
SCHEDULE XX

Switch Meter Reading Exceptions Procedure

Version: 0.1

Effective Date:

N/A

Domestic Suppliers	Mandatory
Non-domestic Suppliers	Mandatory (Electricity NHH only)
Gas Transporters	N/A
Distribution Network Operators	N/A
DCC	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Version agreed for industry consultation 15 October 2018

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1 Introduction

- 1.1 As part of a Switch, a Switch Meter Reading must be determined to ensure that the Consumer receives an accurate opening and closing bill that is based on the same data. The Switch Meter Reading will also establish a single point at which responsibility for the consumption at the RMP transfers from the Losing Supplier to the Gaining Supplier.
- 1.2 The standard process for obtaining gas and electricity Switch Meter Readings is detailed in the UNC and BSC respectively.
- 1.3 This REC Schedule sets out the procedure to be followed where:
 - (a) the proposed Switch Meter Reading is disputed by the Consumer, Losing Supplier or Gaining Supplier (referred to as a Disputed Switch Meter Reading); or
 - (b) a Switch Meter Reading has not been obtained within the timescales set out in Paragraph 4.1 (referred to as a Missing Switch Meter Reading).
- 1.4 All data flows, initiations and responses sent between Energy Suppliers under this REC Schedule shall, be structured and communicated in accordance with the Technical Specification.¹

2 Associated Documents

- 2.1 This REC Schedule should be read in conjunction with the Technical Specification and the following Energy Code documents:
 - (a) the BSC for the standard electricity Switch Meter Reading arrangements;
 - (b) the UNC for the standard gas Switch Meter Reading arrangements; and
 - (c) the SEC for the process for obtaining Switch Meter Readings from DCC Enrolled Meters.

3 Consumer Principles and Outcomes

- 3.1 The process set out in this REC Schedule is based on the principle that a Consumer should receive a timely and accurate final bill.
- 3.2 A Consumer may contact either their Gaining Supplier or their Losing Supplier with a Switch Meter Reading issue. The Energy Supplier contacted by the Consumer is responsible for liaising with the other Energy Supplier to investigate and resolve any issues.
- 3.3 Where the Consumer is disputing the Switch Meter Reading used on either or both of its final or initial accounts, the Energy Supplier(s) shall, endeavour to reach an agreement with the Consumer without invoking the Switch Meter Reading Procedure.
- 3.4 The Energy Supplier contacted by the Consumer must notify the Consumer of the expected outcomes and timescales for the resolution of their issue. Any information provided to the Consumer by the Energy Supplier must be accurate and clear.

¹ Note the technical specification is expected to include the gas Supplier Data Flow Catalogue (SAR Data Flow) and electricity Data Transfer Catalogue (include flow name and Status Codes, currently included within SPAA and MRA Schedules).

- 3.5 Both the Losing Supplier and Gaining Supplier shall utilise the Switch Meter Reading agreed through the process to provide the closing and opening bill to the Consumer, respectively.
- 3.6 Where the Losing Supplier presents the Consumer with an amended final account as a result of a dispute, the Losing Supplier should provide an explanation of how the Switch Meter Reading was determined.
- 3.7 Nothing in this REC Schedule shall preclude Energy Suppliers agreeing bilaterally to resolve Consumer disputes raised outside the 12-month window referred to in Paragraph 4.1(a).

4 Switch Meter Reading Exceptions Procedure

- 4.1 The procedure in this REC Schedule should only be initiated where one of the following criteria is met:
- (a) for a gas or electricity RMP, where a dispute has been raised by a Consumer, the Losing Supplier or the Gaining Supplier and 12 months have not passed since the Supplier Effective From Date (or the Energy Suppliers agree as referred to in Paragraph 3.7);
 - (b) for a gas RMP, where an actual or estimated Switch Meter Reading has not been received from the Gas Retail Data Agent by the Losing Supplier within 15 Working Days of the Supply Effective from Date, or by the Gaining Supplier within 17 Working Days of the Supply Effective From Date;
 - (c) for an electricity RMP where supply is measured by a meter that is not a DCC Enrolled Meter, where an actual or estimated Switch Meter Reading has not been received from the Data Collector by the Losing Supplier within 30 Working Days of the Supply Effective from Date, or by the Gaining Supplier within 32 Working Days of the Supply Effective From Date; or
 - (d) for an electricity RMP where supply is measured by a DCC Enrolled Meter, where the Losing Supplier has been able to obtain a Meter Reading from the DCC Enrolled Meter but has not received a proposed Switch Meter Reading from the Gaining Supplier within 10 Working Days of the Supply Effective from Date.
- 4.2 Subject to the conditions in Paragraph 4.1, either Energy Supplier may initiate the procedure in this REC Schedule with the objective to:
- (a) agree a Switch Meter Reading where no actual or estimated Switch Meter Reading has been obtained; or
 - (b) agree an alternative Switch Meter Reading where the original Switch Meter Reading is being disputed.
- 4.3 The Energy Supplier contacted by the Consumer should consider the specific circumstances as detailed below:
- (a) Where the difference between the Energy Supplier's view of consumption and that derived from the initial Switch Meter Reading is 1,200 kWh or less for a gas RMP or 250 kWh (250 units) or less for an electricity RMP, then the Energy Supplier shall not dispute the Switch Meter Reading unless the Consumer specifically requests a new Switch Meter Reading, but should instead attempt to resolve the dispute with an accommodation e.g. cash allowance to the Consumer, thus retaining the initial proposed Switch Meter Reading. No further action is then required.

- (b) Where the Consumer is unwilling to accept an accommodation, or the difference between the Energy Supplier's view of consumption and that derived from the Switch Meter Reading is more than 1,200 kWh for a gas RMP or 250 kWh (250 units) for an electricity RMP, then the Supplier should initiate a dispute.
- 4.4 The Consumer is not obliged to provide information on the identity of either their Gaining Supplier or Losing Supplier. Therefore, the Initiating Supplier should use industry processes to establish the identity of the Associated Supplier.
- 4.5 Where an electricity DCC Enrolled Meter has been re-configured by the Gaining Supplier, the register(s) recording consumption by the Losing and Gaining Suppliers may be different. In order to ensure accurate Switch Meter Readings are agreed, all register readings for the DCC Enrolled Meter will need to be transferred between Suppliers as part of the procedure under this REC Schedule.
- 4.6 For single element electricity DCC Enrolled 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 RMP, consumption may be recorded by a twin element DCC Enrolled Meter. A disputed Switch Meter Reading can be raised on either RMP independently. However, the Primary RMP should contain all 48 time of use registers and the cumulative register, and the Secondary RMP should contain 4 time of use registers and the cumulative register. For the avoidance of doubt a disputed Switch Meter Reading for a twin element DCC Enrolled Meter does not require both RMPs to go through the process.
- 4.7 Where both Energy Suppliers initiate the procedure under this REC Schedule prior to receiving the flow from the other Energy Supplier, then the Gaining Supplier's initiation shall take precedence (and it shall be the Initiating Supplier).
- 4.8 When responding to the 'Initial Request' data flow, the Associated Supplier should consider the specific circumstances detailed below:
 - (a) Where the difference between the Associated Supplier's view of consumption and that derived from the Initiating Supplier's proposed Switch Meter Reading is 1,200 kWh or less for gas or 250 kWh or less for electricity, then the Associated Supplier shall attempt to resolve the dispute by accepting the proposed Switch Meter Reading unless the Associated Supplier holds a contrary Actual Meter Reading or Customer Own Read taken during the window required by the BSC or UNC (as applicable). No further action is then required.
 - (b) Where the Associated Supplier holds such an Actual Meter Reading or Customer Own Read, or the difference between the Associated Supplier's view of consumption and that derived from the Initiating Supplier's proposed Switch Meter Reading is more than 1,200 kWh for gas or 250 kWh for electricity, then the Associated Supplier shall respond with an alternative Switch Meter Reading.
- 4.9 When the Initiating Supplier does not agree with the alternative Switch Meter Reading proposed by the Associated Supplier, the Initiating Supplier should contact the Associated Supplier by telephone to resolve this. To facilitate the resolution via telephone, Energy Suppliers must offer an effective telephone enquiry service to other Energy Suppliers between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all Working Days. This is a minimum service provision and does not prevent Suppliers from offering a telephone enquiry service at other times as well. The escalation process is set out in Appendix 1.
- 4.10 The resolution will not be closed until the following criteria have been met:

- (a) the Gaining Supplier and Losing Supplier have respectively opened and closed the Consumer's account details on the same Switch Meter Reading (or agreed otherwise);
- (b) where appropriate, the Consumer has received amended opening and/or closing bills; and
- (c) In the case of electricity RMPs, both the Gaining and Losing Supplier have received a Switch Meter Reading from the Data Collector.

4.11 On receipt of any flow rejection within the process in Section 5, the relevant Energy Supplier shall identify the cause of the problem, resolve, and resubmit the record with its original status code and information intact (where this was not the cause of the rejection).

5 Interface Timetable for the Switch Meter Reading Exceptions Procedure

5.1 The table below sets out the detailed timetable which Energy Suppliers shall follow.

Ref	When	Action	From	To	Information Required	Method
5.1.1	Within 5 Working Days of recognising that the procedure in this REC Schedule should be initiated.	Send an initial request to: (i) agree a Switch Meter Reading where no actual or estimated Switch Meter Reading has been obtained; or (ii) agree an alternative Switch Meter Reading where the original Switch Meter Reading is being disputed.	• Initiating Supplier	• Associated Supplier	<ul style="list-style-type: none"> • For gas RMPs: SAR Flow – Initial Request • For electricity RMPs: D0300 (Disputed Readings or Missing Readings on Change of Supplier) <p><i>Where possible, the initial request shall include a proposed read for each absent or disputed Switch Meter Reading.</i></p>	DTN
5.1.2	Within 5 Working Days of receiving the initial request ² .	Determine whether to agree the proposed read (if a proposed read was provided).	• Associated Supplier		Internal Process	N/A
5.1.3	Following 5.1.2 where the Associated Supplier agrees the proposed read.	Provide a response accepting the proposed read and progress to 5.1.12.	• Associated Supplier	• Initiating Supplier	<ul style="list-style-type: none"> • For gas RMPs: SAR Flow – Switch Meter Reading Acceptance • For electricity RMPs: D0300 (Disputed 	DTN

² Where a response is not received within 5 Working Days, the Initiating Supplier should follow the escalation procedure in Appendix 1 - Escalations

					Readings or Missing Readings on Change of Supplier)	
5.1.4	Following 5.1.2 where the Associated Supplier does not agree the proposed read or no proposed read was sent.	Provide a response to the initial request either: <ul style="list-style-type: none"> proposing a proposed read (where a proposed read was not included in the initial request); proposing an alternative read; or indicating that there is no alternative read available (progress to 5.1.9). 	• Associated Supplier	Initiating Supplier	<ul style="list-style-type: none"> For gas RMPs: SAR Flow – Initial Response For electricity RMPs: D0300 (Disputed Readings or Missing Readings on Change of Supplier) 	DTN
5.1.5	Following 5.1.4, where the Associated Supplier provided a proposed or alternative read.	Determine whether to agree the proposed or alternative read.	• Initiating Supplier		Internal Process	N/A
5.1.6	Following 5.1.5, where the Initiating Supplier agrees the proposed or alternative read.	Provide a response accepting the proposed or alternative read and progress to 5.1.12.	• Initiating Supplier	• Associated Supplier	<ul style="list-style-type: none"> For gas RMPs: SAR Flow – Switch Meter Reading Acceptance For electricity RMPs: D0300 (Disputed Readings or Missing Readings on Change of Supplier) 	DTN

5.1.7	Following 5.1.5 where the Initiating Supplier does not agree the proposed or alternative read.	Contact the Associated Supplier to agree the Switch Meter Reading by telephone.	• Initiating Supplier	• Associated Supplier	Agreed Switch Meter Reading	Telephone
5.1.8	Following 5.1.7 where a Switch Meter Reading is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 5.1.12.	• Initiating Supplier	• Associated Supplier	<ul style="list-style-type: none"> • For gas RMPs: SAR Flow – Telephone Read Acceptance • For electricity RMPs: D0300 (Disputed Readings or Missing Readings on Change of Supplier) 	DTN
5.1.9	Where the Initiating Supplier, Associated Supplier and Consumer cannot agree a mutually acceptable Switch Meter Reading, or no alternative Switch Meter Reading is available.	Ask the Consumer to provide a Customer Own Read (if the Consumer has not already done so) or instruct the meter reading agent to obtain an Actual Meter Reading within 10 Working Days.	Gaining Supplier	<ul style="list-style-type: none"> • Consumer; or • Meter reading agent 	<ul style="list-style-type: none"> • Customer Own Read request • Actual Meter Reading request explicitly stating that the Meter Reading is required to settle a Switch Meter Reading dispute³ 	Not Defined

³ It is recommended that the Gaining Supplier makes an appointment for the meter reading agent with the Consumer and these appointment details should be included in the request.

5.1.10	Where the Gaining Supplier has obtained an Actual Meter Reading or a Customer Own Read.	Contact the Losing Supplier to agree the Switch Meter Reading by telephone.	Gaining Supplier	Losing Supplier	Agreed Switch Meter Reading	Telephone
5.1.11	Following 5.1.10 where a Switch Meter Reading is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 5.1.12.	Initiating Supplier	Associated Supplier	<ul style="list-style-type: none"> • For gas RMPs: SAR Flow – Telephone Read Acceptance • For electricity RMPs: D0300 (Disputed Readings or Missing Readings on Change of Supplier) 	DTN
5.1.12	At any time, where the Initiating or Associated Supplier has accepted a proposed or alternative Switch Meter Reading via the data flows outlined in this table.	Submit the agreed Switch Meter Reading in accordance with paragraph 5.2, 5.3 or 5.4 (as applicable).	Gaining Supplier	<ul style="list-style-type: none"> • Gas Shipper; or DC 	<ul style="list-style-type: none"> • In accordance with UNC and BSC processes respectively 	Defined in UNC or BSC respectively

- 5.2 For a gas RMP, the Gaining Supplier shall submit the agreed Switch Meter Reading to the Gas Retail Data Agent, via its Shipper, in accordance with the UNC. Where the proposed Switch Meter Reading is rejected by the Gas Retail Data Agent, the Gaining Supplier shall either initiate the Switch Meter Read Exceptions process in accordance with section 4.1; or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading should be used for billing purposes.
- 5.3 For an electricity RMP where supply is measured by a meter that is not a DCC Enrolled Meter, the Gaining Supplier shall submit the agreed Switch Meter Reading to its Data Collector, in accordance with the BSC. Where the proposed Switch Meter Reading fails validation, the Gaining Supplier shall either initiate the Switch Meter Read Exceptions process in accordance with Paragraph 4.1, or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading should be used for billing purposes.
- 5.4 For an electricity RMP where supply is measured by a meter that is a DCC Enrolled Meter, both the Gaining Supplier and Losing Supplier shall submit the agreed Switch Meter Reading to their respective Data Collector's in accordance with the BSC. Where the proposed Switch Meter Reading fails validation,

the Gaining Supplier shall either initiate the process in accordance with Paragraph 4.1, or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading should be used for billing purposes.

[PROCESS FLOW TO BE ADDED POST CONSULTATION]

Appendix 1 - Escalation Summary

The table below summarises the escalation procedure that shall be taken when resolving any issues with the procedure in this REC Schedule. All timings referred to in this table are in Working Days. The escalation procedure shall be followed by both the Initiating Supplier and the Associated Supplier in the event that a response is not received within the timescales detailed below.

Process	Timescale (Working Days)	Responsibility Level of Contact(s)
Raise request	Day 0	Operational Staff
First escalation	Day +5	Supervisor/Manager of Operational Staff
Second escalation	Day +10	Senior Manager responsible for Switch Meter Reading exceptions process
Final escalation	Day +15	Contract Manager

The relevant Energy Supplier shall ensure a response to the final escalation is sent within 10 Working Days of receipt of the final escalation.

Each Energy Supplier shall provide to the Code Manager contact details (name, email address and phone number) for each of the escalation levels provided for in the table above. These contact details will be made available to all the Energy Suppliers via the Website.

Example 1:

- Initial request is sent at Day 0.
- No response is received by Day + 5.
- Initiating Supplier would escalate at Day + 5 to the Supervisor/Manager of Operational Staff as they have received no response from the Associated Supplier.
- If no response received by Day + 10 then the Initiating Supplier would escalate to the Senior Manager responsible for the Switch Meter Reading exceptions process.
- No response by Day + 15 then the Initiating Supplier would escalate to the Contract Manager.

Example 2:

- Initiation is sent at Day 0.
- The Associated Supplier responds with an Alternative Reading by Day + 5.
- The Associated Supplier does not receive a response to their alternative reading.
- Associated Supplier escalates at Day + 10 (D5+5) by escalating to the Supervisor/Manager of Operational Staff as they have received no response from the Initiating Supplier.
- If no response received by Day + 15 (D5+10) then the Associated Supplier would escalate to the Senior Manager responsible for the Switch Meter Reading exceptions process.
- No response by Day + 20 (D5+15), Associated Supplier would escalate to the Contract Manager.

Example 3:

- Initiation is sent at Day 0.
- The Associated Supplier responds with an Alternative Reading at Day + 4.
- The Initiating Supplier contacts the Associated Supplier by telephone and a reading is agreed.
- The Initiating Supplier sends a Telephone Proposed Reading at Day + 13.
- The Initiating Supplier does not receive a response to their Telephone Proposed Reading.
- Initiating Supplier escalates at Day +18 (D13+5) by escalating to the Supervisor/Manager of Operational Staff as they have received no response from the Associated Supplier.
- If no response received by Day + 23 (D13+10) then the Associated Supplier would escalate to the Senior Manager responsible for the Switch Meter Reading exceptions process.
- No response by Day + 28 (D13+15), Associated Supplier would escalate to the Contract Manager.

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 (SAR/D300) overdue – LLLL escalation – NNNNN OOOOO”

Where LLLL is the escalation level (First/Second/Final), NNN is the New Supplier Short Code and OOO is the Old Supplier Short Code. For example the Subject would state:

MPRN	New Supplier Supply Start Date (SSD)	Initial SAR/D300 sent (ddmmyyyy)	Additional Comments
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Appendix 2 – Amending a Switch Meter Reading

Gas RMPs

[These provisions are currently included in SPAA, however it is proposed that they will not be transferred into the REC as they should reflect the existing UNC provisions]

The below table sets out the timetable for gas Suppliers to follow, as detailed in the UNC.

A2.1	Following agreement of CoS Meter Reading	Send the agreed CoS Meter Reading	• Gaining Supplier	• Shipper	Agreed CoS Meter Reading	Not Defined
A2.2	Following receipt of agreed CoS Read	Submit the agreed CoS Meter Reading	• Shipper	• CDSP	U01 Unbundled Meter Reading Data Flow	IX
A2.3	Following 3.1.3 where agreed CoS Meter Reading passes validation	Enter CoS Meter Reading into system	• CDSP		Internal Process	N/A
A2.4	Following 3.1.3 where the agreed CoS Meter Reading fails validation	Provide notification of failed validation	• CDSP	• Shipper	???	IX
A2.5	Following 3.1.5	Pass notification of failed validation	• Shipper	• Gaining Supplier	Notification of Reject CoS Meter Reading	Not Defined
A2.6	Following receipt of the notification defined in 3.1.5	Either initiate the SAR process as defined in section 2 or agree to use the proposed reading	• Gaining Supplier	• Losing Supplier • Consumer		Not Defined
A2.7	Following receipt of a valid CoS Meter Reading	Enter the CoS Meter Reading into Settlements in accordance with the UNC	• CDSP		Internal Process	N/A

Electricity RMPs

[These provisions are currently included in MRA, however it is proposed that they will not be transferred into the REC as they should reflect the existing BSC provisions]

The below table sets out the timetable for electricity Suppliers to follow, as detailed in the BSC.

A2.8	Following agreement of CoS Meter Reading	Send the agreed CoS Meter Reading	• Gaining Supplier	• NHHDC	D0300 Data 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’.	DTN
A2.9	Following receipt of agreed CoS Meter Reading	Submit the agreed CoS Meter Reading to BSC Validation ⁴	• NHHDC		Internal Process	N/A
A2.10	Following 3.1.3 where agreed CoS Meter Reading passes validation	Enter CoS Meter Reading into Settlement	• NHHDC	??	??	??
A2.11	Following 3.1.3 where the agreed CoS Meter Reading fails validation	Provide notification of failed validation	• NHHDC	• Gaining Supplier	D0300 Data Flow “Status of Proposed Reading(s)” (J1660) value populated ‘U’ (Unacceptable – NHHDC cannot accept proposed reading as a	DTN

⁴ If the NHHDC is unable to process the D0300 Data Flow, it should store the flow until such a time as it can process it.

					valid Meter Reading	
A2. 12	Following receipt of the notification defined in 3.1.5	Determine whether to initiate the SAR process as defined in section 2 or assert that the reading is correct	Gaining Supplier		Internal Process	N/A
A2. 13	Following 3.1.6 where the Gaining Supplier determines that the proposed CoS Meter Reading is correct	Re-send the agreed CoS Meter Reading	Gaining Supplier	NHHDC	D0300 Data 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'.	DTN
A2. 14	Following receipt of agreed CoS Meter Reading	Either over-ride BSC Validation of obtain an Actual Meter Reading	NHHDC		Internal Process	N/A
A2. 15	Following 3.1.8 where an Actual Meter Reading is obtained	Send details of Actual Meter Reading	NHHDC	Gaining Supplier	???	DTN
A2. 16	Following receipt of a valid CoS Meter Reading	Enter the CoS Meter Reading into Settlements in accordance with BSCP 504	NHHDC	??	See BCSP504	DTN