

Market Process for Adjustments to Consumption

1. Introduction

1.1 Scope

This process describes the market procedure to process an adjustment to consumption at a meter point. This may apply to both NQH and QH meter points where readings cannot be obtained. This may happen due to:

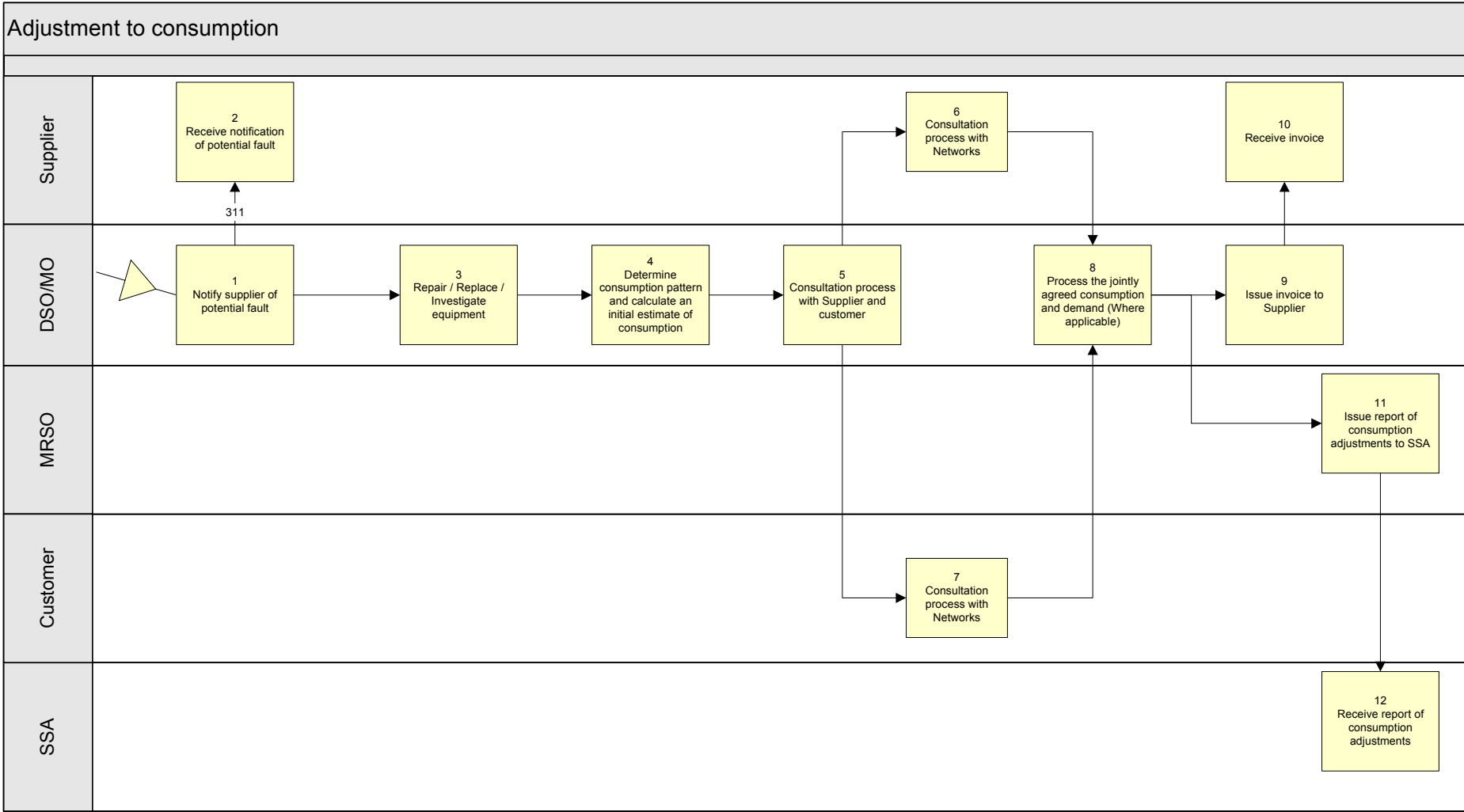
- Meter Faults including stopped meters, over-recording or under-recording.
- Timeswitch faults
- Incorrect Multipliers applied
- Revenue Protection Investigations

1.2 History of Changes

This Procedure includes the following changes

Source of Change	Description of Change
Design	Consumption Adjustments no longer aggregated for Settlement
	<i>Changes applied since version 3.1</i>
MIG 15/10/03	Report to SSA will be the responsibility of MRSO not DSO/MO. Clarifications to diagram arising from MIG.
Design	Update to text around box 3 to show that all suppliers who may be affected by the adjustment are included in the discussion.
	Updates arising from Supplier Clarifications
Written Supplier Clarification 3	Text in step 8 updated to ' <i>process the jointly agreed consumption and demand (where applicable)</i> '
	No change applied since version 4.0 DRAFT

2. Process Map



2.1 Process Description

Step	Role	Action	Interface
Step 1	DSO/MO	DSO may notify suppliers of potential issues which have been identified at meter points to which they are registered. See MPD 12 – Meter Problems and Damage	311 to Supplier
Step 3		When DSO is made aware of problems at a meter point which may require an adjustment to consumption DSO will investigate and restore the installation to accurate recording.	
Step 4		DSO will determine the actual consumption pattern at the meter point and then apply this pattern to determine an estimate of the over-recorded, under-recorded or re-apportioned consumption from the time when problems are believed to have commenced up to the date when the problem was resolved.	
Step 5		DSO will consult with the customer and with the registered supplier as per the Revenue Protection Code of Practice. In situations where the adjustment to consumption spans more than one supplier registration each supplier who has been registered to that meter point during that period will be contacted in relation to their respective period.	
Step 8, 9		<p>Following on from this consultation, the supplier will be invoiced as follows:</p> <ul style="list-style-type: none"> • <u>Under-Recording on meter</u>: The DUoS charge corresponding to the agreed amount will be invoiced to the appropriate Supplier, in line with the Revenue Protection code of practice. • <u>Revenue Protection cases</u>: The DUoS charge will be invoiced to the appropriate supplier as above. Any fee for investigation and/or damage will be passed to the currently registered supplier. • <u>Over-Recording on meter</u>: The appropriate Supplier will be credited with the DUoS charge corresponding to the agreed amount. 	
Step 11	MRSO	A manual report, to be defined, outlining the adjustments to consumption made will also be sent to SSA	
Step 12	SSA	SSA will receive the report of adjusted consumptions. <i>(The process for handling this within Settlement may require further input)</i>	