

Appointment Times & CoS Reads –Recommendation to DAG

The Context

- The Design Team took an action from DRG 9 to explore options around Service Appointment times and the impacts they would have on MHHS Design with the intention to recommend an option to DAG
- We engaged the impacted Participant Constituencies' DAG reps to either contribute or nominate contributors
- During discussion in the first workshop it became there were two separate, though interrelated questions that needed answering:
- 1. Should CoS reads be aligned to UTC Midnight or matched against Supplier Registration (Clock midnight)?
- 2. Should Service Appointment times be aligned to UTC Midnight or matched against Supplier Registration (Clock midnight)?



Decision 1: Change of Supplier Reading Times

are impacted by this decision? Which areas

Trad Meters

No impact

- Billed to reads
- Settled against estimated consumption
- •Reads can be +/- 5 days from CoS date

Advanced Meters

No/Low Impact

- •Billed almost exclusively to consumption data
- Settled against consumption data
- No gap identified

Unmetered

No Impact

Billed to consumption data
 Settled against consumption data
 No gap identified

Smart Meters

High Impact

- •Billed almost exclusively to reads
- •Settled against actual HH consumption
- •If CoS reads aren't aligned to Registration time there's misalignment of Billing vs Settlement



Decision 1: Change of Supplier Reading Times

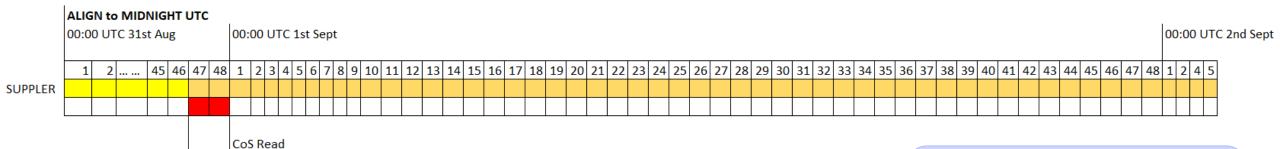


Option 1: Use midnight UTC reading

- In summer will lead to a misalignment for Suppliers between Billing & Settlement as periods HH47&48 will be settled against incoming supplier but CoS read will be taken after these two periods
- · Potential misallocation of actual usage vs tariff
- Impact on Customer Experience during Change of Supplier
- No change to actual design

CoS

Clarification required in BP003



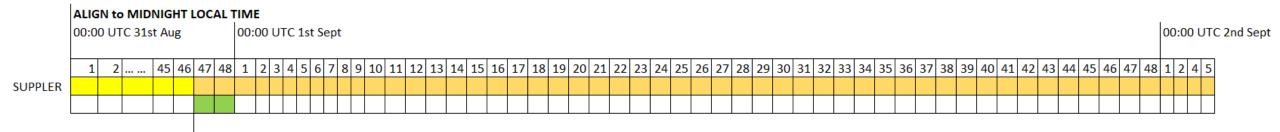


Decision 1: Change of Supplier Reading Times



Option 2: Adjust to Clock Midnight

- In summer adjust midnight UTC reading using HH47/48 Consumption to create a midnight clock time read
- · This would lead to alignment between Billing, Settlement & Tariff allocation for Suppliers
- The Data Service would need to apply new Method Statement calculation to adjust midnight read [Midnight UTC Read sum(HH47 Consumption + HH48 Consumption)]
- · Clarification would be required in BP003 and DES138



CoS and CoS Read



- Following lengthy discussions, we asked the Participant Representatives to vote for their preferred option.
- The unanimous vote was to recommend option 1, i.e. aligning CoS Reads to UTC midnight

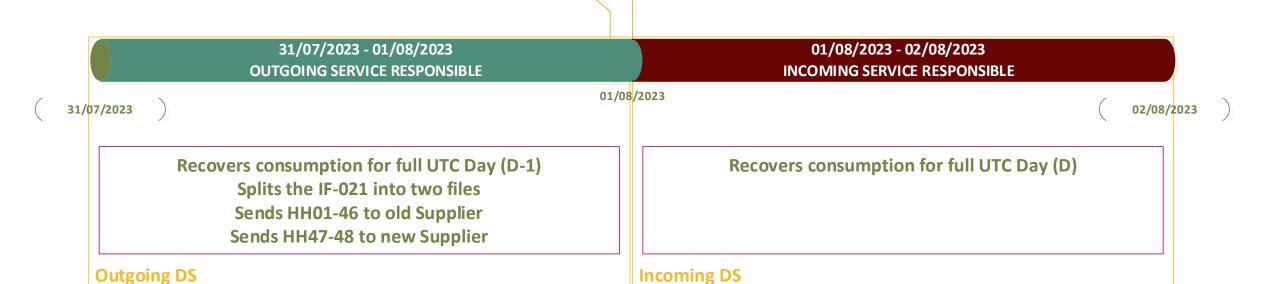


Decision 2: UTC vs Clock Appointment Times



Option 1: UTC

Should Service Appointment times be aligned to UTC Midnight or matched against Supplier Registration (Clock midnight)?



01/08/2023

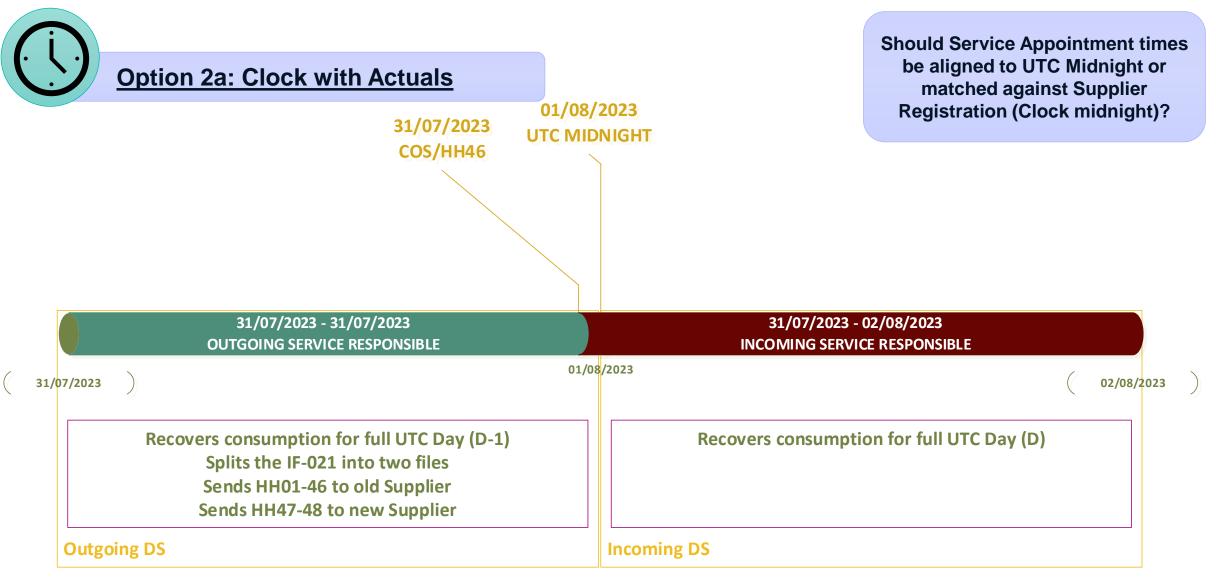
UTC MIDNIGHT

31/07/2023

COS/HH46

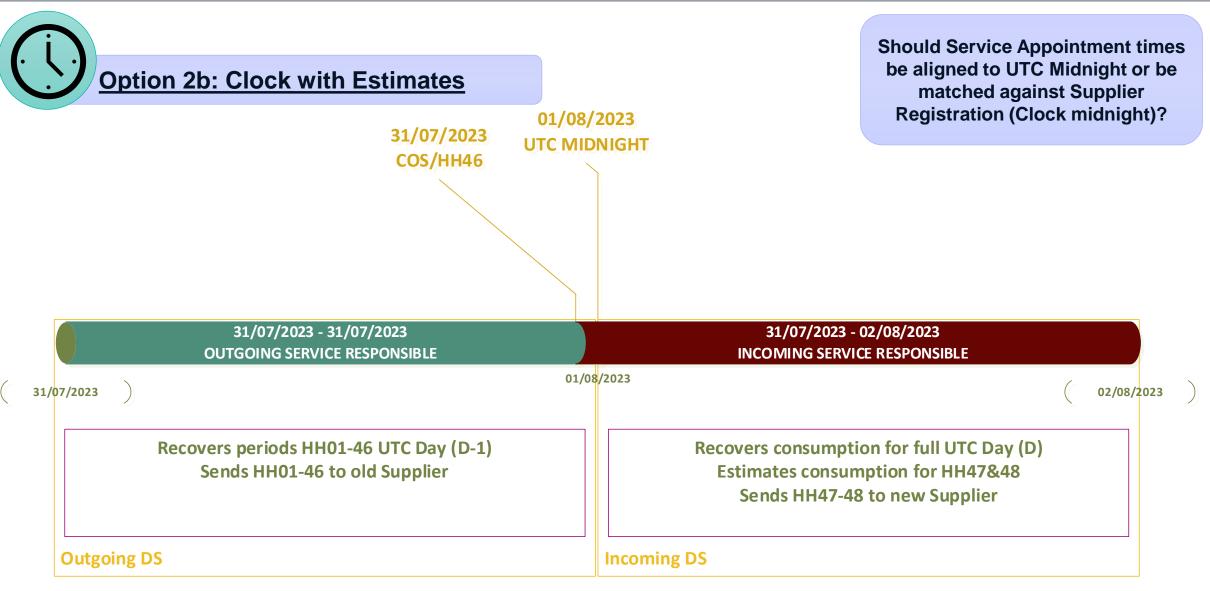


Decision 2: UTC vs Clock Appointment Times





Decision 2: UTC vs Clock Appointment Times





Should Service Appointment times be aligned to UTC Midnight or matched against Supplier Registration (Clock midnight)?

- Following lengthy discussions, we asked the Participant Representatives to vote for their preferred option.
- The unanimous vote was to recommend option 1, i.e. aligning Service Appointment times to UTC Midnight



Thank you!

