
SCHEDULE XX

Resolution of Consumer-Facing Switching and Billing Problems

Version: 0.1

Effective Date: N/A

	Section A: General Obligations	Section B: Erroneous Switches	Section C: Switch Meter Read Problems	Section D: Crossed Meters	Section E: Duplicate RMPs	Section F: Misdirected Payments	Section G: Debt Assignment
Domestic Suppliers	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Non-Domestic Suppliers	[TBC] ¹	[TBC] ¹	[Elec. NHH] ¹	[TBC] ¹	[TBC] ¹	N/a	N/a
Gas Transporters	Mandatory	N/a	N/a	Mandatory	Mandatory	N/a	N/a
Distribution Network Operators	Mandatory	N/a	N/a	Mandatory	Mandatory	N/a	N/a
DCC	Mandatory	N/a	N/a	N/a	N/a	N/a	N/a

¹ We are consulting on whether to extend the obligations to gas and electricity suppliers of Micro-Business Consumers/all Non-Domestic Consumers. For further information see the consultation document.

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for June 2019 consultation

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Section A: General Obligations

1 Introduction

- 1.1 This REC Schedule sets out the rules and operational procedures for resolving Consumer-facing problems that may impact a Consumer’s experience of switching or the accuracy of their energy bill. The operational procedures cover Consumer-facing problems that have either been notified to an Energy Supplier by a Consumer or a third party.
- 1.2 The objective of this REC Schedule is to provide the framework for:
- (a) affected parties to cooperate in a timely manner to resolve the problems covered by this REC Schedule with the minimum negative impact on Consumers; and
 - (b) resolving disputed or delayed resolutions between Energy Suppliers.
- 1.3 The table below provides an overview of the problems covered by this REC Schedule, and a description of some possible scenarios in which these problems may be identified. The list is not intended to be exhaustive but is provided for guidance only.

Possible Symptoms	Potential Causes	Resolution Path
<i>A Consumer informs an Energy Supplier that they have been switched without their consent after receiving a “sorry you are leaving” letter from the Losing Supplier, or a welcome letter from the Gaining Supplier.</i>	Erroneous Switch: An Energy Supplier has switched a Consumer without having an Energy Contract in place, and the erroneously switched Consumer becomes aware of the problem soon after the Switch has taken place.	See Section B for the resolution of Erroneous Switches.
<i>A Consumer receives a letter demanding payment for Outstanding Charges from an Energy Supplier with which they do not have an Energy Contract.</i>	<p>Erroneous Switch: An Energy Supplier has switched the wrong Consumer. However, the Erroneous Switch is only identified when the Consumer receives a bill/statement from the Gaining Supplier.</p> <p>Duplicate RMPs: Two or more RMPs have been created in error for a single Metering Point, each RMP being assigned to a different Energy Supplier each of which believes that it have a genuine reason to charge the Consumer.</p>	<p>See Section B for the resolution of Erroneous Switches.</p> <p>See Section E for the resolution of Duplicate RMPs.</p>

<i>A Consumer disputes their opening and/or closing bill following a recent Switch.</i>	Switch Meter Read problem: An actual Switch Meter Reading could not be obtained due to a technical issue, or the opening/closing bill(s) have been based on inaccurate data, for example because there was an error in obtaining or transmitting the Switch Meter Reading.	See Section C for the resolution of Switch Meter Reading problems.
<i>A Consumer believes that they are being charged incorrectly for their energy usage or notices that the meter details on their bill are different to those on the meter.</i>	Crossed Meter: The meter registered for the Consumer’s premise is not the right meter as it measures the energy usage at another premise.	See Section D for the resolution of Crossed Meter problems.
<i>A Consumer with a Prepayment Meter believes that they have been charged incorrectly by their Gaining Supplier, after receiving an annual statement of their account.</i>	Misdirected Payments: A Consumer did not receive a new Prepayment Device following a Switch and has been adding credit to the Prepayment Device issued by a previous Energy Supplier, resulting in the Consumer not being charged against the tariff agreed with the Gaining Supplier.	See Section F for the resolution of Misdirected Payments.
<i>A Consumer is seeking to Switch, but their current Energy Supplier is preventing the Switch due to Outstanding Charges.</i>	Debt Assignment: If a Consumer has Outstanding Charges of between £20 and £500, then the Losing Supplier cannot prevent the Switch.	See Section G for the process on Debt Assignment.

2 Associated Documents

2.1 The table below provides a list of associated Energy Licence obligations and obligations under other Energy Codes for some of the problem areas covered by this REC Schedule. The list is not intended to be exhaustive but is provided for guidance only.

Section	Associated Documents
General	<ul style="list-style-type: none"> • The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 • Electricity and Gas Supply Licence Standard Condition 0 and 0A; • Electricity and Gas Supply Standard Licence Condition 26 and 21BA; • Electricity Distribution Standard Licence Condition 10; • Gas Transporter Licence Condition 17; and

	<ul style="list-style-type: none"> • [the Technical Specification]².
Section B: Erroneous Switches	<ul style="list-style-type: none"> • Electricity and Gas Supply Standard Licence Condition 14A; • [Supplier Guaranteed Standards of Performance for Switching]; and • the Registration Services Schedule.
Section C: Switch Meter Reading Problems	<ul style="list-style-type: none"> • BSC for the standard electricity Switch Meter Reading arrangements; • UNC for the standard gas Switch Meter Reading arrangements; and • SEC for how to obtain a Switch Meter Reading from DCC Enrolled Meters.
Section D: Crossed Meters	<ul style="list-style-type: none"> • the Address Management Schedule; and • [the Billing Code].
Section E: Duplicate RMPs	<ul style="list-style-type: none"> • the Address Management Schedule; and • [the Billing Code].
Section F: Misdirected Payments	<ul style="list-style-type: none"> • the Prepayment Meter Arrangements Schedule.
Section G: Debt Assignment	<ul style="list-style-type: none"> • Electricity and Gas Supply Licence Condition 28B; and • the Registration Services Schedule.

3 Consumer Principles and Outcomes

- 3.1 If a Consumer identifies or suspects a problem with their energy supply, they may contact any of the Energy Suppliers involved for a resolution. The Energy Supplier contacted by a Consumer or a third party shall take the necessary steps to investigate the problem in a timely manner, and where applicable, initiate a resolution on the Consumer’s behalf (which Energy Supplier shall be the Initiating Supplier).
- 3.2 All affected Energy Suppliers (the Initiating Supplier and Associated Supplier(s)) and any third parties as specified in this REC Schedule, shall work together to ensure each problem is investigated and resolved efficiently and effectively with minimal negative impact to Consumers.
- 3.3 Each Energy Supplier shall ensure that its Meter Equipment Manager undertakes the necessary actions under this REC Schedule within the required timescales (or those agreed in accordance with Paragraph 3.4).
- 3.4 Each Energy Supplier shall follow the process set out in this REC Schedule to resolve a problem,

² [The description of data flows and response codes used as part of the operational procedures covered by this Schedule will be set out in a separate Technical Document that is yet to be developed.]

unless an alternative resolution process is agreed between the relevant Energy Suppliers on a bilateral basis. Such alternative processes may only be made where in all reasonable likelihood they will facilitate a better outcome for the impacted Consumer(s).

- 3.5 When resolving a problem, each affected Energy Supplier shall consider:
- (a) which Energy Supplier the Consumer believes they have an Energy Contract with; and
 - (b) the need to ensure that each Consumer, including each Consumer in a vulnerable situation, is treated fairly (where required by the Energy Supply Licences).
- 3.6 Each Energy Supplier shall ensure that:
- (a) all Consumer queries are received, handled and processed in an efficient and timely manner’;
 - (b) all information is complete, accurate, and not misleading;
 - (c) Consumers are only charged once for each unit of energy consumed; and
 - (d) any over payment made by the Consumer during the period of the problem shall be refunded in a timely manner and that the approach to recovering any under-payment is proportionate.
- 3.7 As soon as reasonably practical after the initial contact, and to the extent relevant, the Initiating Supplier shall provide the Consumer with:
- (a) sufficient information, in a form that takes account of the needs of the Consumer, to enable them to understand what has happened, what action will be taken to resolve the problem, and indicative timescales for resolution;
 - (b) how the Consumer will be kept informed of progress towards resolution, including who they shall contact if they have any further questions or concerns; and
 - (c) on request, how complaints will be resolved and compensation claims will be dealt with.
- 3.8 Taking into account the timescales specified in the interface timetable for each problem resolution, the Initiating Supplier (and, where applicable, the Associated Supplier(s)) shall provide prompt confirmation in writing to the Consumer that a problem has been resolved. If no problem was identified, the Initiating Supplier shall promptly provide the Consumer with a statement of the outcome of their investigation.
- 3.9 Energy Suppliers shall ensure that any incorrect data associated with the Consumer and/or their premises (including incorrect settlement data) is corrected and updated on the relevant central systems in a timely manner to ensure that these do not cause any detriment to the Consumer in the future.
- 3.10 The CSS Provider and each other Switching Data Services Provider shall provide reports as requested by the Code Manager and/or the REC Performance Assurance Board to support monitoring of Energy Suppliers’ performance in meeting their obligations under this REC Schedule.

4 Operational and Escalation Contacts³

- 4.1 Each Energy Supplier shall provide to the Code Manager, email and telephone contact details of its points of contact for operational queries relating to the different problem areas covered by this REC Schedule. This must include a point of contact for escalation of delayed or disputed problem resolutions. Energy Suppliers shall provide this information in a format specified by the Code Manager. The Code Manager shall ensure that the contact details provided are made available in an appropriate format to other Energy Suppliers for purposes of this REC Schedule.
- 4.2 Each Energy Supplier shall ensure that the contact details of its points of contact notified to the Code Manager remain accurate and up-to-date.
- 4.3 Each Energy Supplier shall provide a telephone service for managing operational and escalation queries from other Energy Suppliers. As a minimum, the telephone service shall be operated within Working Hours.

5 Escalation of Delayed and Disputed Resolutions

- 5.1 Each Energy Supplier shall progress problem resolution without undue delay, and shall take all reasonable steps to come to an agreement that respects the Consumer's reasonable requirements.
- 5.2 Each Energy Supplier shall ensure that they keep evidence for at least [12 months] for any decisions that they make in respect to the resolution of problems under this REC Schedule.
- 5.3 If the Energy Supplier involved in resolving a problem has not received a response from another Energy Supplier within 1 Working Day after (a) the maximum timescale for any given step described in an interface timetable for the specific problem resolution, or (b) the timelines agreed by the relevant Energy Suppliers as part of the alternative resolution process as described in Paragraph 3.4, then the Energy Supplier may escalate the issue to the operational contact of the other Energy Supplier (as provided in accordance with Paragraph 4).
- 5.4 If no response is received within 5 Working Days after the issue is escalated under Paragraph 5.3, the affected Energy Supplier may escalate the issue to the Contract Manager. If no resolution can be reached within 5 Working Days after the issue is escalated to the Contract Manager, then the affected Energy Supplier may escalate the issue to the Code Manager for consideration. Where appropriate, the Code Manager may escalate the issue to the REC Performance Assurance Board for review.
- 5.5 If a response has been received in respect of a problem covered by this REC Schedule, but an Energy Supplier is not satisfied with the response received or is otherwise not satisfied with the steps taken to resolve the problem, then the Energy Supplier may escalate the issue to the operational contact of the other Energy Supplier(s) involved (as provided in accordance with Paragraph 4).
- 5.6 If no agreement has been reached within 5 Working Days after the issue is escalated under Paragraph 5.5, either Energy Supplier may escalate the issue to the other Energy Supplier's

³ [The MRA and SPAA Secure Communications Working Group is looking to procure a solution for the secure transfer of personal information. The requirements captured herein will need to be reviewed to reflect any new solution being implemented under existing governance].

Contract Manager. If no resolution can be reached within 5 Working Days after the issue is escalated to the Contract Manager, then either Energy Supplier may escalate the issue to the Code Manager for consideration. Where appropriate, the Code Manager may escalate the issue to the REC Performance Assurance Board for review.

5.7 The table below provides a summary of the escalation processes for how delayed or disputed resolutions shall be managed between Energy Suppliers:

Escalation Type	Escalation Route	Pre-Conditions
Delayed Resolutions	Operational Contact	After 1 Working Day of not receiving a response as described in [Section A5.3].
	Contract Manager	After 5 Working Days of escalating the issue to the Operational Contact and no response being received.
	Code Manager	After 5 Working Days of escalating the issue to the Contract Manager and no response being received.
	REC Performance Assurance Board	[To be defined]
Disputed Resolutions	Operational Contact	After 5 Working Days of a dispute being raised, and no agreement has been reached.
	Contract Manager	After 5 Working Days of the dispute being escalated to the Operational Contact and no agreement has been reached.
	Code Manager	After 5 Working Days of dispute being escalated to the Contract Manager and no agreement reached has been reached.
	REC Performance Assurance Board	[To be defined]

Section B: Erroneous Switches

6 Description of the Problem

- 6.1 An Erroneous Switch occurs where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place. An Erroneous Switch only occurs once the Registration Status of the erroneous Energy Supplier's Registration has become Secured Active or Active.
- 6.2 The Energy Supplier that is notified of, or otherwise identifies, a potential Erroneous Switch (which will be the Initiating Supplier) shall initiate a resolution process to switch the RMP's Registration back to the Energy Supplier that holds the Energy Contract for the RMP. The Initiating Supplier shall do this by sending an Initial Request to the Associated Supplier. The Initiating Supplier shall use the Enquiry Services to establish the identity of the Associated Supplier.
- 6.3 Where a proposed Switch which would become an Erroneous Switch is identified before the Gaining Supplier's Registration Status becomes Secured Active or Active, the Gaining Supplier or Losing Supplier (whichever first becomes aware) shall take the necessary steps to prevent the Switch by sending an Objection Request, Annulment Request or Withdrawal Request (as applicable) in accordance with the Registration Services Schedule.
- 6.4 The procedure in this Section B may also be used in circumstances where the Gaining Supplier agrees to return a Consumer to their Losing Supplier on a goodwill basis (referred to as a Consumer Service Returner⁴). However, for reporting purposes, a Consumer Service Returner is not categorised as an Erroneous Switch.
- 6.5 This Section B shall only be used in the period of 24 months following the suspected Erroneous Switch. Beyond this point, Energy Suppliers shall seek to agree bilaterally how to treat a potential Erroneous Switch.

7 Resolution Outcomes

- 7.1 In addition to the relevant requirements of Paragraph 3, the resolution of Erroneous Switches needs to deliver the following minimum outcomes to be considered complete:
- (a) the Energy Supplier that holds the Energy Contract has requested to be re-registered as the Registered Supplier on the CSS and its Registration Status is Confirmed, Secured Active or Active; and
 - (b) in circumstances where a Gaining Supplier has switched the wrong Consumer, the Consumer that is waiting to be switched must be informed of the problem and agree (where they wish to do so) a new Supply Effective From Date.
- 7.2 If the Gaining Supplier identifies that an Erroneous Switch has occurred for a Consumer that the Losing Supplier has already re-registered or is in the process of re-registering, the Erroneous Switch request takes precedence. This means that a Losing Supplier cannot reject an Erroneous Switch request if they are already in the process of re-registering. In this situation, the Losing Supplier shall accept responsibility for billing during the period that the

⁴ To ensure consistency in the use of terms, it is proposed that 'Customer Service Returners' are renamed to 'Consumer Service Returners'.

Consumer was being supplied by the Gaining Supplier, although the decision on whether to bill the Consumer for any energy taken over this period will remain at the discretion of the Losing Supplier.

8 Resolution Process

- 8.1 Prior to sending an Initial Request, the Energy Supplier shall confirm:
- (a) if an electricity RMP is associated to a Green Deal Plan - if so, the Energy Supplier shall comply with the relevant requirements in [*reference to REC Green Deal Schedule to be added*]; and
 - (b) if an Initial Request has already been received for the same RMP(s) from the Energy Supplier who would become the Associated Supplier – if such an Initial Request has already been received, that shall take precedence (see Paragraph 8.2 for Dual Initial Requests).
- 8.2 If two or more Energy Suppliers have sent an Initial Request in relation to the same problem (referred to as a Dual Initiation), the following actions shall be taken:
- (a) *If a Dual Initiation has taken place on the same Working Day* - the Gaining Supplier shall be the Initiating Supplier and shall reject the Initial Request from the Losing Supplier (which shall become the Associated Supplier), and within the rejection reason the Gaining Supplier shall state that a Dual Initiation has occurred, and that it will take the role of the Initiating Supplier; or
 - (b) *If a Dual Initiation has not taken place on the same Working Day* - the earlier Initial Request shall take precedence, regardless of whether sent by the Gaining Supplier or the Losing Supplier. In these circumstances, the first Initiating Supplier shall reject the Initial Request, and within the rejection reason state that a Dual Initiation has taken place and that it will take on the role of the Initiating Supplier. The Energy Supplier that sent the second Initial Request shall be the Associated Supplier.
- 8.3 Upon receipt of the Initial Request from the Initiating Supplier, the Associated Supplier shall respond by:
- (a) *Accepting the Initial Request* – where, after investigation, the Associated Supplier accepts the Initial Request from the Initiating Supplier and both Energy Suppliers agree that the Consumer shall be returned to their previous Energy Supplier, proceed to Paragraph 8.4; or
 - (b) *Rejecting the Initial Request* – where, after investigation, the Associated Supplier considers it has a valid reason to reject the Initial Request from the Initiating Supplier, follow Paragraphs 8.5 to 8.8.
- 8.4 Following receipt of the acceptance response, the Energy Supplier which holds the Energy Contract shall send a Switch Request to re-register as the Registered Supplier for the affected RMP(s) in accordance with the Registration Services Schedule.
- 8.5 Where the Initiating Supplier is the Gaining Supplier, the Associated Supplier may only reject the Initial Request for an Erroneous Switch in circumstances where:
- (a) the Associated Supplier is not the Losing Supplier and has been contacted in error;

- (b) [the Consumer has decided to cancel the Erroneous Switch]; or
 - (c) the circumstances described in Paragraph 8.3(b) apply.
- 8.6 All rejections must specify the rejection reasons. If the Associated Supplier believes that it has been contacted in error, because it is not the Losing Supplier for the potential Erroneous Switch, it shall respond to the Initiating Supplier with the appropriate rejection code as specified in the Technical Specification.
- 8.7 Following receipt by the Gaining Supplier of a rejection response where the Associated Supplier responds that it is not the Losing Supplier, the Initiating Supplier shall establish the identity of the correct Losing Supplier and re-send the Initial Request accordingly.
- 8.8 If the Associated Supplier receives a further Initial Request for the same RMP from the same Initiating Supplier, and the request is still believed to be invalid, prior to sending a second rejection response, the Associated Supplier shall contact the Initiating Supplier by telephone to discuss the Switch and the reason for rejection. The Associated Supplier shall seek to come to a conclusion with the Initiating Supplier as to whether the Initial Request is valid or invalid. If following discussions with the Initiating Supplier, the Associate Supplier agrees that the Initial Request is:
- (a) *Valid* – the Associated Supplier shall accept the Initial Request and the Initiating Supplier shall proceed to Paragraph 8.4; or
 - (b) *Invalid* – if the Associated Supplier disputes the Initial Request they shall follow the process in Paragraph 5.

9 Interface Timetable for Erroneous Switches⁵

The table below sets out the maximum timelines and actions for resolving an Erroneous Switch.

Ref	When	Action	From	To	Information Required	Method
9.1	No later than the end of the: (a) 2 nd WD if it is the Losing Supplier; or (b) 8 th WD if it is the Gaining Supplier; of initial Consumer contact or of receiving information from a third party, indicating a potential Erroneous Switch.	Send Initial Request, specifying: a) Whether the Energy Supplier is the Gaining Supplier or Losing Supplier; b) The RMPs that have potentially been erroneously switched; and c) Reason(s) for the Erroneous Switch as set out in the Technical Specification, including any other reasons given by the Consumer.	Initiating Supplier	Associated Supplier	<u>For Gas RMP(s)</u> RET Flow <u>For Electricity RMP(s)</u> DTC Flow D301	DTN
9.2	No later than the end of the: a) 2 nd WD if it is the Losing Supplier; or b) 8 th WD if it is the Gaining Supplier, of receiving an Initial Request.	Return the Initial Request with confirmation of: a) <i>Acceptance</i> – proceed 9.3; or b) <i>Rejection</i> – proceed to 9.6.	Associated Supplier	Initiating Supplier	<u>For Gas RMP(s)</u> RET Flow <u>For Electricity RMP(s)</u> DTC Flow D301	DTN

⁵ [The resolution timescales are based on V3.7 of MRA MAP 10 (Procedure for the Resolution of Erroneous Transfers) and V2 of SPAA Schedule 10 (Resolution of Erroneous Transfers). These will be reviewed prior to implementation of this schedule to reflect any changes in the resolution timescales arising from the implementation of the Erroneous Transfer Performance Assurance Board (ET PAB) under the MRA and SPAA. The implementation of the ET PAB arrangements is subject to approval of the MRA CP 0310 (ET Performance Assurance Board) and SPAA CP 462 (Introducing an ETPAB). The proposed implementation date for the CPs is June 2019.]

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9.3	Following 9.2, where the Initial Request is accepted by the Initiating Supplier and Associated Supplier.	Send a Valid Switch Request to re-register the erroneously switched RMPs on the CSS with the Erroneous Switch Flag indicator.	Losing Supplier	CSS Provider	<i>See REC (..) Schedule – Registration Services and Technical Specification.</i>	Switching Network
9.4	Following 9.3 and within the timings defined in the Registration Services Schedule.	Progress the Switch Request as specified in the Registration Services Schedule.	CSS Provider		<i>See REC (..) Schedule – Registration Services and Technical Specification</i>	Switching Network
9.5	Following 9.4, but no later than 20 Working Days of an Erroneous Switch was first suspected (be that the initial Consumer contact, an Energy Supplier otherwise become aware that an Erroneous Switch may have occurred).	Provide written confirmation to the Consumer that the problem has been resolved and they will be returned to their Losing Supplier.	Initiating Supplier	Consumer		N/a
9.6	No later than the: a) 2 nd WD if the Losing Supplier; or b) 8 th WD if the Gaining Supplier, if the Associated Supplier believes it has a valid reason to reject the Initial Request as described in Paragraph 8.5.	Return the Initial Request specifying the reasons for the rejection.	Associated Supplier	Initiating Supplier	<u>For Gas RMP(s)</u> RET Flow <u>For Electricity RMP(s)</u> DTC Flow D301	DTN
9.7	Following 9.6, if the Initial Request was sent to the incorrect Losing Supplier.	Establish the identity of the correct Losing Supplier and resend the Initial Request as per 9.1.	Initiating Supplier	Associated Supplier		DTN
9.8	Following 9.7, if the Initiating Supplier disagrees with the rejection response.	Follow the escalation procedure in Paragraph 5.	Initiating Supplier	Associated Supplier		<i>As described in Section A5</i>

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9.9	As soon as reasonably practicable following 9.7, if the Initiating Supplier agrees with the rejection response.	Provide written communication to the Consumer informing them that the Erroneous Switch request has been rejected and the reasons for the rejection.	Initiating Supplier	Consumer		N/a
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Section C: Switch Meter Reading Problems

10 Description of the Problem

- 10.1 As part of a Switch, a Switch Meter Reading must be determined to ensure that the Consumer receives an accurate opening and closing bill. 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.
- 10.2 The standard process for obtaining gas and electricity Switch Meter Readings is detailed in the UNC and BSC respectively.
- 10.3 The resolution of Switch Meter Reading problems covers the following scenarios:
- (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 12.1.
- 10.4 All data flows, initiations and responses sent between Energy Suppliers under this Section C shall be structured and communicated in accordance with the Technical Specification.

11 Resolution Outcomes

- 11.1 In addition to the relevant requirements in Paragraph 3, the resolution of Switch Meter Reading problems needs to deliver the following minimum outcomes to be considered complete:
- (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 been sent amended opening and/or closing bills; and
 - (c) in the case of electricity RMPs, both the Gaining Supplier and Losing Supplier have received a Switch Meter Reading as specified in Paragraph [10.2].

12 Resolution Process

- 12.1 The procedure in this Section C shall only be initiated where one of the following criteria is met:
- (a) where a dispute has been raised by a Consumer, the Losing Supplier or the Gaining Supplier and 12 months have not passed since the Supply Effective From Date (or the Energy Suppliers agreed differently in accordance with Paragraph 3.4);
 - (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 after its Supply Effective Through Date, or by the Gaining Supplier within 17 Working Days after its 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 after its Supply Effective Through Date, or by the Gaining Supplier within 32 Working Days after its 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 after the Gaining Supplier's Supply Effective from Date.
- 12.2 Where the requirements of Paragraph 12.1 are met, the 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.
- 12.3 The Energy Supplier contacted by the Consumer shall 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 shall 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 shall initiate a dispute.
- 12.4 The Consumer is not obliged to provide information on the identity of either their Gaining Supplier or Losing Supplier. Therefore, the Initiating Supplier shall use the Enquiry Services to establish the identity of the Associated Supplier.
- 12.5 Each Energy Supplier shall ensure they use active settlement registers as part of the procedure for missing Switch Meter Reads under this Section C.
- 12.6 Where a Dual Initiation has taken place, the Gaining Supplier's Initial Request shall take precedence (and it will take on the role of the Initiating Supplier).
- 12.7 When responding to the Initial Request, the Associated Supplier shall consider the specific circumstances set out in Paragraph 12.3.
 - 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.
- 12.8 On receipt of any flow rejection under this Section C, the relevant Energy Supplier shall identify the cause of the rejection, resolve, and resubmit the record with its original status code and information intact (where this was not the cause of the rejection).
- 12.9 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 process described in Paragraph 5 or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading shall be used for billing purposes.
- 12.10 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 process described in Paragraph 5 or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading shall be used for billing purposes.
- 12.11 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 described in Paragraph 5 or agree with the Losing Supplier and Consumer that the agreed Switch Meter Reading shall be used for billing purposes.

13 Interface Timetable for Disputed Switch Meter Readings

The table below sets out the maximum timelines and actions for resolving Switch Meter Reading problems.

Ref	When	Action	From	To	Information Required	Method
13.1	Within 5 Working Days of either (a) a Switch Meter Reading being disputed or (b) not being obtained.	Send an Initial Request 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.	Initiating Supplier	Associated Supplier	<p><u>For Gas RMP(s)</u> SAR Flow (Initial Request)</p> <p><u>For Electricity RMP(s)</u> DTC Flow D0300</p> <p><i>Where possible, the Initial Request shall include a proposed read for each absent or disputed Switch Meter Reading.</i></p>	DTN
13.2	Within 5 Working Days of receiving the Initial Request ⁶ .	Determine whether to agree the proposed read (if a proposed read was provided).	Associated Supplier		Internal process	N/a
13.3	Following 13.2. where the Associated Supplier agrees the proposed read.	Provide a response accepting the proposed read and progress to 13.12.	Associated Supplier	Initiating Supplier	<u>For Gas RMP(s)</u> SAR Flow (Switch Meter Reading Acceptance)	DTN

⁶ Where a response is not received, the Initiating Supplier should follow the escalation procedure in Paragraph 5.

					For Electricity RMP(s) DTC Flow D0300	
13.4	Following 13.2; where the Associated Supplier does not agree the proposed read or no proposed read was sent.	Provide a response to the initial request either: a) proposing a proposed read (where a proposed read was not included in the initial request); b) proposing an alternative read; or c) indicating that there is no alternative read available (progress to 13.9).	Associated Supplier	Initiating Supplier	For Gas RMP(s) SAR Flow (Initial Response) For Electricity RMP(s) DTC Flow D0300	DTN
13.5	Following 13.4; 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
13.6	Following 13.5; where the Initiating Supplier agrees the proposed or alternative read.	Provide a response accepting the proposed or alternative read and progress to 13.12.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Switch Meter Read Acceptance) For Electricity RMP(s) DTC Flow D0300	DTN

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13.7	Following 13.5; 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]
13.8	Following 13.7; where a Switch Meter Reading is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 13.12.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Telephone Read Acceptance) For Electricity RMP(s) DTC Flow D0300	DTN
13.9	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	Consumer; or Meter Reading Agent	<i>Customer Own Read request, or Actual Meter Reading request explicitly stating that the Meter Reading is required to settle a Switch Meter Reading dispute⁷</i>	Not Defined
13.10	Where the Gaining Supplier has obtained an Actual Meter	Contact the Losing Supplier to agree the Switch Meter Reading by telephone.	Gaining Supplier	Losing Supplier	Agreed Switch Meter Reading	Telephone

⁷ 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.

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	Reading or a Customer Own Read.					
13.11	Following 13.10; where a Switch Meter Reading is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 13.12.	Initiating Supplier	Associated Supplier	<p><u>For Gas RMP(s)</u> SAR Flow (Telephone Read Acceptance)</p> <p><u>For Electricity RMP(s)</u> DTC Flow D0300</p>	DTN
13.12	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.	Gaining Supplier; and Losing Supplier, where applicable	Gas Shipper; or DC	<p>For Electricity RMP(s) DTC Flow D0086</p> <p>For Gas RMPs, as agreed between the Supplier and Shipper</p>	As defined in the BSC (for electricity only).

Section D: Crossed Meters

14 Description of the Problem

- 14.1 A Crossed Meter occurs where a meter recorded for a Consumer's premises is associated to another RMP, resulting in the Consumer being billed for the energy consumption at another premises. This may be identified in the following scenarios:
- (a) a Consumer contacts their Energy Supplier, stating they are being charged incorrectly for their energy consumption;
 - (b) a Customer informs their Energy Supplier that the meter details on their bill are different to those on the actual meter; or
 - (c) a Customer or Meter Equipment Manager notifies the Energy Supplier that the data associated with the meter and/or premises does not match the Energy Supplier's records.
- 14.2 Where a Crossed Meter is suspected, it is likely that more than one premises is affected, and that different Energy Suppliers and Meter Equipment Manager may be responsible for the different RMPs.
- 14.3 Where a Switch occurs during a Crossed Meter investigation, the Losing Supplier shall give all reasonable assistance to the Gaining Supplier and ensure minimal disruption to the resolution.
- 14.4 Where a change of Supplier Agent(s) occurs during a Crossed Meter investigation, the Registered Supplier shall ensure that both its outgoing and incoming Supplier Agents progress the resolution of the Crossed Meter with minimum disruption to the resolution.

15 Resolution Outcomes

- 15.1 In addition to the relevant requirements in [Paragraph 3], the resolution of a Crossed Meter needs to deliver the following minimum outcomes to be considered complete:
- (a) the Consumer's energy consumption has been corrected, explained and reconciled using available meter reading history; and
 - (b) relevant records and Switching Data Services have been updated based on the agreed dates and meter readings to ensure that settlement charges are allocated appropriately.

16 Resolution Process

- 16.1 Where an Energy Supplier suspects or is notified of a Crossed Meter, it shall be the Initiating Supplier and shall take all reasonable steps to investigate the issue in a timely and efficient manner with minimal impact to the Consumer. This could include contacting the Consumer, Meter Equipment Manager and Distribution Network Operator/Gas Transporter, reviewing data held in the Enquiry Services or performing a site visit to confirm data associated with the RMP.
- 16.2 If, after investigation, the Initiating Supplier identifies that a Crossed Meter has occurred, and it is the Registered Supplier for all affected RMPs, it shall update relevant records and relevant

Switching Data Services with any changes to data associated with the RMP.

- 16.3 If, after investigation, the Energy Supplier identifies that it is not the Registered Supplier for one or more of the affected RMPs, then it shall initiate the resolution process for Crossed Meters. The Initiating Supplier shall use the Enquiry Services to establish the identity of the Associated Supplier(s).
- 16.4 The Initiating Supplier shall advise all Associated Supplier(s) of the suspected Crossed Meter and provide proposed changes to data associated with the RMPs as described in Paragraph [x], including any other relevant details of other RMPs that may be affected.
- 16.5 Upon receipt of the Initial Request, each Associated Supplier shall investigate the details provided by the Initiating Supplier and agree upon a resolution with the Initiating Supplier, which may include a site visit by either party. If:
 - (a) no site visit is required, the Initiating Supplier and the Associated Supplier(s) shall agree on any changes to data associated with the RMP and ensure relevant records and Switching Data Services are updated;
 - (b) if a site visit is required, the results of the visit shall be exchanged within 5 Working Days of receipt of the job complete notification from the Meter Equipment Manager. If Energy Suppliers have any relevant meter reading history this shall be exchanged between each other at the same time.
- 16.6 It is the responsibility of the Registered Supplier of each affected RMP to ensure that its Meter Equipment Manager corrects the meter data with any agreed changes and such changes being notified to relevant Switching Data Services.
- 16.7 Where a Gas Retail Data Agent or an Electricity Retail Data Agent becomes aware of a Crossed Meter, it shall investigate the issue to determine all the affected RMPs within its portfolio. Following the investigation, the Electricity Retail Data Agent shall notify all Registered Suppliers of any affected RMPs. In the case of gas, the Gas Retail Data Agent shall notify the Gas Shippers of the affected RMPs. The Registered Suppliers of the affected RMPs shall investigate the issue from the information provided by the Gas Retail Data Agent (via their Shippers) or an Electricity Retail Data Agent, and ensure their records and relevant Switching Data Services are updated with any agreed changes to data associated with the RMP.
- 16.8 Changing the MPL Address shall not be the primary method to resolve Crossed Meters. In circumstances where a change to the MPL Address is required, the Registered Supplier shall follow the process detailed in the Address Management Schedule.
- 16.9 If a Consumer's supply has been interrupted in error whilst a Crossed Meter investigation is underway, the Energy Supplier that initiated the supply interruption shall ensure the supply is restored as soon as possible and no later than within 24 hours after the start of the interruption.

17 Interface Timetable for Crossed Meters⁸

The table below sets out the maximum timelines and actions for resolving Crossed Meters.

Ref	When	Action	From	To	Information Required	Method
17.1	No later than the [...] WD after initial Consumer contact, or of receiving information from a third party, indicating a potential Crossed Meter.	Confirm the actual meter installed at the premise and whether it is registered to another Metering Point.	Initiating Supplier	N/a	<i>As part of the investigation, the Initiating Supplier may choose to contact the Consumer, Meter Equipment Manager, Network Operator, perform a site visit or review the data through [Enquiry Services]</i>	Not defined.
17.2	Following 17.1; if the Initiating Supplier determines that the correct meter is installed at the premise, but the data held is incorrect. <i>This is a data quality issue and not a Crossed Meter.</i>	Update own records and where applicable, the relevant Switching Data Services with the correct data.	Initiating Supplier	Meter Equipment Manager		DTN
17.3	Following 17.1; if the Initiating Supplier determines that the meter recorded for the premise is associated to another	Establish the identity of the Associated Supplier(s) and send an Initial Request with the relevant	Initiating Supplier	Associated Supplier(s)	<i>[To be defined].</i>	[To be defined]

⁸ [It is assumed that a technical solution for gas and electricity will be developed following the appointment of the Code Manager.]

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	Metering Point and they are not the Registered Supplier for all the Metering Points. <i>This is a Crossed Meter problem.</i>	information as specified in the Technical Specification.				
17.4	No later than the [...] WD of receiving the Initial Request.	Return Initial Request with confirmation of; a) <i>Acceptance</i> – proceed to 17.5 or b) <i>Rejection</i> – proceed to 17.10.	Associated Supplier(s)	Initiating Supplier	<i>Return the Initial Request with the appropriate [Response Code].</i>	[To be defined]
17.5	Following 17.4; if the Initiating Supplier and Associated Supplier agree that a site visit is required to resolve the Crossed Meter problem.	Request site visit to confirm [addresses, MPxNs and MSNs).	Initiating Supplier and Associated Suppliers(s)	Meter Equipment Manager(s)		DTN
17.6	No later than [...] WD of the site visit being completed.	Provide a complete list of [addresses, MPxNs and MSNs], including a report on the activities whilst at the premise for validation ⁹ .	Meter Equipment Manager(s)	Initiating Supplier and Associated Supplier(s)		DTN

⁹ The Initiating Supplier and Associated Supplier(s) cannot unduly delay the resolution and should take all reasonable steps to come to an agreement on any proposed changes to the data associated with the affected Metering Points. The Initiating Supplier and Associated Supplier(s) should also seek to coordinate such updates with their Meter Equipment Managers.

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17.7	As soon as possible, following 17.6.	Agree changes to Metering Point data.	Initiating Supplier	Associated Supplier(s)		[To be defined]
17.8	No later than the [...] WD of agreeing changes to the Metering Point data.	Request that the data associated with the address or meter equipment is updated on relevant Switching Data Services.	Initiating Supplier and Associated Supplier(s)	Meter Equipment Manager(s), Retail Data Agents(s) where applicable.	<i>NB. The instruction to the Gas Retail Data Agent would be issued via the Gas Shipper.</i>	DTN
17.9	As soon as reasonably practicable after receiving confirmation that the data has been updated on the relevant Switching Data Systems.	Provide confirmation that the problem has been resolved, including any other information that may be required by Paragraph 3 ¹⁰ .	Initiating Supplier, and Associated Supplier(s) where applicable	Consumer		Not defined
17.10	Following 17.4; if the Associated Supplier(s) rejects the Initial Request.	Contact the Associated Supplier(s) to clarify the rejection reason and to come to an agreement; a) If no agreement can be reached that a Crossed Meter has occurred, follow the procedure	Initiating Supplier	Associated Supplier(s)		[Telephone or email]

¹⁰ The Registered Supplier for each affected Metering Point should provide this confirmation.

		for escalations in Paragraph 5; or b) If an agreement can be reached that a Crossed Meter has occurred, proceed to 17.8.				
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Section E: Duplicate RMPs

18 Description of the Problem

- 18.1 A Duplicate RMP refers to an issue where two or more RMPs have been created in error for the same fuel and MPL Address.
- 18.2 An Energy Supplier may first become aware of Duplicate RMPs when contacted by a Consumer, explaining that two or more Energy Suppliers are trying to charge them for the same fuel in the same period. The Consumer may or may not believe they have a relationship with one or more of the Energy Suppliers who are seeking to charge them.
- 18.3 Regardless of which party created the Duplicate RMPs, the Energy Supplier which first becomes aware of the Duplicate RMPs shall be the Initiating Supplier, and shall be responsible for investigating and resolving the problem.

19 Resolution Outcomes

- 19.1 In addition to the relevant requirements in Paragraph 3, the resolution of Duplicate RMPs needs to deliver the following minimum outcomes to be considered complete:
- (a) the Energy Supplier(s) which the Consumer does not wish to remain with, have arranged for and received confirmation that the RMP(s) for which they are the Registered Supplier(s) have been [withdrawn] from the relevant Switching Data Services; and
 - (b) the Energy Supplier which the Consumer does wish to remain with has confirmed the correct RMP to the Consumer.

20 Resolution Process

- 20.1 If the Initiating Supplier suspects or is notified of Duplicate RMPs, it shall take all reasonable steps to investigate the issue in a timely manner with minimal negative impact to the Consumer. As part of the investigation, the Initiating Supplier shall seek to confirm who the Consumer believes their current Energy Supplier to be, when they signed up with that Energy Supplier and who their Energy Supplier was prior to that.
- 20.2 If, following the investigation, the Initiating Supplier determines that the RMPs relate to separate energy supplies or MPL Addresses, the Initiating Supplier shall request that the data within the Switching Data Services is updated.
- 20.3 If, following the investigation, the Energy Supplier determines that the RMPs have been created for the same fuel and premises (and are not intended to be Related RMPs), then it shall initiate the resolution process for Duplicate RMPs by raising an Initial Request.
- 20.4 The Initiating Supplier shall provide the Associated Supplier(s) with any information that may aid resolution of the problem.
- 20.5 The Associated Supplier(s) shall assist where possible in the investigations, providing all available information on the MPL Address, Meter Equipment Asset and Consumer. The Associated Supplier shall make it clear to the Initiating Supplier if it is charging the Consumer and if these are being paid by the Consumer. All relevant historical meter readings must be

exchanged between the Initiating Suppliers and Associated Suppliers with the aim of providing the Consumer with the best and most accurate bill or reconciliation of bills that may have already been paid by the Consumer.

21 Interface Timetable for Duplicate RMPs¹¹

The table below sets out the maximum timelines and actions for resolving Duplicate RMPs.

Ref	When	Action	From	To	Information Required	Method
21.1	No later than the [...] Working Day of initial Consumer contact, or of receiving information from a third party indicating Duplicate RMP(s).	Determine if the Duplicate RMPs relate to the same energy supplies and MPL Address.	Initiating Supplier	N/a	<i>As part of the investigation, the Initiating Supplier may choose to contact the Consumer, Meter Equipment Manager, Network Operator, perform a site visit or review the Enquiry Services.</i>	Not defined
21.2	Following 21.1; if the Duplicate RMP(s) relates to separate energy supplies or MPL Addresses. <i>This is a data quality issue and not a Duplicate RMPs problem.</i>	Request that the data associated with the MPL Address is updated.	Initiating Supplier	Meter Equipment Manager; or Retail Data Agent(s) where applicable.		DTN

¹¹ It is assumed that a technical solution for gas and electricity will be developed following the appointment of the Code Manager.

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21.3	<p>Following 21.1; if the Duplicate RMP(s) relate to the same energy supplies and MPL Address.</p> <p><i>This is a Duplicate RMPs problem.</i></p>	<p>Establish the identity of the Associated Supplier(s) and send an Initial Request(s) with the relevant information as specified in the Technical Specification.</p>	Initiating Supplier	Associated Supplier(s)	<i>The Initiating Supplier shall indicate whether it is the Valid Supplier or the Duplicate Supplier</i>	DTN
21.4	<p>No later than the [...] WD of receiving the Initial Request</p>	<p>Return the Initial Request with confirmation of;</p> <p>a) <i>Acceptance</i> – proceed to 21.5; or b) <i>Rejection</i> – proceed to 21.8.</p>	Associated Supplier(s)	Initiating Supplier	<i>Return the Initial Request with the appropriate [Response Code].</i>	[To be defined]
21.5	<p>Following 21.4; if all Associated Supplier(s) have accepted the Initial Request.</p>	<p>Submit request to [withdraw] Duplicate RMP(s) from the relevant Switching Registration Services.</p>	Duplicate Supplier(s)	Electricity Retail Data; or Gas Retail Data Agent		DTN
21.6	<p>Following 21.5; if the Electricity Retail Data or Gas Retail Data Agent identifies that there is a Duplicate RMP(s).</p>	<p>Provide confirmation that the Duplicate RMP(s) have been [withdrawn] from the relevant Switching Data Services.</p>	Electricity Data Retail Agent; or Gas Retail Data Agent	Initiating Supplier and Associated Supplier(s)		DTN

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21.7	Following 21.5 If the Electricity Retail Data; or Gas Retail Data Agent identifies that there is not a Duplicate RMP(s)	Provide confirmation that request to withdraw Duplicate RMP(s) has been rejected.	Electricity Data Retail Agent; or Gas Retail Data Agent	Initiating Supplier and Associated Supplier(s)		DTN
21.8	As soon as reasonably practicable after receiving confirmation from the relevant Retail Data Agents that the Duplicate RMP(s) have been [withdrawn] from the relevant Switching Data Service.	Provide confirmation that the problem has been resolved, including any other information as may be required by Paragraph 3.	Initiating Supplier	Consumer		Not defined
21.9	Following 21.4; if the Associated Supplier(s) rejects the Initial Request.	Contact the Associated Supplier(s) to clarify the rejection reason and come to an agreement on the resolution; a) If no agreement can be reached that a Duplicate RMP has occurred, follow the procedure for escalations in Paragraph 5; or	Initiating Supplier	Associated Supplier(s)		[Telephone or email]

		b) If an agreement can be reached that a Duplicate RMP has occurred, proceed to 21.3.				
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Section F: Misdirected Payments

22 Description of the Problem

- 22.1 This Section F describes requirements and processes for resolving Misdirected Payments in relation to Prepayment Meters. The requirements described in this Section F does not apply to Smart Meters operating in prepayment mode.
- 22.2 A Misdirected Payment occurs when a Consumer's payment is assigned to an Energy Supplier which does not have an Energy Contract for the relevant RMP. As part of a Switch, the Gaining Supplier shall provide a new Prepayment Device to the Consumer in accordance with the Prepayment Arrangements Schedule. However, it is possible that the Consumer continues to use the Prepayment Device issued by the Losing Supplier or used by a previous Energy Supplier or a Prepayment Device issued for a different RMP. Misdirected Payments may also occur due to incorrect data being held on Systems.
- 22.3 Each Energy Supplier shall ensure that its contracted Prepayment Infrastructure Providers (PPMIPs) meet the requirements of this Section F.
- 22.4 The PPMIP shall allocate Consumer payments received as a result of the Consumer charging a Prepayment Device to the Energy Supplier registered to the RMP at the time of the credit purchase. The PPMIP shall always allocate such payments using information held in its databases and validated against the Enquiry Services. Where the PPMIP cannot allocate such payments, these shall be made unallocated. The process for managing Unallocated Payments and contractual PPMIP obligations is set out in the Prepayment Arrangements Schedule.

23 Resolution Outcomes

- 23.1 In addition to the relevant requirements in Paragraph 3, the resolution of Misdirected Payments must deliver the following minimum outcomes to be considered complete:
- (a) the Consumer has been issued with or has confirmed that they have the correct Prepayment Device for the Energy Supplier with the Energy Contract;
 - (b) the Gaining Supplier has explained to the Consumer the implications of using the incorrect Prepayment Device;
 - (c) Misdirected Payments having been reconciled between the Initiating Supplier and Associated Supplier(s); and
 - (d) where applicable, relevant records and systems have been updated with the correct data by the Registered Supplier.

24 Resolution Process

- 24.1 Each Energy Supplier shall take reasonable steps to make a claim for any period of Misdirected Payments within two months of:
- (a) the Consumer commencing use of the correct Prepayment Device;
 - (b) there being a Change of Metering Equipment following which the old Prepayment Device is no longer used;

- (c) the Gaining Supplier losing the Consumer via a subsequent Switch event;
 - (d) there being a Change of Occupier;
 - (e) there being an Erroneous Switch agreed by the Gaining Supplier and Losing Supplier, as described in Section B above; or
 - (f) there being a Prepayment Device issued in relation to a Switch Request that did not complete due to the Registration Status of the proposed Registration being Cancelled.
- 24.2 Each Energy Supplier shall issue claims for Misdirected Payments on at least a monthly basis (or at the frequency agreed bilaterally between the Initiating Supplier and Associated Supplier for such claims).
- 24.3 If the Initiating Supplier requests there to be a change in the frequency of issuing claims, the Initiating Supplier shall provide the Associated Supplier with 20 Working Days' notice of the change.
- 24.4 A substantial increase is one where the number of claims in a period is expected to increase by more than 50% compared to the last period or if the total number of claims is to increase by more than 1,000 in any given month (or 250 in any given week if claims are made on a weekly basis). Where there is a substantial increase, the Initiating Supplier and Gaining Supplier shall enter a bilateral agreement for the handling of the excess. Under normal circumstances the Associated Supplier shall not charge for passing Misdirected Payments to the Initiating Supplier. However, where a subsequent claim is made for a RMP where there has already been a successful claim covering part of the same registration period, it is permitted for the Associated Supplier to charge a reasonable fee for passing-on any further Misdirected Payments.
- 24.5 The resolution of Misdirected Payments shall be made in accordance with the interface timetable in Paragraph 5. The Initiating Supplier shall not send an Initial Request:
- (a) if the Misdirected Payments cover less than 14 days' supply; or
 - (b) to the extent the Misdirected Payments relate to the period prior to the Misdirected Payment backstop - on 30 June each year, the Misdirected Payments backstop date will change to 30 June four years earlier.
- 24.6 The Associated Supplier may reject any claims where the 'Claim Request From Date' or the 'Claim Request To Date' is not included. The Associated Supplier shall return the claim form in the same format in which it was sent.
- 24.7 Provided that the 'Claim Request From Date' of the claim period contained in the claim form is after the Supply End Date of the Associated Supplier's registration, then the Associated Supplier shall process the claim form. The Initiating Supplier shall ensure that the claim form only includes claims for periods for which that Supplier was the Registered Supplier for the Metering Points concerned.
- 24.8 If there is no payment to be returned or only part payment, the 'Previous Supplier ID' field shall be completed where possible. This information will enable the Initiating Supplier to contact the Associated Supplier, as the Consumer may be still using the Prepayment Device of that Energy Supplier. The Energy Supplier receiving the money can then correctly allocate it to the appropriate Consumer accounts.

- 24.9 The Losing Supplier shall record and retain all payments received from a Consumer on or after the Supply Effective from Date of the Gaining Supplier. The Losing Supplier shall not automatically refund any payments received after the Supply Effective from Date to the Consumer but shall instead allocate all such payments to the Gaining Supplier once requested to do so by the Gaining Supplier and refer all enquiries to the Gaining Supplier.
- 24.10 It is the Gaining Supplier's responsibility to manage the income received from its Consumers and as such it shall be able to identify when no payments or insufficient payments have been received from a Consumer with a Prepayment Meter. When the Gaining Supplier believes that payments are missing, it shall contact the Consumer and initiate the resolution process for Misdirected Payments.
- 24.11 The "one-off" claim of the Misdirected Payments shall be initiated when there is confidence that the Consumer is correctly using the new Prepayment Device.
- 24.12 In exceptional circumstances, if required, the Gaining Supplier can request an individual breakdown of payments, subsequent to the return of the claim form.

25 Interface Timetable for Misdirected Payments

The table below sets out the maximum timelines and actions for resolving Misdirected Payments.

Ref	When	Action	From	To	Information Required	Method
25.1	<p>When identified by the Initiating Supplier, subject to Paragraph 24.5.</p> <p><i>Each Energy Supplier shall endeavour to make a claim for any period of Misdirected Payments within two months of the event giving rise to the Misdirected Payments.</i></p>	<p>Send completed claim form for the Misdirected Payment(s).</p>	Initiating Supplier	Associated Supplier(s)	<p><u>For Gas RMP(s)</u> Claim Form as set out in the annex to this Section F</p> <p><u>For Electricity RMP(s)</u> Claim Form as set out in the annex to this Section F</p> <p><i>The Initiating Supplier shall ensure that the Claim Form only includes claims for periods for which the Associated Supplier(s) was registered for the RMP.</i></p>	[Email]
25.2	<p>Within 20 WDs of receiving the Claim Form.</p>	<p>Return the Claim Form with the reason codes and additional information on the:</p> <ul style="list-style-type: none"> • amount to be returned; and • any suitable comments. <p>If no payment or only a partial payment has been made by the Consumer, the returned Claim Form shall include the ID of the previous Energy Supplier(s) where possible.</p>	Associated Supplier(s)	Initiating Supplier	<p><u>For Gas RMP(s)</u> Claim Form as set out in annex to this Section F</p> <p><u>For Electricity RMP(s)</u> Claim Form as set out in annex to this Section F</p>	[Email]

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25.3	<p>Within 10 WD of returning the Claim Form.</p> <p><i>Where the number of claims in a period is significantly more than usual it may not be possible to meet the agreed timescales. In such cases the Initiating Supplier and Associated Supplier(s) shall enter a bilateral agreement for handling the excess.</i></p>	Return the Misdirected Payment as specified in the returned Claim Form.	Associated Supplier(s)	Initiating Supplier		[Not defined]
25.4	As soon as possible following 25.3	Ensure the appropriate resolution outcomes have been achieved.	Initiating Supplier		As defined in [Section F2, other than F2.1(b) where the Initiating Supplier is not the Gaining Supplier]	[Not defined]
25.5	In the event of any disputes arising with regards to the resolution.	Escalate the issue as per the process described in Paragraph 5.	Initiating Supplier	Associated Supplier(s)		

Section F, Annex - Claim Form for Misdirected Payments

[Placeholder]

Section G: Debt Assignment

26 Description of the Problem

- 26.1 This section describes the requirements and process to be followed when assigning Outstanding Charges from the Losing Supplier to the Gaining Supplier in the event of a Switch.
- 26.2 The scope of this section is limited to debt assignment in relation to Domestic Premises and shall only be applicable where:
- (a) the Consumer has a debt and the repayment of which is scheduled on a Prepayment Meter that is not a Smart Meter;
 - (b) the Consumer has an Energy Contract with the Gaining Supplier;
 - (c) the Gaining Supplier has submitted a Switch Request in accordance with the Registration Services Schedule;
 - (d) the Losing Supplier has raised an Objection in accordance with the Registration Services Schedule; and
 - (e) the estimated value of the debt for assignment is between £20 and £500 (inclusive), including VAT.
- 26.3 The following are specifically excluded from the scope of this Section:
- (a) RMPs where a Consumer's debt has been identified as Complex Debt;
 - (b) RMPs relating to Non-Domestic Premises;
 - (c) debt in relation to a Consumer's account to which the applicable rate of VAT indicates that the Consumer is a Non-Domestic Consumer;
 - (d) RMPs where the debt is not being recovered via a Prepayment Meter; and
 - (e) assignment of estimated debt values below £20 or above £500 (inclusive of VAT).
- 26.4 Notwithstanding Paragraph 26.3, nothing in this Section G shall preclude Energy Suppliers agreeing bilaterally to an assignment of:
- (a) Complex Debt; or
 - (b) debt outside the thresholds defined in Paragraph 26.2(e).
- 26.5 Where Energy Suppliers agree bilaterally to assign debt as described in paragraph 26.4, they shall use the process set out under this Section G.
- 26.6 Where the Losing Supplier identifies that the debt is Complex Debt, the Losing Supplier shall keep a record of the reasons why a debt assignment request has been refused on the grounds of Complex Debt to support any follow-up action by the Consumer.

27 Resolution Outcomes

- 27.1 In addition to the relevant requirements in Paragraph 3, the Gaining Supplier and Losing

Supplier shall ensure that:

- (a) the provisions of the relevant Data Protection Legislation are satisfied;
- (b) the VAT requirements in respect of bad debt relief are satisfied;
- (c) all rejected data flows are monitored, and appropriate actions taken in accordance with this Section and the Technical Specification; and
- (d) all reasonable steps are taken to ensure that the Consumer does not experience any undue interruption or disruption to their expected repayment schedule.

28 Resolution Process

- 28.1 The debt assignment is initiated when a Gaining Supplier issues a 'Request for Debt Information'. The Losing Supplier will issue the Debt Information in response, indicating where applicable if the debt is Complex Debt. Where the Losing Supplier identifies that the debt is Complex Debt, the Losing Supplier shall keep a record of the reasons why a debt assignment request has been refused on the grounds of Complex Debt to support any follow up action on behalf of the Consumer.
- 28.2 Where a debt assignment is agreed, the Gaining Supplier will issue a ['Confirmation of Customer Debt Transfer']. Where the Losing Supplier responds with a 'Confirmation of Debt Assigned Acceptance', and where the Gaining Supplier's Registration becomes Active, then the Total Debt Outstanding is transferred to the Gaining Supplier.
- 28.3 Where a Losing Supplier does not pay the Factored Total Payment in accordance with this Section G, the Losing Supplier may charge interest at LIBOR (for one-month GBP) plus two percentage points (without prejudice to other rights and remedies under this Code).

29 Interface Timetable for Debt Assignment

29.1 Initiation

Ref	When	Action	From	To	Information Required	Method
29.1.1	At the Point of Acquisition and as soon as reasonably practicable	Provide DAP Privacy Notice to the Consumer, and inform the Consumer: a) that initiating the DAP is not a guarantee that debt assignment will be agreed; and b) that debt assignment requires the exchange of account information, including debt information, between the Energy Suppliers concerned.	Gaining Supplier	Consumer	As per 'Action' column.	Not defined
29.1.2	Where the Losing Supplier has raised an Objection in accordance with the Registration Services Schedule and as soon as reasonably practicable.	Provide a DAP Privacy Notice to the Consumer where this has not previously been provided, and inform the Consumer: a) of the reason(s) for such Objection; b) that the Consumer may apply for the assignment of Outstanding Charges (including, where relevant, in respect of Green Deal Charges) to the Gaining Supplier to prevent future Objections; and	Losing Supplier	Consumer	As per 'Action' column.	Not defined

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		c) that the DAP will progress if this has been agreed with the Gaining Supplier.				
29.1.3	Within 4 Working Days after receipt of the notice of Objection from the CSS Provider.	Issue a request for debt information (G0806 and/or D0306).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0806 <u>For Electricity RMP(s)</u> D0306	DTN
29.1.4	Within 4 Working Days after receipt of a request for debt information under 29.1.3 (or 29.1.5).	Validate the request for debt information data flow (G0806 and/or D0306), and as applicable reject the request or progress to 29.2.1.	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0806 <u>For Electricity RMP(s)</u> D0306	DTN
29.1.5	Within 3 Working Days after receipt of any request rejection as described in 29.1.4.	Send corrected request for debt information (G0806 and/or D0306).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0806 <u>For Electricity RMP(s)</u> D0306	DTN

29.2 Provision of debt information

Ref	When	Action	From	To	Information Required	Method
29.2.1	Within 4 Working Days after receipt of a request for debt information under 29.1.3 (or paragraph 29.1.5) and where the request was not	Send debt information (G0807 and/or D0307), including estimate of likely Total Outstanding Debt.	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0807 <u>For Electricity RMP(s)</u> D0307	DTN

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	rejected under paragraph 29.1.4.					
29.2.2	Within 3 Working Days after receipt of debt information as described in 29.2.1 or 29.2.3.	Validate the debt information data flow (G0807 and/or D0307), and either (as applicable) reject the flow or progress to 29.3.1.	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0807 <u>For Electricity RMP(s)</u> D0307	DTN
29.2.3	Within 3 Working Days after receipt of any debt information rejection as described in 29.2.2.	Send corrected debt information.	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0807 <u>For Electricity RMP(s)</u> D0307	DTN

29.3 Confirmation of debt assignment progression

Ref	When	Action	From	To	Information Required	Method
29.3.1	Where this paragraph applies in accordance with 29.2.2.	Review the information regarding the Outstanding Charges provided by the Losing Supplier and determine whether to progress with debt assignment under this Section.	Gaining Supplier	N/a	Internal process	Not defined
29.3.2	As soon as reasonably practicable following paragraph 29.3.1, where the Gaining Supplier declines to	Inform the Consumer that the Switch will not take place ¹² .	Gaining Supplier	Consumer	Reason for not progressing the Switch	Not defined

¹² The Gaining Supplier is not required to send a response to the debt information data flow (G0807 and/or D0307) to the Losing Supplier if it decides not to progress with the Switch. Where a response is not received by the Losing Supplier within 5 Working Days after 29.3.1 applying, the debt assignment process will end.

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	undertake debt assignment.					
29.3.3	Within 5 Working Days of 29.3.1 applying, where the Gaining Supplier decides to progress with the debt assignment.	Provide confirmation of the debt to be transferred (G0808 and/or D0308).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0808 <u>For Electricity RMP(s)</u> D0308	DTN
29.3.4	Within 4 Working Days of receiving the debt confirmation data flow under 29.3.3 or 29.3.5.	Validate the debt confirmation data flow (G0808 and/or D0308), and either (as applicable) reject the flow or progress to 29.4.1.	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0808 <u>For Electricity RMP(s)</u> D0308	DTN
29.3.5	Within 3 Working Days of receipt of any debt confirmation rejection as described in 29.3.4.	Send corrected debt confirmation (G0808 and/ D0308).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0808 <u>For Electricity RMP(s)</u> D0308	DTN

29.4 Re-Submission of Switch Request

Ref	When	Action	From	To	Information Required	Method
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29.4.1	Directly following any action taken in accordance with 29.3.4.	Provide Earliest Switch Request Re-Submission Date.	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0808 <u>For Electricity RMP(s)</u> D0308	DTN
29.4.2	On, or no later than 2 Working Days after, the Earliest Switching Request Re-Submission Date specified in accordance with 29.4.1.	Submit new Switch Request in accordance with Registration Service Schedule.	Gaining Supplier	CSS Provider	RegMgmtRequestSubmission – Variant – ‘Switch Request’	Switching Network
29.4.3	If Switch Request has completed Validation and the CSS Message ‘Invitation to Intervene’ has been received by the Losing Supplier.	Do not raise an Objection in respect of the Switch Request.	Losing Supplier	N/a	Internal process	Not defined
29.4.4	If Switch Request is Rejected by the CSS.	Take reasonable steps to resolve the rejection and re-submit the Switch Request by no later than 2 Working Days after the Earliest Switch Request Re-Submission Date ¹³ .	Gaining Supplier	CSS Provider	RegMgmtRequestSubmission – Variant – ‘Switch Request’	Switching Network

¹³ The Losing Supplier and Gaining Supplier may agree to extend the re-submission timescale bilaterally.

29.4.5	Directly following a Switch Request rejection that cannot be resolved as described in 29.4.4.	Issue notification that Switch cannot be completed.	Gaining Supplier	Losing Supplier; and Consumer	Reason for not progressing Switch	Not defined
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29.5 Transfer of Debt

Ref	When	Action	From	To	Information Required	Method
29.5.1	Directly following a receipt of [Notice of CoS Readings and U04]. ¹⁴	Calculate and send notification of Total Debt Outstanding (G0809 and/or D0309).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0809 <u>For Electricity RMP(s)</u> D0309	DTN
29.5.2	Within 3 Working Days after receipt of the confirmation of debt assigned data flow, as described 29.5.1 or 29.5.3.	Validate the confirmation of final debt assigned data flow (G0809 and/or D0309), and either (as applicable) reject the flow or progress to 29.5.4.	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0809 <u>For Electricity RMP(s)</u> D0309	DTN
29.5.3	Within 3 Working Days after receipt of any confirmation of debt assigned rejection as described in 29.5.2.	Send corrected confirmation of debt assigned data flow (G0809 and/or D0309).	Gaining Supplier	Losing Supplier	<u>For Gas RMP(s)</u> G0809 <u>For Electricity RMP(s)</u> D0309	DTN
29.5.4	Within 3 Working Days after receipt of the confirmation of debt	Issue acceptance of the confirmation of debt assigned data flow (G0809 and/or D0309), which	Losing Supplier	Gaining Supplier	<u>For Gas RMP(s)</u> G0809	DTN

¹⁴ [Flow names to be confirmed.]

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	assigned data flow, as described in 29.5.1 (or 29.5.3), and where it has not been rejected as described in 29.5.2.	has the effect of transferring the debt from the Losing Supplier to the Gaining Supplier.			For Electricity RMP(s) D0309	
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29.6 Payment of Factored Total Payment

Ref	When	Action	From	To	Information Required	Method
29.6.1	Following acceptance of confirmation of debt assigned data flow as described in 29.5.4.	Calculate Factored Total Payment based on the Total Debt Outstanding.	Losing Supplier		Internal process	Not defined
29.6.2	On or after the 12th Working Day of each month, [but no earlier than a period of at least 10 Working Days has elapsed since the issue of any given assigned debt data flow as described in 29.5.4.	Issue consolidated invoice for all RMPs for which the Losing Supplier issued a confirmation of debt assigned data flow as described in 29.5.4 during the previous month.	Losing Supplier	Gaining Supplier	Consolidated invoice and supporting electronic spreadsheet or CSV file in the format set out in the annex to this Section G.	Secure encrypted means
29.6.3	Within 5 Working Days following receipt of consolidated invoice as described in 29.6.2.	Validate consolidated invoice and make payment or raise a query / dispute.	Gaining Supplier	Losing Supplier		Not defined

Section G, Annex - Format of DAP Spreadsheet to Support Invoicing

DAP Invoice Reference	Invoice Month/Year	Supplier Name (who is being invoiced)						
XXXXXX	XX/XXXX	XXXXXX						
	MPAN/MPRN	Customer Name	Total Debt Outstanding (£)	VAT element (£)	Total amount excluding VAT (£)	90% of excluded VAT element (£)	Factored Total Payment (90% of excluding VAT total plus VAT) (£)	Factored Total Payment entered manually (£)
Example:	1234567890	Mr John Smith	£ 20.00	£ 0.95	£ 19.05	£ 17.14	£ 18.10	
	Totals			£ 0.95	£ 19.05	£ 17.14	£ 18.10	