

CONSEQUENTIAL CHANGE SOLUTION

SWITCH METER READING EXCEPTION PROCESSES

DOCUMENT VERSION	1.0
ISSUED DATE	22/06/2023
SOLUTION STATUS	PROPOSAL

COMMITTEE	REC MHHS STAKEHOLDER ADVISORY GROUP
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CHANGE OVERVIEW

This change proposes to clarify the rules associated with correction of Switch Meter Reading exceptions where the issue is not resolved ahead of the final reconciliation run (RF). It also proposes to amend the D0010 Market Message (MM00004) to support notification of amended Switch Meter Readings to the relevant Data Service to reflect the outcome from a Switch Meter Reading dispute.

MHHS STAKEHOLDER ADVISORY GROUP OUTCOME

On 15 June 2023, the REC MSAG agreed that the solution proposed in the meeting for consequential change item CCT-24 should be taken forward for the MHHS Code Drafting.

1 BACKGROUND

REC Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues includes a number of exception processes to support bilateral resolution of issues impacting Consumers. Specifically, the schedule includes the process for managing Switch Meter Reading exceptions.

The MHHS Programme has developed a business process (BP003C) to cover the initial agreement of transfer reads where a change of Data Service occurs, which includes all change of Supplier scenarios. This process will be documented in the Balancing and Settlement Code (BSC), in a new subsidiary document (BSCP) to replace the existing provisions in BSCP504.

BP003C also references the existing Switch Meter Reading exception process covering missing or disputed reads, which is detailed in the REC. As agreed through discussions at the Consequential Change Impact Assessment Group, any change to this process, required as a result of the new MHHS design, should be agreed as a consequential change.

The proposed solution set out in this document relates to the use of existing DTN Market Messages to communicate information relating to disputed Switch Meter Readings. This links to the wider consideration of changes to DTN messages discussed and agreed by the REC MHHS Stakeholder Advisory Group (MSAG) in April 2023.

2 PROBLEM STATEMENT

This document focuses on two distinct problems, as set out below:

- **Issue 1:** The reduction in the settlement timetable, being implemented as part of the MHHS Target Operating Model, will prevent correction of erroneous Switch Meter Readings in settlements after the 4-month final reconciliation run has completed. Clarity is required on the approach to managing Switch Meter Reading exceptions raised more than 4 months after the Switch occurred.
- **Issue 2:** The MHHS design requires amended Switch Meter Readings for Smart Metering Assets to be sent from the relevant Supplier to the Data Service via the D0010. However, there is no information within the D0010 to enable the Data Service to inform the Data Service that the reads have been determined as a result of a Switch Meter Reading exception.

3 IMPACTS

CONSUMERS	REC SERVICE PROVIDERS	RECCO / REC CODE MANAGER
N/A	N/A	N/A
REC PARTIES AND SERVICE USERS	REC DOCUMENTS / PRODUCTS	
Electricity Suppliers Smart Data Service (SDS)	Schedule 30 – Consumer Facing Switching and Billing Issues Data Specification – J0171 Reading Type (DI50097)	

The reduction in the settlement timetable will shorten the time available to Suppliers to resolve Switch Meter Reading exceptions. Suppliers will need to consider potential changes to systems and processes to identify errors which have crystallised in settlements and ensure their Data Services only amend data that has not undergone final reconciliation.

In addition, the MHHS design requires Suppliers to notify their Data Service of amended Switch Meter Readings relating to Traditional Metering Systems via the D0010. This change introduces a new enumeration for the Reading Type (J0171) Data Item, to clearly differentiate reads provided as a result of a Switch Meter Reading exception.

4 SOLUTION OPTIONS

Issue 1: With the reduction in the settlement timetable it has been acknowledged that a greater number of Switch Meter Reading exceptions may not be resolved until after some data has crystallised in settlements. MSAG was therefore asked to consider options to enable Supplier's to differentiate between a 'pre-RF' and 'post-RF' disputes.

- Option 1 – this option requires the Supplier to identify pre- and post-RF disputes directly from the date of the Switch / Switch Meter Reading - the Supplier would determine whether settlement data could be corrected back to the Supplier Effective From Date.
- Option 2 – this option proposed that a specific event be included in the D0300 – such as a unique code in the Status of Proposed Reading(s) (J1660) Data Item. This would differentiate those agreed Switch Meter Readings that could be used directly in settlements (as the dispute was resolved within 4 months) versus those that should be used for billing but would need additional processing to be applied to prevent post-RF data from being amended.

There was a consensus view from the MSAG that the reduced settlement window should not prevent inaccurate Switch Meter Readings from being resolved between Suppliers, and corrections to inaccurate Consumer billing should be resolved in any case.

Where the issue has not been resolved ahead of RF, the Supplier should use the relevant dates to determine the approach to correcting the data in settlements. This would be based on the existing rules within BSCP504 for correcting data relating to issues that have partly crystallised in settlements (or equivalent guidance developed for MHHS) and therefore no additional event codes would be required within the D0300.

It was acknowledged that the requirement for disputed Switch Meter Readings to be resolved after RF would create a natural financial incentive on Suppliers to identify and resolve any inaccurate Switch Meter Readings within this period, as they may experience financial detriment if they cannot reconcile their settlement position with accurate billing for the Consumer. **For the avoidance of doubt, the Supplier would be expected to resolve any billing inaccuracy in any case – even where this financial detriment is incurred.**

Issue 2: Two options were considered for highlighting that a read provided in the D0010 by the Supplier to the Data Service is being issued to resolve a Switch Metering Reading exception.

- Option 1 – this option proposed the use of an existing enumeration value in the D0010 with associated rules on treatment. For example – the Supplier could send the reading with a Reading Type (J0171) of 'A' – Actual Change of Supplier Read. This could inform the Data Service that the reading should be treated as an agreed read.
- Option 2 – this option proposed that a new enumeration value is introduced to identify the scenario. For example – the Supplier could send the reading with a Reading Type (J0171) of 'X – Supplier Agreed Switch Read'.

There was a consensus view from the MSAG that option 2 should be progressed, with a new enumeration introduced for the Reading Type (J0171) Data Item. While this would require additional development effort to incorporate the use of the new enumeration value, it was noted

that this development would be required in any case, and option 2 provided a simpler, cleaner solution with less operational complexity.

5 SOLUTION DEVELOPMENT

The proposed approach was developed by RECCo in discussion with industry parties and presented at the MSAG meeting on 15 June 2023. Industry attendees were invited to provide comments on the options relating to both issues. There was a consensus view from the MSAG on the approach to resolve both issues with approval provided at the meeting.

6 PROPOSED SOLUTION

The proposed approach for each issue is as follows:

Issue 1 – No change will be made to the 12-month timescale for Switch Meter Reading disputes to be raised and a clear statement will be included requiring Suppliers to correct billing to address the erroneous data. A clause will also be included in Schedule 30 to clarify that Suppliers should send agreed Switch Meter Readings to their Data Service for correction in settlements, where applicable. No reference to pre- or post-RF processing will be included as this is outside the scope of the REC.

Issue 2 - A new enumeration will be added to the Reading Type (J0171) Data Item for 'Supplier Agreed Switch Read'.

7 GLOSSARY

Terms used in this document can be found within the following:

- Schedule 1 - Interpretations and Definitions – [Link](#)
- MHHS Programme Glossary - [Link](#)