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# Resolution of Consumer Facing Switching and Billing Issues

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SCHEDULE 30

Resolution of Consumer-Facing Switching and Billing Problems

Version: 1.1

Effective Date: 4 November 2022

	Section A: General Obligations	Section B: <u>Erroneous Switches</u>	Section C: Switch Meter Read Problems	Section D: <u>Crossed Meters</u>	Section E: <u>Duplicate RMPs</u>	Section F: <u>Misdirected Payments</u>	Section G: Debt Assignment
<u>Domestic Suppliers</u>	Mandatory	Mandatory	Mandatory <del>for NHH</del> Electricity <sup>1</sup> and for Gas	Mandatory	Mandatory	Mandatory	Mandatory
Gas Non- Domestic Suppliers	Mandatory	Voluntary	Voluntary	Voluntary	Voluntary	Voluntary	N/A
Electricity Non- Domestic Suppliers	Mandatory	Mandatory <del>for NHH<sup>+</sup></del>	Mandatory <del>for NHH<sup>+</sup></del>	Mandatory	Mandatory	Mandatory	N/A
<u>Gas Transporters</u>	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
<u>Distribution Network Operators</u>	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
<u>DCC</u>	Mandatory	N/A	N/A	N/A	N/A	N/A	N/A
Meter Equipment Managers	N/A	N/A	N/A	Mandatory	Mandatory	N/A	N/A

Commented [SJ1]: Agreed as a consequential change via the REC MSAG

<a href="#">Non-Party REC Service Users</a>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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~~<sup>4</sup>This process is Voluntary for HH and Unmetered Supply.~~

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for June 2019 consultation
0.2	XX 2020	Draft agreed for November 2020 re-baselining
0.3	N/A	Updated draft for Spring 2021 Switching Consultation
1.0	18 July 2022	Switching SCR Modification R0041  R0045
1.1	4 November 2022	R0036
2.0	30 June 2023	R0030
<a href="#">MHHS v0.1</a>	<a href="#">N/A</a>	<a href="#">MHHS required changes: Draft for industry review</a>
<a href="#">MHHS v0.2</a>	<a href="#">N/A</a>	<a href="#">MHHS required changes - Updated following industry consultation</a>

Section C: ~~Switch Meter Reading Problems~~

7 Description of the Problem

- 7.1. As part of a [Switch](#), a [Switch Meter Reading](#) must be determined to ensure that the [Consumer](#) receives an accurate opening and closing bill. The [Switch Meter Reading](#) will also establish a single point at which responsibility for the consumption at the [RMP](#) transfers from the [Losing Supplier](#) to the [Gaining Supplier](#).
- 7.2. The arrangements for obtaining gas and electricity [Switch Meter Readings](#) are detailed in the [UNC/IGT UNC](#) and [BSC](#) respectively.
- 7.3. The resolution of [Switch Meter Reading](#) problems covers the following scenarios:
- (a) the proposed [Switch Meter Reading](#) is disputed by the [Consumer](#), [Losing Supplier](#) or [Gaining Supplier](#) (referred to as a [Disputed Switch Meter Reading](#)), and 12 months have not passed since the [Supply Effective From Date](#) (or later, where the [Energy Suppliers](#) have bilaterally agreed to follow this process);
  - (b) for a gas [RMP](#), where an actual or estimated [Switch Meter Reading](#) has not been received from the gas [Central Data Service Provider](#) (CDSP) by the [Losing Supplier](#) (via the [Shipper](#)) within 15 [Working Days](#) of its [Supply Effective Through Date](#), or by the [Gaining Supplier](#) within 17 [Working Days](#) of its [Supply Effective From Date](#);
  - (c) ~~(e) for an electricity RMP where supply is measured by a [meter that is not a DCC Enrolled Meter](#) [Traditional Metering Asset](#), where [a an actual Customer Own Read](#) or estimated Switch Meter Reading has not been received ~~from the Data Collector~~ by the Losing Supplier ~~within 15 Working Days of its Supply Effective Through Date~~, or ~~by the~~ Gaining Supplier within ~~47-10~~ Working Days of ~~its the Gaining Supplier's~~ Supply Effective From Date; or~~
  - (d) for an electricity RMP where supply is measured by a ~~DCC Enrolled Meter~~ [Smart Metering Asset](#), where the Losing Supplier ~~or Gaining Supplier~~ has been ~~unable to retrieve actual data from the Smart Metering Asset and has not received an actual or estimated Switch Meter Reading from the Losing Smart Data Service obtain a Meter Reading from the DCC Enrolled Meter but has not received a proposed Switch Meter Reading from the Gaining Supplier~~ within 10 Working Days of the Gaining Supplier's Supply Effective From Date.

**Commented [SJ2]:** No change required to the definition of Switch Meter Reading which points to UNC and BSC. The REC assumption is that for Smart and Advanced Metering Assets this is the Cumulative Register Reading and for Traditional Metering Assets, this is the Meter Register Reading (reflects the Smart Data Service Method Statement)

**Commented [SJ3]:** Amended to reflect the MHHS design having different approaches to Traditional and Smart Metering Assets

**Commented [SJ4]:** Differentiation removed as the gaining SDS should send this straight through to the Losing SDS and then onto the Gaining Supplier within 5WD as per business process diagram (BP03C). Allowed up to 10WDs to allow processing time and minimise erroneous claims being raised.

**Commented [SJ5]:** Amended so this clause relates to Smart Metering Assets

7.4. For electricity Metering Points only, in the event that the Gaining Supplier requires Meter Register Readings for Smart Metering Assets, they may use the last Register Reading (J0040) provided via the Notification of Losing Supplier Information (D0311) Market Message. Where this data is not available, the Register Readings should be requested from the Losing Supplier via the SDEP.

**Commented [SJ6]:** Discussed and agreed as a consequential change by the REC MSAG

## 8 Resolution Outcomes

8.1. In addition to the relevant requirements in Paragraph 2, the resolution of [Switch Meter Reading](#) problems needs to deliver the following minimum outcomes to be considered complete:

- (a) the [Gaining Supplier](#) and [Losing Supplier](#) have respectively opened and closed the [Consumer's](#) account details on the same [Switch Meter Reading](#) (or agreed otherwise);
- (b) where appropriate, the [Consumer](#) has been sent amended opening and / or closing bills covering the full disputed period. Consumer billing should be corrected for the full period of erroneous data, regardless of whether an equivalent correction is applied within settlements; and
- (c) both the [Gaining Supplier](#) and [Losing Supplier](#) have received a [Switch Meter Reading](#)<sup>4</sup> in accordance with the [UNC](#) / [IGT UNC](#) or [BSC](#) (as applicable). In the case of Gas Suppliers, the Switch Meter Reading will be received via the Shipper. In the case of an electricity Switch Meter Reading that has been subject to final reconciliation in settlement, the Gaining Supplier and Losing Supplier shall meet the outcomes in 8.1(a) and 8.1(b) regardless of whether the Switch Meter Reading is capable of amendment with their Data Service.

**Commented [SJ7]:** Gas reference moved from footnote

~~<sup>4</sup>In the case of Gas Suppliers, the Switch Meter Reading will be received via the Shipper.~~

## 9 Resolution Process

9.1. The procedure in this Section C shall only be initiated where one of the scenarios described in Paragraph 7.3 applies. The procedure in this Section C shall not be used in relation to a [RMP](#) where an [Erroneous Switch](#) is in progress.

9.2. Where the requirements of Paragraph 9.1 are met, the [Energy Supplier](#) may initiate the procedure in this [REC Schedule](#) with the objective to:

- (a) agree a [Switch Meter Reading](#) where no actual or estimated [Switch Meter Reading](#) has been obtained; or
- (b) agree an alternative [Switch Meter Reading](#) where the original [Switch Meter Reading](#) is being disputed.

9.3. Where the [Consumer](#) is disputing the [Switch Meter Reading](#), the [Energy Supplier](#) shall endeavour to reach an agreement with the [Consumer](#) without invoking this disputes process.

9.4. The [Energy Supplier](#) contacted by the [Consumer](#) shall consider the specific circumstances as detailed below:

- (a) where the difference between the [Energy Supplier](#)'s view of consumption and that derived from the initial [Switch Meter Reading](#) is 1,200 kWh or less for a gas [RMP](#) or 250 kWh or less for an electricity [RMP](#), then the [Energy Supplier](#) shall not dispute the [Switch Meter Reading](#) unless the [Consumer](#) specifically requests a new [Switch Meter Reading](#), but shall instead attempt to resolve the dispute with an accommodation (e.g. cash allowance to the [Consumer](#)), thus retaining the initial proposed [Switch Meter Reading](#), so that no further action is then required; or
- (b) where the [Consumer](#) is unwilling to accept an accommodation, or the difference between the [Energy Supplier](#)'s view of consumption and that derived from the [Switch Meter Reading](#) is more than 1,200 kWh for a gas [RMP](#) or more than 250 kWh for an electricity [RMP](#), then the [Energy Supplier](#) shall initiate a dispute.

9.5. The [Consumer](#) is not obliged to provide information on the identity of either their [Gaining Supplier](#) or [Losing Supplier](#). Therefore, the [Initiating Supplier](#) shall use the [Enquiry Services](#) to establish the identity of the [Associated Supplier](#).

~~9.6. For gas Supply Meter Points, each ~~Energy Supplier~~Gas Supplier shall ensure they use the active settlement registers of the meter as part of the procedure for resolving missing [Switch Meter Reading](#)s under this Section C.~~

Commented [SJ8]: Existing drafting retained for gas

~~9.6A For electricity Metering Points, each Electricity Supplier shall ensure they use the [Cumulative Register Reading for Smart Metering Assets and the Meter Register Readings for Traditional Metering Assets](#), as part of the procedure for resolving missing [Switch Meter Readings](#) under this Section C. This does not preclude the Electricity Suppliers from sharing [Meter Register Readings for Smart Metering](#)~~

Commented [SJ9]: Post consultation update - added use of defined terms to align to Tranche 4 drafting.

Assets to support resolution of Consumer billing issues.

**Commented [SJ10]:** Post consultation update - additional sentence added to address consultation comment CD3-130

9-6-9.7. If two or more [Energy Suppliers](#) have sent an [Initial Request](#) in relation to the same problem under this Section C (referred to as a [Dual Initiation](#)), then the [Gaining Supplier](#)'s [Initial Request](#) shall take precedence (and it will take on the role of the [Initiating Supplier](#)).

9-7-9.8. When responding to the [Initial Request](#), the [Associated Supplier](#) shall consider the specific circumstances and determine whether a more suitable [Switch Meter Reading](#) is available. The [Associated Supplier](#) shall either accept the proposed read, negotiate the outcome by proposing a more suitable reading, or request an [Actual Meter Reading](#). Where an alternative read is provided justification should be provided.

9-8-9.9. Following agreement of the [Switch Meter Reading](#):

(a) for a gas [RMP](#), the [Gaining Supplier](#) shall submit the agreed [Switch Meter Reading](#) to the gas [CDSP](#), via its [Shipper](#), in accordance with the [UNC / IGT UNC](#); or

~~(b) for an electricity [RMP](#), where supply is measured by a meter that is not a [DCC Enrolled Meter](#), the [Gaining Supplier](#) shall submit the agreed [Switch Meter Reading](#) to its [Data Collector](#), in accordance with the [BSC](#); or~~

~~(be) for an electricity [RMP](#), where supply is measured by a meter that is a [DCC Enrolled Meter](#), both the [Gaining Supplier](#) and [Losing Supplier](#) shall submit the agreed [Switch Meter Reading](#) to their respective [Data Collector's Data Services](#) in accordance with the [BSC](#). [Suppliers shall correct Consumer billing to reflect the agreed \[Switch Meter Reading\]\(#\) even if it is not possible to amend the data in settlement.](#)~~

**Commented [SJ11]:** Amended post consultation - text updated for clarity to address comment CD3-133

9-9-9.10. If the [Switch Meter Reading](#) submitted under Paragraph 9.9 is not accepted under the [UNC / IGT UNC](#) or [BSC](#) (as applicable), then the [Energy Suppliers](#) may either initiate the process described in Paragraph 3 or agree between themselves that the agreed [Switch Meter Reading](#) shall be used only for the purposes of [Consumer](#) billing.

~~9.10-9.11.~~ The interface table below sets out the process and maximum timelines for resolving [Switch Meter Reading](#) problems.

Ref	When	Action	From	To	Interface	Means
9.11.1	<p>Within 5 <a href="#">WDs</a> of either:</p> <p>(a) a <a href="#">Switch Meter Reading</a> being disputed; or</p> <p>(b) a <a href="#">Switch Meter Reading</a> not being obtained.</p>	<p>Send an Initial Request to:</p> <ul style="list-style-type: none"> <li>agree a <a href="#">Switch Meter Reading</a> where no actual or estimated <a href="#">Switch Meter Reading</a> has been obtained; or</li> <li>agree an alternative <a href="#">Switch Meter Reading</a> where the original <a href="#">Switch Meter Reading</a> is being disputed.</li> </ul>	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	<p>For Gas RMP(s)</p> <p>SAR Flow (<a href="#">Initial Request</a>)</p> <p>For Electricity RMP(s)</p> <p><a href="#">D0300</a> Disputed Readings or Missing Readings on Change of Supplier<sup>5</sup></p>	<a href="#">DTN</a>
9.11.2	Following 9.11.1	Determine whether to agree the proposed read (if a proposed read was provided).	<a href="#">Associated Supplier</a>		Internal process	N/A
9.11.3	Within 5 <a href="#">WDs</a> of 9.11.1; where the <a href="#">Associated Supplier</a>	Provide a response accepting the proposed read and progress to 9.11.12.	<a href="#">Associated Supplier</a>	<a href="#">Initiating Supplier</a>	<p>For Gas RMP(s)</p> <p>SAR</p>	<a href="#">DTN</a>



	agrees the proposed read.				Flow (Switch Meter Reading Acceptance)  For Electricity RMP(s)  <u>D0300</u> Disputed Readings or Missing Readings on Change of Supplier <sup>6</sup>	
9.11.4	Within 5 <u>WDs</u> of 9.11.1; where the <u>Associated Supplier</u> does not agree the proposed read or no proposed read was sent.	Provide a response to the initial request either:  a) proposing a proposed read and progressing to 9.11.5 (where a proposed read was not included in the initial request);  b) proposing an alternative read and progressing to 9.11.5; or  c) indicating that there is no alternative read available (progress to 9.11.9).	<u>Associated Supplier</u>	<u>Initiating Supplier</u>	For Gas RMP(s)  SAR Flow (Initial Response)  For Electricity RMP(s)  <u>D0300</u> Disputed Readings or Missing Readings on Change of Supplier <sup>7</sup>	<u>DTN</u>

9.11.5	Following 9.11.4; where the <a href="#">Associated Supplier</a> provided a proposed or alternative read.	Determine whether to agree the proposed or alternative read.	<a href="#">Initiating Supplier</a>		Internal process	N/A
9.11.6	Within 5 <a href="#">WDs</a> of 9.11.4; where the <a href="#">Initiating Supplier</a> agrees the proposed or alternative read.	Provide a response accepting the proposed or alternative read and progress to 9.11.12.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	For Gas RMP(s)  SAR Flow (Switch Meter Read Acceptance)  For Electricity RMP(s)  <a href="#">D0300</a> Disputed Readings or Missing Readings on Change of Supplier <sup>8</sup>	<a href="#">DTN</a>
9.11.7	Within 5 <a href="#">WDs</a> of 9.11.4; where the <a href="#">Initiating Supplier</a> does not agree the proposed or alternative read.	Contact the <a href="#">Associated Supplier</a> to agree the <a href="#">Switch Meter Reading</a> by telephone.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	Agreed <a href="#">Switch Meter Reading</a>	Telephone
9.11.8	Within 5 <a href="#">WDs</a> of 9.11.7; where a	Provide a response accepting the read agreed by telephone	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	For Gas RMP(s)	<a href="#">DTN</a>

	<a href="#">Switch</a> <a href="#">Meter Reading</a> is agreed by telephone.	and progress to 9.11.12.			SAR Flow (Telephone Read Acceptance)  For <a href="#">Electricity RMP(s)</a>  D0300 Disputed Readings or Missing Readings on Change of Supplier <sup>9</sup>	
9.11.9	Where the <a href="#">Initiating Supplier</a> , <a href="#">Associated Supplier</a> and <a href="#">Consumer</a> cannot agree a mutually acceptable <a href="#">Switch Meter Reading</a> , or no alternative <a href="#">Switch Meter Reading</a> is available.	Ask the <a href="#">Consumer</a> to provide a <a href="#">Customer Own Read</a> (if the <a href="#">Consumer</a> has not already done so), instruct the <del>meter reading agent</del> <a href="#">Meter Reading Service</a> to obtain an <a href="#">Actual Meter Reading</a> within 10 <a href="#">Working Days</a> , or obtain a meter reading directly from the <a href="#">Smart Metering System</a> .	<a href="#">Gaining Supplier</a>	<a href="#">Consumer</a> ; or  Meter Reading <a href="#">Agent Service</a>	<a href="#">Customer Own Read</a> request, or <a href="#">Actual Meter Reading</a> request explicitly stating that the Meter Reading is required to settle a <a href="#">Switch Meter Reading</a> dispute	Not Defined
9.11.10	Within 10 <a href="#">WDs</a> of 9.11.9; where the <a href="#">Gaining Supplier</a> has obtained an <a href="#">Actual Meter Reading</a> or a	Contact the <a href="#">Losing Supplier</a> to agree the <a href="#">Switch Meter Reading</a> by telephone.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	Agreed <a href="#">Switch Meter Reading</a>	Telephone

**Commented [SJ12]:** New term to be defined as 'means the element of the Smart Data Service responsible for obtaining Actual Meter Readings from the Consumer's Premises in accordance with the BSC'

	<u>Customer Own Read.</u>					
9.11.11	Following 9.11.10; where a <u>Switch Meter Reading</u> is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 9.11.12.	<u>Initiating Supplier</u>	<u>Associated Supplier</u>	For Gas RMP(s)  SAR Flow (Telephone Read Acceptance)  For <u>Electricity RMP(s)</u>  <u>D0300</u> Disputed Readings or Missing Readings on Change of Supplier <sup>10</sup>	<u>DTN</u>
9.11.12	At any time, where the Initiating or Associated Supplier has accepted a proposed or alternative <u>Switch Meter Reading</u> via the data flows outlined in this table.	Submit the agreed <u>Switch Meter Reading</u> .	<u>Gaining Supplier</u> ; and <u>Losing Supplier</u> , where applicable	<u>Shipper</u> ; or <u>Electricity Data Collector</u> <del>Service</del>	In accordance with the <u>BSC</u> and <u>UNC / IGT UNC</u>	N/A
9.11.13	For gas only, following 9.11.12 if	Request replacement of the Meter Reading(s) that are	<u>Gaining Supplier</u>	<u>Losing Supplier</u>	Gas Replacement	<u>SDES</u>

	the agreed <a href="#">Switch Meter Reading</a> is not accepted by the gas <a href="#">CDSP</a> .	preventing the agreed Switch Metering Reading from being accepted.			Readings	
9.11.14	For gas only, where 9.11.13 applies and within 5 <a href="#">WDs</a> .	Submit the replacement Meter Reading(s).	<a href="#">Losing Supplier</a>	<a href="#">Shipper</a>	In accordance with the <a href="#">UNC/IGT UNC</a>	N/A

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