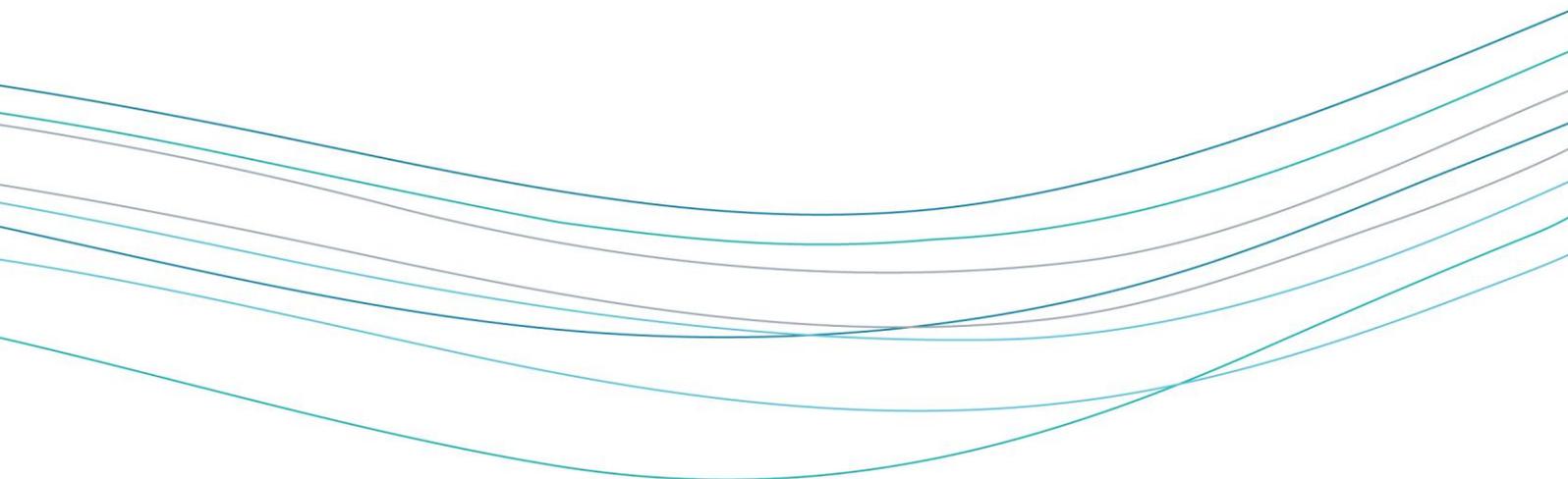


Guidance document:

Final Meter Reading Following a Change of Use

Version 1.0



Document Change control

Version	Date Issued	Update	Editor/Department
V1.0	1/12/2021	Initial version	Hannah Allardice/Digital

1 INTRODUCTION

PURPOSE OF THIS DOCUMENT

This is a Market Operator (MO) guidance document for explanatory purposes and compliance with it is not a Code requirement. It provides best practice guidance on what to do in the event that Wholesalers are informed belatedly to deregister Supply Points following the occurrence of a trigger event (for example, Change of Use).

REVIEWING THIS DOCUMENT

As a guidance document, this document is owned, maintained and published by MOSL (as Market Operator). This document will be reviewed by MOSL as and when needed.

2 BACKGROUND

In May 2021, MOSL was notified of a possible process issue with deregistration of metered Supply Points for Wholesalers. Previously, guidance had been issued back in May 2018, where Wholesalers could adjust the effective date of the deregistration as part of the deregistration process. This was to avoid MPS7 and MPS8 charges where charges would be incurred if a Final Read is submitted more than 5 Business Days after the Final Read is taken. However, the guidance has become obsolete following a defect rectification in CMOS Release 10.

CMOS is operating as expected but Wholesalers are now concerned for the potential MPS7 and MPS8 charges they may receive for deregistering metered properties. To understand the issue further, MOSL have reviewed the Codes and CMOS functionality to understand the delays of submitting a Final Read.

3 ISSUE WITH CURRENT PROCESS

Under the current processes set out in the Operational Terms C5 and C6 the Retailer or the Wholesaler must receive some notification to confirm a Change of Use has occurred. However, in some circumstances, it's possible that the customer has failed to inform the Trading Parties within the appropriate timescales. This means Trading Parties are required to backdate the Final Read (to align with the effective date of the deregistration), on when the Change of Use occurred. There are two main issues identified with this:

- ◆ Wholesalers cannot add estimated Final Reads (estimated based on when the Change of Use occurred)

- ◆ Wholesalers are charged for a late read due to the customer failing to inform them of the Change of Use, which is far in the past.

This can result in delay in Retailers and Wholesaler rectifying customer data and so additional maintenance is required.

Since Wholesalers cannot add in the estimated Final read and the actual (visual) read for the Change of Use is in the past and not possible to obtain, the below solution has been recommended.

4 SOLUTIONS

Under this guidance document, the best practice is for Wholesalers to declare deregistration and submit a Final Read on the date of the final site visit, and turn off the Service Component at the agreed Change of Use date by:

- ◆ Submitting TCORR143.W to turn the service component off with effective date aligned with the Change of Use date.
- ◆ Submitting T105.W with a visual meter read taken on the day of the site visit
- ◆ Submitting TCORR115.W/T115.W to deregister the SPID to align with the date of the above T105.W

Paired or Sewerage only SPIDs may still be active if a Highway Drainage Service Component is attached to the premises. This will vary between SPIDs so please apply the solution below where necessary.

Example:

If the Wholesaler completes a site visit on 1st May confirming a Change of Use has occurred but the actual exit date occurred on 1st February, the advised steps are as follows:

- ◆ Switch off the service component on 1st February
- ◆ Submit a Final Read within 5 Business Days of 1st May
- ◆ Submit TCORR115.W/T115.W with the Effective from Dates (EFD) matching the Final Read.

Please note that the submission of a T143.W (Update Service Component) will not be accepted as part of this solution, as there are specific directions on its use set out in CSD 0104 (Maintain SPID data).

5 IMPACT

To ensure no negative impact on settlement, switching off the agreed upon service components at the selected Change of Use date would stop settlement charges being calculated past this point. The customer and Retailer are protected from incorrect billing and Wholesalers would be able to add in actual reads without causing charges or adding incorrect information into settlement.

However, Trading Parties should be aware that there will be an increase of errors within the fourth part of the Disaggregated Settlement Report (D4) due to the unaligned SPID EFDs and Effective to Dates (ETD) versus the service components active period. Trading Parties can ignore these exceptions.

6 DISCLAIMER

This document is a Market Operator (MO) guidance document for explanatory purposes and compliance with it is not a Code requirement.

Should the Codes or CMOS functional design change in relation to any of the above, MOSL will have the right to withdraw or amend this best practice guidance at any time. In such cases, MOSL encourages Trading Parties to monitor any Code Change Proposals or Release Notes related to any of the above transactions for any concerns to be addressed. Trading Parties are responsible for ensuring all operational processes and CMOS transactions are in line with the Codes.