Proposed Changes to Schedule 30 Resolution of Consumer Facing Switching and Billing Issues

Section C: Switch Meter Reading Problems

Subsection 9 Resolution Processes

Ref	When	Action	From	To	Interface	Means
9.11.1	Within 5 WDs of either: a) a Switch Meter Reading being disputed; or b) a Switch Meter Reading not being obtained.	Send an Initial Request to: • agree a Switch Meter Reading where no actual or estimated Switch Meter Reading has been obtained; or • agree an alternative Switch Meter Reading where the original Switch Meter Reading is being disputed.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Initial Request) For Electricity RMP(s) Disputed Readings or Missing Readings on Change of Supplier[5]	DTN
9.11.2	Following 9.11.1	Determine whether to agree the proposed read (if a proposed read was provided).	Associated Supplier		Internal process	N/A
9.11.3	Within 5 WDs of 9.11.1; where the Associated Supplier agrees the proposed read.	Provide a response accepting the proposed read and progress to 9.11.12. Where a Request was raised in regards to 9.11.1(b) (a Switch Meter Reading was not obtained) and the Switch Meter Reading has subsequently been sent, no response or further action is required.	Associated Supplier	Initiating Supplier	For Gas RMP(s) SAR Flow (Switch Meter Reading Acceptance) For Electricity RMP(s) Disputed Readings or Missing Readings on Change of Supplier[6]	DTN
9.11.4	Within 5 WDs of 9.11.1; where the Associated Supplier does not agree the proposed	Provide a response to the initial request either: a) proposing a proposed read and	Associated Supplier	Initiating Supplier	For Gas RMP(s) SAR Flow (Initial Response) For Electricity RMP(s)	DTN

	read or no proposed read was sent.	progressing to 9.11.5 (where a proposed read was not included in the initial request); b) proposing an alternative read and progressing to 9.11.5; or c) indicating that there is no alternative read available (progress to 9.11.9).			Disputed Readings or Missing Readings on Change of Supplier[7]	
9.11.5	Following 9.11.4; 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
9.11.6	Within 5 WDs of 9.11.4; where the Initiating Supplier agrees the proposed or alternative read.	Provide a response accepting the proposed or alternative read and progress to 9.11.12.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Switch Meter Read Acceptance) For Electricity RMP(s) Disputed Readings or Missing Readings on Change of Supplier[8]	DTN
9.11.7	Within 5 WDs of 9.11.4; 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
9.11.8	Within 5 WDs of 9.11.7; where a Switch Meter Reading is agreed by	Provide a response accepting the read agreed by telephone and progress to 9.11.12.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Telephone Read Acceptance)	DTN

	telephone.				For Electricity RMP(s) Disputed Readings or Missing Readings on Change of Supplier[9]	
9.11.9	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), instruct the meter reading agent to obtain an Actual Meter Reading within 10 Working Days, or obtain a meter reading directly from the Smart Metering System.	Gaining Supplier	Consumer; or Meter Reading Agent	*Customer Own Read request, or Actual Meter Reading request explicitly stating that the Meter Reading is required to settle a Switch Meter Reading dispute*	Not Defined
9.11.10	Within 10 WDs of 9.11.9; 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
9.11.11	Following 9.11.10; where a Switch Meter Reading is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 9.11.12.	Initiating Supplier	Associated Supplier	For Gas RMP(s) SAR Flow (Telephone Read Acceptance) For Electricity RMP(s) Disputed Readings or Missing Readings on Change of Supplier[10]	DTN
9.11.12	At any time, where the Initiating or Associated	Submit the agreed Switch Meter Reading.	Gaining Supplier;	Shipper; or Electricity	In accordance with the BSC and UNC / IGT UNC	N/A

	Supplier has accepted a proposed or alternative Switch Meter Reading via the data flows outlined in this table.		and Losing Supplier, where applicable	Data Collector		
9.11.13	For gas only, following 9.11.12 if the agreed Switch Meter Reading is not accepted by the gas CDSP.	Request replacement of the Meter Reading(s) that are preventing the agreed Switch Metering Reading from being accepted. If no agreement can be reached, follow the escalation procedure in Paragraph 3.	Gaining Supplier	Losing Supplier	PT0057 Replacement Readings General Query (Gas) PT0065 Replacement Readings Escalation (Gas)	SDEP
9.11.14	For gas only, where 9.11.13 applies and within 5 WDs.	Submit the replacement Meter Reading(s).	Losing Supplier	Shipper	In accordance with the UNC/IGT UNC	N/A

1. D300
2. D300
3. D300
4. D300
5. D300