

MRA Issue Form

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| MRA Issue Reference | Date Issued | Version Number |
| MIF312 | 10th January 2020 | 1.0 |

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| Issue Title |
| MAP08 Disputed Read Process Issues |

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| Summary of Issue |
| So Energy are experiencing various issues regarding the interpretation of MAP08 by other Suppliers; including Suppliers not responding to escalations. |
| This MIF seeks to discuss the issues and decide whether changes are required to MAP08 to ensure Suppliers work / resolve disputes in a consistent way and respond within industry timelines. |

Contact Details

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|--------------------|--------------------------|
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Associated Documents

| Association | Reference |
|------------------------|-----------|
| Attachments/Appendices | |
| Related Issue(s) | |
| Related SPF(s) | |
| Related Change(s) | |

Impacts

| | |
|-----------------------------|-------------------------------------|
| Urgent Issue? | Yes |
| Priority Provisions Impact? | No |
| Priority Provisions Clauses | <i>Please list clauses impacted</i> |

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|--------------------|----|
| Green Deal Matter: | No |
|--------------------|----|

| Roles Impacted | |
|-----------------------|-----------------------------------|
| Supplier | Yes |
| Distribution Business | No |
| Settlement | Yes |
| Other: (E.g. MOPs) | <i>Please list roles impacted</i> |

| Central Systems Impacted | |
|--------------------------|----|
| ECOES | No |
| GDCC | No |

| Codes and Products Impacted |
|-----------------------------|
| MAP08 |

Issue Details

| Description of issue |
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| <p>So Energy are experiencing the following issues when following the missing / disputed reads process under MAP08:</p> <ul style="list-style-type: none"> Certain Industry Contacts and Contract Managers do not respond to escalations. Supplier do not keep their Industry Contacts up to date. Supplier contacts rarely have both an email and phone number. Many have neither. Standards are not adequately policed. Suppliers are not penalised for not following the processes and timelines as set out in MAP08. Without raising a 'breach' and reporting the Supplier for breaching their license obligations there is little we at So Energy can do to instigate a response. <p>One Supplier, Scottish Power, has even implemented its own escalation procedure which differs markedly to that defined in MAP08. We have been informed by this Supplier that they will only action escalations sent as per their own process.</p> <p>Additionally, it is rare we get a response from Green Network Energy, SSE, Bulb and E.ON.</p> <p>As such many of our disputed reads go unresolved ultimately impacting the customer.</p> |

| Impact of issue |
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| Different interpretations and application of MAP08 obligations is causing delays in agreeing reads, which is affecting the time it takes for customers to receive their final bill, whilst also affecting the accuracy of the bill. |

Potential Solution(s) *(optional)*

| Solution(s) |
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| Mandatory compliance for all Suppliers with MAP08 with Gemserv / MRASCo proactively carrying out regular performance assurance activities. Potentially introducing obligations on Suppliers to report open disputed read cases and penalising (financially) those who do not comply with industry procedures and timelines. |

| Proposed Implementation Date | |
|------------------------------|------|
| February | 2020 |

| Implementation Technique |
|--------------------------|
| None Proposed |