Proportion of premises address data accuracy. Ring-Fenced non-addressable supply points are out of scope and will be reviewed separately.

4. Data Quality Audit

The Data Quality Audit (DQA) is a key component in the assurance process. It was developed to evaluate and measure the quality and completeness of key data items within CMOS.

DQAs are run monthly to assess the accuracy of SPID data items such as address data (Secondary & Primary addressable objects, supply address lines 1-5 and postcode) and premises reference data (UPRN and VOA BA Reference Numbers).

The assessment is broken down as follows:

The accuracy of SPID address data

Accuracy of SPID address data is determined against external reference data sources:

- AddressBase Premium (ABP)
- Valuation Office Agency (VOA)

The solution 'Verifies' an address as correct if it matches confidently to an address within one of the above external reference datasets.

The accuracy of supply premises data

The accuracy of CMOS held UPRNs and VOA BA references is determined against external reference data sources:

- AddressBase Premium (ABP) for UPRN references
- Valuation Office Agency (VOA) for VOA BA references

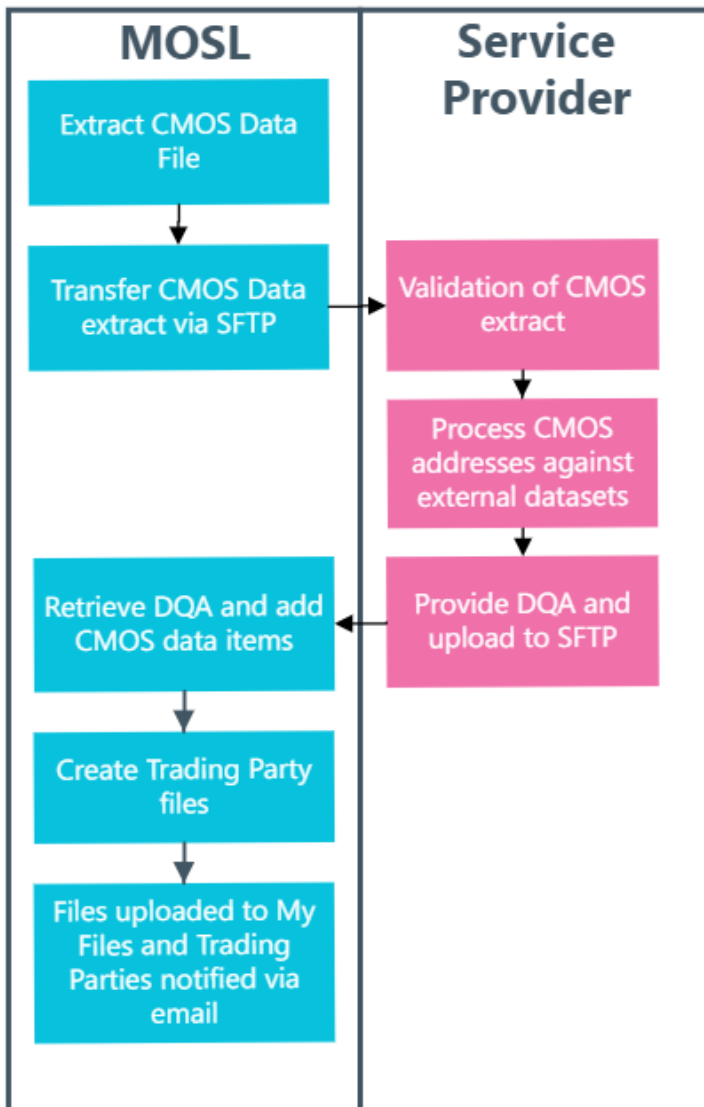
A status is assigned to indicate if the reference is 'Verified' or whether it is 'Of Concern' and therefore requires further validation by the wholesaler. The criteria that govern the assigning of each status is provided below:

Status	Reference present in CMOS?	Status Description
Confirmed (Verified)	Yes	CMOS holds a UPRN/VOA BA reference which has been verified as correct against ABP/VOA datasets. When matching the CMOS address to ABP/VOA, the matched ABP/VOA address returns from the same UPRN/VOA BA reference to the one held in CMOS.
Conflicting (Of Concern)	Yes	The CMOS UPRN/VOA BA reference does not match to the CMOS address. The CMOS address has been 'Verified' to ABP/VOA, but the UPRN/VOA BA returned for that address does not match the one held in CMOS. A review is required to update the CMOS UPRN/VOA BA.
Unconfirmed (Of Concern)	Yes	The CMOS UPRN/VOA BA reference does not match to the CMOS address. The CMOS address cannot be 'Verified' to ABP/VOA, and a different UPRN/VOA BA is returned to the one held in CMOS. It is not possible to confirm if the UPRN/VOA BA returned is correct. A review is required to determine the correct address and corresponding reference(s).
Appended (Of Concern)	No	There is no UPRN/VOA BA held in CMOS. The CMOS address has been 'Verified', and a corresponding reference has been found. A review is required to update the CMOS reference(s).
None Found (Of Concern)	No	There is no UPRN/VOA BA held in CMOS. The CMOS address cannot be 'Verified', and therefore no corresponding UPRN/VOA BA can be proposed with confidence. A review is required to determine the correct address and corresponding reference(s).

Any updates and amendments that are undertaken by the wholesaler to improve the accuracy and thus the match strength of either the address and/or the premises data will be assessed at the next scheduled DQA.

5. Third-Party Data Submission

This sets out in detail the quarterly process for submitting core CMOS data items to the service provider to enable assessment of eligibility, premises and address data. It also covers the steps undertaken by the service provider and the process of handover and then allocation to the trading parties by MOSL.



Step by step MOSL

1. MOSL extracts the CMOS Data File (See [Appendix 1](#) - CMOS Data Submission Data Items).
2. MOSL transfers CMOS data extract to the service provider via the Secure File Transfer Portal (SFTP).

Service Provider

3. The service provider retrieves the CMOS data extract from the SFTP.
4. The service provider performs validation of the CMOS data extract to ensure the completeness of SPID level data provided and identifies any duplication or missing data items.
5. The service provider processes the CMOS addresses against external data sources (Address Based Premium (ABP) and Business Rates) to match addresses, collate match results and issue signposting on addresses found Of Concern to assist with correction.
6. The service provider provides DQA results for the following:
 - a. SPID, premises, and address counts
 - b. Address quality decision
 - c. UPRN match decision
 - d. VOA BA match decision
7. The service provider uploads the DQA file to its SFTP for retrieval by MOSL at a pre- scheduled date each month. The complete process of CMOS data extract to receipt of the DQA is 10 business days.

MOSL

Please note that this step takes six business days.

1. MOSL retrieves the DQA and uploads it into MOSL's Databases.
2. MOSL adds the CMOS data items.
3. MOSL makes exempt:
 - Any supply point subject to market eligibility review
 - Deregistered supply points
 - Ongoing C5 deregistration requests
 - Additional Performance Indicator (API) Assured Long Term Vacant supply points
4. MOSL flags any deregistration activity driven by the eligibility assurance activity and any other ongoing bilateral requests.
5. MOSL creates the trading party premises and address assurance SPID files.
6. MOSL uploads files to trading party My Files locations. These can be found via My Files – Address Folder – Extract. Further information on how My Files will be used is available in the My Files section.
7. An email notification is delivered to trading parties to confirm receipt of the file.

6. My Files Process – trading parties

Trading parties can access My Files via My MOSL. Contract Managers can grant access to others within their organisation, if required. If you are a Contract Manager who does not have access to My MOSL, please contact itsupport@mosl.co.uk.

1. Select 'Datacleanse'.
2. Select 'Premises and address'.
3. Select 'Extract' and you will see the premises and address assurance supply point files, prefixed with the file naming convention: TradingpartyID_ADDate_extract.xlsx e.g.: Thames-W_AD30092024_Extract.
4. Click on the file to download.

7. Premises and Address Assurance Supply Point File

The Premises and Address Assurance file provides wholesalers' SPID level data to highlight address, UPRN and VOA issues and supporting insights to enable trading parties to investigate issues with the data held in CMOS. Data has been ordered to assist trading parties during investigation, and has been categorised as follows (see Appendix 2 for a detailed description of each data field):

Data Category	Description	Action
CMOS Reference Data	A selection of key fields from CMOS that provide information about the supply point and whether there are any open bilaterals against the supply point	Trading parties should utilise this data to identify the supply point and perform investigation against this supply point in source systems
Assurance Indicators	Indicators to confirm which of the CMOS data items for a supply point are 'Verified' or are 'Of Concern'	Trading parties should utilise this data to identify the CMOS data items that require validation and amendment
CMOS Reference Assurance Fields	Data that provides the assurance status for the CMOS held UPRN and VOA BA references. This includes the UPRN and	Trading parties should utilise this data to determine if the address presented as the

	VOA BA reference that is returned when matching the CMOS address to ABP and VOA respectively	Match is the correct address for the CMOS supply point and make necessary amendments to the CMOS address to uplift data quality. If the Match is not correct, additional investigation should be undertaken to confirm the correct address
CMOS Reference Lookup Addresses	Data that provides the results of lookups to ABP and VOA using the CMOS held references for each external data source	Trading parties should utilise this data to investigate the CMOS UPRN and/or VOA BA reference and ensure that both the UPRN, VOA BA and CMOS address are aligned and pointing to the correct supply point location
Match Insights	Match Insights is a status that indicates how an address match was determined based on the service provider's predefined rules or serves as a guide when a match could not be made, helping wholesalers make corrections for a successful match.	

8. Step-by-Step Guide to the Assurance Process

- 1) The wholesaler downloads the address and premises assurance template from My Files. The templates can be found in:
My Files > Data Cleanse> 'Templates' folder > Assurance Section
- 2) The trading party completes the assurance template and submits the template in the Assurance Section in My Files:
My Files > Data Cleanse > Assurance Section > 'Feedback' folder
- 3) Assurance files should be uploaded before the last business day of the month, to ensure all data assurance reporting and performance statistics are up to date by month end. Any assurance uploads that take place after the last business day will be processed the following month.
- 4) MOSL will process the file, updating the DQA, relevant dashboards and reporting to account for the assured supply points.
- 5) The Rejected files will be placed in the assurance section in My Files:
My Files > Data Cleanse > Assurance Section > Rejection folder

- 6) If any supply points fail validation* these will be rejected and not assured, and the rejected supply points will be updated and reported on relevant dashboards and reporting and will not be assured in the DQA.
- 7) The rejected SPIDs will be placed in the Assurance of My Files in the 'Rejections' folder.
My Files > Data Cleanse > Assurance Section > 'Rejections' folder

Once the Premises and Address related assurance is performed by the trading parties, the data will be reflected in MOSL Premises and Address Dashboards (via My MOSL), and the premises will be moved to 'Verified'.

To support the launch of premises and address market launch we have revised the existing holistic assurance process and guidance to incorporate the assurance of premises and address data. This will be published shortly, and we will issue separate communications and provides a links within this document.

The additional assurance for premises and address will account for three types of scenarios:

Of Concern Address and Premises Data is Correct

The DQAs highlight supply points of concern, whether premises and/or address data. The audits match CMOS data to external data sources and provide an assessment of the data based on the confidence level of that match.

If a wholesaler believes that the data retained in CMOS is correct, and that the DQA is wrong, then MOSL is allowing Trading Parties to assure this data.

Data should be complete and accurate enough to:

- Maintain supply address and customer visibility
- Enable retailer vacancy management
- Read Meters
- Not impede switching

If the wholesaler disagrees with the DQA findings that the address is incorrect or incomplete and believes that the supply address is of a standard that the above requirements can be maintained without issue, they will be able to assure address and premises under the following conditions:

- Address data is correct

Supply Address is a Non-Addressable Site

The DQA highlights where supply addresses have no match to any external data source, and these are classified as "unmatched".

MOSL is not currently asking wholesalers to review unmatched sites as the bulk of these sites are deemed to be “non-addressable”. These tend to be structures or sites rather than buildings that somebody could conceivably live, work or engage in leisure activities within, sites such as bin stores, public conveniences, allotments or things such as troughs, stand-pipes.

MOSL has looked to ring-fence the bulk of these under “unmatched” to look at this outside of the DQA to determine whether there are any CMOS data changes needed or whether best practice guidance could be drawn up that enables these sites to retain data quality and be monitored on an enduring basis.

There is still a chance that these types of sites or non-addressables could be retained outside of the “unmatched” category and flagged as an address “of concern”.

If the wholesaler believes that the supply address falls under a “non-addressable” status, MOSL will allow the supply point to be assured as follows:

Supply Address is non-addressable

UPRN or VOA has an exception reason code not covered in the codes

In some cases, the current market code exception reason codes do not cover all valid scenarios as to why a UPRN and/or VOA reference number has not been assigned. The current assurance process allows for these SPIDs to be assured confirming the reasons for non-provision of information.

- UPRN or VOA has an exception reason code not covered in the codes

For further information and examples see [Appendix 1](#).

9. CMOS Exceptions Process

Exception Reason Code Guidance

Within CMOS there are fields which allow trading parties to explain omissions using an exception reason code. UPRN and VOA reference numbers are not assigned to all premises and there are valid reasons for their exemption such as premises under development, agricultural sites, fish farms and others.

Exception reasons codes were developed and implemented into CMOS to enable wholesalers to flag those SPIDs where there is a reason for the absence of either UPRN and / or VOA reference number.

MOSL is reiterating these exception reason codes to support the improvement of premises data and the expectation that these exceptions will be more readily utilised in the coming months as UPRN and VOA data is assessed. Proper use of the premises exemption reason codes will enable a clear distinction between those SPIDs that have UPRNs and VOA references assigned and those SPIDs that rightly do not.

By doing so this will allow for better maintenance and tracking of supply point premises and address data and assist with providing visibility for those premises that are non-standard and non-addressable

Refer to CSD 0301 – Data Catalogue

UPRN Exception Reason Codes – Data Item 2040

UPRN Exception Code	Description	Further Explanation
ME	No number - missing Entry from the NLPG	Not included within the National Land and Property Gazetteer
SR	No number - fish farms, fishing, and sporting rights	
MT	Multiple UPRNs at the same eligible premises	It's possible for multiple Unique Property Reference Numbers (UPRNs) to exist at the same addressable location, such as a block of flats. Each unit in a block of flats has its own UPRN, but the block itself also has a UPRN.
IP	No number - infrastructure Project	A UPRN has not been allocated yet
PL	No number - not yet issued by planning	A UPRN has not been allocated yet
BW	No number - construction site	A UPRN has not been allocated yet
SP	No number provided - use number from Other SPID	A UPRN exists for the other associated SPID (Paired Sewerage SPID)
OT	Other	We would prefer that OT is not used and either a valid exception reason code above is utilised, or it is assured with the missing exception reason set out

VOA Exception Reason Codes – Data Item D2038

UPRN Exception Code	Description	Further Explanation
NR	No number - property not yet rated	Not yet rated by the Valuation Office Agency
ME	No number - missing Entry from the VOA	Not included within the VOA Business Rates Database
AG	No number - agricultural land and buildings	
SR	No number - fish farms, fishing, and sporting rights	
MT	Multiple VOA BA References at the same eligible premises	It's possible for multiple Valuation Office Agency Billing Authority Reference Numbers (VOAs) to exist at the same addressable location, such as a multiple business office building. Each office of flats has its own VOA, but the office building itself also has a VOA.
IP	No number - infrastructure Project	A VOA reference has not been allocated yet
SP	No number provided - use number from Other SPID	A VOA reference exists for the other associated SPID (Paired Sewerage SPID)
OT	Other	We would prefer that OT is not used and either a valid exception reason code above is utilised, or it is assured with the missing exception reason set out

10. My Charts Reporting Structure

Throughout each stage of the process there will be reporting and monitoring that will track assured supply point volumes, as well as trading parties' progress, and performance. This is a provisional assessment of reporting requirements which will continuously evolve. These requirements are set out below and will be available within My Charts. All reports will have a level of security in which each trading party can only see their data, and not each other's.

Data Quality Audit (DQA) reporting and Premises Address Dashboard

On receipt of each DQA from the service provider and through dashboard reporting we will provide market and trading party level information on the following items:

- Total volume of supply points, premises and addresses
- Total volume of 'Verified' and 'Of Concern' supply points split by: Address, UPRN, VOA and All
- MOSL will provide a deep dive on the following data assurance focus areas:
 - 'Verified' Supply Point Data Breakdown
 - 'Of Concern' Supply Point Data Breakdown
 - 'Assured' and 'Exception Reason Code' Supply Point Data Breakdown
- Progress from one quarterly DQA to the next
- All pages and information within the dashboard will have associated filtering across a variety of categories including matching performance, associated trading parties, occupancy status and metering filters

Further additions will be added once any aligned new metrics are finalised via the Market Performance Framework programme.

A link to the Premises Address Dashboard can be found [here](#).

Data Assurance Address Lookup

MOSL is also providing an additional tool to help support the assessment of address and premises assurance.

The data assurance address lookup takes the findings from the service provider's DQA and presents the data, at supply point level, in a more manageable form than the existing excel address and premises assurance files.

Where any supply point has been flagged as 'Of Concern' for address and / or UPRN and / or VOA MOSL has provided a tool that enables wholesalers to review that data in a vertical (rather than horizontal format).

CMOS address data is positioned above each of the matched external address data sources for easy comparison alongside details of the UPRN and VOA data.

This information can be downloaded, and data can be filtered to create more manageable downloadable files to focus on:

1. Specific 'Of Concern' categories such as VOA issues only or Address issues only etc.
2. Specific occupancy statuses, meter sizes, meter read issues

Further additions will be added once any aligned new metrics are finalised via the Market Performance Framework programme.

A link to the Premises Address Dashboard can be found [here](#).

11. Query Process and Appeals

Please raise any queries as usual via My MOSL and our team will investigate and aim to get back to you within 1 business day.

12. Frequently Asked Questions

MOSL has provided an initial set of frequently asked questions below, focused on address and premises matching.

This section will be updated to include any additional queries or common themes that arise from trading party feedback.

Q. What is the objective for this phase of the programme?

The objective of Phase 2 is to ensure that all CMOS supply address and premises data is accurate and complete. Evidence confirms that good address and premises data quality drives:

- Increased volume of meter reads
- Reduced vacancy rates
- Reduced bilaterals and deferrals
- Improved trading party performance

The three areas of focus include:

- Supply address (covering primary and secondary addressable objects, address lines 1-5 and postcode)
- Unique Property Reference Numbers (UPRN)
- Valuation Office Agency (VOA) billing authority reference numbers

Q. What data should I look at first?

To improve address verification, it's essential to ensure that supply addresses are accurate and closely aligned with both ABP and VOA datasets. A premises cannot be fully verified unless all three elements, supply address, UPRN, and VOA meet the required criteria.

The quality of the supply address directly impacts the ability to match an address in ABP and VOA. The closer the alignment to these datasets, the higher the likelihood of successfully verifying a match.

The first priority should be reviewing the supply address, as both the UPRN and VOA data are linked to it. Without an identified match, the UPRN nor the VOA can be confirmed.

Why Does This Matter?

Verified premises reference data relies on a strong match between the CMOS address and external datasets. A reference cannot be confirmed unless the CMOS address itself is verified. Once verified, a comparison of references can be conducted to assess the consistency between the matched reference data and CMOS reference data.

The example below highlights this requirement for a wholesaler to review differences between the CMOS address and premises reference data:

	Address	Postcode
CMOS Address	ST MARYS CHURCH HALL, STATION ROAD, WEST MOORS, FERNDOWN	BH22 0JF
UPRN Lookup Address	Memorial Hall, 231 Station Road, West Moors, Ferndown	BH22 0HZ
ABP Matched Address	St. Marys Church, Station Road, West Moors	BH22 0JF

Wholesalers should consider the following:

- The CMOS address here refers to a 'Church Hall'
- The ABP matched address returns the 'Church'
- The UPRN points at a Hall (unrelated to the Church)
- The UPRN and CMOS Addresses are completely different

The wholesaler must decide which address is correct and ensure both Address and Premises References are aligned.

The inclusion of 'Hall' in the CMOS address is not found in external datasets. Wholesalers should consider utilising 'Primary and Secondary Objects' within CMOS to capture additional information about the supply point.

Q. How closely should the CMOS address be updated to match to external datasets?

Ideally, CMOS addresses should align as closely as possible with those in external datasets. However, it is recognised that differences may exist between ABP and VOA, making an exact match to both unachievable in some cases. Matching algorithms are designed to accommodate minor variations and account for insignificant discrepancies. At a minimum, it is recommended that the CMOS address match one of the two datasets exactly.

Q. How do I structure my address?

Please refer to the [Best Practice Guide](#) for full details on how to structure your address in CMOS.

Wholesalers should be aware of the impact that incorrectly formatted data can have on determining the correct premises to match to external datasets.

The example below highlights how incorrect formatting could lead to ambiguity in address matching:

CMOS Address		ABP Matched Address	
Address	Postcode	Address	Postcode
9 Market Hall Market Street, London	EC1N 2TD	Market Hall, 9 Market Street, London	EC1N 2TD

Whilst this may appear to be a good match, Wholesalers should consider the following:

- The '9' could be referring to 'Market Hall', being the number of a building located at 9 Market Street or
- 'Market Hall' may have sub-buildings within it; (i.e. 1 to many) and therefore '9' would be the sub-building this number refers to

Leniency in address matching to allow verification can sometimes result in false positives. While safeguards are in place to minimise this risk, it is important to recognise that not all scenarios can be accounted for

Addresses must be structured and ordered appropriately, with mapping to CMOS accurately reflecting wholesalers' own systems. If wholesalers' own systems have limitations in the number of address lines, wholesalers should consider proper use of separators (i.e., commas) to distinguish between distinct address elements.

Q. When updating the CMOS address, can abbreviations be used e.g. Road vs Rd?

Commonly recognised abbreviations can be used within addresses, but should be avoided, if possible, to ensure the best chance of matching to external datasets. The IDenteq DQA rule base includes a comprehensive list of recognised abbreviations, along with other standardizations for elements such as ordinal numbers and special characters.

Q. I want to include an exception in my address, what do I do?

Please refer to the [Best Practice Guide](#) for full details on how to structure your address in CMOS. Exceptions such as troughs, Temporary Building Supplies, standpipes, and car parks should be incorporated into the 'Primary or Secondary Addressable Object' fields. An example of an address for a Temporary Building Supply is provided below:

Primary Addressable Object: Plot 12
 Secondary Addressable Object: TBS
 Address Line 1: New Development
 Address Line 2: Green Lane
 Town: Little Hampton

Postcode: AB12 3CD

Q. I want to check my premise and address data, are there any free resources available?

Wholesalers should utilise the data provided within the Premises and Address assurance file to perform an initial investigation of their data held in CMOS. If wholesalers would like to perform desktop analysis to support their investigation, the following trusted sources can be used for free:

ABP - <https://www.findmyaddress.co.uk/> (maximum of 10 searches per day)

VOA - <https://www.tax.service.gov.uk/business-rates-find/search>

PAF can be used as a supporting tool; however, please note that it is not a dataset utilised within the DQA. As a result, it may not effectively support the necessary corrective actions

PAF - <https://www.royalmail.com/find-a-postcode>

Q. What if I believe my data is correct?

If you believe that either the supply address and / or the premises data (UPRN or VOA) that has been flagged as "Of Concern" in the Data Quality Audit is correct, you can assure the supply points data to confirm that the data is accurate.

You are allowed to assure the supply address and premises data for the following reasons:

Supply address can be assured because:

- Address is correct
- Premises is non-addressable (trough / bin store / public convenience etc.)

Premises Data (UPRN / VOA) can be assured because:

- UPRN or VOA is correct
- UPRN or VOA has an exemption reason code not covered in the codes
- Premises do not have a VOA reference

Please refer to the [Assurance Guidance Document here](#) and [Premises and Address Assurance Template here](#).

Q. Why are there differences in the numbers between the Premise and Address dashboard, the Operational dashboard, and the files?

The reason that there is a variation between the dashboards and the files is because:

- The Premise and Address dashboard shows all premises held by the trading party
- The Operational dashboard shows only the premises in which information requires correcting or assuring
- The file/s only show the supply points in which information requires correcting or assuring

Q. How shall I prioritise my premise and address data?

Wholesalers are free to determine how they should be prioritising their data assurance activities as priorities could vary.

The [operational data assurance dashboard](#) allows trading parties to prioritise their data assurance approach however they see fit. Using this portal, trading parties can segment their data assurance in the following ways:

- Quick win approaches for improving data by focusing on specific address, UPRN and VOA 'Of Concern' filters
- By associated trading party
- By occupancy status – Vacant or Occupied
- By Meter Size – the larger meter sizes may highlight those supply points servicing larger customers

Q. Do I have to update organisational (customer) data?

Phase 2 of the programme is centred on premises and address data assurance only and focusing on is data items that only wholesalers are responsible for (supply address, UPRN and VOA).

Phase 3 of the programme is centred on customer data and focusing on data items that only retailers are responsible for (occupancy status and customer name).

The premises and address DQA uses customer data alongside several other CMOS fields to assist with matching CMOS address and premises data to external datasets. This does not provide an obligation on wholesalers to update this data.

13. Appendices

Appendix 1 – CMOS Data Submission Items

Data Item	Field Name	Data Item Name	Description
D2001	SPID	SPID	Provided for both water and sewerage, if applicable
-	SPIDCORE	-	The first 10 characters of item D2001 (SPID)
-	Wholesaler_ID	-	The Wholesaler associated with the primary SPID
-	Other_Wholesaler_ID	-	The Wholesaler associated with the other SPID (i.e., sewerage), if it exists

-	Retailer_ID	-	The Retailer associated with the primary SPID
-	Other_Retailer_ID	-	The Retailer associated with the other SPID (i.e., sewerage), if it exists
D2039	CMOS_UPRN	UPRN	Provided for both water and sewerage, if applicable
D2037	CMOS_VOA_BA_Reference	VOA BA Reference	Provide for both water and sewerage, if applicable
D2027	CMOS_Customer_Name	Customer Name	
D2050	CMOS_Banner_Name	Customer Banner Name	
D5002	CMOS Address	Address Line 1 -5 Primary & Secondary Addressable Object,	Note that these are the address fields D5002-9, not the billing address fields D5012-8. Provided for both water and sewerage, if applicable
D5009	CMOS_Postcode	Postcode	
D2015	Occupancy_Status	Occupancy Status	
	Long_Term_Vacant_Flag		Calculated field, based off of numerous other data items but most notably, occupancy status and meter reads
D2025	TDISC_Flag	Disconnection/Reconnection/Deregistration	Is based off a T115.W transaction stating that a SPID has been temporarily disconnected
D2029	Building_Supplies_Flag	Building Water Status	
D2002	Service_Category	Service Category	
-	Service_Components	-	A count of the unique Service Categories (D2002) against a SPID
-	Meter_Count	-	A count of the meters against a SPID
D3026	Meter_Network_Flag	Meter Network Association	

D3014	Meter_Serial_Number	Manufacturer Meter Serial Number	Where a SPID has more than one meter, the details for the one with the largest 'Physical Meter Size' will be provided
D3013	Meter_Manufacturer	Meter Manufacturer	
D3003	Physical_Meter_Size	Physical Meter Size	
D3017	Meter_GIS_X_Coordinates	GISX	
D3018	Meter_GIS_Y_Coordinates	GISY	
-	Latest_Read_Date	-	The read date of the latest T105 submission
-	STDO_Banding	-	Calculated field based off of consumption
-	Zero_Consumption_Flag	-	Calculated field to check whether the last three meter reads received were the same
-	Legacy_Long_Unread_Meter Count	-	Calculated field to see if there are any meters that have not received a read since 1 April 2017 (but that existed at that point)
D2043	Service Components	Service Component Type	Every unique service component type found at the premises, water and sewerage
	Service Component Tariff Codes		The associated unique tariff codes associated with the various service components at the premises
	Latest Read Date1 and 2		The read dates for the last two real meter reads
	Latest Switch Date		The registration start date of the latest switch, via T108, volume transfer, or interim supply allocation event
	Latest Bilateral Process and date		The latest type of bilateral process, if any, raised against a SPID at the premises. Also includes the date of the latest status update of said transaction

	DPID Date		The latest date that a DPID was connected to a sewerage SPID at the premises
	Latest premise update		Latest date an update has been performed to the premise
	Consumption		Consumption based on meter reads and settlement volume

Appendix 2 – Wholesaler Premises and Address Assurance File Format

Data category	Owner	Column	New	Examples	Description
CMOS Reference Data	MOSL	Batch Number		AD20241001	Date of file issued (will reflect the DQA published date)
	MOSL	SPID		12345W	Supply Point Identifiers
	MOSL	SPIDCORE		12345	
	MOSL	Wholesaler		Thames-W	Wholesale owner of the SPID
	MOSL	Retailer		Castle-R	Retailer owner of the SPID
	MOSL	Occupancy_Status		OCCUPIED	SPID Occupancy Status
	MOSL	CMOS_Customer_Name		IDenteq	Customer and Supply Point Address details from CMOS
	MOSL	CMOS_Banner_Name		IDenteq	MPF
	MOSL	CMOS_Address		2 High Street	
	MOSL	CMOS_Postcode		SE1 1SW	
	MOSL	CMOS_UPRN		1112223	The ABP Unique Property Reference Number held in CMOS
	MOSL	CMOS_VOA		99988999	The VOA Billing Authority reference held in CMOS
	MOSL	Open_Bilaterals		2002901309B05- IN PROGRESS	A column to confirm any open bilaterals

					relating to the SPID
Assurance Indicators	MOSL	Address	Yes	Of Concern	Indicators of the Premises and Address elements requiring assurance for the SPID
	MOSL	UPRN	Yes	Verified	
	MOSL	VOA	Yes	Of Concern	
CMOS Reference Assurance Fields	IDenteq	UPRN_Status	Yes	Confirmed	The status assigned to the CMOS UPRN and VOA BA references when determining if the reference in CMOS is aligned to the CMOS address
	IDenteq	VOA_BA_Status	Yes	Unconfirmed	
	IDenteq	ABP_Matched_UPRN		1112223	The reference returned from our MATCH to VOA and ABP when matching to the CMOS address
	IDenteq	VOA_Matched_Reference_Number		78787888	
CMOS Reference Lookup Addresses	IDenteq	UPRN_Lookup_Organisation_Name	(v0.2)	IDenteq	The Organisation Name and concatenated Address and Postcode provided back

					from 'lookups' of the CMOS UPRN and CMOS VOA BA References
	IDenteq	UPRN_Lookup_Address		12 The Building, 2 High Street	
	IDenteq	UPRN_Lookup_Postcode		SE1 1SE	
	IDenteq	VOA_BA_Lookup_Organisation_Name (v0.2)		XYZ Limited	
	IDenteq	VOA_BA_Lookup_Address		10 High Street	
	IDenteq	VOA_BA_Lookup_Postcode		SE1 1SE	
ABP Match Insights	IDenteq	ABP_Match_Insight			Details on how the match has been made, and if no match found, a signpost to what should be considered as a starting point for address review
	IDenteq	ABP_Matched_Organisation_Name		IDenteq	Organisation Name of the ABP Match
	IDenteq	ABP_Matched_Address		12 The Building, 2 High Street	Concatenated address for the ABP Match
	IDenteq	ABP_Matched_Postcode		SE1 1SE	Postcode of the ABP Match
VOA Match Insights	IDenteq	VOA_Match_Insight			Details on how the match has been made, and if no match found, a signpost to what should be considered

					as a starting point for address review
	IDenteq	VOA_Matched_Organisation_Name		ABC Limited	Organisation Name of the VOA Match
	IDenteq	VOA_Matched_Address		4 High Street	Concatenated address for the VOA Match
	IDenteq	VOA_Matched_Postcode		SE1 1SE	Postcode of the VOA Match
Date refreshed	MOSL	Date refreshed			Refreshed date

Appendix 3 – Match Insight Definitions

When a match is identified, the match status is updated with the concatenation method used, and the additional variation check status is appended at the end.

If the match is determined through comparison script logic, the Match Insight Status will be one of the following:

- Matched_ABP_Compare
- Matched_Client_Reference_Compare

#	Stage	Check Performed	Match Status
1	Exact Match	Address lines from CMOS, ABP, and VOA are concatenated and compared for exact matches.	CLIENT_CONCAT_#A_ABP_CONCAT_#A_EXACT
2	Range Match	Check for overlapping numeric ranges in address lines, allowing for differences in pluralised words such as Units/Apartments. Expands to a fuzzy check on words, with a 85% match tolerance where no other match is identified.	CLIENT_CONCAT_#A_ABP_CONCAT_#A_RANGE
3	Exact Match Without Dashes	Replace dashes with spaces in all address lines and check for exact matches.	CLIENT_CONCAT_#A_ABP_CONCAT_#A_EXACT_W/O_DASH
4	Word-Only Match	Check for word-level matches, irrespective of word order (and after the removal of duplicated words)	CLIENT_CONCAT_#A_ABP_CONCAT_#A_WONLY
5	Alpha Range Match	Checks for overlapping alpha ranges in address lines where the words exactly match.	CLIENT_CONCAT_#A_ABP_CONCAT_#A_ALPHA
6	Levenshtein Match	Allows matches on address strings to pass where the string is greater or equal to 10 characters, with a character difference of up to 3 characters.	CLIENT_CONCAT_#A_ABP_CONCAT_#A_LEVE
#	Stage	Check Performed	Match Status
1	Address Base - VOA mapping	When an ABP match is identified, the corresponding VOA should be matched using the ABP-linked VOA (and vice versa)	Matched_ABP_Compare

2	CMOS Ref Check	When an ABP match is found and a valid CMOS VOA BA Reference exists, compare the address of the CMOS VOA BA Reference with the CMOS premises address (and vice versa)	Matched_Client_Reference_Compare
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Appendix4 --Posting for Unmatched Addresses

If no match is found, a Sign-Posting status is assigned to assist Wholesalers in identifying potential address discrepancies and determining the appropriate next steps.

No Match Found Status	Description
Invalid_Postcode	The address matching process could not identify a match because the postcode has been deemed invalid (it does not exist within the ABP/VOA datasets)
Invalid_Street_Postcode	The address matching process could not identify a match because the specified postcode and street combination does not exist in the ABP/VOA datasets
Invalid_Street_Start	The address matching process could not identify a match because the CMOS address starts with the street name, but no valid premise identifier is available to determine the property on the street
Reference_Number_Conflict	The address matching process could not identify a match, and the previous three statuses have not been identified as failure reasons. Therefore, a comparison between the ABP/VOA reference addresses and the CMOS address has revealed discrepancies
Other	The address matching process could not identify a match. The reason is yet to be determined