



The Procedure for Agreement of Change of Supplier Readings and Resolution of Disputed Change of Supplier Readings

MAP 08

Version : 3.2

Status : Final

Date : 30th June 2016

Document Reference : MAP08_3.2

©2016 **MRA Service Company Limited, 8 Fenchurch Place, London EC3M 4AJ. Tel: +44 (0)20 7090 1029.** All rights reserved. No part of this publication may be reproduced or transmitted in any material form (including photocopying or storing it in any medium, by electronic means and whether or not transiently or incidentally to some other use or publication) without the permission of MRA Service Company Limited, whose address is set out above.

Change History:

Version Number	Status	Date of Issue	Reason for Change
0.1	For Review	01/11/00	First Draft
0.2	For Review	8/11/00	Following CoS Working Group Sub Group Meeting on 3 rd November 2000
0.3	For Review	22/11/00	Following review of the sub-group
0.4	For Review	01/12/00	Following further review of sub-group
0.5	For Review	15/12/00	Following review of CoS Working Group
1.0	Agreed	27/02/01	Agreed by MEC
1.1	For MDB Review	28/09/01	Following post implementation review
2.0	Agreed	29/11/01	Agreed by MDB 01/10
2.1	Agreed	02/08/04	Modifications suggested at Disputed Reads OIF on 12 th March 2004. Modifications agreed at MDB 04_06 (MAP CP 0027)
	Draft1	20/12/04	Customer Transfer Programme "Supplier Agreed Readings" process changes
	Draft2	18/02/05	Customer Transfer Programme "Supplier Agreed Readings" process changes
	Draft3	28.2.04	Customer Transfer Programme – Revisions to "Supplier Agreed Readings" process changes following pre-assessment comments and scenario testing. Issued for approval as Version 2.2 to MDB_05_03
	Draft 4	31-03-2005	Modified at MDB 05_03
2.2	Agreed	Feb 2006	Agreed at MDB 05_03
2.3	Agreed	Feb 2006	Agreed at MDB 05_11
2.4	Agreed	31/3/06	Updates for SAS Termination
	Draft		Post Customer Transfer Programme draft revisions from Centrica
2.5	Draft	4/8/2006	Special IREG revisions circulated as SPF
2.6	Draft	2/10/2006	Modified post-SPF feedback, MDB 06_08 and Special IREG 2006.09.11
2.6	Final	22/02/2007	Modified following MDB_06_10
2.7	Draft	06/11/2008	Modified in accordance with MAP CP 0065 'Telephone Service Provision for Agreed and Disputed Reads'
2.8	Final	28/02/2013	Agreed at MDB_12_09
2.9	Draft	22/12/2013	Modified following IREG_13_1101 and IREG_13_1211
3.0	Final	01/05/2014	Agreed at MDB_14_0501
3.1	Final	06/11/2014	References Update, as agreed at MDB_14_0828
3.2	Final	30/06/2016	Issued to industry incorporating MAP CP 0266

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

Quality Assurance:

Name	Role	Responsibility	Date
Business Owner for MRASCo			
Glenn Sheern	Senior Delivery Manager – Energy	Fitness for purpose	30/06/2016
Reviewer(s)			
Michael Barlow	MRA Delivery Team	Fitness for purpose	30/06/2016
Katharina Tree	MRA Delivery Team	Fitness for purpose	30/06/2016
Approval			
MDB			28/01/2016
Authorisation for Use			

Contents

1	Introduction	5
1.1	Purpose	5
1.2	Scope & Objectives	5
1.2.1	Supplier Agreed Meter Readings Process	6
1.2.2	Disputed MRoCoS Process	6
1.2.3	Supplier Agreed Meter Reading and Disputed MRoCoS process	6
1.3	Glossary	6
1.4	Status of the Procedure	8
1.5	Rules for the Population and Use of Data Items	8
1.6	Diagram Object Definitions	8
2	Procedure.....	9
2.1	Principles	9
2.2	Conditions precedent	9
2.2.1	Supplier Agreed Meter Readings Process	9
2.2.2	Disputed MRoCoS Process	10
3	Supplier Agreed Meter Reading Process	11
3.1	Phase One – Determine Requirement	11
3.2	Phase Two – Initiation Process	11
3.3	Phase Three – Associated Supplier Responding to Initial	12
3.3.1	Status of Proposed Reading P – Proposed	13
3.3.2	Status of Proposed Reading Y – Agreed	13
3.3.3	Status of Proposed Reading(s) A – Alternative	14
3.3.4	Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading.....	14
3.3.5	Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading.....	14

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

3.4	Phase Four – Dealing with Associated Supplier’s Response	15
3.4.1	Associated Supplier Responds with Status of Proposed Reading(s) P – Proposed	15
3.4.2	Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed	15
3.4.3	Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative...	15
3.4.4	Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed ...	16
3.4.5	Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed...	16
3.5	Phase Five – Amending the initial MRoCoS	17
3.6	Phase Six – Entry of Agreed Reading to Settlements	18
3.7	Phase Seven – Closure	18
4	Disputed MRoCoS Process.....	18
4.1	Phase One – Determine Requirement.....	18
4.2	Phase Two – Initiation Process.....	19
4.3	Phase Three – Associated Supplier Responding to Initial Flow	20
4.3.1	Status of Proposed Reading Y – Agreed	21
4.3.2	Status of Proposed Reading(s) A – Alternative	22
4.3.3	Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading.....	22
4.3.4	Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading.....	22
4.4	Phase Four – Dealing with Associated Supplier’s Response	22
4.4.1	Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed	22
4.4.2	Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative...	22
4.4.3	Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed ...	23
4.4.4	Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed...	23
4.5	Phase Five – Amending the initial MRoCoS	24
4.5.1	Supplier Process	24
4.5.2	NHHDC Process	24
4.6	Phase Six – Entry of Agreed Reading to Settlements	25
4.7	Phase Seven – Closure	26
5	Record Rejection.....	26
6	Escalation Procedure	27
7	Annex 1	28
7.1	Recommended Phase Timings.....	28
7.1.1	Supplier Agreed Meter Read process timings	28
7.1.2	Disputed Reads process timings.....	28
8	Annex 2	29
8.1	Escalation Process.....	29
8.1.1	Supplier Agreed Meter Reading and Disputed MRoCoS Processes	29
8.1.2	NHHDC sending D0086 Data Flow.....	29
8.1.3	Escalation Summary	29

1 Introduction

1.1 Purpose

During the Change of Supplier process, it is necessary for a meter reading to be determined in order to establish:

- A record of the register readings at which responsibility for the consumption at the Metering Point transfers from the Old Supplier to the New Supplier; and
- That the closing and opening reads for the Old and New Suppliers respectively are derived from the same readings to ensure that the customer is not charged twice in respect of their consumption of electricity.

Non Half Hourly Data Collector (NHHDC) Meter Readings on Change of Supplier (MRoCoS) are provided in accordance with MRA Clause 29, which requires that Suppliers procure that their NHHDCs exchange relevant information in order to meet the requirements of that Clause as well as the change of Supplier process within BSCP504 (MRoCoS).

On 30th June 2016 BSC Modification P302 was implemented which made changes to the Change of Supplier process to enable use of enhanced functionality of smart meters. This functionality includes, but is not limited to, the ability to configure the register(s) at which consumption is recorded by a smart meter and to obtain a Candidate MRoCoS.

Modification P302 places the responsibility for obtaining the MRoCoS for smart meters on the New Supplier. On a Change of Supplier event the New Supplier will take readings from the smart meter at the time of configuring the meter. If successful these readings will be sent to the Old Supplier and New NHHDC. The Old Supplier will send this reading to their NHHDC.

This document sets out the procedure for:

- The agreement of a reading between Suppliers for billing in the event that the New NHHDC is unable to send a reading (Supplier Agreed Meter Readings Process), or where the New Supplier has been unable to obtain a remote reading from a smart meter.
- The resolution of a dispute where either the Old Supplier, the New Supplier or the customer subsequently disputes the notified reading (Disputed MRoCoS Process).
- The resolution of a dispute where the Old Supplier disputes the Candidate MRoCoS obtained from a smart meter by the New Supplier.

These business functions have similar inputs and the same required output (the production of an agreed reading used for production of timely opening and closing bills that are acceptable to both suppliers and customers). The D0300 will be used to trigger this process.

The procedure is for use by Suppliers, who shall ensure that their NHHDC is sent any agreed MRoCoS.

1.2 Scope & Objectives

This procedure applies to the agreement, post transfer, of Change of Supplier Meter readings and the resolution of disputed meter readings, for Non Half Hourly Metering Points in the English, Welsh and Scottish Markets and covers the following scenarios:

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

1.2.1 Supplier Agreed Meter Readings Process

The determination of a Meter Reading where notification of a valid MRoCoS has not been received after at least 30 Working Days of the Supply Start Date (SSD), except where the Old Supplier has been able to obtain a reading from a smart meter, but has not received a Candidate MRoCoS from the New Supplier, in which case the Old Supplier may initiate the process after 10 Working Days.

1.2.2 Disputed MRoCoS Process

The resolution of disputed meter readings for Non Half Hourly Metering Points in the following scenarios:

- Old Supplier disputes the MRoCoS on receipt of either of the D0010 or D0086;
- New Supplier disputes the MRoCoS on receipt;
- Customer disputes their final account from the Old Supplier;
- New Supplier disputes the MRoCoS on receipt of the first actual reading (including Customer Own Reading (COR)) received after SSD;
- Customer disputes their opening account from the New Supplier.
- Old Supplier disputes the Candidate MRoCoS received from the New Supplier for a smart meter; and
- New Supplier disputes its own Candidate MRoCoS following validation by its NHHDC.

These processes comply with the obligations in the MRA relevant to meter readings on a change of supplier as detailed in Clause 29.

1.2.3 Supplier Agreed Meter Reading and Disputed MRoCoS process

These two processes are divided into seven phases; however it is recommended that the processes are only taken through all seven phases where absolutely necessary.

The processes are both based on the following principles:

- Least inconvenience to the customer and minimising customer complaint;
- Production of a timely and accurate final account;
- Least impact to Settlements; and
- Smart meter reads take precedence if available.

1.3 Glossary

The following table defines terms and acronyms used in this document.

Acronym	Term	Definition
AA	Annualised Advance	An estimate of annual consumption for a Settlement Register, calculated from a meter advance, and used for settlement (of) days within the meter advance period.
AS	Associated Supplier	The Supplier who is required to respond to an Initial Request during either of these processes.

Acronym	Term	Definition
BSC	Balancing and Settlement Code	As defined in the MRA.
	Candidate MRoCoS	A proposed meter reading issued (D0010) for use as the initial meter reading for the New Supplier and the final meter reading for the Old Supplier on a Change of Supplier
COR	Customer Own Reading	A meter reading provided by a customer.
	Nominated Handling Manager	The nominated single point of contact within a Supplier that is responsible for all matters relating to Supplier Agreed Meter Readings and Disputed MRoCoS meter reading on a change of supplier.
EAC	Estimated Annual Consumption	For each metering system, a weather normalised estimate of consumption over a calendar year.
Forum	MRA Forum	As defined in the MRA.
IR	Initial Request	The first file sent from the Initiating Supplier to the Associated Supplier under these Processes.
IS	Initiating Supplier	The Supplier sends the Initial Request.
MDB	MRA Development Board	A sub-committee of the MEC, which considers all Change Proposals and the timing of their implementation. The MDB also manages projects relating to the development of the MRA and associated products.
MEC	MRA Executive Committee	As defined in the MRA.
MPAN	Meter Point Administration Number	The Supply Number core data as defined in the MRA.
MRoCoS	Meter Reading on Change of Supplier	The meter reading issued (D0086) for use as the initial meter reading for the New Supplier and the final meter reading for the Old Supplier on a change of supplier.
NHHDC	Non Half Hourly Data Collector	The Data Collector as defined in the MRA managing the Non-Half Hourly Metering Points both defined in the MRA.
	Nominated Handling Contact	A nominated Team Manager or equivalent within a Supplier that is responsible for operational matters relating to Supplier Agreed Meter Readings and Disputed MRoCoS meter reading on a change of supplier.
	Proposed Register Reading	The meter reading proposed by either the Initiating or Associated Supplier.
SSD	Supply Start Date	The start date of a Supplier's registration to a metering system.
WD	Working Day	As defined in the MRA.

1.4 Status of the Procedure

The Disputed MRoCoS Reads Process set out in this procedure corresponds to the obligation on MRA Executive Committee (MEC), contained in MRA Clause 29.10 to establish procedures for the resolution of disputed meter readings used on a change of supplier.

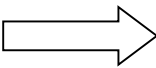
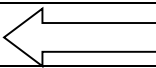
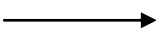
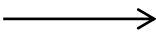
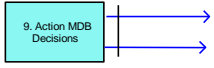

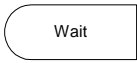
The procedure should be used in conjunction with MRA Clause 29 (including BSCP504) and the Data Transfer Catalogue.

1.5 Rules for the Population and Use of Data Items

Refer to the DTC D0300 Annex C Notes for rules for the population and use of Data Items.

1.6 Diagram Object Definitions

The following objects are used in the process diagrams:

Event		Something which happens to trigger a procedure to be executed;
Result		A tangible output from a procedure;
Mandatory Flow		An unconditional flow of control between two procedures, an event and a procedure, or a procedure and a result;
Optional Flow		A conditional flow of control between two procedures, an event and a procedure, or a procedure and a result;
Exclusivity		Only one of the optional flows crossed by the exclusivity symbol will be sent, depending on an internal condition in the procedure.
Procedure		A discrete set of actions with at least one trigger, producing a result and/or transferring control to another procedure.
Process Break		A break in the flow of processing requiring a trigger to restart.

2 Procedure

2.1 Principles

Suppliers shall use all reasonable steps to abide by the following principles:

1. Where an error exists in Settlement the error should be corrected within Final Reconciliation timescales (or within Post Final Reconciliation timescales where subject to an authorised Trading Dispute).
2. Where the error has resulted from incorrect metering details being used, the correct metering set up should be reflected in the Change of Supplier Agreed read.
3. On evidence, the registered Supplier during which the error existed shall resolve the error for the period they were appointed and agree a suitable read that reflects correct meter set up.

2.2 Conditions precedent

Suppliers must comply with the obligations as contained in the MRA (specifically Clause 29), the Balancing and Settlement Code (BSCP504 and PSL120).

Suppliers shall ensure appropriate validation and checks are carried out prior to submitting a reading.

An escalation process can be found within Annex 2 of this procedure, Suppliers should provide contacts for each of the respective responsibility levels.

Response Code 12 – Erroneous Registration in progress, dispute unnecessary, can only be used where an Erroneous Registration (ER) under MAP10 is in progress. Once the process under MAP10 has been concluded (ER rejected or customer returned to correct Supplier) a new Dispute can be raised.

2.2.1 Supplier Agreed Meter Readings Process

The process of agreeing a reading where none has been received can be initiated where all of the following conditions have been met:

- A change of Supplier has occurred;
- Notification of a valid MRoCoS has not been received from the NHHDC;
- No more than 12 months have passed since the SSD. The agreement of readings for periods in excess of 12 months should be resolved by bilateral agreement outside settlements;
- At least 30 working days must have passed since SSD before the Old Supplier can initiate this Process except where the Old Supplier has been able to obtain a reading(s) from a smart meter, but has not received candidate MRoCoS by 10 Working Days after the SSD, in which case the process can be initiated earlier. At least 32 Working Days must have passed since the SSD before the New Supplier can initiate this process. This is to reduce the number of instances where both Suppliers initiate prior to receiving each other's flows; and
- Where both Suppliers initiate the process prior to receiving the flow from the other Supplier, then the New Supplier's flow takes precedence.

It should be noted that there may be instances where this process needs to be initiated more than once. For example, where an actual read received subsequently (but before the MRoCoS has been received) proves that the supplier agreed reading is inaccurate. In this situation it is recommended that suppliers agree the reading by telephone to safeguard the customer experience.

To ensure the proper operation of this procedure, suppliers must offer an effective telephone enquiry service to other industry parties between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all normal business days. This is a minimum service provision, and does not prevent suppliers from offering a telephone enquiry service at other times as well.

2.2.2 Disputed MRoCoS Process

A dispute over the meter reading used on a change of supplier can only be raised when:

- A change of supplier has occurred;
- The smart Change of Supplier process (as defined in BSCP504) is not being followed:
 - The New NHHDC has generated the meter reading to be used on change of Supplier (MRoCoS); and
 - The MRoCoS has been sent to the New Supplier and Distributor and to the Old Supplier via the Old NHHDC; or
- When the smart Change of Supplier process (as defined in BSP504) is being followed:
 - A Candidate MRoCoS has been sent from the New Supplier to the Old Supplier; and
- Twelve months have not passed since the SSD for the disputed MRoCoS. Disputes raised greater than twelve months should be resolved by bi lateral agreement outside settlements; and
- Where both Suppliers initiate the process prior to receiving the flow from the other Supplier, then the New Supplier's flow takes precedence.

A dispute commences on receipt of the D0300, based on the DTN recorded date and time of receipt of the initial flow. Suppliers have 70 Working Days to resolve the dispute regardless whether the 70 Working Days fall outside twelve months of SSD.

Where the smart Change of Supplier process is being followed and the Old Supplier has received the meter configuration reading from the New Supplier via the D0010, the Old Supplier must make an allowance for differences between that read and the midnight read they may have taken. Allowable difference is the difference between the Supplier's view of consumption and that derived from the initial MRoCoS, consisting of up to 250 units or less. Allowable differences may occur as the meter configuration reading may have been taken up to 5 Working Days from midnight on the SSD.

Having made this allowance, the Old Supplier may follow the procedures outlined within this document, but if they do they will be disputing Candidate MRoCoS on a D0010 rather than a D0086.

To ensure the proper operation of this procedure, suppliers must offer an effective telephone enquiry service to other industry parties between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all normal business days. This is a minimum service provision, and does not prevent suppliers from offering a telephone enquiry service at other times as well.

3 Supplier Agreed Meter Reading Process

During the Supplier Agreed Meter Reading Process, either Supplier might send a D0010 or where the legacy process is followed, receive a D0086 flow from their NHHDC. Receipt of this will stop the Supplier Agreed Meter Reading Process. The receiving Supplier should therefore reject the latest D0300 flow using “Record Rejection Reason Indicator” (J1663) code 19 (D0086 flow has already been issued).

Where the Supplier Agreed Meter Reading Process has been initiated as part of the smart Change of Supplier process, the Old Supplier may receive a candidate Change of Supplier reading on a D0010 flow. This will stop the Supplier Agreed Meter Reading Process. The New Supplier should reject the latest D0300 flow using “Record Rejection Reason Indicator” (J1663) code 19 (D0086 has already been issued).

The Initiating Supplier should not populate the “Register Reading” (J0040) or “Change of Supplier Reading Rejection Code” (J1265) fields as these are only to be used in the Disputed Reads process.

3.1 Phase One – Determine Requirement

Subject to Conditions Precedent in section 2.2.1 either Supplier shall attempt to agree a reading where no actual or estimated CoS reading has been received from the NHHDC. If the Old Supplier has been able to obtain readings from a smart meter, but has not received readings from the New Supplier by 10 Working Days after SSD, the Old Supplier will initiate this process. Otherwise the Old Supplier shall initiate the from 30 Working Days after SSD. In the case of the New Supplier this process shall be initiated from 32 Working Days after SSD.

The Initiating Supplier should, if able, provide the Associated Supplier with a “Proposed Register Reading” and associated “Reading Type” for agreement. This “Reading Type” may include, but is not limited to, the following types:

- O – Old Supplier’s Estimated CoS Read, generated using meter reading history as held on its billing systems; and
- C – A Customer reading obtained by the New Supplier within the CoS Meter Reading Window.

3.2 Phase Two – Initiation Process

The Initiating Supplier shall send the D0300 (“Initial Request”) to the Associated Supplier.

The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the Contact Notice Facility

The Initiating Supplier should populate the “MPAN Core Process” with ‘M’ (Missing CoS Read Process).

The Initiating Supplier should populate the “Status of Proposed Reading(s)” (J1660) field in the Initial Request. The population of this field indicates that the Initiating Supplier is able to suggest a reading in the “Proposed Register Reading” (J0171) field:

- With a ‘P’ where the Initiating Supplier is providing a “Proposed Register Reading” (J1659) and “Reading Type” (J0171); or
- ‘R’ where the Initiating Supplier is unable to provide a “Proposed Register Reading” (J1659) and “Reading Type” (J0171).

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

Where the Old Supplier has obtained midnight reads from a smart meter they should provide that reading in the “Proposed Register Reading” (J1659) field.

The Initiating Supplier should populate the “Initiating Flow Indicator” field with a 1. For any other iteration of the D0300, this field should be populated with a 2.

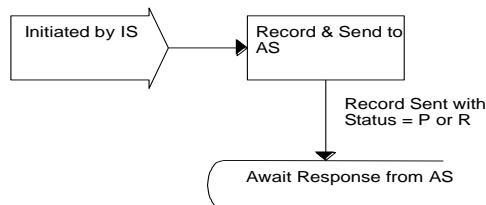


Figure 1 – Initiation of a proposed read

3.3 Phase Three – Associated Supplier Responding to Initial

Once initiated the Associated Supplier will receive this proposal and make a decision on how it will respond based on the value (if populated) in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields.

The Associated Supplier has four possible responses. These are:

- **Propose:** where the Initiating Supplier has been unable to propose a reading (*see section 3.3.1*);
- **Accept:** the Associated Supplier agrees with the proposed reading (*see section 3.3.2*);
- **Negotiate** : the Associated Supplier feels they have a more suitable reading; (*see section 3.3.3*); or
- **Request Read:** where the Associated Supplier is unable to propose a reading or the Proposed Reading is invalid and an Actual Reading should be obtained (*see sections 3.3.4 or 3.3.5*).

The Associated Supplier must provide one of these 4 responses for every suggested MRoCoS included in an Initial Request received from the Initiating Supplier (*see Figure 2*). If a response is not received within 5 Working Days, follow the escalation process as outlined in Section 6 of this procedure.

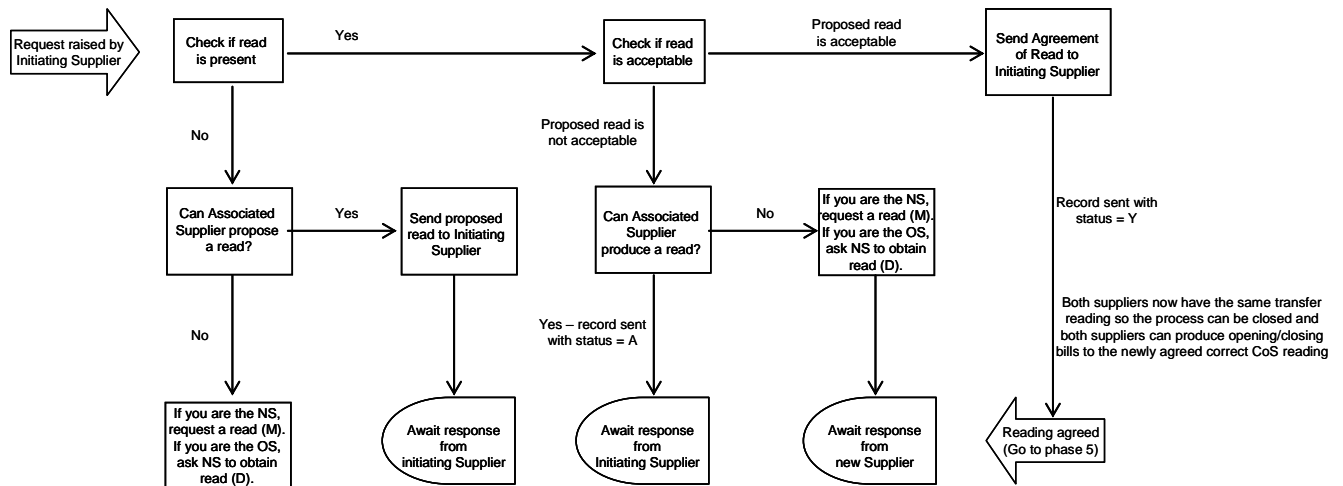


Figure 2 – Responding to a proposed read

3.3.1 Status of Proposed Reading P – Proposed

This action can only be used by the Associated Supplier in response to “R” status from the Initiating Supplier in the initial flow. The Associated Supplier should populate the “Proposed Register Reading” (J1659) and “Reading Type” (J1071) fields with the suggested MRoCoS.

Where the Initiating Supplier was unable to provide the “Meter Id (Serial Number)” (J0004) and/or “Meter Register Id” (J0010), the Associated Supplier should provide this information, where available. In the event that the Associated Supplier is also unable to provide this information then an actual read should be obtained (see section 3.3.4 or 3.3.5).

3.3.2 Status of Proposed Reading Y – Agreed

This action can be used in the second and any subsequent communication, it may have been sent by the Initiating Supplier or the Associated Supplier. It indicates that the sending supplier accepts the proposed MRoCoS provided by the other (now receiving Supplier) in the “Proposed Register Reading” and “Reading Type” fields in the previous communication (see figure 3).

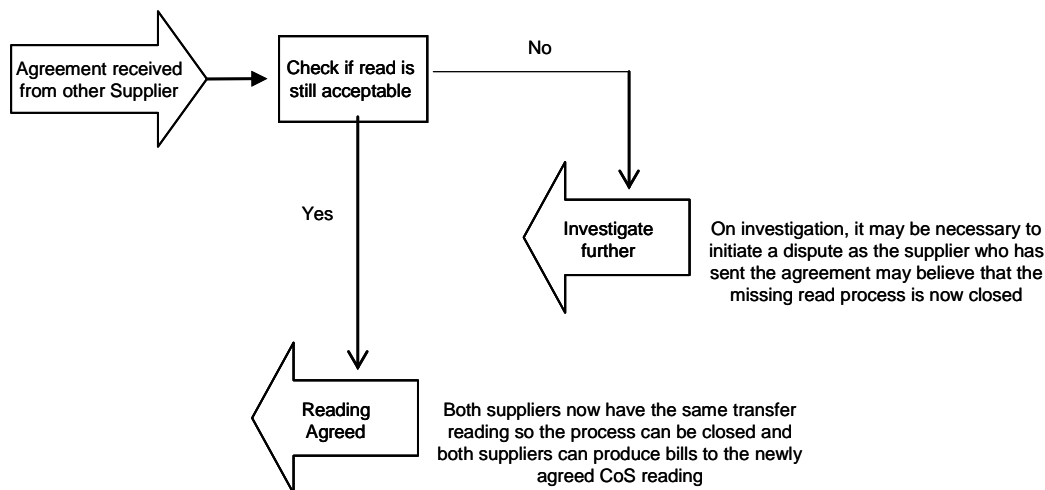


Figure 3 – Validation and closure of Agreed MRoCoS

IMPORTANT: Before closing the process the Supplier should ensure that the reading to which the other Supplier has agreed is the reading to which agreement was requested in the previous communication. Without this validation, there may be cases where Suppliers close to different readings cause problems with billing / metering, confusion to customers and damage to the reputation of the Change of Supplier process. If the reading that has been agreed is not the reading to which agreement was requested in the last communication then, there must be investigation into the security and robustness of communications between both Suppliers.

3.3.3 Status of Proposed Reading(s) A – Alternative

This status of proposed reading can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading and type they have provided in the “Proposed Register Reading” and “Reading Type” fields are a more suitable MRoCoS than the reading and type that the Initiating Supplier suggested in the Initial Request.

The “Additional Information” field should contain any appropriate information supporting the proposed reading; this should then assist the recipient in determining if they are going to accept the reading(s).

3.3.4 Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading

This status can be used by the Old Supplier in the response to the Initial Request. It indicates that the Old Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that a site visit to obtain an actual meter reading is required.

3.3.5 Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading

This status can be used by the New Supplier in the response to the Initial Request. It indicates that the New Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that the New Supplier is obtaining an actual reading.

3.4 Phase Four – Dealing with Associated Supplier’s Response

Upon receipt of the response from the Associated Supplier, the Initiating Supplier will make a decision on how it proceeds based upon the value in the “Proposed Register Reading” and “Reading Type” fields in the return flow:

3.4.1 Associated Supplier Responds with Status of Proposed Reading(s) P – Proposed

This code can only be used by the Associated Supplier in the response to the initial request where the Initiating Supplier has not proposed a meter reading.

On receipt of this code the Initiating Supplier has three options:

- **Accept:** the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (*see section 3.4.2*); or
- **Negotiate:** the Initiating Supplier feels they have a more suitable reading most likely one received since initiating the process. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; (*see section 3.4.3*); or
- **Request Read:** the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable, request to obtain actual reading). If it is the New Supplier it will respond with status M (Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading). Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

When a MRoCoS has been agreed via the telephone, the Initiating Supplier shall send to the Associated Supplier the agreed MRoCoS in the “Proposed Register Reading” (J1659) field with the “Reading Type” (J0171) and a “Status of Proposed Reading(s)” (J01660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone- *see Figure 4*).

When a MRoCoS cannot be agreed via the telephone, the New Supplier should obtain a further meter reading (*see Request Read*). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

3.4.2 Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed

This code can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading the Initiating Supplier has provided in the “Proposed Register Reading” (J1659) field is acceptable; this should be progressed as described in Phase Five.

To minimise problems the Supplier should ensure the read on this flow is as expected.

3.4.3 Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative

On receipt of this code the Initiating Supplier has three options:

- **Accept:** the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (*see section 3.4.2*); or
- **Negotiate:** the Initiating Supplier feels it has a more suitable reading. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; or

- **Request Read:** the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable, request to obtain actual reading). If it is the New Supplier it will respond with status M (Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading). Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

When a MRoCoS has been agreed via the telephone the Initiating Supplier shall send a D0300 to the Associated Supplier with the agreed MRoCoS in the “Proposed Register Reading” (J1659) field, “Reading Type” (J0171) completed and with a “Status of Proposed Reading(s)” (J1660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone- see Figure 3).

When a MRoCoS cannot be agreed via the telephone the New Supplier should obtain a further meter reading (see Request Read). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

3.4.4 Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed

This code can be used by the Associated Supplier in the response to the initial request where it is the Old Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the Proposed Register Reading field is unsuitable, that it is unable to provide an alternative read and requests that the New Supplier obtains an actual reading.

On receipt of this code the Initiating Supplier should request its NHHDC to collect a reading, or for smart meters, take a reading.

Where the Initiating Supplier agrees to request a reading it shall contact the Associated Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC or by the New Supplier, this should be progressed as described in Phase Five.

3.4.5 Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed

This code can be used by the Associated Supplier in the response to the initial request where it is the New Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the “Proposed Register Reading” (J1659) field is unsuitable, that it is unable to provide one and is requesting an actual reading.

Where the Associated Supplier requests a reading it shall contact the Initiating Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

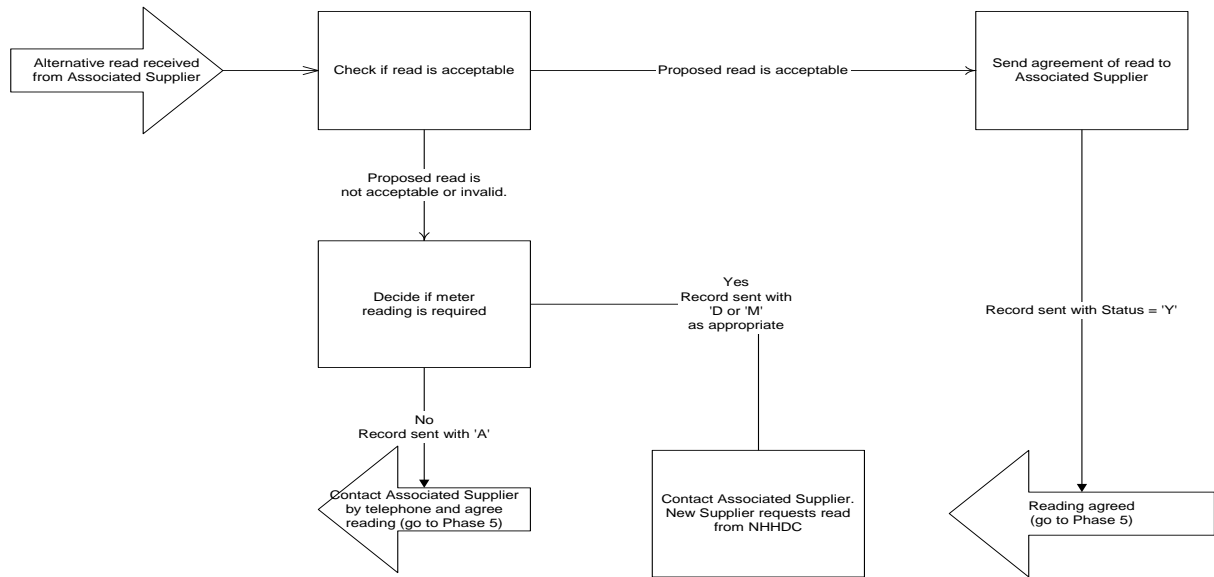


Figure 4 – Responding to an alternative read

3.5 Phase Five – Amending the initial MRoCoS

a) Supplier Process

The New Supplier (regardless of which Supplier initiated the dispute) will send the agreed reading to the New NHHDC using flow D0300 flow with the “Meter Register ID” (J0010), “Reading Type” (J0171) and “Proposed Register Reading” (J1659) populated and the “Status of Proposed Reading(s)” (J1660) set to ‘Y’.

b) New NHHDC Process

The New NHHDC should assume that the “Proposed Register Reading” (J1659) provided in the D0300 is valid (in terms of NHHDC processes) and submit it to Balancing and Settlement Code (BSC) Validation.

If the NHHDC is unable to process the D0300 flow on receipt (for example due to the same issues that prevented it providing a MRoCoS in the Supplier Agreed Meter Reading Process) it should store the D0300 flow until such a time as it can process it.

If the reading fails BSC validation the NHHDC shall review the reading taking account of the fact that it is considered accurate enough for both the Initiating Supplier and Associated Supplier. If the NHHDC is satisfied that the reading is correct they shall enter the reading into Settlements (Go to Phase Six).

Where the reading fails validation and the NHHDC is not satisfied that the reading is correct the NHHDC shall return the D0300 flow to the New Supplier with the “Status of Proposed Reading(s)” (J1660) value populated ‘U’ (Unacceptable – NHHDC cannot accept proposed reading as a valid meter reading) in order that the New Supplier can review the reading. The New Supplier can either assert that the reading the New NHHDC received and processed was correct or the New Supplier can attempt to agree another reading with the Old Supplier and Customer and submit it to the New NHHDC, as described in Phase Three. Where the NHHDC is unable or unwilling to over-ride BSC validation the NHHDC will need to obtain an actual reading. The New Supplier shall contact its NHHDC to request a site visit (e.g. by sending a D0005) to obtain an actual meter reading. The “Additional Information” (J0012) field must detail that the reading is required to settle a MRoCoS dispute or to agree a reading under the Supplier Agreed Readings Process. The NHHDC will send the actual reading to the Supplier and then progress to Phase Six.

3.6 Phase Six – Entry of Agreed Reading to Settlements

If the NHHDC is satisfied that the reading provided on the D0300 is correct, or has deemed a replacement reading from an actual reading it shall enter the MRoCoS into Settlements.

The NHHDC shall in accordance with BSCP504:

- Provide the MRoCoS as a D0086 with the appropriate reading type;
- The New NHHDC shall send D0086 to the New Supplier, following the receipt of the agreed MRoCoS from the New Supplier via the D0300 the Old NHHDC (and the Old Supplier via the Old NHHDC) and the Distributor; and
- Both the Old and the New NHHDC will use the MRoCoS and the last valid reading prior to SSD to calculate an AA and EAC. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019, whilst the New NHHDC will send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019.

3.7 Phase Seven – Closure

Suppliers will utilise the meter reading agreed through the process to provide a closing bill for the customer (in the case of the Old Supplier) and to initiate billing (in the case of the New Supplier).

The process will not be closed until the following criteria have been met:

- Both the New and Old Supplier have ‘opened’ and ‘finalised’ the customer’s account details on the same reading (or agreed otherwise); and
- The customer has received opening or final accounts; and
- Both the New and Old Supplier have received a reading from the NHHDC.

4 Disputed MRoCoS Process

4.1 Phase One – Determine Requirement

Subject to Conditions Precedent in section 2.1.2 either Supplier may raise a dispute either on its own behalf or on behalf of a customer.

A Supplier should use reasonable endeavours to raise a dispute within 5 Working Days of recognising that the MRoCoS should be disputed pursuant to Section 1.2.

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

Where the Customer is disputing the reading used on either its final or initial account the Supplier(s) should endeavour to reach an agreement with the customer without invoking this disputes process.

The Supplier contacted by the Customer, or wishing to raise a dispute on their own behalf (the “Initiating Supplier”) should consider the specific circumstances relating to the dispute.

1. Where the difference between the Supplier’s view of consumption and that derived from the initial MRoCoS is 250 kWh (250 units) or less, the Supplier shall not dispute the meter reading unless the Customer specifically requests a new reading, but should attempt to resolve the dispute with an accommodation e.g. cash allowance to the Customer, thus retaining the initial MRoCoS used for Settlements. No further action is then required.
2. Where the customer is unwilling to accept an accommodation, or the difference between the Supplier’s view of consumption and that derived from the MRoCoS is more than 250 kWh (250 units) the Initiating Supplier should initiate a dispute.

4.2 Phase Two – Initiation Process

The Initiating Supplier shall send an Initial Request to the Associated Supplier as determined by Phase One.

The Initiating Supplier shall send the D0300 (“Initial Request”) to the Associated Supplier. This flow should include all meters and registers associated with the MPAN regardless of the reading being disputed.

The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the Contact Notice Facility.

The Initiating Supplier should populate the “MPAN Core Process” (J1703) = D (Disputed Read Process) in the Initial Request then the “Register Reading” (J0040) field should be populated with the original D0086 disputed read, “Change of Supplier Reading Rejection Code” (J1265) should be populated with the reason for the dispute and the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields populated with the suggested alternative and its type.

The “Status of Proposed Reading(s)” (J1660) field should be set to ‘P’ (Proposed reading submitted by Supplier) in the Initial Request. It denotes that the dispute over the initial MRoCoS has just been raised, and that the Initiating Supplier wishes for the reading in the Proposed Register Reading field to replace the reading they have received from the NHHDC (MRoCoS), shown in the Register Reading field.

Where a smart meter has been re-configured by the New Supplier, the register(s) recording consumption by Old and New Suppliers may be different. In order to ensure accurate readings are agreed, all registers for the smart meter will need to be transferred between Suppliers,

For single element smart meters, the Initiating Supplier should send all 48 time of use registers and the total cumulative register to the Associated Supplier. Where there is a Related Metering Point, consumption may be recorded by a twin element smart meter. A Disputed Read can be raised on either MPAN independently. However the primary MPAN should contain all 48 time of use registers and the cumulative register, and the secondary MPAN (or second element) should contain 4 time of use registers and the cumulative register. For the avoidance of doubt a Disputed Read for a twin element smart meter does not require both MPANs to go through the process.

Version: 3.2

Date: 30th June 2016

Status: Final

Document Reference: MAP08_3.2

The Initiating Supplier should populate the “Initiating Flow Indicator” (J1704) field with a 1 in the Initial request. For any other iteration of the D0300 this field should be populated with a 2.

The “Additional Information” (J0012) field shall contain any available information supporting the proposed reading (e.g. the date of reading); this will then assist the recipient in determining if they are going to accept the reading(s).

Once the Initial Request has been sent to the Associated Supplier, the Initiating Supplier will await a response (see *Figure 5*).

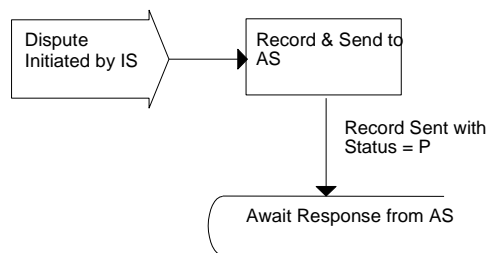


Figure 5 – Initiation of a proposed read

4.3 Phase Three – Associated Supplier Responding to Initial Flow

Once initiated the Associated Supplier will receive this proposal and make a decision on how they will respond based on the value in the Proposed Register Reading field.

The Associated Supplier has three possibilities. These are:

- **Accept:** the Associated Supplier agrees with the proposed reading (see *section 4.3.1*);
- **Negotiate :** the Associated Supplier feels they have a more suitable reading (see *section 4.3.2*);
- **Request Read:** the Proposed Reading is invalid and an Actual Reading should be obtained (see *section 4.3.3 or 4.3.4*).

The Associated Supplier must provide one of these 3 responses for every replacement MRoCoS included in an Initial Request received from the Initiating Supplier (see *figure 6*). Without a response the Initiating Supplier cannot take any further action, and will count the disputed MRoCoS as outstanding with the Associated Supplier in their statistical reporting to Ofgem. If a response is not received within 5WDs, follow the escalation process as outlined in Section 4.1 of this procedure.

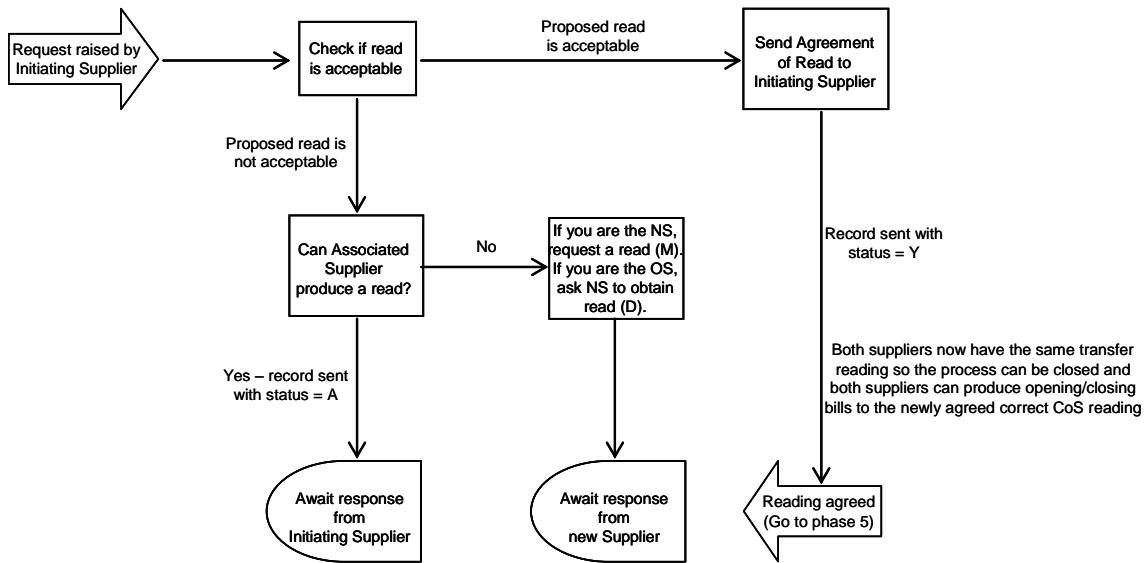


Figure 6 – Responding to a proposed read

4.3.1 Status of Proposed Reading Y – Agreed

This status can be used in the second and any subsequent communication, it may have been sent by the Initiating Supplier or the Associated Supplier. It indicates that the sending supplier accepts the replacement MRoCoS provided by the other (now receiving Supplier) in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields in the previous communication (see Figure 7).

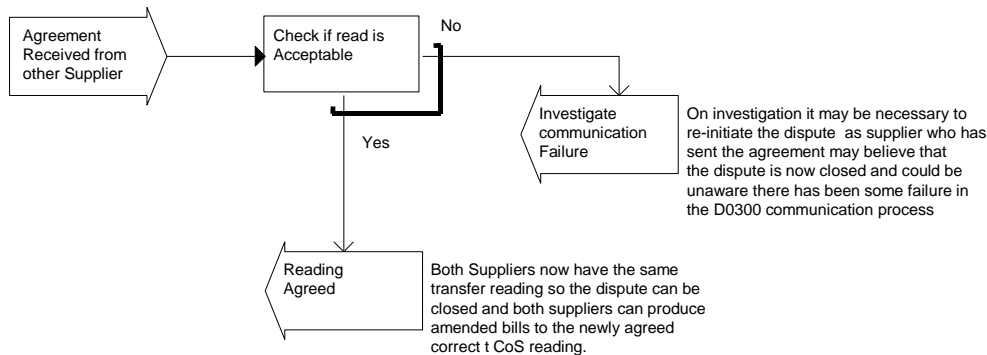


Figure 7 – Validation and closure of Agreed replacement MRoCoS

IMPORTANT: Before “closing the dispute the Supplier should ensure that the reading, to which the other Supplier has agreed, is the reading to which agreement was requested in the previous communication. Without this validation, there may be cases where Suppliers close to different readings causing problems with billing / metering, confusion to customers and damage to the reputation of the Change of Supplier process. If the reading that has been agreed is not the reading to which agreement was requested in the last communication then, there must be investigation into the security and robustness of communications between both Suppliers.

4.3.2 Status of Proposed Reading(s) A – Alternative

This status of proposed reading can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading and type they have provided in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields are a more suitable replacement MRoCoS than the reading and type that the Initiating Supplier suggested in the Initial Request.

The “Additional Information” (J0012) field should contain any appropriate information supporting the proposed reading; this should then assist the recipient in determining if they are going to accept the reading(s).

4.3.3 Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading

This status can be used by the Old Supplier in the response to the Initial Request. It indicates that the Old Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that a site visit to obtain an actual meter reading is required.

This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

4.3.4 Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading

This status can be used by the New Supplier in the response to the Initial Request. It indicates that the New Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that the New Supplier is obtaining an actual reading.

This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

4.4 Phase Four – Dealing with Associated Supplier’s Response

Upon receipt of the response from the Associated Supplier, the Initiating Supplier will make a decision on how it proceeds based upon the value in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields in the return flow:

4.4.1 Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed

This code can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading that the Initiating Supplier has provided in the “Proposed Register Reading” (J1659) field is acceptable. This should be progressed as described in Phase Five.

4.4.2 Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative

On receipt of this code the Initiating Supplier has three options:

- **Accept:** the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (*see section 4.4.1*); or
- **Negotiate:** the Initiating Supplier feels it has a more suitable reading. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; or

- **Request Read:** the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable. Request to obtain actual reading). If it is the New Supplier it will respond with status M Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading. Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

When a MRoCoS has been agreed via the telephone the Initiating Supplier shall send a D0300 to the Associated Supplier with the agreed MRoCoS in the “Proposed Register Reading” (J1659) field, “Reading Type” (J0171) completed and with a “Status of Proposed Reading(s)” (J1660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone – see Figure 3).

When a MRoCoS cannot be agreed via the telephone the New Supplier should obtain a further meter reading (see Request Read). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

Where the Initiating Supplier receives an alternative reading and believes an Actual reading should be obtained it shall contact the Associated Supplier by telephone to progress. The New Supplier should obtain a further meter reading. Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

4.4.3 Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed

This code can be used by the Associated Supplier in the response to the initial request where it is the Old Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the Proposed Register Reading field is unsuitable, that it is unable to provide an alternative read and requests that the New Supplier obtains an actual reading.

On receipt of this code the Initiating Supplier should request its NHHDC to collect a reading.

Where the Initiating Supplier agrees to request a reading it shall contact the Associated Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

4.4.4 Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed

This code can be used by the Associated Supplier in the response to the initial request where it is the New Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the “Proposed Register Reading” field is unsuitable, that it is unable to provide one and is requesting an actual reading.

This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

Where the Associated Supplier requests a reading it shall contact the Initiating Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

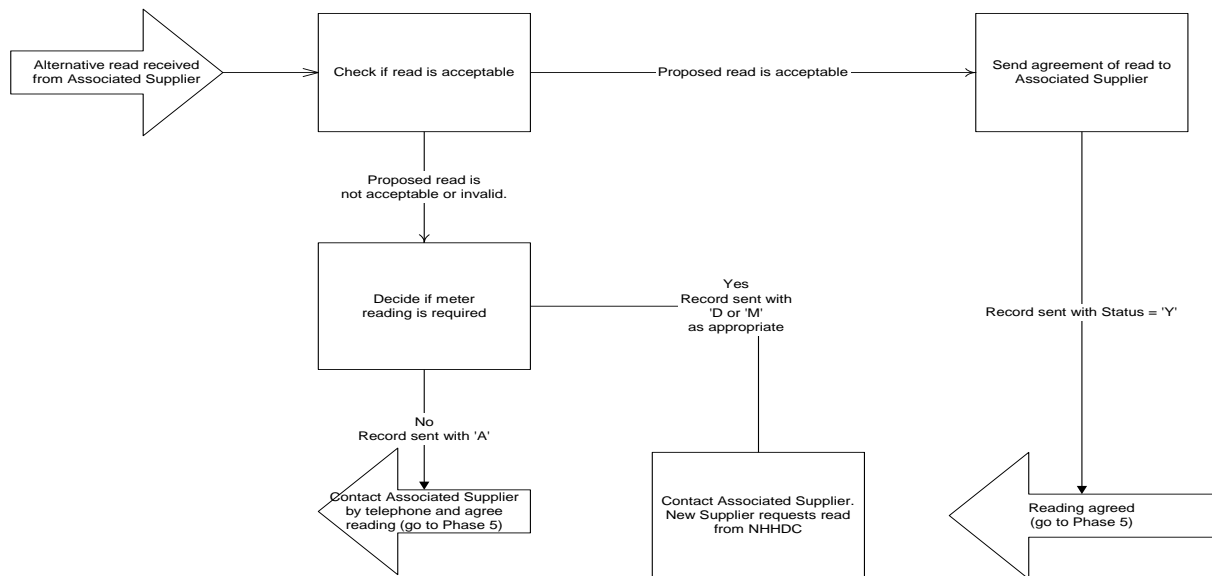


Figure 8 – Responding to an alternative read

4.5 Phase Five – Amending the initial MRoCoS

4.5.1 Supplier Process

1. Where the reading has been agreed as per Phase 3 and the difference between the new reading and that used for the initial MRoCoS is less than or equal to 250 kWh, then the two Suppliers should reach an accommodation e.g. cash allowance, and re-bill the customer as appropriate (as per Phase 6). The NHHDC should not be asked to replace the initial MRoCoS (If disputes are not raised for cases where the read difference is less than 250 kWh this situation will not arise).
2. Where the difference between the agreed reading and that used for the initial MRoCoS is greater than 250 kWh the initial MRoCoS should be replaced by the agreed proposed reading as detailed in BSCP504.
3. The agreed reading shall be sent in accordance with the following process:
 - a. Where the smart Change of Supplier process is not being followed, the New Supplier (regardless of which Supplier initiated the dispute) will send the agreed reading to the New NHHDC.
 - b. Where the smart Change of Supplier process is being followed, each Supplier will send the agreed reading to their NHHDC.
4. The agreed reading to the New NHHDC using the D0300 with the “Meter Register ID” (J0010), “Reading Type” (J0171) and “Proposed Register Reading” (J1659) populated and the “Status of Proposed Reading(s)” set to ‘Y’.

4.5.2 NHHDC Process

The NHHDC should assume that the “Proposed Register Reading” (J1659) provided in the D0300 is valid (in terms of NHHDC processes) and submit it to BSC Validation.

If the NHHDC is unable to process the D0300 on receipt (for example due to the same issues that prevented it providing a MRoCoS in the Supplier Agreed Meter Reading Process) it should store the D0300 until such a time as it can process it.

If the reading fails BSC validation the NHHDC shall review the reading taking account of the fact that it is considered accurate enough for both the Initiating Supplier and Associated Supplier. If the NHHDC is satisfied that the reading is correct they shall enter the reading into Settlements (Go to Phase Six).

Where the reading fails validation and the NHHDC is not satisfied that the reading is correct the NHHDC shall return the D0300 to the relevant Supplier with the "Status of Proposed Reading(s)" (J1660) value populated 'U' (Unacceptable – NHHDC cannot accept proposed reading as a valid meter reading) in order that the Supplier can review the reading. The Supplier can either assert that the reading the NHHDC received and processed was correct or the Supplier can attempt to agree another reading with the other Supplier and Customer and submit it to the NHHDC, as described in Phase Three. Where the NHHDC is unable or unwilling to over-ride BSC validation the NHHDC will need to obtain an actual reading. The New Supplier shall contact its NHHDC to request a site visit (e.g. by sending a D0005) to obtain an actual meter reading. The "Additional Information" (J0012) field must detail that the reading is required to settle a MRoCoS dispute or to agree a reading under the Supplier Agreed Readings Process. The NHHDC will send a D0010 to the Supplier with the actual meter reading and then progress to Phase Six.

4.6 Phase Six – Entry of Agreed Reading to Settlements

If the NHHDC is satisfied that the reading provided on the D0300 flow is correct, or has deemed a replacement reading from an actual reading it shall enter the replacement MRoCoS into Settlements in accordance with BSCP504).

Where the smart Change of Supplier process is not being followed, the NHHDC shall:

- Withdraw the initial MRoCoS, using a D0086 (with Reading Type 'W');
- Provide the replacement MRoCoS as a D0086 with the appropriate reading type;
- The New NHHDC shall send both D0086 (Withdrawn and Replacement) to the New Supplier, the Old NHHDC (and the Old Supplier via the Old NHHDC) and the Distributor following the receipt of the agreed MRoCoS from the New Supplier via the D0300; and
- Both the Old and the New NHHDC will use the replacement MRoCoS and the last valid reading prior to SSD to calculate an AA and EAC. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019, whilst the New NHHDC will send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019

Where the smart Change of Supplier process is being followed, the NHHDC shall:

- Withdraw the initial MRoCoS, using a D0086 (with Reading Type 'W');
- Provide the replacement MRoCoS as a D0086 with the appropriate reading type;
- The New NHHDC shall send the D0086 (Withdrawn and Replacement) to the New Supplier and the Distributor following the receipt of the agreed MRoCoS from the New Supplier via the D0300;
- The Old NHHDC shall send the D0086 (Withdrawn and Replacement) to the Old Supplier and the Distributor following receipt of the agreed MRoCoS from the Old Supplier via the D0300;

- The Old NHHDC will use the replacement MRoCoS and the last valid reading prior to SSD to calculate an AA. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019; and
- The New NHHDC will use the replacement MRoCoS and the D0052 they received from the New Supplier to send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019.

4.7 Phase Seven – Closure

It is expected that Suppliers will normally resubmit the agreed MRoCoS to their billing systems to reconcile the customer's accounts.

The process will not be closed until the following criteria have been met:

- Both the New and Old Supplier have 'opened' and 'finalised' the customer's account details on the same reading (or agreed otherwise);
- Both the New and Old Supplier have received a withdrawn and replacement reading from the NHHDC where required; and
- Where appropriate, the customer has received amended opening or final accounts.

Where the Old Supplier presents the customer with an amended final account based on the agreed replacement MRoCoS it is recommended that the Old Supplier provides an explanation of how the MRoCoS has been determined to avoid the customer querying the reading again.

Once the replacement MRoCoS has been agreed the two Suppliers shall consider the allocation of costs. Where a reading has been agreed between the Suppliers these costs should be negligible, however, in those cases where a new meter reading has been obtained (as per Phase 3) any costs incurred shall be allocated as per MRA Clause 29.7.

5 Record Rejection

The Record Rejection Reason Indicator can be used in the response to a request. It indicates that a problem has been identified with some data in a record, which must be resolved before the record can be processed successfully. The record should be returned unchanged apart from the Rejection Reason Indicator which should be populated with the rejection code indicating what the problem is, where necessary Additional Information should be provided and "Initiating Flow Indicator" set to '2'.

On receipt of a rejection the cause of the problem should be identified and resolved, and the record re-submitted with its original "Status of Proposed Reading(s)" and information intact (where this was not the cause of the rejection- see Figure 9).

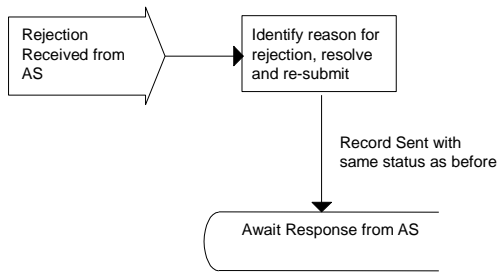


Figure 9 – handling record rejections

Where the field “MPAN Core Process” (J1703) = ‘M’ (Missing CoS Read Process) in the Initial Request then the “Register Reading” and “Change of Supplier Reading Rejection Code” fields should be left unpopulated. Where these fields are erroneously populated the associated Supplier will reject the D0300 and return the flow unchanged except using “Record Rejection Reason Indicator” (J1664) = ‘14’ (Some fields are invalid or missing).

Where the field “MPAN Core Process” = ‘D’ (Disputed Read Process) in the Initial Request and the fields “Proposed Register Reading”, associated “Reading Type” and “Status of Proposed Reading(s)” are not populated the Associated Supplier will reject the D0300 and return the flow unchanged except using “Record Rejection Reason Indicator” (J1663) = ‘14’ (Some mandatory fields are invalid or missing).

If the flow has been sent to the wrong supplier, it should be rejected by populating the “Record Rejection Reason Indicator” (J1663) with value ‘16’ (not the Associated Supplier).

If both suppliers receive initiation flows at the same time, the New Supplier’s request shall prevail. In this instance the New Supplier shall reject the Old Supplier’s initiation using “Record Rejection Reason Indicator” (J1663) ‘18’ (Already Initiated).

6 Escalation Procedure

If, during either the Supplier Agreed Meter Reading or the Disputed MRoCoS process, either Supplier does not receive a timely response to a communication they should follow the Escalation Process outlined in Annex 2.

The Associated Supplier shall use reasonable endeavours to respond to the Initial Request within 5 Working Days of receipt.

7 Annex 1**7.1 Recommended Phase Timings****7.1.1 Supplier Agreed Meter Read process timings**

Action	Phase	Timing
Send Initial Request	Phase Two – Initiation Process	Within 5 Working Days of determining requirement
Respond to Initial Request	Phase Three – Associated Supplier Responding to Initial Flow	Associated Supplier to respond within 5 Working Days of Initial Request
Dealing with the Associated Supplier's Response	Phase Four – Dealing with the Associated Suppliers Response	Where appropriate, Initiating Supplier to respond within 5 Working Days
Obtain and return actual reading		Within 10 Working Days of request
Agreeing initial MRoCoS	Phase Five – Amending the initial MRoCoS	ASAP
Obtain and return actual reading		Within 10 Working Days of request
Entering the Meter reading in Settlements	Phase Six – Entry of Agreed Read into Settlements	Within 5 Working Days of receipt of valid reading
Closure	Phase Seven – Closure	Within 5 Working Days

7.1.2 Disputed Reads process timings

Action	Phase	Timing
Send Initial Request	Phase Two - Initiation Process	Within 5 Working Days of determining requirement
Respond to Initial Request	Phase Three - Associated Supplier Responding to Initial Flow	Associated Supplier to respond within 5 Working Days of Initial Request
Dealing with the Associated Suppliers Response	Phase Four - Dealing with the Associated Suppliers Response	Where appropriate, Initiating Supplier to respond within 5 Working Days
Obtain and return actual reading		Within 10 Working Days of request
Agreeing initial MRoCoS	Phase Five - Amending the initial MRoCoS	ASAP
Obtain and return actual reading		Within 10 Working Days of request
Entering the Meter reading in Settlements	Phase Six - Entry of Agreed Read into Settlements	Within 5 Working Days of receipt of valid reading
Closure	Phase Seven - Closure	Within 5 Working Days

8 Annex 2

8.1 Escalation Process

8.1.1 Supplier Agreed Meter Reading and Disputed MRoCoS Processes

The table below summarises the escalation procedure that should be taken when resolving any issues with the Supplier Agreed Meter Reading and Disputed MRoCoS disputes processes.

In line with MRA Clause 42.5 Supplier Contract Managers should provide escalation contacts for each level of responsibility.

Process	Timescale	Responsibility Level of Contact(s)
Send D0300	Day 0 (D)	Operational Staff
First escalation	D + 5WD	Supervisor/Manager of Operational Staff
Second escalation	D +10WD	Nominated Supplier Agreed Readings and Disputed MRoCoS Handling Contact
Final escalation	D +15WD	MRA Supplier Contract Manager*

*MRA Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up.

8.1.2 NHHDC sending D0086 Data Flow

The table below summarises the escalation procedure that should be taken when resolving any issues where the NHHDC has not issued a D0086 following the receipt of the agreed MRoCoS from the New Supplier via the D0300.

Process	Timescale (WD)	Responsibility Level of Contact(s)
MRoCoS sent to Settlements	Day 0 (D)	Operational Staff
First escalation	D + 5	Supervisor/Manager of Operational Staff
Second escalation	D +10	Nominated Supplier Agreed Readings and Disputed MRoCoS Handling Contact
Final escalation	D +15	MRA Supplier Contract Manager

* MRA Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up.

8.1.3 Escalation Summary

It is anticipated that first and second escalations will be made by phone or email. Final follow ups should be made by email.

Emailed escalations should be sent as a standard format, using the template below. The subject header should state:

“URGENT - Response to Missing Reads or Disputed Reads on Change of Supplier (D0300) overdue – LLLL escalation – NNNN OOOO”

Where LLLL is the escalation level (First/Second/Final), NNNN is the New Supplier MPID and OOOO is the Old Supplier MPID. For example the Subject would state:

URGENT – Response to Disputed Reads on Change of Supplier (D0300) overdue First escalation – EELC EMEB

MPAN	New Supplier Supply Start Date (SSD)	Initial D0300 sent (ddmmyyyy)	Additional Comments