



Mark Baldock
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Dear Mark,

Provision of metering information by Transco

In response to your recent consultation document regarding the above, Innogy, on behalf of all the npower supply businesses, would make the following comments.

Transco's provision of information via its Conquest system has, with the odd exception, been good and has exceeded the informal service level currently in place.

Nevertheless, we are pleased to see that this service level is intended to be formally included within the Network Code through implementation of modification proposal 565, and that damages for non performance will be included in the event of non performance.

However, in our experience the information provided by Transco regarding supply point data and address is far from acceptable.

Transco's Sites and Meters database is littered with duplicate MPRN's, incorrect or incomplete serial numbers, incorrect meter types (credit meters recorded as prepayment and vice versa), incorrect measurement details (imperial recorded as metric and vice versa), invalid addresses/locations and supply points recorded as withdrawn/isolated but which still having gas consumption.

As you may know, npower Northern have been active in looking into the issues surrounding misdirected prepayment meter transactions and amongst other things this has revealed that:

- in 9% of cases Transco held prepayment meters as credit or vice versa
- 30% of serial numbers incorrect / incomplete.
- suppliers often find the reason they are not receiving payments is that they have registered a duplicate MPRN.

Npower has for a long time and through various industry forums, including the CPM Operational Review forum, attempted to persuade Transco to resolve these data inaccuracies before full competition in gas metering occurs.

However Transco have shown a marked reluctance to address this issue seriously, and as the consequences of these data inaccuracies principally impacts on suppliers and customers, this is a serious concern to us both now and in the future.

By way of an example, I attach an extract of the first 30 records of the Npower Northern gas prepayment meter portfolio, as held by Transco. Of these 30 records, the 11 highlighted have incomplete serial numbers.

MPR	Meter Serial Number	Post Code	
1002046009	I9922735359s	AB22	8TS
1002063604	1932315	AB22	8TW
1002092005	1544594	AB22	8LY
1002179309	1174844	AB22	8FH
1002234201	L0127382241M	AB22	8FN
1002238804	L0022896042S	AB22	8GG
1002258709	L0127219450M	AB22	8FR
1002417310	I9421199654s	AB25	3UG
1002423810	L9621909721S	AB25	3UG
1002426805	L9301083242	AB25	3UZ
1002427403	L0127317449M	AB25	3UG
1002428001	1859347	AB25	3UG
1003254908	L0022827870S	AB25	2UA
1003309110	L9401220551S	AB25	2TA
1003504804	1112295	AB11	6YH
1003504905	1111889	AB11	6YH
1003905407	1251329	AB22	8RN
1003919901	L0151024340M	AB24	2SS
1003920100	L9501473815S	AB24	2SS
1004144210	L9902656584S	AB11	8TS
1004154101	L9621980413S	AB14	0UW
1004220705	L0127009536M	AB16	6UP
1004258607	I9922692010s	AB16	5HJ
1004262205	1177438	AB16	6PB
1004262508	1934279	AB16	6PB
1004262609	L9722159811M	AB16	6PB
1004314501	L0127375375M	AB25	3AS
1004368401	L0022900766S	AB16	5QX
1004385401	1187565	AB16	6LJ
1004397307	21094251	AB16	7HL

Please do not hesitate to contact me should you further information or wish to discuss this further.

Yours sincerely,

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