
Prepayment Arrangements

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SCHEDULE 11

Prepayment Arrangements

Version: 4.02.7Effective Date: Code Manager Licence Effective Date
22 September 2025

<u>Domestic Suppliers</u>	<u>Mandatory</u>
<u>Non-Domestic Suppliers</u>	<u>Mandatory</u>
<u>Gas Transporters</u>	N/A
<u>Distribution Network Operators</u>	N/A
<u>DCC</u>	N/A
<u>Metering Equipment Managers</u>	N/A
<u>Non-Party REC Service Users</u>	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for consultation June 2019
0.2	N/A	Draft updated following June 2019 consultation for Summer 2020 publication
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2.0	1 September 2021	Incorporating respondents comments
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2.7	22 September 2025	R0223
<u>4.0</u>	<u>Code Manager Licence Commencement Date</u>	<u>Consequential amendments for Code Reform and minor nomenclature and cross-reference corrections.</u>

Section A: General Obligations

1 Introduction

1.1. This [REC Schedule](#) sets out rules and operational procedures to be followed by [Energy Suppliers](#) when managing activities for [Consumers](#) with [Prepayment Meters](#), including [Smart Meters](#) operating in prepayment mode. The rules and operational procedures in this [REC Schedule](#) apply when supplying [Domestic Premises](#) and [Non-Domestic Premises](#), unless otherwise stated.

1.2. The scope of this [REC Schedule](#) covers:

- (a) requirements relating to the provision of [Prepayment Devices](#) following a [Switch](#), [Change of Occupier](#) or [Change of Metering Asset](#);
- (b) requirements and operational procedures for updating information held on and about [Prepayment Meters](#);
- (c) requirements for managing [Switches](#) where neither the [Gaining Supplier](#) nor the [Losing Supplier](#) can communicate with a [Smart Meter](#) operating in prepayment mode;
- (d) requirements relating to the resolution of [Unallocated Transactions](#) in relation to [Prepayment Meters](#) that are not [Smart Meters](#);
- (e) minimum standards for services provided by [Prepayment Meter Infrastructure Providers](#) (PPMIPs) in relation to [Prepayment Meters](#) that are not [Smart Meters](#); and
- (f) assurance measures to ensure appropriate processes are in place to maintain accurate data used for calculating charges.

1.3. The objectives of this [REC Schedule](#) are to:

- (a) ensure [Consumers](#) with [Prepayment Meters](#) are charged correctly and able to maintain continuous supply; and
- (b) ensure the prepayment infrastructure is operated and utilised efficiently and in the interests of [Consumers](#).

2 [Consumer Principles and Outcomes](#)

2.1. Each [Energy Supplier](#) shall take all reasonable steps to ensure that the [Consumer](#)s it supplies can top-up their [Prepayment Meter](#), and be charged at the correct tariff and any agreed debt recovery rate.

- 2.2. Each [Energy Supplier](#) shall ensure that the [Consumers](#) it supplies have the ability to apply an emergency top-up, and (in the case of [Prepayment Meters](#) that are not [Smart Meters](#)) do not need to wait for a new [Prepayment Device](#) to be issued by the [PPMIP](#) or [Energy Supplier](#).
- 2.3. Each [Energy Supplier](#) shall ensure that the [Consumers](#) it supplies shall only pay for energy supplied to their premises, and that the [Energy Supplier](#) only keeps payments to which it is entitled under an [Energy Contract](#). Top-up payments received by an [Energy Supplier](#) on or after the [Switch](#) Effective Date must not be used by the [Losing Supplier](#) to reduce outstanding debts.
- 2.4. Where the [Registered Supplier](#) for an [RMP](#) with a [Prepayment Meter](#) identifies an issue relating to the [Prepayment Meter](#), the [Registered Supplier](#) shall arrange for a resolution in a suitable timescale, being particularly aware of its licence duties in respect of [Consumers](#) who are recorded on its [Priority Services Register](#). This may include replacing the meter, performing a decommission / recommission or updating the [Prepayment Meter](#)'s software as appropriate.
- 2.5. Each [Registered Supplier](#) shall take all reasonable steps to ensure that the data held on the [Consumer](#)'s [Prepayment Meter](#) is up-to-date and accurate.
- 2.6. Where a discrepancy is identified between the information held on a [Consumer](#)'s [Prepayment Meter](#) or [Smart Meter](#) operating in prepayment mode; and the information held by the [Registered Supplier](#), the [Registered Supplier](#) shall correct the information as soon as is reasonably practicable.

Section B: Smart [Prepayment Arrangements](#)

The provisions in this Section B relate to [Smart Meters](#) operating in prepayment mode. References to [Prepayment Meters](#) in this Section B shall be interpreted accordingly.

3 Smart Prepayment [Switch](#) Process

- 3.1. As part of the standard [Switch](#) process, the [Losing Supplier](#) shall instruct the change of mode on a [Smart Meter](#) from prepayment to credit in advance of the [Gaining Supplier](#)'s [Registration](#) becoming effective. For [Enrolled Smart Meters](#), this will be carried out by sending a service request command in accordance with the [Smart Energy Code](#).
- 3.2. Following the [Supply Effective Through Date](#), the [Losing Supplier](#) shall reject attempted payments which are intended to top-up the balance of a [Smart Meter](#). In these circumstances, the [Losing Supplier](#) shall provide guidance to the [Consumer](#) regarding how to identify its [Energy Supplier](#).
- 3.3. Within 5 [Working Days](#) of receipt of the Registration Event Notification (MM90030) where a non-Enrolled [Smart Meter](#) is operating in prepayment mode, the [Losing](#)

[Supplier](#) shall:

- (a) poll the non-Enrolled [Smart Meter](#) to check whether, at that time, the communications are viable to allow the [Losing Supplier](#) to meet its obligation to complete a change of mode in accordance with the requirements in Paragraph 3.1; and
 - (b) where this check fails, the [Losing Supplier](#) must promptly inform the [Gaining Supplier](#), via the [Secure Data Exchange Portal \(SDEP\)](#), using [Market Message PT0059 Smart PP CoS - No Communications Notification \(Gas\)](#) and [PT0060 Smart PP CoS - No Communications Notification \(Elec\)](#).
- 3.4. This Paragraph 3 details the process to be followed where the mode on a [Smart Meter](#) has not been changed from prepayment to credit in advance of the [Gaining Supplier's Registration](#) becoming effective.
- 3.5. The process detailed in Paragraph 3.12 specifically relates to [SMETS 2 Enrolled Smart Meters](#).
- (a) For non-[Enrolled Smart Meters](#) the relevant [Energy Supplier](#) can choose one of the below options in order to mitigate the risk of a [Consumer](#) losing supply:
 - (i) replace the non-Enrolled [Smart Meter](#) with an [Enrolled Smart Meter](#); or
 - (ii) have in place a bilateral agreement with the relevant [Losing Supplier](#).
 - (b) For [SMETS 1 Enrolled Smart Meters](#) the [Gaining Supplier](#) shall generate a [UTRN](#) by submitting a request to the [DCC](#). The [Gaining Supplier](#) shall not request a [UTRN](#) from the [Losing Supplier](#).
- 3.6. Where the mode on an [Enrolled Smart Meter](#) has not been changed from prepayment to credit in advance of the [Gaining Supplier's Registration](#) becoming [Active](#), the [Gaining Supplier](#) shall take all reasonable steps to remotely apply configuration settings on the [DCC Enrolled Smart Meter](#). Where this is not possible, the [Gaining Supplier](#) shall request a [Fixed Balance UTRN](#) from the [Losing Supplier](#) in accordance with the process set out in Paragraph 3.12.
- 3.7. The following conditions must be met, in order for the process in Paragraph 3.12 to be utilised:
- (a) [Switch](#) has taken place for the [RMP](#) to which the [Enrolled Smart Meter](#) relates; and
 - (b) the [Losing Supplier](#) operated the [Smart Meter](#) as a [Prepayment Meter](#).
- 3.8. The [Losing Supplier](#) shall not accept a payment from the [Consumer](#) or [Gaining](#)

[Supplier](#) (or be obliged to make a payment to the [Gaining Supplier](#)) for the value of the [Fixed Balance UTRN](#).

- 3.9. Only one [Fixed Balance UTRN](#) will be provided per request per [RMP](#), unless otherwise agreed bilaterally between the relevant [Energy Suppliers](#).
- 3.10. The [Losing Supplier](#) may provide [Fixed Balance UTRNs](#) to the [Gaining Supplier](#) on a [Switch](#), without a request being received from the [Gaining Supplier](#).
- 3.11. In instances where the provision of a [Fixed Balance UTRN](#) to the [Consumer](#) does not work, the [Losing Supplier](#) is unable to provide a [Fixed Balance UTRN](#), or the [Consumer](#) is unable to input the [Fixed Balance UTRN](#), then the [Gaining Supplier](#) shall take alternative steps to ensure continued supply to the [Consumer](#).
- 3.12. The following process steps apply to [Fixed Balance UTRN](#):

Ref	When	Action	From	To	Interface	Means
3.12.1	If the activities set out in 3.6 are not successful, and only if requested within 28 days of the Losing Supplier's Supply Effective Through Date .	Request a Fixed Balance UTRN	Gaining Supplier	Losing Supplier	UTRN Contact Electricity PT0024 Smart Prepayment CoS Exceptions Process UTRN Request (Elec) Gas PT0044 Smart Prepayment CoS Exceptions Process UTRN Request (Gas)	SDEP
3.12.2	Within 3 Working Hours of receipt of the request in accordance with 3.12.1.	Provide Fixed Balance UTRN	Losing Supplier	Gaining Supplier	UTRN Contact Electricity PT0024 Smart Prepayment CoS Exceptions Process UTRN Request (Elec) Gas PT0044 Smart Prepayment CoS Exceptions Process UTRN Request (Gas)	SDEP
3.12.3	Where the Losing Supplier is unable to provide the Fixed Balance UTRN within the timescales specified in 3.12.2.	Provide notification that the Fixed Balance UTRN cannot be provided within the required timeframe and provide the Fixed Balance UTRN as soon as reasonably practicable.	Losing Supplier	Gaining Supplier	UTRN Contact including reason why the request could not be completed Electricity PT0024 Smart Prepayment CoS Exceptions Process UTRN Request (Elec) Gas PT0044 Smart Prepayment CoS Exceptions Process UTRN Request (Gas)	SDEP

3.12.4	Following an initial request in accordance with 3.12.1, where a further request for a Fixed Balance UTRN is made.	Continue to provide Fixed Balance UTRNs for up to 90 days following the Losing Supplier's Effective Through Date , where requested by the Gaining Supplier and in accordance with 3.12.2/3.12.3.	Losing Supplier	Gaining Supplier	UTRN Contact Electricity PT0024 Smart Prepayment CoS Exceptions Process UTRN Request (Elec) Gas PT0044 Smart Prepayment CoS Exceptions Process UTRN Request (Gas)	SDEP
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Section C: [Prepayment Arrangements](#) (Legacy)

The provisions in this Section C only apply to [Prepayment Meters](#) that are not [Smart Meters](#). References to [Prepayment Meter](#)s in this Section C shall be interpreted accordingly.

4 [Energy Supplier](#) Requirements

[PPMIP](#) Contractual Requirements

- 4.1. For [Prepayment Meter](#)s that are not [Smart Meters](#), each [Registered Supplier](#) shall assign a [PPMIP](#) and ensure that the [PPMIP](#) acts in accordance with, and adheres to, the relevant provisions of this [REC Schedule](#). All communications between the [Energy Supplier](#) and the [PPMIP](#) will be in accordance with this [REC Schedule](#) unless agreed bilaterally between the [Energy Supplier](#) and the [PPMIP](#).
- 4.2. To minimise [Consumer](#) detriment, each [Energy Supplier](#) shall ensure that its [PPMIP](#) has in place appropriate business continuity and/or disaster recovery procedures to ensure that it can perform the basic requirements for [Energy Supplier](#)s within 4 hours, in the event that a [PPMIP](#)'s site becomes non-operational.

Preventing [Misdirected Payments](#) and [Unallocated Transactions](#)

- 4.3. Each [Energy Supplier](#) must take reasonable steps to prevent [Unallocated](#)

Transactions.

- 4.4. Each Energy Supplier shall monitor the reports provided to it by its PPMIP in accordance with Paragraphs 8 and 9, and investigate and resolve in a timely manner any identified errors.
- 4.5. Where a Switch occurs, the Gaining Supplier shall ensure a new Prepayment Device is issued to the Consumer in advance of (or reasonably close to) the Supply Effective From Date.
- 4.6. The Gaining Supplier shall clearly explain to the Consumer which Prepayment Device they should use before and after the Switch. Where a Switch is cancelled, the Losing Supplier (i.e. the Registered Supplier) shall explain to the Consumer which Prepayment Device they should use.
- 4.7. Where an Energy Supplier suspects that Misdirected Payments are occurring, it shall initiate the Misdirected Payments resolution process, set out in the Consumer-Facing Switching and Billing Problems Schedule.

5 PPMIP Activities

Issue New or Replacement Prepayment Device

- 5.1. An Energy Supplier shall issue a new Prepayment Device in the following circumstances:
 - (a) initial installation of a Prepayment Meter;
 - (b) following notification that a Switch is due to take place (unless the Payment Device can be updated instead, see Paragraph 5.8 below);
 - (c) Change of Occupier (unless the Prepayment Device can be updated instead, see Paragraph 5.8 below); or
 - (d) Change of Metering Asset (unless the Prepayment Device can be updated instead, see Paragraph 5.8 below).
- 5.2. An Energy Supplier shall issue a replacement Prepayment Device in the following circumstances:
 - (a) the Consumer loses their Prepayment Device;
 - (b) the Prepayment Device is stolen; or
 - (c) the Prepayment Device is damaged or faulty.

- 5.3. For electricity [RMPs](#), the [Electricity Supplier](#) may choose to issue the [Prepayment Device](#) itself or ensure that a [PPMIP](#), MOA or other service provider issues the [Prepayment Device](#) on the [Electricity Supplier](#)'s behalf. Where the [Prepayment Device](#) is not issued by the [PPMIP](#) (on the [Electricity Supplier](#)'s behalf), then the [Electricity Supplier](#) shall ensure the [PPMIP](#) is promptly informed of all relevant data to enable accurate processing of prepayment transactions and to avoid [Misdirected Payments](#).
- 5.4. For [Related Metering Points](#), the [Electricity Supplier](#) shall send details in relation to each electricity [RMP](#) to the [PPMIP](#), although only one [Prepayment Device](#), relating to the Primary Metering Point, shall be issued.
- 5.5. For gas [RMPs](#), the [PPMIP](#) shall issue the [Prepayment Device](#) in accordance with the timescales in the interface table below. The [PPMIP](#) will only issue a [Prepayment Device](#) 'urgently' (and send by next day delivery) if:
- (a) an engineer has installed a [Prepayment Meter](#) and the [Consumer](#) does not have a [Prepayment Device](#); or
 - (b) the engineer has exchanged a [Prepayment Meter](#) or performed a de-commission / re-commission and the [Consumer](#) does not have a [Prepayment Device](#).
- 5.6. Where the requirements for urgency are met in accordance with Paragraph 5.5, the [Prepayment Device](#) will be issued (sent by next day delivery) on the day the request is received, provided the request is received before 16.30 on a [Working Day](#) or before 11.30 on a Saturday (and will be issued and sent on the next [Working Day](#) or Saturday, if received after those times).
- 5.7. The following process shall be used when issuing a new or replacement [Prepayment Device](#):

Ref	When	Action	From	To	Interface	Means
5.7.1	Where a new or replacement Prepayment Device is required, and where the Energy Supplier does not issue the Prepayment Device .	Send instruction to issue Prepayment Device .	Energy Supplier	PPMIP ; MEM ; or other device issuer	Gas PP01 – New Prepayment Customer ; or PP05 - Replacement Prepayment Device or Customer Specific Messages Electricity D0190 for	Not defined DTN

					Customer Key D0174 for Customer Token	
5.7.2	Following receipt of the notification in 5.7.1.	Programme the Prepayment Device with the Energy Supplier request data.	PPMIP ; MEM ; or other device issuer		Internal process	N/A
5.7.3	Following 5.7.2; or if the Prepayment Device is to be issued by the Energy Supplier .	Issue Prepayment Device together with the following: personalised device carrier, which includes a list of local Outlets ; user reference guide; and pre-paid return envelope.	Energy Supplier ; PPMIP ; MEM ; or other device issuer	Consumer	Not defined	Not defined
5.7.4	Electricity only Following issue of the Prepayment Device where not issued by the PPMIP .	Send instruction to update PPMIP database.	Energy Supplier	PPMIP	D0190 for Customer Key D0174 for Customer Token	DTN

Update [Prepayment Device](#)

5.8. For electricity [RMPs](#), unless a new [Prepayment Device](#) is issued, each [Electricity Supplier](#) shall ensure that it updates the existing [Prepayment Device](#) and updates its [PPMIP](#) with relevant data in the following circumstances:

- (a) a [Switch](#);
- (b) a [Change of Occupier](#); or
- (c) a [Change of Metering Asset](#).

5.9. Updates may also be made, in relation to gas and electricity [RMPs](#), to reflect a change to tariff and / or debt information.

5.10. If a [PPMIP](#) receives multiple data flows for the same [RMP](#) with the same date from an [Energy Supplier](#), all data flows shall be accepted but only the last data flow received shall be actioned by the [PPMIP](#).

5.11. For gas [RMPs](#) where a non-urgent [Customer Specific Message](#) is sent, the [Gas Supplier](#) can either specify the [Outlet ID](#) they wish the message to be sent to or allow the [PPMIP](#) to allocate one or more [Outlet ID\(s\)](#) based upon the transaction history for the relevant [Prepayment Device](#). For urgent (one-hour) jobs, the [Gas Supplier](#) shall specify one [Outlet ID](#). The [PPMIP](#) shall action this request to ensure that the message is delivered to the [Point of Sale Unit](#) within one hour of receipt. The successful delivery of a message is dependent on the assistance of the [Outlet](#).

5.12. Where the request referred to in Paragraph 5.11 is received between 09.00 and 16:30 on a [Working Day](#), or between 09.00 and 11:30 on a Saturday for changed values via the issuing of a new [Prepayment Device](#), or between 09.00 and 16.30 on a Saturday for changed values via a [Customer Specific Message](#), then the following service levels will apply to the [PPMIP](#) (and for requests received after those times, the following service levels shall apply from 09.00 on the next following [Working Day](#) or Saturday):

- (a) all urgent job requests will be processed within one hour of receipt;
- (b) all specific [Outlet](#), credit adjustment or replacement [Prepayment Device](#) job requests will be processed within 1 [Working Day](#);
- (c) all specific [Outlet](#), non-gas debt and gas debt or non-urgent [CSM](#) job requests will be processed within 2 [Working Days](#); and
- (d) all non-specific [Outlet ID](#) job requests will be processed within 2 [Working Days](#).

5.13. The following process steps apply to updating a [Prepayment Device](#):

Ref	When	Action	From	To	Interface	Means
5.13.1	As required, and where the Energy Supplier does	Send instruction to update the Prepayment Device .	Energy Supplier	PPMIP ; MEM ; or other device	Gas PP05 - Replacement Prepayment	Not defined DTN

	not update the Prepayment Device .			issuer	Device or Customer Specific Messages PP08 – Update Values Electricity D0190 for Customer Key D0174 for Customer Token	
5.13.2	Following receipt of the request in 5.13.1.	Either create a Customer Specific Message and send it to the Point of Sale Unit that the Consumer uses; or send a replacement Prepayment Device .	PPMIP	PoS Unit ; or Consumer	Not defined	Not defined
5.13.3	Electricity only Following update of the Prepayment Device where not updated by the PPMIP	Send instruction to update PPMIP Database .	Energy Supplier	PPMIP	D0190 For Customer Key D0174 For Customer Token	DTN

Change of Tariff Global Messaging (Gas Only)

5.14. Where a [Gas Supplier](#) wishes to send a message to their entire portfolio of [Consumers](#) with a [Prepayment Meter](#), they shall request that the [PPMIP](#) issues a [Global Message](#). This triggers a [Customer Specific Message](#) for each [Consumer](#) with a [Prepayment Meter](#) within the [Gas Supplier](#)'s portfolio.

5.15. Before creating a [Global Message](#), the [PPMIP](#) shall check to ensure the increased volume of messages will not impact the business as usual messaging process. If the volume is too high, the [Global Message](#) creation will be delayed.

5.16. The following process shall be used for sending [Global Messages](#):

Ref	When	Action	From	To	Interface	Means
5.16.1	As required.	Request that a Global	Gas	PPMIP	PP10 (see Appendix 1) –	Not

		Message is issued.	Supplier		Change of Tariff Proforma specifying the period of time that the message will remain open (between 1 and 99 days). Where a period of time is not specified, a default setting will be used as per the bilateral agreement between the Energy Supplier and PPMIP	defined
5.16.2	Within 2 Working Days of receipt of the request in 5.16.1, provided the request is received before 15.00 on a Working Day or a Saturday, the volume of additional messages will not adversely affect the file transfer	Create the required Customer Specific Messages and send it to the latest PoS Unit used by each Consumer .	PPMIP	PoS Unit	Updated tariff Information specified in the request	Not defined

5.16.3	During the active period of a Customer Specific Message .	Record status of each message. The recorded status can be as follows: - Received OK - the Consumer has purchased twice at the PoS Unit with the correct Prepayment Device Reference Number within the life of the message; or - Error acknowledged – the Consumer has purchased at the PoS Unit with the correct Prepayment Device Reference Number but the message has not been actioned.	PPMIP		Internal process	N/A
5.16.4	Following expiry of the Customer Specific Message period as specified by the Energy Supplier in 5.16.1	Provide a report detailing the Consumer's message status. The reported status can be as follows: - Unacknowledged - the Consumer has not purchased at the PoS Unit where the message was sent using the correct Prepayment Device Reference Number; or - Assumed pick up - the Consumer has purchased at the PoS Unit with the correct Prepayment Device Reference Number.	PPMIP	Gas Supplier	Not defined	Not defined

		However, the Consumer has not purchased again within the life of the message so that the 'received OK' message has not been sent back to the PPMIP .				
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Removal of a [Prepayment Meter](#) from Portfolio (Gas only)

5.17. Removal of a [Prepayment Meter](#) from a [Gas Supplier](#)'s portfolio may be requested for the following reasons:

- (a) there is no [Prepayment Meter](#) for the [RMP](#);
- (b) the [Prepayment Meter](#) has been removed; or
- (c) the [Gas Supplier](#) is no longer the [Registered Supplier](#) for the [RMP](#).

5.18. With regards to Paragraph 5.17(c), the [Gas Supplier](#) shall not send the notification to the [PPMIP](#) until the [Objection Window](#) relating to the [Switch](#) event has closed.

5.19. The following process shall be used to remove a [Prepayment Meter](#) from a portfolio:

Ref	When	Action	From	To	Interface	Means
5.19.1	As required	Advise the PPMIP that the Supply Meter Point should be removed from the Gas Suppliers portfolio.	Gas Supplier	PPMIP	PP09 – Removal of Prepayment Meter	Not defined
5.19.2	Within 3 Working Days of receipt of the notification in 5.19.1, provided the request is received before 16:30 on a	Remove the Supply Meter Point from the Gas Supplier 's portfolio within the PPMIP 's database and cease to provide services to that Supply Meter Point for that Gas Supplier .	PPMIP		Internal Process	N/A

	Working Day or a Saturday.					
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Meter Dump Request (Gas only)

5.20. [Gas Suppliers](#) may request additional information (a [Meter Dump](#)) from the [Prepayment Meter](#) using the following process.

Ref	When	Action	From	To	Interface	Means
5.20.1	As required.	Send request for a Meter Dump .	Gas Supplier	PPMIP	PP03 – Meter Dump Request	Not defined
5.20.2	Within 3 Working Days of receipt of the request in 5.20.1, provided the request is received before 14:00 on a Working Day .	Send request that a blank Prepayment Device is inserted into the Prepayment Meter and then returned to the PPMIP . Communication to include: • blank Prepayment Device; • personalised device carrier, which includes a list of local Outlets; • user reference guide; and • pre-paid return envelope.	PPMIP	Consumer or an address provided by the Gas Supplier	Not defined	Not defined
5.20.3	Following 5.20.2 and where a Prepayment Device is returned from the Consumer .	Attempt to obtain Meter Dump from the returned Prepayment Device . Where the Meter Dump is available, progress to 5.20.4. Where the Meter Dump is not available, progress to 5.20.5.	PPMIP		Internal Process	N/A
5.20.4	Following 5.20.3 and where the Meter Dump is available.	Produce Meter Dump and send to the Gas Supplier , including as a minimum: • Prepayment Device Reference Number;	PPMIP	Gas Supplier	Meter Dump	Not defined

		• Emergency Credit Status; • Meter Serial Number; • debt register; • tariff information; • change in data dates; • accounting totals; • credit for registers; • tampers; and • status.				
5.20.5	Following 5.20.3 and where the Meter Dump is not available.	Inform the Gas Supplier that a Meter Dump is not available.	PPMIP	Gas Supplier	Not defined	Not defined
5.20.6	Following 5.20.5 where the Gas Supplier is informed that the Meter Dump is not available.	Send a second request that a blank Prepayment Device is inserted into the Prepayment Meter and then returned to the PPMIP including: • blank Prepayment Device; • personalised device carrier, which includes a list of local Outlets; • user reference guide; and • pre-paid return envelope.	Gas Supplier	Consumer	Not defined	Not defined
5.20.7	Following 5.20.6 and where a Prepayment Device is returned from the Consumer .	Attempt to obtain Meter Dump from the returned Prepayment Device. Where the Meter Dump is available, progress to 5.20.4. Where the Meter Dump is not available, progress to 5.20.8.	PPMIP		Internal Process	N/A
5.20.8	14 Working Days after 5.20.6 and where a Meter Dump is still not available.	Inform the Gas Supplier that a Meter Dump is not available.	PPMIP	Gas Supplier	Not defined	Not defined

Ad Hoc Supplier Queries

5.21. An [Energy Supplier](#) may request that the [PPMIP](#) performs the following ad-hoc activities:

- (a) update or amend the [Consumer](#) records on the [PPMIP Database](#);
- (b) request a personalised [Outlet List](#) for a [Consumer](#) (gas only);
- (c) provide an alternative [Outlet ID](#) for an existing [Customer Specific Message](#) (gas only); or
- (d) any other option provided by the [PPMIP](#).

5.22. Unless agreed bilaterally between the [Energy Supplier](#) and the [PPMIP](#), the following process shall be used:

Ref	When	Action	From	To	Interface	Means
5.22.1	As required.	Request the PPMIP perform an ad hoc activity.	Energy Supplier	PPMIP	Gas PP06 – Supplier Query Form Electricity D0190 for Customer Key D0174 for Customer Token	Not defined DTN
5.22.2	Within 3 Working Days of receipt of the request in 4 5.22.1, provided the request is received before 16.00 on a Working Day and before 14.00 on a Saturday.	Perform ad hoc activity and provide details to the Energy Supplier .	PPMIP	Energy Supplier	Dependent on the activity requested	Not defined

6 Transaction Processing Gas

6.1. Each [Gas Supplier](#) shall ensure that the [PPMIP](#) maintains a database assigning a [Gas Supplier](#) to each gas [Prepayment Meter](#).

6.2. This database shall be updated where changes to the relevant [Gas Supplier](#) are notified to the [PPMIP](#) in accordance with the processes in Paragraph 5.

6.3. Each transaction received by the [PPMIP](#) shall be allocated to the relevant [Gas Supplier](#), as recorded within the [PPMIP Database](#).

7 Transaction Processing Electricity

7.1. Each [Electricity Supplier](#) shall ensure its [PPMIP](#) maintains a record of the following information to facilitate transaction processing:

- (a) [Meter Point Administration Number](#);
- (b) [Meter Serial Number](#);
- (c) [Electricity Supplier Market Participant Identifier](#);
- (d) [Electricity Supplier Effective From Date](#); and
- (e) transaction reference ([Electricity Supplier](#) / [Customer](#) identifier)

7.2. In order to determine the relevant [Electricity Supplier](#) associated with each transaction, the [PPMIP](#) shall determine the [Meter Serial Number](#), based on the data provided by the [Prepayment Network Service Provider](#), and submit this to the [Electricity Enquiry Service](#) for matching. Where the [PPMIP](#) cannot determine the [Meter Serial Number](#), then the transaction will be recorded as unallocated and not submitted to the [Electricity Enquiry Service](#).

7.3. Each transaction received by the [PPMIP](#) from the [Prepayment Network Service Provider](#) shall be allocated to the relevant [Electricity Supplier](#), subject to Paragraph 7.2, as recorded within the [Electricity Enquiry Service](#) in accordance with the process set out in the interface table below:

Ref	When	Action	From	To	Interface	Means
7.3.1	For each transaction received.	Include the relevant Meter Serial Number within an Electricity Prepayment Supplier file and send to the EES to enable identification of the Registered Supplier .	PPMIP	EES	Electricity Prepayment Supplier file	Secure FTP

7.3.2	Following 7.3.1 and in accordance with the timescales in the EES Service Definition .	Validate the Electricity Prepayment Supplier file.	EES		Internal process	N/A
7.3.3	Following 7.3.2.	Confirm whether the file has passed validation.	EES	PPMIP	Electricity Prepayment Supplier File Pass; or Electricity Prepayment Supplier File Fail	Secure FTP
7.3.4	Following 7.3.3.	Provide a response indicating the Registered Supplier associated with each Meter Serial Number at the point at which the transaction was made. If one or more Meter Serial Numbers in the uploaded file are not found, this should not prevent the file from being processed. The response file shall indicate those records that have not been matched.	EES	PPMIP	Electricity Prepayment Supplier Response file	Secure FTP
7.3.5	Following receipt of the file in 7.3.4 where the file identifies a	Redirect transaction to the identified Electricity Supplier .	PPMIP	Identified Electricity Supplier	Not defined	Not defined

	single Metering Point or multiple Metering Points registered to a single Electricity Supplier .					
7.3.6	Following receipt of the file in 7.3.4 where the file indicates multiple Electricity Suppliers are assigned to a single Metering Point .	Issue a Multiple Supplier Report in accordance with Paragraph 9.6	PPMIP	Electricity Suppliers	Multiple Supplier Report	Not defined

8 [PPMIP](#) Reporting Gas

Unallocated Payment Reports

8.1. Each [Energy Supplier](#) shall ensure that the [PPMIP](#) produces:

- (a) a [Closed Cash Report](#), identifying [RMPs](#) where an [Energy Supplier](#) has submitted a [PP09](#) to remove a [Prepayment Meter](#) from the [Energy Supplier](#)'s portfolio but no equivalent [PP01](#) has been received by the [PPMIP](#) to add the [Prepayment Meter](#) to another [Energy Supplier](#)'s portfolio; and
- (b) a [Gap Cash Report](#), identifying [RMPs](#) where payments were made in a period between the date specified in the [PP09](#) for removal a [Prepayment Meter](#) from the [Gas Supplier](#)'s portfolio and the [PP01](#) for the addition of the [Prepayment Meter](#) to another [Gas Supplier](#)'s portfolio.

8.2. Each [Energy Supplier](#) shall follow the process in the interface table below to resolve unallocated transactions:

Ref	When	Action	From	To	Interface	Means
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8.2.1	On a weekly basis.	Provide reports identifying unallocated transactions.	PPMIP	Gas Suppliers	Closed Cash Report ; and Gas Cash Report	Not defined
8.2.2	On receipt of the reports referred to in 8.2.1.	Where errors are identified, the relevant Energy Supplier shall send a PP01 or PP09 (as appropriate) to the PPMIP to ensure the relevant RMP(s) is included in the correct portfolio	Gas Supplier	PPMIP	PP01 - New Prepayment Customer ; or PP09 - Removal of Prepayment Meter	N/A
8.2.3	Following receipt of a PP01 or PP09 in accordance with 8.2.2.	Release all associated Unallocated Transactions to the Registered Supplier .	PPMIP	Gas Supplier	Not defined	Not defined
8.2.4	Following 8.2.3.	Allocate transactions to the relevant Electricity Supplier .	PPMIP	Electricity Supplier	Not defined	Not defined

8.3. Where transactions remain unallocated, the [PPMIP](#) shall continue to hold [Unallocated Transactions](#), the [PPMIP](#) shall securely retain the transaction information and money. A reconciliation of the remaining funds will be carried out in accordance with Paragraph 10.

Cash, [Meter](#) and Debt Files

8.4. Cash, meter and debt files will be sent to the relevant [Gas Supplier](#) in a bilaterally agreed format every [Working Day](#). Files shall be sent via a virtual private network or another secure format (zipped and password protected). The [PPMIP](#) shall inform the [Gas Suppliers](#) by 12:00 (noon) of any failure relating to this process, and (where possible) the estimated resolution timescales. Where the [PPMIP](#) sends these files for [Consumers](#) with in home vending units then the [PPMIP](#) shall ensure settlement is made to the correct [Gas Supplier](#).

Standard [Prepayment Meter](#) Transaction Data

8.5. Each [Gas Supplier](#) shall ensure that, in relation to a [Consumer](#) making an advance payment, the [Prepayment Meter](#) at each [RMP](#) for which it is the [Registered Supplier](#) is capable of returning the below set of [Standard Transaction Data Items](#) to the [Gas Supplier](#) via the [PPMIP](#). The [Standard Transaction Data Items](#) listed have been provided based on a separate industry change required by the [PPMIP](#) and Network Service Providers:

- (a) active credit;

- (b) billing cycle;
- (c) CV code;
- (d) debt information including the amount of debt held on the [Prepayment Meter](#), the weekly recovery rate as agreed with the [Consumer](#), and the gas debt recovery rate and non-gas debt recovery rate as agreed with the [Consumer](#);
- (e) emergency credit provision;
- (f) emergency credit threshold;
- (g) fault enable;
- (h) gas allocation rate;
- (i) prepaid credit;
- (j) [Tariff Code](#) and the page of that [Tariff Code](#); and
- (k) transaction value.

8.6. Each [Gas Supplier](#) shall use the information returned to it in the [Standard Transaction Data Items](#) to ensure that the data is correct and corresponds with its internal systems.

8.7. Discrepancies between the information returned in the [Standard Transaction Data Items](#) and the information in [Gas Supplier](#)'s internal systems can be corrected via the mechanisms set out in Paragraph 5.

Calorific Value Code

8.8. Each [Gas Supplier](#) shall ensure that the [Calorific Value](#) code used to calculate each of its [Consumer](#)'s charges is the correct value for the [Consumer](#)'s Local Distribution Zone. The [Calorific Value](#) code initially allocated may be derived from the address post code, and this may not map to the correct Local Distribution Zone.

8.9. The [PPMIP](#) shall ensure that the average calculated [Calorific Value](#) displayed on a [Consumer](#)'s [Prepayment Meter](#) is made available via regional data on a weekly basis. Each [Gas Supplier](#), via its individual commercial agreements with the [PPMIP](#), shall ensure that the [Calorific Value](#) code returned via the [Standard Transaction Data Item](#) corresponds to the calculated [Calorific Value](#) held on the [Gas Supplier](#)'s internal systems. Where the [PPMIP](#) identifies a discrepancy in the [Calorific Value](#), the [PPMIP](#) (on behalf of the [Gas Supplier](#)) shall ensure that an updated [Calorific Value](#) code is automatically sent via a [Customer Specific Message](#).

8.10. [Gas Suppliers](#) shall not be held responsible for [Consumer](#) vend patterns and the

availability and accuracy of the daily [Calorific Value](#) provided by National Grid.

Debt Management

- 8.11. Each [Gas Supplier](#) shall use the debt information returned to it in the [Standard Transaction Data Items](#) to ensure that the below items are correct and correspond with its internal systems:
- (a) the amount of debt (and other debt related data) held on the [Prepayment Meter](#);
 - (b) the weekly recovery rate, as agreed with the [Consumer](#); and
 - (c) the gas debt recovery rate and non-gas debt recovery rate, as agreed with the [Consumer](#).
- 8.12. The [PPMIP](#) shall report, upon request by individual [Gas Suppliers](#) via their commercial agreements, on all debt flows that are issued to [Prepayment Meters](#) for that [Gas Supplier](#), checking that the messages have been received by the [Prepayment Meters](#) and that an acknowledgement flag has been returned. The [PPMIP](#) shall ensure that the debt information is issued to the [Prepayment Meter](#).

Emergency Credit

- 8.13. The [Gas Supplier](#) shall ensure that the emergency credit threshold returned to it in the [Standard Transaction Data Items](#) aligns with the emergency credit threshold agreed with the [Consumer](#) and held on the [Gas Supplier's](#) internal systems.

Fault and Tamper Notification

- 8.14. The [PPMIP](#) shall, in accordance with their individual commercial agreements with each [Gas Supplier](#), provide a report to the [Gas Supplier](#) regarding the fault and tamper notifications that have been received from the [Gas Supplier's](#) [Prepayment Meters](#). Subject to individual commercial agreements being in place, the [PPMIP](#) may provide this report to the [MAP](#) or its appointed agents for its portfolio.
- 8.15. Based on the content of such reports, the [Gas Supplier](#) shall promptly take the appropriate action in response to the events identified by the fault and tamper notifications.

Tariff

- 8.16. The [Gas Supplier](#) shall ensure that the [Tariff Code](#) and page returned to it in the [Standard Transaction Data Items](#) correspond to the tariff agreed with the [Consumer](#) and held on the Supplier's internal systems.
- 8.17. The [PPMIP](#) shall report, upon request by individual [Gas Suppliers](#) via their

commercial agreements, the tariff settings that are received on a [Consumer's](#) prepayment in comparison to the last tariff flow instruction received from the [Gas Supplier](#).

- 8.18. Where the reports provided under Paragraph 8.1724 identify an inconsistency on three consecutive payments, the [PPMIP](#) shall (if requested by a [Gas Supplier](#) as part of its bilateral agreement with the [PPMIP](#)) issue a tariff correction message to the [Prepayment Meter](#).

Assurance Report

- 8.19. The [PPMIP](#) shall provide each [Gas Supplier](#) with a monthly report detailing the corrective actions that the [PPMIP](#) has undertaken on the [Gas Supplier's](#) behalf. This report shall be based on all available data held by the [PPMIP](#) in relation to a [Gas Supplier's](#) portfolio of [Prepayment Meters](#) and shall cover the following obligations:

- (a) ensuring that [Standard Transaction Data Items](#) are returned to the [Gas Supplier](#) where a [Consumer](#) makes an advanced payment, and storing [Standard Transaction Data Items](#) for a payment within the [PPMIP Database](#);
- (b) ensuring the average calculated [Calorific Value](#) is available weekly via regional data;
- (c) cross checking that the [Calorific Value Code](#) returned in the [Standard Transaction Data Items](#) provided corresponds to the [Calorific Value](#) code held on the [PPMIP](#) systems;
- (d) automatically updating identified discrepancies with the [Calorific Value](#) code via a [Customer Specific Message](#);
- (e) at the request of the [Gas Supplier](#), reporting all debt flows that are issued to the [Prepayment Meters](#) for that [Gas Supplier's](#) [Prepayment Meter](#) portfolio and checking that the messages have been received by the meter and that an acknowledgement flag has been returned;
- (f) ensuring that the debt information is issued to the meter;
- (g) reporting to the [Gas Supplier](#) regarding any fault and tamper notifications relating to that [Gas Supplier's](#) [Consumers](#);
- (h) if requested by the [Gas Supplier](#), ensuring that the tariff settings that are received on a [Consumer's](#) vend in comparison to the last tariff flow instruction the [Gas Supplier](#) sent; and
- (i) If requested by the [Gas Suppliers](#), ensuring that a tariff correction message is issued to the [Prepayment Meter](#) where an inconsistency is identified on three

consecutive payments.

9 PPMIP Reporting Electricity

Unallocated Transaction Report

9.1. Each Electricity Supplier shall ensure that the PPMIP produces a report on Unallocated Transactions and utilises this report as set out in the interface table below:

Ref	When	Action	From	To	Interface	Means
9.1.1	On a weekly basis	Provide a report identifying <u>Unallocated Transactions</u>	<u>PPMIP</u>	<u>Electricity Suppliers</u>	Unallocated Transaction Report	Not defined
9.1.2	On receipt of the report referred to in 9.1.1 and in any case within 10 <u>WDs</u> .	Identify the <u>MSN</u> for all <u>Key Meters</u> in their portfolio between the most recent <u>Backstop Date</u> and the date of the Unallocated Transaction Report. This includes <u>Key Meters</u> that were previously installed but have since been removed.	<u>Electricity Supplier</u>		Internal process	N/A
9.1.3	Following 9.1.2.	Identify if any <u>Unallocated Transactions</u> within the Unallocated Transactions Report belong to that <u>Meter Serial Number</u> , where this does not also exist on the Multiple Supplier Report.	<u>Electricity Supplier</u>		Internal process	N/A
9.1.4	Following 9.1.3.	Identify if the 'Customer Payment Date' occurred while they were the <u>Registered Supplier</u> .	<u>Electricity Supplier</u>		Internal process	N/A
9.1.5	Following 9.1.1 and in any case within 10 <u>WDs</u> .	Identify where the <u>Energy Suppliers MPID</u> is listed as the 'Last known Supplier Id' on the <u>Unallocated Transaction</u> Report,	<u>Electricity Supplier</u>		Internal process	N/A

		where this does not also exist on the Multiple Supplier Report.				
9.1.6	Following 9.1.5.	Identify if the 'Customer Payment Date' occurred while they were the Registered Supplier .	Electricity Supplier		Internal process	N/A
9.1.7	Within 5 WDs for completing steps 9.1.2 to 9.1.4 or 9.1.5 to 9.1.6.	Identify the: a) correct MPAN for each Unallocated Transaction ; and b) correct MTDs for each that MPAN ; and c) erroneous MTDs in the EES for that MPAN and the required amendments to correct this.	Electricity Supplier		Internal process	N/A
9.1.8	Following 9.1.7, where the Electricity Supplier identifies transactions for which they are/were the Registered Supplier .	Request that the relevant MOA updates the erroneous data.	Electricity Supplier	MOA	In accordance with the processes set out in the Metering Operations Schedule	
9.1.9	Within 20 WDs of 9.1.7.	Ensure that the correct MTDs and meter installation and / or removal dates have been updated in the EES , ensuring any additional information required by the MOA to fulfil the request in 9.1.8 has been provided in good time to achieve this.	Electricity Supplier	MOA	Internal process	
9.1.10	Following 9.1.8.	Allocate transactions to the relevant Electricity Supplier .	PPMIP	Electricity Supplier	Not defined	Not defined

9.2. Each [Electricity Supplier](#) shall take reasonable steps to initiate action to resolve entries on the [Unallocated Transaction](#) report within 20 [Working Days](#) of receipt. [PPMIPs](#) shall respond within 20 [Working Days](#) to any queries arising from the non-

release of transactions after [Electricity Suppliers](#) have sent appropriate data flows. Where an [Electricity Supplier](#) makes a claim against the [Unallocated Transaction](#) report, the [PPMIP](#) shall ensure that data is updated in their database appropriately.

- 9.3. Where transactions remain unallocated, the [PPMIP](#) shall continue to hold [Unallocated Transactions](#), the [PPMIP](#) shall securely retain the transaction information and money. A reconciliation of the remaining funds will be carried out in accordance with Paragraph 10.

Multiple Supplier Report

- 9.3A [Electricity Suppliers](#) may use the [SDEP](#) to raise queries and otherwise securely exchange information related to Multiple Supplier Reports, using [Market Message PT0073 Multiple Supplier Report General Query \(Elec\)](#).
- 9.4. Each [Electricity Supplier](#) shall ensure that the [PPMIP](#) produces a Multiple Supplier Report within 1 [Working Day](#) of identifying an instance of duplicate meters. Duplicate meters are identified where [Metering Points](#) are included with different Supplier IDs within the Electricity Prepayment Supplier Response file described in Paragraph 7.34.
- 9.5. On receipt of a Multiple Supplier Report, the affected [Electricity Supplier](#) shall investigate and attempt to resolve the error in accordance with the interface table below. Only two [Electricity Suppliers](#) are named within the Multiple Supplier Report. For instances where there are more than two affected [Electricity Suppliers](#), the resolution process should be repeated through the subsequent [Electricity Suppliers](#) until resolved or the last [Energy Supplier](#) in the sequence believes they are not responsible.
- 9.6. The [Electricity Supplier](#) associated with the most recent Date of [Meter](#) Installation shall initiate the resolution process (being the [Initiating Supplier](#)).

Ref	When	Action	From	To	Interface	Means
9.6.1	Within 1 WD of receipt of the Electricity Prepayment Supplier Response file described in Paragraph 7.34 where multiple Electricity Suppliers are associated to a single Meter	Provide details to both Electricity Suppliers .	PPMIP	Electricity Suppliers	Multiple Supplier Report	Not defined

	Serial Number.					
9.6.2	Following receipt of the Multiple Supplier Report.	Undertake an initial investigation to determine responsibility for the prepayment transaction.	Initiating Supplier		Internal process	N/A
9.6.3	Where the Initiating Supplier determines responsibility for the prepayment transaction, within 15 Working Days .	Declare responsibility for the transaction.	Initiating Supplier	PPMIP	Not defined	Not defined
9.6.4	Where the Initiating Supplier determines no responsibility for the prepayment transaction, within 15 Working Days .	Declare no responsibility by setting the Transaction Routing Flag within the EES	Initiating Supplier		Internal process	Not defined
9.6.5	Following 9.6.4.	Undertake investigation to determine responsibility for the prepayment transaction.	Associated Supplier		Internal process	N/A
9.6.6	Where the Associated Supplier determines responsibility for the prepayment transaction, within 15 Working Days of 9.6.4.	Declare responsibility for the transaction.	Associated Supplier	PPMIP	Not defined	Not defined
9.6.7	Where the Associated Supplier determines no responsibility for the prepayment transaction.	Contact the Initiating Supplier to discuss the matter and come to an agreement on the resolution, if possible. Where agreement cannot be	Associated Supplier	Initiating Supplier	Not defined	Telephone or email

		reached the matter can be escalated to RECCo <u>the Code Manager</u> .				
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9.6A Where a matter is escalated to RECCo under Paragraph 9.6.7, RECCo shall take reasonable steps to facilitate resolution of the matter, including by requesting relevant information from the affected Electricity Suppliers, the PPMIP and any other relevant person. If RECCo considers that the matter raises a potential breach of this Code or a performance assurance issue, RECCo may refer the matter to the REC Performance Assurance Board or take such other steps as are available under this Code.

Redirection Transaction Report

- 9.7. Each [Electricity Supplier](#) shall ensure that the [PPMIP](#) produces a Redirection To Transaction Report and a Redirection from Transaction Report within 1 [Working Day](#) of redirection, detailing each transaction that has been classified as redirected during transaction processing.

Routing Method Report

- 9.8. Each [Electricity Supplier](#) shall ensure that the [PPMIP](#) produces a Routing Method Report detailing all transactions a [PPMIP](#) has sent to an [Electricity Supplier](#) based on the [Electricity Enquiry Service](#). This report shall be issued to each [Electricity Supplier](#) on a weekly basis.

10 Reconciliation of [Unallocatable Transactions](#)

- 10.1. In circumstances where a prepayment transaction received by a [PPMIP](#) cannot be allocated to the correct [Energy Supplier](#) in accordance with the processes described in Paragraphs 8 and 9, the prepayment transaction becomes an [Unallocatable Transaction](#). All [Unallocatable Transaction](#)s held by each [PPMIP](#) will be distributed to [Energy Suppliers](#) in a proportion determined according to the [Energy Supplier](#)'s market share.
- 10.2. In gas, ~~RECCo~~the Code Manager shall initiate an annual reconciliation each [Financial Year](#). This reconciliation will include all transactions which became [Unallocatable Transaction](#)s as a result of the [Backstop Date](#).
- 10.3. In electricity, ~~RECCo~~the Code Manager shall initiate an annual reconciliation each [Financial Year](#). This reconciliation will include all transactions which became [Unallocatable Transaction](#)s as a result of the [Backstop Date](#).
- 10.4. For gas, the [CDSP](#) shall calculate the market share in accordance with a methodology agreed between [RECCo](#) and the [CDSP](#). [Unallocatable Values](#) shall be apportioned to [Gas Suppliers](#) based on their market share during the period from the previous [Backstop Date](#) until immediately before the most recent [Backstop Date](#).

Former [Gas Suppliers](#) who no longer hold a [Gas Supply Licence](#) at the date on which the market share is calculated, and [Gas Supplier](#)s who did not have a contract with the [PPMIP](#) (for the [PPMIP](#)'s services) for some or all of the relevant period, shall be excluded from the calculation (such that the funds which would otherwise have been paid to them are distributed amongst the other [Gas Suppliers](#)). Where an acquisition or a migration of [Gas Supply Licences](#) has occurred since the previous [Backstop Date](#), the [Unallocatable Values](#) shall be apportioned to the acquiring [Gas Supplier](#). [SoLR](#) acquisitions shall be excluded from the calculation (such that the funds which would otherwise have been paid to them are distributed amongst the other [Gas Suppliers](#)).

- 10.5. For electricity, ~~RECCoThe Code Manager~~ shall calculate the market share based on a daily electricity [RMP](#) count from all [GSP Groups](#) by [Meter](#) Type (to be provided by the [EES Provider](#)), and aggregate these to form a single value for market share for each [Electricity Supplier](#) during the period from the previous [Backstop Date](#) until immediately before the most recent [Backstop Date](#). Former [Electricity Suppliers](#) who no longer hold an [Electricity Supply Licence](#) at the date on which the market share is calculated, and [Electricity Supplier](#)s who did not have a contract with the [PPMIP](#) (for the [PPMIP](#)'s services) for some or all of the relevant period and [SoLR](#) acquisitions, shall be excluded from the calculation (such that the funds which would otherwise have been paid to them are distributed amongst the other [Electricity Suppliers](#)). ~~RECCoThe Code Manager~~ shall provide separate market share figures for each prepayment technology (e.g. token and key meters). Where an acquisition or a migration of [Electricity Supply Licences](#) has occurred since the previous [Backstop Date](#), the [Unallocatable Values](#) shall be apportioned to the acquiring [Electricity Supplier](#). [SoLR](#) acquisitions shall be excluded from the calculation (such that the funds which would otherwise have been paid to them are distributed amongst the other [Electricity Suppliers](#)).

- 10.6. Any [PPMIP](#) costs for managing this process will be determined and applied via the individual commercial agreements between [Energy Supplier](#)s and the [PPMIP](#).

- 10.7. The [REC Performance Assurance Board](#) may determine that an independent assessment of the [Unallocatable Prepayment Allocation Run](#) be undertaken by an external auditor to validate the calculations associated with the distribution of the [Unallocatable Transactions](#). If an audit is required, it must be run in parallel with activities carried out by ~~RECCoThe Code Manager~~, [PPMIP](#)s and [Energy Suppliers](#) set out in the interface table below.

- 10.8. The following process applies to gas and electricity [Unallocatable Prepayment Allocation Runs](#):

Ref	When	Action	From	To	Interface	Means
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10.8.1	At least 10 Working Days prior to commencing the Unallocatable Prepayment Allocation Run .	Send notification of the commencement of the Unallocatable Prepayment Allocation Run . Notification to include: • applicable Backstop Date; and • proposed timetable	Code-Manager REC Co	REC PAB ; Energy Suppliers ; PPMIP ; and CDSP	Not defined	Not defined
10.8.2	Within 10 Working Days of receiving the notification in 10.8.1.	Provide report detailing Unallocatable Transactions.	PPMIP	Code-Manager REC Co	Gas Supplier Report Electricity Unallocatable Transaction Report	Not defined

Determination of Market Share – Gas

Ref	When	Action	From	To	Interface	Means
10.8.3	On receipt of Unallocatable Transaction data from all PPMIPs .	Check whether all the Energy Suppliers listed in the PPMIP reports are live within the current version of Market Participant Data and resolve any discrepancies with the PPMIP .	Code-Manager RECCo	PPMIP	Not defined	Not defined
10.8.4	Following 10.8.3 and within 5 Working Days of receipt of	Issue the supplier report to the Central	Code-Manager RECCo	CDSP	Supplier Report ⁹	Not defined

	the report specified in 10.8.2.	Data Service Provider .				
10.8.5	Following receipt of the report specified in 10.8.4 and within 2 Working Days .	Provide a report showing which, if any, Gas Supplier (s) are not recognised. Where a Gas Supplier is not recognised, provide any relevant information that it has on the identity of the Gas Supplier .	CDSP	Code Manager RECC o	Not defined	Not defined
10.8.6	Following 10.8.5 and within 2 Working Days	Confirm the relevant Gas Supplier identities, if required.	Code Manager RECC o	CDSP	Not defined	Not defined
10.8.7	Within 10 Working Days of receipt of the report specified in 10.8.4 or 10.8.6 if queries are raised.	Calculate the total number of Prepayment Meters in accordance with the market share methodology and issue a market share report.	CDSP	Code Manager RECC o	Market Share Report	Not defined
10.8.8	Within 5 Working Days of receipt of the Market Share Report.	Use the supplier report or the market share report to calculate the	Code Manager RECC o		Internal process	N/A

		individual payment values for each relevant Gas Supplier . ¹⁰				
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Determination of Market Share – Electricity

Ref	When	Action	From	To	Interface	Means
10.8.9	On receipt of Unallocatable Transaction data from all PPMIPs in accordance with 10.8.2.	Produce the consolidation allocation run report based on market share data derived in accordance with Paragraph 10.5 and Unallocatable Transactions determined in 10.8.2 to determine total value of transactions for each Energy Supplier .	Code-Manager RECCo		Internal process	N/A

Distribution of [Unallocatable Values](#)

Ref	When	Action	From	To	Interface	Means
10.8.10	In accordance with the timetable notified in 10.8.1.	Inform each PPMIP of the Unallocatable Values to be distributed to each Energy Supplier . <i>NB. This will include provision of zero values if that is determined to be the case</i>	Code-Manager RECCo	PPMIP	Unallocated Values Report	Not defined

10.8.11	Within 5 WDs of 10.8.10.	If required, query values in the Unallocatable Values Report. If a query results in a change to calculated Unallocatable Values , then notice shall be provided to relevant PPMIPs and Energy Suppliers .	PPMIP	Code Manager RECCo	Not defined	Not defined
10.8.12	In accordance with the timetable notified in 10.8.1	Inform each Energy Supplier of the cash value they should expect to receive from each PPMIP .	Code Manager RECCo	Energy Suppliers	Not defined	Not defined
10.8.13	Where required, within 5 Working Days of receipt of the notification in 10.8.12.	Raise a dispute against the data provided within the notification in 10.8.12.	Energy Supplier	Code Manager RECCo	Not defined	Not defined
10.8.14	Within 2 Working Days of 10.8.13, where a dispute is raised.	Send notification that a dispute has been raised against one or more individual Unallocatable Values .	Code Manager RECCo	PPMIP , REC PAB ; and Relevant Energy Supplier	Not defined	Not defined

10.8.15	Following 10.8.14	Suspend payment of the Unallocated Values until such time as the dispute has been resolved subject to such suspension not exceeding a maximum of 20 Working Days , following which time the PPMIP shall proceed with step 10.8.16.	PPMIP		Internal Process	N/A
10.8.16	No earlier than 7 Working Days and no later than 15 Working Days of receipt of the	Pay the Unallocated Values to relevant Energy Suppliers , subject to no disputes having been raised.	PPMIP	Energy Supplier	Not defined	Not defined
	notification specified in 10.8.12					
10.8.17	Following 10.8.16.	Provide confirmation that all Unallocated Values have been credited to the relevant Energy Suppliers .	PPMIP	Code Manager RECCo	Not defined	Not defined

10.9 Where an Energy Supplier raises a dispute under step 10.8.13, RECCo shall take reasonable steps to facilitate resolution of the dispute during the suspension period referred to in step 10.8.15, including by requesting relevant information from the disputing Energy Supplier, the PPMIP and any other relevant person. If the dispute is not resolved within that suspension period, this shall be without prejudice to any rights or remedies available under the main body of this Code.

11 Process for Managing Tariff Codes (Gas Only)

- 11.1. As there is a limit to the number of Tariff Codes available, the Tariff Codes will be allocated by the PPMIP amongst the Gas Suppliers based on their portfolio size. The Gas Supplier is responsible for setting all values against their allocated Tariff Codes.
- 11.2. The PPMIP shall allocate Unallocated Tariff Pages to a Gas Supplier where directed to do so by ~~RECCo~~the Code Manager.
- 11.3. The PPMIP shall provide ~~RECCo~~the Code Manager with a report on the first Working Day of each month setting out the following:
 - (a) the number of Unused Tariff Pages and a breakdown of the Unused Tariff Pages by reference to which Gas Supplier they are allocated;
 - (b) the number of Unallocated Tariff Pages;
 - (c) the number of Consumers per Tariff Code; and
 - (d) the number of Tariff Codes being used by each Gas Supplier.
- 11.4. If ever there are fewer than 10 Unallocated Tariff Pages, the PPMIP shall immediately notify ~~RECCo~~the Code Manager, who will notify the REC Performance Assurance Board and the REC Contract Managers. Another notification shall immediately be issued by the PPMIP to ~~RECCo~~the Code Manager if the number of Unallocated Tariff Pages drops below five.
- 11.5. On the first Working Day of each month, the PPMIP shall provide ~~RECCo~~the Code Manager with a report setting out anonymised reporting of the Tariff Page allocations.
- 11.6. Gas Suppliers in each Energy Company Corporate Group shall be allocated a maximum of 12 Tariff Pages at any one time. However, Gas Suppliers in each Energy Supplier Corporate Group will be permitted to be allocated up to 14 Tariff Pages, unless and until the PPMIP gives notice that there are fewer than 10 Unallocated Tariff Pages.
- 11.7. The Gas Suppliers in an Energy Supplier Corporate Group that are allocated in excess of 12 Tariff Pages shall relinquish the excess Tariff Pages:

- (a) by no later than 30 days following the [PPMIP](#)'s notice that there are fewer than 10 [Unallocated Tariff Pages](#), to the extent the [Gas Suppliers](#) hold [Unused Tariff Pages](#) on the date of such notice (subject to Paragraph 11.11); or
- (b) by no later than 150 days following the [PPMIP](#)'s notice that there are fewer than 10 [Unallocated Tariff Pages](#), to the extent the [Gas Supplier](#) does not hold [Unused Tariff Pages](#) on the date of such notice.

11.8. Each [Gas Supplier](#) shall comply with any direction to relinquish a [Tariff Page](#) that is given by the [Authority](#) in either of the following circumstances:

- (a) when the total number of [Unallocated Tariff Pages](#) is fewer than five and a [Gas Supplier](#) in the [Energy Supplier](#) Corporate Group holds one or more [Unused Tariff Pages](#); or
- (b) when there are no [Unallocated Tariff Pages](#) and a [Gas Supplier](#) which is part of an [Energy Supplier](#) Corporate Group which does not hold any [Tariff Pages](#) has informed the [PPMIP](#) that the [Gas Supplier](#) needs to acquire one [Tariff Page](#) in order to supply gas to one or more [Domestic Premises](#).

11.9. The date by which a [Gas Supplier](#) must comply with a direction under Paragraph 11.8 is (subject to Paragraph 11.11):

- (a) 30 days after receiving the direction in the circumstances set out in Paragraph 11.8(a); and
- (b) 150 days after receiving the direction in the circumstances set out in Paragraph 11.8(b).

11.10. For the purposes of Paragraphs 11.7 and 11.8, the [Gas Suppliers](#) in each [Energy Supplier](#) Corporate Group will be deemed to hold one [Unused Tariff Page](#) for each combination of 11 [Unused Tariff Codes](#) they hold across different [Tariff Pages](#). Where a [Gas Supplier](#) is required to relinquish a [Tariff Page](#), the [Gas Suppliers](#) shall give appropriate instructions to the [PPMIP](#) to ensure that the [Tariff Page](#) to be relinquished contains only [Unused Tariff Codes](#).

11.11. The following provisions apply where an [Energy Supplier](#) is required to relinquish a [Tariff Page](#) under this Paragraph 11:

- (a) the [Gas Supplier](#) shall notify the [PPMIP](#) as soon as practicable of the [Gas Supplier](#)'s wish to relinquish the [Tariff Page](#) within a timeframe that allows the [PPMIP](#) to give effect to the relinquishment by the date required under this Paragraph 11;
- (b) if the [Gas Supplier](#) is required to relinquish a [Tariff Page](#) in the circumstances described Paragraph 11.10, then the relevant time period for compliance set out in Paragraph 11.9 (and in Paragraph 11.7(a) if the [Gas Supplier](#) has held more

than 12 [Tariff Page](#)s continuously from 1 April 2017 until receipt of a notification pursuant to Paragraph 11.7(a)) will be extended by a further 90 days, and a further 15 days if the Supplier requested a direction under Paragraph 11.12; and

- (c) the [Gas Supplier](#) is entitled (under and subject to its bilateral agreement with the [PPMIP](#)) to a refund of the development fee associated with any [Tariff Page](#) it relinquishes.

11.12. If an obligation to relinquish a [Tariff Page](#) arises, then:

- (a) the [Gas Supplier](#) may apply to the [Authority](#) to request a direction concerning compliance with the direction under Paragraph 11.8;
- (b) if the [Authority](#) considers, after consultation with the Competition and Markets Authority and having had regard to the principle of proportionality, that relinquishing a [Tariff Page](#) may cause material [Consumer](#) detriment for certain [Consumers](#) of the [Gas Supplier](#), the [Authority](#) may give a direction requiring the [Gas Supplier](#) to comply by releasing 11 [Unused Tariff Codes](#) in lieu of a [Tariff Page](#);
- (c) if the [Authority](#) issues a direction to a [Gas Supplier](#), the [Gas Supplier](#) shall comply with such direction within 30 days from the date the direction was issued; and
- (d) in the circumstances where a [Gas Supplier](#) relinquishes 11 [Unused Tariff Codes](#) in lieu of a [Tariff Page](#), the [Gas Supplier](#) undertakes not to modify any of the values associated with the [Tariff Pages](#) which relate to any such [Tariff Codes](#) without the consent of the [Gas Supplier](#)(s) which hold those [Tariff Codes](#).

11.13. ~~RECCo~~~~The Code Manager~~ shall provide the Competition and Markets Authority or the [Authority](#) with such information and documents as the Competition and Markets Authority or the [Authority](#) may from time to time reasonably require for the purposes of monitoring compliance and the allocation of [Tariff Pages](#).

Any [Gas Supplier](#) can use any [Tariff Code](#) regardless of which [Gas Supplier](#) the [Tariff Code](#) is allocated to, but only the [Gas Supplier](#) to which the [Tariff Code](#) is allocated can change the values within that [Tariff Code](#).

Appendix 1 - Change of Tariff Proforma (Gas Only)

Company Name: _____

Tariff Code: _____

Proposed Name: _____

Tariff Start Date: _____

New Tariff Values

Daily Standing Charge: _____

Allows for £ and pence. Please ensure you complete correctly (e.g. 42p should be entered as 0.0420).

Tariff Blocks

If you require a **2-block tariff**, complete **Blocks 4 and 5** (higher rate in Block 4).

If you require a **1-block tariff**, complete **Block 5 only**.

For each block provide:

- **Price** (pence per kWh to 3 decimal places)
- **Width** (number of kWh charged at that rate per day)

Example: If tariff is 2.5p/kWh, enter **2.500**.

Width is the number of kWh charged at the higher rate per day (currently 12.56 kWh/day).

Block	Price	Width (kWh/day)
0		
1		
2		
3		
4		
5		XXXX (not applicable in Block 5 or for a 1-block tariff)

If you require **more than a 2-block tariff**, start entering values at a lower numbered block.

Example:

- For a 3-block tariff:
 - Highest tariff rate in Block 3
 - Next highest tariff rate in Block 4
 - Lowest tariff rate in Block 5

Remember to include the appropriate block widths.

Important

Include **VAT** within both the **Tariff** and **Standing Charge** values to ensure that the meter charges correctly.

Authorisation

Authorised by: _____

Date: _____

For the Company: _____

SMS Confirmation

Confirmed by SMS: _____

Date: _____

SD Manager: _____

System Update

Date change will be input onto system: _____

Change Confirmation

Confirmation of Change: _____

Date: _____

SD Manager: _____

Final Confirmation

Confirmation of updating current values to new and start date to zero.

Date: _____

SD Manager: _____