SCHEDULE 30

Resolution of Consumer-Facing Switching and Billing Problems

Version: 1.0 Effective Date: 18 July 2022

	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 for NHH Electricity[1] and for Gas	Mandatory	Mandatory	Mandatory	Mandatory
Gas Non-Domestic Suppliers	Mandatory	Voluntary	Voluntary	Voluntary	Voluntary	Voluntary	N/A
Electricity Non-Domestic Suppliers	Mandatory	Mandatory for NHH[1]	Mandatory for NHH[1]	Mandatory	Mandatory	Mandatory	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
Meter Equipment Managers	N/a	N/A	N/A	Mandatory	Mandatory	N/A	N/A
Non-Party REC Service Users	N/a	N/A	N/A	N/A	N/A	N/A	N/A

[1] This process is Voluntary for HH and Unmetered Supplies.

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Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for June 2019 consultation
0.2	XX 2020	Draft agreed for November 2020 re-baselining
0.3	N/A	Updated draft for Spring 2021 Switching Consultation
1.0	18 July 2022	Switching SCR Modification R0041

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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 been identified by an Energy Supplier or notified 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 All messages, initiations and responses sent between Market Participants under this REC Schedule, excluding general operational and escalation communications referred to within Paragraph 3, shall be structured and communicated in accordance with the Data Specification.

1.4 Each Party shall ensure that all rejected messages are monitored. Where rejection messages are received, the recipient shall identify the cause of the rejection and ensure appropriate actions are taken in accordance with the relevant process and the Data Specification.

1.5 Each Energy Supplier (excluding Non-Domestic Gas Suppliers) and each Distribution Network Operator shall ensure that, where personal data relating to a Consumer is exchanged in any operational or escalation communications referred to within this REC Schedule and where that personal data is not required by this REC Schedule to be sent via another secure means, that such personal data is sent using the Secure Data Exchange Service.

2 Consumer Principles and Outcomes

2.1 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 (that Energy Supplier shall be the Initiating Supplier).

2.2 Before initiating any of the processes in this REC Schedule involving one or more other affected Energy Suppliers, the Energy Supplier shall check whether another of the affected Energy Suppliers has already initiated the relevant process, to avoid dual initiation.

2.3 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.

2.4 Each Energy Supplier shall follow the process set out in this REC Schedule to resolve a problem, 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).

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2.5 When resolving a problem, each affected Energy Supplier shall:

(a) consider which Energy Supplier the Consumer believes they have an Energy Contract with;

(b) not use the resolution of an issue as an opportunity to enter into a new Energy Contract with the Consumer; and

(c) take into account the needs of Vulnerable Consumers.

2.6 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.

2.7 As soon as reasonably practicable after the initial contact, and to the extent relevant, the Initiating Supplier shall provide the Consumer with sufficient information, in a form that takes account of the needs of the Consumer, to enable them to understand:

(a) 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 should contact if they have any further questions or concerns; and

(c) on request, how complaints will be resolved and, where appropriate, compensation claims will be dealt with.

2.8 Where applicable, compensation claims shall be dealt with in accordance with the Electricity and Gas Standards of Performance (Suppliers) Regulations 2015.

2.9 Taking into account the timescales specified in the interface table 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.

2.10 Each Energy Supplier shall ensure that any incorrect data associated with the Consumer and/or their premises (including incorrect settlement data) is corrected and updated in the Central Switching Service, Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service (as applicable), in a timely manner to ensure that these do not cause any detriment to the Consumer in the future.

2.11 The CSS Provider and each other Switching Data Service 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

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Schedule.

Gas Transporter Payments to Consumers

2.12 Where a Gas Supplier receives a payment from a Gas Transporter which is intended for onward transmission to a Consumer, the Gas Supplier shall, within 10 Working Days of receipt, pay or set-off an equal sum in accordance with standard licence condition 19 of the Gas Supply Licence.

2.13 Paragraph 2.12 shall apply whether the payment is received directly from the Gas Transporter or via the Gas Shipper and shall apply whether the payment is a statutory payment or a voluntary payment.

3 Escalation of Delayed and Disputed Resolutions

3.1 The escalation procedures in this Paragraph 3 shall only apply to Parties where they are mandated under this REC Schedule to comply with the relevant operational procedures in Sections B to G.

3.2 In accordance with Clause 24 of the main body of this Code, each Party shall provide Operational Contacts to the Code Manager, to support resolution of issues covered by this REC Schedule. This must include a point of contact for escalation of delayed or disputed problem resolutions where messages shall be sent using the Secure Data Exchange Service.

3.3 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. This shall include all operational issues covered by this REC Schedule and queries relating to Annulments.

3.4 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.

3.5 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.

3.6 If an Energy Supplier involved in resolving a problem has not received a response from another Energy Supplier within the maximum timescale for any given step described in an interface table for the specific problem resolution (or within the required timescale of any bilateral process as described in Paragraph 2.4), then the Energy Supplier may escalate the issue to the Operational Contact of the other Energy Supplier.

3.7 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.

3.8 If in the resolution of an Erroneous Switch, the Losing Supplier has not re-registered the Registrable Measurement Point (RMP) within the timescales set out in the relevant interface table then the other Energy Supplier may escalate the issue to the Operational Contact of the Losing Supplier.

3.9 If the dispute is not resolved within five Working Days after the issue is escalated under

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Paragraph 3.6, 3.7 or 3.8, the affected Energy Supplier may escalate the issue to the Contract Manager. If no resolution can be reached within five 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.

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

Escalation Route	Pre-Conditions
Operational Contact	Response not received, or other required step not taken, within the timescales provided for in this REC Schedule.
Contract Manager	After five Working Days of escalating the issue to the Operational Contact.
Code Manager	The Party may notify the Code Manager after five Working Days of escalating the issue to the Contract Manager.
REC Performance Assurance Board	As agreed between the Code Manager and the REC PAB.

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Section B: Erroneous Switches

4 Description of the Problem

4.1 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.

4.2 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.

4.3 Where a proposed Switch which would become an Erroneous Switch is identified before the Gaining Supplier's Registration Status becomes Secured Active or Active, then the Gaining Supplier or Losing Supplier (whichever first becomes aware) shall take the necessary steps to prevent the Switch, for example by sending a Withdrawal Request or Annulment Request (as applicable) in accordance with the Registration Services Schedule.

4.4 The procedure in this Section B may also be used in circumstances where the Gaining Supplier agrees to return a Consumer to the Losing Supplier on a goodwill basis (referred to as a Consumer Service Returner). However, for reporting purposes, a Consumer Service Returner is not categorised as an Erroneous Switch.

4.5 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.

4.6 Where an Erroneous Switch has taken place which involves more than two Energy Suppliers, and they are in agreement that an Erroneous Switch has taken place, then the Erroneous Switch shall be resolved between the Energy Suppliers via telephone. Following this, a confirmation can be sent via the Secure Data Exchange Portal (SDEP) to the first escalation point.

5 Resolution Outcomes

5.1 In addition to the relevant requirements of Paragraph 2, 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 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.

5.2 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

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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 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.

5.3 The Gaining Supplier shall take reasonable steps to stop collecting data from the meter once a potential Erroneous Switch has been identified. Once both Energy Suppliers have agreed that an Erroneous Switch has taken place, the Gaining Supplier shall delete any data that it may have collected from the meter during the period for which it was erroneously registered.

5.4 In addition to the resolution of the Erroneous Switch, each Gaining Supplier also has to comply with the Guaranteed Standards of Performance (GSOP) Regulation 6ZB and make a payment to the Consumer where the standard is failed. However, the Gaining Supplier may not always have the Consumer details to make the payment. The steps detailed below allow the Gaining Supplier to request the information from the Losing Supplier:

(a) The Gaining Supplier shall send a Market Message, via the SDEP, to the Losing Supplier providing the MPAN for the relevant Metering Point.

(b) Within 5 Working Days the Losing Supplier shall respond either providing the Consumer name, where available; or providing confirmation that no details are available (i.e. the site is vacant or a change of tenancy has occurred since the Losing Supplier's supply period so new details are not available). In this latter instance the Losing Supplier shall provide any additional information it has available to help the Gaining Supplier identify the Consumer.

5.5 The process in Paragraph 5.4 only applies where:

(a) the supply relates to a Domestic Premises so the Consumer is entitled to Guaranteed Standards of Performance (GSOP) Regulation 6ZB compensation payment;

(b) an Erroneous Switch has been agreed between Energy Supplier's in accordance with this Section B;

(c) the electricity D0301 (Erroneous Transfer Communication) / gas RET Flow Market Message does not contain the Consumer's name;

(d) the electricity Reason for Return (J1671) Data Item is D (Incorrect MPAN Selected) / gas Reason for Return (DI40212) Data Item is I (Incorrect MPXN Selected) in the agreed D0301 / RET Flow Market Message; and

(e) the Gaining Supplier's Supply Effective From Date is on or after 1st May 2020.

6 Resolution Process

6.1 Prior to sending an Initial Request, the Energy Supplier shall confirm if an electricity RMP is associated to a Green Deal Plan. If so, the Electricity Supplier shall comply with the relevant requirements in the Green Deal Arrangements Schedule.

6.2 The Initiating Supplier should issue a separate Initial Request Market Message in relation to each impacted RMP, even in the case of electricity Related Metering Points. Where it is identified through this process that the Related Metering Points have been erroneously linked, the Registered Supplier shall correct the Related Metering Point relationship before the Switch

Request is initiated to resolve the Erroneous Switch.

6.3 If two or more Energy Suppliers have sent an Initial Request in relation to the same problem under this Section B (referred to as a Dual Initiation), the following actions shall be taken:

(a) if a Dual Initiation has taken place on the same 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 day - the Energy Supplier which sent the earlier Initial Request shall be the Initiating Supplier and shall reject the Initial Request from the other Energy Supplier (which shall become the Associated Supplier). The Energy Supplier which sent the earlier Initial Request shall use a rejection code to state that a Dual Initiation has occurred, and that it will take the role of the Initiating Supplier.

6.4 Upon receipt of the Initial Request from the Initiating Supplier, the Associated Supplier shall either accept or reject the Initial Request. 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) a Dual Initiation has taken place in accordance with Paragraph 6.2.

6.5 The following factors shall not be used as a reason for rejecting an Initial Request regarding an Erroneous Switch:

(a) disparity between the Losing Supplier and Gaining Supplier records of the Meter Serial Numbers;

(b) disparity between the Losing Supplier and Gaining Supplier records of the Consumer's name;

(c) missing data flows, for example a loss notification has not been received in relation to a Switch; or

(d) no valid Energy Contract.

6.6 Following receipt by the Initiating 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.

6.7 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 Initial Request 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. Where the Associated Supplier continues to dispute the Initial Request, the escalation process in Paragraph 3 shall apply.

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6.8 Where the Associated Supplier agrees that the Initial Request is valid, the Associated Supplier shall accept the Initial Request and the Losing Supplier shall re-register the RMP.

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6.9 The following interface table sets out the process and maximum timelines for resolving an Erroneous Switch.

Ref	When	Action	From	To	Interface	Means
6.9.1	No later than the end of the: (a) 2nd WD if it is the Losing Supplier; or (b) 8th 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.	Initiating Supplier	Associated Supplier	For Gas RMP(s) RET Flow For Electricity RMP(s) Erroneous Transfer Communication[2]	DTN
6.9.2	No later than the end of the: a) 2nd WD if it is the Losing Supplier; or b) 8th WD if it is the Gaining Supplier, of receiving an Initial Request.	Return the Initial Request with confirmation of: a) *Acceptance* – proceed to 6.8.3; or b) *Rejection* – proceed to 6.8.6.	Associated Supplier	Initiating Supplier	For Gas RMP(s) RET Flow Erroneous Transfer Communication[3]	DTN
6.9.3	Following 6.9.2 and within 2 WDs, where the Initial Request is accepted by the Initiating Supplier and Associated Supplier.	Send a Valid Switch Request to re-register the erroneously switched RMP(s) on the CSS with the Erroneous Switch Flag indicator set to true.	Losing Supplier	CSS Provider	As set out in the Registration Services Schedule	CSS API

[2] D301
[3] D301

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6.9.4	Following 6.9.3 and within the timings defined in the Registration Services Schedule.	Progress the Switch Request as specified in the Registration Services Schedule.	CSS Provider		As set out in the Registration Services Schedule	
6.9.5	Following 6.9.4, but no later than 20 WDs of an Erroneous Switch first being suspected (either through initial Consumer contact or an Energy Supplier otherwise becoming aware that an Erroneous Switch may have occurred).	Provide written confirmation to the Consumer that resolution has been agreed and they will be returned to their Losing Supplier.	Initiating Supplier	Consumer		Not Defined
6.9.6	Following 6.9.2, if the Initial Request was rejected by the Associated Supplier.	Correct the request and restart the process at 6.8.1, or progress to 6.8.7	Initiating Supplier		Internal process	N/A
6.9.7	Following 6.9.2, if the Initiating Supplier disagrees with the rejection response.	Follow the escalation procedure in Paragraph 3.	Initiating Supplier			*As described in Section A3*
6.9.8	As soon as reasonably practicable following 6.9.2, 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		Not defined

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Section C: Switch Meter Reading Problems

7 Description of the Problem

7.1 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.

7.2 The arrangements for obtaining gas and electricity Switch Meter Readings are detailed in the UNC / IGT UNC and BSC respectively.

7.3 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), and 12 months have not passed since the Supply Effective From Date (or later, where the Energy Suppliers have bilaterally agreed to follow this process);

(b) for a gas RMP, where an actual or estimated Switch Meter Reading has not been received from the gas Central Data Service Provider (CDSP) by the Losing Supplier (via the Shipper) within 15 Working Days of its Supply Effective Through Date, or by the Gaining Supplier within 17 Working Days of 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 15 Working Days of its Supply Effective Through Date, or by the Gaining Supplier within 17 Working Days of 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 of the Gaining Supplier's Supply Effective from Date.

8 Resolution Outcomes

8.1 In addition to the relevant requirements in Paragraph 2, 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) both the Gaining Supplier and Losing Supplier have received a Switch Meter Reading[4] in accordance with the UNC / IGT UNC or BSC (as applicable).

[4] In the case of Gas Suppliers, the Switch Meter Reading will be received via the Shipper.

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9 Resolution Process

9.1 The procedure in this Section C shall only be initiated where one of the scenarios described in Paragraph 7.3 applies. The procedure in this Section C shall not be used in relation to a RMP where an Erroneous Switch is in progress.

9.2 Where the requirements of Paragraph 9.1 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.

9.3 Where the Consumer is disputing the Switch Meter Reading, the Energy Supplier shall endeavour to reach an agreement with the Consumer without invoking this disputes process.

9.4 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 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, so that no further action is then required; or

(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 more than 250 kWh for an electricity RMP, then the Energy Supplier shall initiate a dispute.

9.5 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.

9.6 Each Energy Supplier shall ensure they use the active settlement registers of the meter as part of the procedure for resolving missing Switch Meter Readings under this Section C.

9.7 If two or more Energy Suppliers have sent an Initial Request in relation to the same problem under this Section C (referred to as a Dual Initiation), then the Gaining Supplier's Initial Request shall take precedence (and it will take on the role of the Initiating Supplier).

9.8 When responding to the Initial Request, the Associated Supplier shall consider the specific circumstances and determine whether a more suitable Switch Meter Reading is available. The Associated Supplier shall either accept the proposed read, negotiate the outcome by proposing a more suitable reading, or request an Actual Meter Reading. Where an alternative read is provided justification should be provided.

9.9 Following agreement of the Switch Meter Reading:

(a) for a gas RMP, the Gaining Supplier shall submit the agreed Switch Meter Reading to the

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gas CDSP, via its Shipper, in accordance with the UNC / IGT UNC;

(b) 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; or

(c) 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.

9.10 If the Switch Meter Reading submitted under Paragraph 9.9 is not accepted under the UNC / IGT UNC or BSC (as applicable), then the Energy Suppliers may either initiate the process described in Paragraph 3 or agree between themselves that the agreed Switch Meter Reading shall be used only for the purposes of Consumer billing.

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

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.	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

[5] D300
[6] D300

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9.11.4	Within 5 WDs of 9.11.1; 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 and 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).	Associated Supplier	Initiating Supplier	<u>For Gas RMP(s)</u> SAR Flow (Initial Response) <u>For Electricity RMP(s)</u> Disputed Readings or Missing Readings on Change of Supplier[7]	DTN
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	<u>For Gas RMP(s)</u> SAR Flow (Switch Meter Read Acceptance) <u>For Electricity RMP(s)</u> Disputed Readings or Missing Readings on Change of Supplier[8]	DTN

[7] D300
[8] D300

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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 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[9]	DTN
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	Contact the Losing Supplier to agree the Switch Meter Reading by telephone.	Gaining Supplier	Losing Supplier	Agreed Switch Meter Reading	Telephone

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	Meter Reading or a Customer Own Read.					
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 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 Electricity Data Collector	In accordance with the BSC and UNC / IGT UNC	N/A
9.11.13	For gas only, following 9.11.12 if the agreed Switching 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.	Gaining Supplier	Losing Supplier	Gas Replacement Readings	SDES
9.11.14	For gas only, where 9.11.13 applies and within 5 WDs.	Submit the replacement Meter Reading(s).	Losing Supplier	Gas Shipper	In accordance with the UNC/IGT UNC	N/A

[10] D300

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Section D: Crossed Meters

10 Description of the Problem

10.1 A Crossed Meter occurs where a meter installed at a Consumer's premises is associated to another RMP, which can result 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 Consumer informs their Energy Supplier that the meter details on their bill are different to those on the actual meter;

(c) a Consumer 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; or

(d) the Distribution Network Operator or Gas Transporter receives a Consumer enquiry via their help desks.

10.2 Where a Crossed Meter is suspected, it is likely that more than one premises is affected, and that different Energy Suppliers and Meter Equipment Managers may be responsible for the different RMPs.

10.3 Where a Switch occurs during a Crossed Meter investigation, the Losing Supplier shall inform the Gaining Supplier of the ongoing investigation and give all reasonable assistance to the Gaining Supplier to ensure minimal disruption to the resolution.

10.4 Where a change of Supplier Agent(s) occurs during a Crossed Meter investigation, the Energy Supplier shall ensure that both its outgoing and incoming Supplier Agents progress the resolution of the Crossed Meter with minimum disruption to the resolution.

10.5 Where the Energy Supplier becomes aware that a new Consumer has moved into the premises before an identified Crossed Meter issue has been resolved, the Energy Supplier shall ensure that the new Consumer is informed, and updated as to the progress, of the relevant resolution process.

11 Resolution Outcomes

11.1 In addition to the relevant requirements in Paragraph 2, 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;

(b) relevant Energy Supplier / Supplier Agent records have been updated; and

(c) The Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service (as applicable) have been updated, based on the agreed dates and meter readings..

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12 Resolution Process

12.1 Where an Energy Supplier suspects or is notified of a Crossed Meter, it 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 meter installed at the premises.

12.2 Electricity Suppliers shall use the Crossed Meter Resolution Portal functionality which forms part of the Secure Data Exchange Service to support resolution of issues, whereas Gas Suppliers shall use the Secure Data Exchange Portal functionality within the Secure Data Exchange Service.

12.3 If, after investigation, the Energy Supplier determines that there is no Crossed Meter, then the Energy Supplier shall ensure relevant internal records and those of its Supplier Agents are accurate and updated where required. The Energy Supplier shall also ensure the Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service (as applicable) are updated where required, in accordance with the relevant standard industry process.

12.4 If, after investigation, the Energy Supplier identifies that a Crossed Meter has occurred, and:

(a) if the Energy Supplier is the Registered Supplier for all affected RMPs, it shall ensure that the Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service (as applicable) are updated with any changes to data associated with the RMP; or

(b) if the Energy Supplier determines 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.

12.5 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 are notified to the Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service (as applicable).

12.6 Where there is a suspected Crossed Meter, Energy Suppliers shall co-ordinate the booking of appointment dates and times for site visits at RMPs which have the same Meter Equipment Manager; or use reasonable endeavours to co-ordinate site visits where the RMPs are in close proximity.

12.7 Where a Gas Transporter or Distribution Network Operator becomes aware of a Crossed Meter, it shall investigate the issue to determine all the affected RMPs within its portfolio. Following the investigation, it shall notify the Registered Suppliers of any and all affected RMPs. In the case of gas, this notification shall be communicated to the Registered Supplier via the Gas Shipper. Each such Registered Supplier shall then investigate the issue as referred to in Paragraph 12.1.

12.8 The Registered Supplier shall confirm whether the asset details reflect the Metering Equipment installed at the location. Where the asset details are deemed to be correct, the Registered Supplier shall consider whether the MPL Address requires updating. In circumstances where a change to the MPL Address is required, the Registered Supplier shall follow the process detailed in the Address Management Schedule.

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12.9 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.

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12.10 The interface table below sets out the process and maximum timelines for resolving Crossed Meters.

Ref	When	Action	From	To	Interface	Means
12.10.1	Where the Initiating Supplier believes a Crossed Meter has occurred and within 2 WDs of establishing the identity of the Associated Supplier(s).	Send an Initial Request.	Initiating Supplier	Associated Supplier(s)	Crossed Meter General Query	SDES
12.10.2	Within 2 WDs of 12.10.1.	Acknowledge notification of the suspected Crossed Meter	Associated Supplier(s)	Initiating Supplier	Crossed Meter General Query	SDES
12.10.3	No later than the 5WD of receiving the Initial Request.	Return Initial Request with confirmation of: a) *Acceptance* – proceed to 12.10.5 or b) *Rejection* – proceed to 12.10.4.	Associated Supplier(s)	Initiating Supplier	Crossed Meter General Query	SDES
12.10.4	Following 12.10.3, if the Associated Supplier(s) rejects the Initial Request.	Consider the rejection and determine the appropriate resolution steps: a) if the Initiating Supplier agrees there is no Crossed Meter, cease the procedure and take other corrective action; or b) contact the Associated supplier and if no agreement can be reached that a Crossed Meter has occurred, follow the	Initiating Supplier	Associated Supplier(s)	Not defined	Telephone or SDES

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		procedure for escalations in Paragraph 3; or c) contact the Associated Supplier and if an agreement can be reached that a Crossed Meter has occurred, proceed to 12.10.5.				
12.10.5	Following 12.10.3 or 12.10.4; 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 address and meter details.	Initiating Supplier and / or Associated Suppliers(s)	Meter Equipment Manager(s)	For Gas RMP(s) Request Metering Job For Electricity RMP(s) Instruction on Action[11]	Email, IX, DTN DTN
12.10.6	Following 12.10.5 and within the timescales agreed with the Consumer.	Carry out site visit and report findings to the relevant Energy Supplier.	Meter Equipment Manager(s)	Initiating Supplier and / or Associated Suppliers(s)	As set out in the Metering Operations Schedule	
12.10.7	No later than 5 WD of receiving the results of the site visit or otherwise completing their investigation.	Share the results of site visit.	Initiating Supplier and / or Associated Supplier(s)	Initiating Supplier and / or Associated Supplier(s)	Agreed bilaterally	SDES

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12.10.8	As soon as possible, following 12.10.7.	Agree changes to RMP data.	Initiating Supplier	Associated Supplier(s)		Not defined
12.10.9	As soon as reasonably practicable following agreement of the required changes to the RMP data.	Request that the data associated with the address or meter is updated. Note – where multiple RMPs are impacted, all affected Energy Suppliers do not need to complete their investigations for data to be corrected.	Initiating Supplier and / or Associated Supplier(s)[12]	Meter Equipment Manager(s) CDSP; SMRA, ERDA.	Using standard industry processes as set out in the Metering Operations Schedule or the Address Management Schedule	
12.10.10	As soon as reasonably practicable after receiving confirmation that the data has been updated.	The Registered Supplier for each RMP to provide confirmation that the problem has been resolved, including any other information that may be required by Paragraph 2.	Initiating Supplier and / or Associated Supplier(s) where applicable	Consumer		Not defined

[12] In the case of Gas Suppliers, the update will be provided via the Shipper.

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Section E: Duplicate RMPs

13 Description of the Problem

13.1 A Duplicate RMP refers to an erroneous RMP that relates to the same gas or electricity supply as another valid RMP, resulting in the same consumption being billed against more than one RMP.

13.2 An Energy Supplier may first become aware of a potential Duplicate RMP 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.

13.3 Where a Switch occurs during a Duplicate RMP investigation, the Losing Supplier shall inform the Gaining Supplier of the ongoing investigation and give all reasonable assistance to the Gaining Supplier to ensure minimal disruption to the resolution.

13.4 Where a change of Supplier Agent(s) occurs during a Duplicate RMP investigation, the Energy Supplier shall ensure that both its outgoing and incoming Supplier Agents progress the resolution of the Duplicate RMP with minimum disruption to the resolution.

13.5 Where the Energy Supplier becomes aware that a new Consumer has moved into the premises before an identified metering issue has been resolved, the Energy Supplier shall ensure that the new Consumer is informed, and updated as to the progress, of the relevant resolution process.

14 Resolution Outcomes

14.1 In addition to the relevant requirements in Paragraph 2, the resolution of Duplicate RMPs needs to deliver the following minimum outcomes to be considered complete:

(a) the Duplicate RMP has been terminated within the Central Switching Service in accordance with the Switching Data Management Schedule;

(b) the Registration of the relevant Energy Supplier for the Duplicate RMP has been deactivated in accordance with the Registration Services Schedule; and

(c) the Energy Supplier with which the Consumer does wish to remain has been registered to the valid RMP in accordance with the Registration Services Schedule, where this is not already the case.

15 Resolution Process

15.1 When an Energy Supplier suspects or is notified of a potential Duplicate RMP, it shall take all reasonable steps to investigate the issue in a timely manner with minimal negative impact to the Consumer.

15.2 As part of its investigation, the Energy Supplier shall carry out the following checks:

(a) confirm the Consumer's preferred Energy Supplier;

(b) identify the Consumer's Energy Contracts, and whether they contain fees linked to early

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termination;

(c) assess any meter exchange information;

(d) determine the location of the meter;

(e) confirm the asset details;

(f) identify the associated Meter Equipment Manager and Meter Asset Provider;

(g) determine the current Actual Meter Reading;

(h) confirm whether a new service has been installed or any changes have been made to the service at the premises; and

(i) confirm the address and whether there are any ambiguous mailing addresses.

15.3 The Energy Supplier may also:

(a) confirm the address and asset details held by the Meter Equipment Manager(s) for both RMPs;

(b) confirm whether the Meter Serial Number relates to any other premises within the Enquiry Services; and

(c) carry out a site visit to confirm any uncertain details.

15.4 If, after investigation, the Energy Supplier determines that the RMPs relate to separate energy supplies and the issue is based on erroneous data held within the Gas Central Data Service, Supplier Meter Registration Service and / or Electricity Registration Data Service, then the Energy Supplier shall ensure the data is updated. This may require an update to the MPL Address to be progressed in accordance with the Address Management Schedule.

15.5 If, after investigation, the Energy Supplier determines that a Duplicate RMP exists, then it shall initiate the resolution process for Duplicate RMPs by raising an Initial Request in accordance with the interface table set out below.

15.6 The Associated Supplier(s) shall assist where possible in the investigation, providing all available information on the MPL Address, Metering Asset and Consumer. The Associated Supplier shall make it clear to the Initiating Supplier if it is charging the Consumer and if these bills are being paid by the Consumer.

15.7 All relevant historical meter readings shall be exchanged between the Initiating Supplier and Associated Supplier(s) 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.

15.8 The Initiating Supplier and each Associated Supplier shall provide each other with any other information that may aid resolution of the problem.

15.9 For gas RMPs, the following categorisation of Duplicate RMPs is used to facilitate resolution:

(a) Supply Meter Points with a status of 'dead' (as envisaged under processes within the UNC);

(b) new services;

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(c) liquid petroleum gas (LPG) development;

(d) address errors (specifically plot to postal addresses);

(e) Consumer-owned secondary meters; and

(f) unrecognised errors.

15.10 Where a gas Duplicate RMP is identified and categorised in accordance with Paragraph 15.9, the following additional information may help to determine which RMP is the valid RMP and which is the Duplicate RMP:

(a) Supply Meter Points with a status of 'dead' - confirm the status of each RMP on the Gas Enquiry Service; a status of dead may indicate historical activities by the Gas Transporter involving removal of supply;

(b) new services (including demolished / rebuilt or refurbished properties) - contact the Consumer to establish property history and carry out the following checks:

(i) confirm with the previous Energy Supplier (address, asset, meter readings, Consumer name, Meter Point Reference Number);

(ii) confirm with the gas CDSP how the RMP was loaded onto the Gas Enquiry Service;

(iii) check council tax websites (http://www.voa.gov.uk/council_tax/) (http://www.saa.gov.uk/) (http://ratinglists.vao.gov.uk/) for evidence of ended or suspended payments; and

(iv) check if the new service is on an IGT network;

(c) IGT network - confirm directly with the IGT using available websites and Energy Supplier contacts;

(d) LPG development - confirm if the site resides within an LPG area. These developments can be confirmed by the gas CDSP. Also contact the Consumer to confirm the gas supplies to neighbouring premises and check billing details;

(e) address errors - confirm with the gas CDSP if any address amendments have been carried out and check the postal address file to see what address is held and if this matches any of the RMPs in question. Also contact the Consumer to confirm any known mailing addresses for the site; and

(f) Consumer-owned secondary meters – contact the Consumer or carry out a site visit to confirm the following:

(i) Is the meter a crimson colour?

(ii) Is there a regulator / governor in place?

(iii) Is the year of manufacture later than 2002?

(iv) Does the Meter Serial Number follow recognised configuration rules (confirm with manufacturer if unsure)?

15.11 For gas RMPs, following investigation, the relevant Gas Transporter shall determine which RMP

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is valid and which is the Duplicate RMP. In doing so, the Gas Transporter may take account of the factors described in Paragraph 15.10.

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15.12 The interface table below sets out the process and maximum timelines for resolving Duplicate RMPs.

Ref	When	Action	From	To	Interface	Means
15.12.1	Where the Initiating Supplier believes a Duplicate RMP has been created	Establish the identity of the Associated Supplier(s) and send an Initial Request(s).	Initiating Supplier	Associated Supplier(s)	Duplicate RMP General Query	SDES
15.12.2	No later than 10 WDs after receiving the Initial Request	Return the Initial Request with confirmation of: a) *Acceptance* – proceed to 15.12.4 or 15.12.9 for electricity or gas RMPs respectively; or b) *Rejection* – proceed to 15.12.3.	Associated Supplier(s)	Initiating Supplier	Duplicate RMP General Query	SDES
15.12.3	Following 15.12.2, if the Associated Supplier(s) rejects the Initial Request.	Consider the rejection and determine the appropriate resolution steps: a) if the Initiating Supplier agrees there is no Duplicate RMP, cease the procedure and take other corrective action; or b) contact the Associated Supplier, and if no agreement can be reached that a Duplicate RMP has occurred, follow the procedure for escalations in Paragraph 3; or c) contact the Associated Supplier, and if an agreement can be reached that a Duplicate RMP has occurred, proceed to 15.12.4 or	Initiating Supplier	Associated Supplier(s)	Not defined	Telephone or SDES

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		15.12.9 for an electricity or gas RMP respectively.				
For Electricity RMPs						
15.12.4	Following 15.12.2 or 15.12.3, if the Associated Supplier(s) accepts the Initial Request.	Instruct MEM to logically remove the meter and de-energise.	Duplicate Supplier(s)	MEM	As set out in the Metering Operations Schedule	DTN
15.12.5	Following 15.12.4.	Submit request for logical disconnection of Duplicate RMP(s).	Duplicate Supplier(s)	DNO	Details of Disconnection of Supply[13]	DTN
15.12.6	Following 15.12.5.	Confirm whether a Duplicate RMP exists and which RMPs are the Valid / Duplicate RMPs.	DNO	Duplicate Supplier(s)	Details of Disconnection of Supply[14]	DTN
15.12.7	Following 15.12.6, if the DNO determines that there is a Duplicate RMP.	Terminate the Duplicate RMP within CSS.	ERDS	CSS Duplicate Supplier(s)	As set out in the Switching Data Management Schedule	
15.12.8	Following 15.12.6 if the DNO determines that there is a Duplicate RMP.	Undertake relevant activities including deactivation of Registration in relation to the Duplicate RMPs, to ensure the relevant Electricity Supplier is registered at the Valid RMP.	Relevant Supplier	CSS	As set out in the Registration Services Schedule	

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[14] D0132

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For Gas RMPs						
15.12.9	Following 15.12.2 or 15.12.3, if the Associated Supplier(s) accepts the Initial Request.	Request that the relevant Shipper raises a Duplicate RMP query with the gas CDSP.	Duplicate Supplier(s)	Relevant Shipper(s)		Not defined
15.12.10	Following 15.12.9.	Assess whether a Duplicate RMP exists. Gas Suppliers and Shippers may make a recommendation on which RMPs are the Valid / Duplicate RMPs. Where required, the Shipper will seek resolution of the Duplicate RMP in accordance with the UNC.	Relevant Shipper(s)	Relevant Supplier(s)		Not defined
15.12.11	Following 15.12.10, if the gas CDSP determines that there is a Duplicate RMP(s)	Determine the Valid / Duplicate RMP and terminate the Duplicate RMP within CSS.	GRDS	CSS	As set out in the Switching Data Management Schedule	
15.12.12	Following 15.12.11.	Undertake relevant activities including deactivation of Registration in relation to the Duplicate RMPs, to ensure the relevant Gas Supplier is registered at the Valid RMP.	Relevant Supplier	CSS	As set out in the Registration Services Schedule	

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Section F: Misdirected Payments

16 Description of the Problem

16.1 This Section F describes requirements and processes for resolving Misdirected Payments in relation to Prepayment Meters. The requirements described in this Section F do not apply to Smart Meters operating in prepayment mode.

16.2 A Misdirected Payment occurs when a Consumer's payment is assigned to an Energy Supplier that 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, a previous Energy Supplier, or that they use a Prepayment Device issued for a different RMP. Misdirected Payments may also occur due to incorrect data being held on Systems.

16.3 Each Energy Supplier shall ensure that its contracted Prepayment Meter Infrastructure Providers (PPMIPs) meet the requirements of this Section F.

16.4 The PPMIP shall allocate Consumer payments received to the Energy Supplier Registered to the RMP at the time of the credit purchase. For gas, the PPMIP shall allocate such payments using information held in its databases and for electricity, the PPMIP shall allocate payments using information held in the Electricity Enquiry Service. Where the PPMIP cannot allocate such payments, these shall be unallocated. The process for managing Unallocated Transactions and contractual PPMIP obligations is set out in the Prepayment Arrangements Schedule.

17 Resolution Outcomes

17.1 In addition to the relevant requirements in Paragraph 2, 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.

18 Resolution Process

18.1 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.

18.2 A Gaining Supplier shall only make a claim in relation to a Consumer once. Therefore, the

process should only be initiated once the Gaining Supplier is confident that the Consumer is correctly using the new Prepayment Device.

18.3 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.

18.4 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).

18.5 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.

18.6 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 Suppler 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.

18.7 The Gaining Supplier shall not initiate the Misdirected Payments process:

(a) if the Misdirected Payments cover less than 14 days' supply; or

(b) if 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 three years earlier for electricity and gas.

18.8 The Initiating Supplier shall ensure the claim only includes periods for which the Associated Supplier was registered to the RMP. The Associated Supplier may reject any claims where the 'Claim Request From Date' or the 'Claim Request To Date' is not included.

18.9 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

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includes claims for periods for which that Supplier was the Registered Supplier for the Metering Points concerned.

18.10 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 previous Energy 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.

18.11 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.

18.12 In exceptional circumstances, if required, the Gaining Supplier can request an individual breakdown of payments, subsequent to the return of the claim form.

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18.13 The interface table below sets out the process and maximum timelines for resolving Misdirected Payments.

Ref	When	Action	From	To	Interface	Means
18.13.1	Where the Initiating Supplier determines that a Misdirected Payment has occurred.	Send completed claim form for the Misdirected Payment(s).	Initiating Supplier	Associated Supplier(s)	Claim Form provided on the REC Portal sent as part of Misdirected Payment General Query	SDES
18.13.2	Within 20 WDs of receiving the claim form.	Return the claim form with the reason codes, amount to be returned and any additional information included.	Associated Supplier(s)	Initiating Supplier	Claim Form provided on the REC Portal sent as part of Misdirected Payment General Query	SDES
18.13.3	Within 10 WDs of 18.13.2.	Return the Misdirected Payment as specified in the returned claim form.	Associated Supplier(s)	Initiating Supplier	Not defined	Not defined

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Section G: Debt Assignment

19 Description of the Problem

19.1 This Section G 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.

19.2 The scope of this section is limited to assignment of debt 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;

(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 Outstanding Charge for assignment is between £20 and £500 (inclusive), including VAT.

19.3 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).

19.4 The assignment of Outstanding Charges to the Gaining Supplier will include Green Deal Charges where relevant.

19.5 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 19.2(e).

19.6 Where Energy Suppliers agree bilaterally to assign debt as described in Paragraph 19.5, they shall use the process set out under this Section G.

20 Resolution Outcomes

20.1 In addition to the relevant requirements in Paragraph 2, the Gaining Supplier and Losing Supplier shall ensure that:

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(a) the provisions of the relevant Data Protection Legislation are satisfied;

(b) the VAT requirements in respect of bad debt relief are satisfied; and

(c) all reasonable steps are taken to ensure that the Consumer does not experience any undue interruption or disruption to their expected repayment schedule.

21 Resolution Process

21.1 The debt assignment is initiated when a Gaining Supplier issues a Request for Debt Information Market Message. The Losing Supplier will issue the Debt Information Market Message 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.

21.2 The Gaining Supplier should issue a separate Request for Debt Information Market Message in relation to each impacted RMP, even in the case of electricity Related Metering Points.

21.3 Where a debt assignment is agreed, the Gaining Supplier will issue a Confirmation of Customer Debt Transfer Market Message. Where the Gaining Supplier's Registration becomes Active, then details of the Total Debt Outstanding are transferred to the Gaining Supplier.

21.4 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).

21.5 If at any point during the process, the Switch Request is cancelled, the debt assignment process will cease and the Gaining Supplier will inform the Losing Supplier.

21.6 The interface table below sets out the process and maximum timelines for progressing debt assignment.

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21.7 The interface table below sets out the process and maximum timelines for initiating the debt assignment process.

Ref	When	Action	From	To	Interface	Means
21.7.1	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	Not defined	Not defined
21.7.2	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 to the Gaining Supplier to prevent future Objections; and c) that the DAP will progress if this has been agreed with the Gaining Supplier.	Losing Supplier	Consumer	Not defined	Not defined

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21.7.3	Within 4 WDs of receipt of the notice of Objection from the CSS Provider.	Issue a request for debt information.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Request for Debt Information[15] For Electricity RMP(s) Request for Debt Information[16]	DTN
21.7.4	Within 4 WDs of 21.7.3 or 21.7.6.	Validate the Market Message and proceed as follows: a) Acceptance (as set out in 21.7.1); or b) Rejection (as set out in 21.7.5).	Losing Supplier		Internal process	
21.7.5	Within 4 WDs of receipt of the request for debt information under 21.7.3 (or 21.7.6) and where the request is rejected.	Provide rejection flow.	Losing Supplier	Gaining Supplier	For Gas RMP(s) Request for Debt Information[17] For Electricity RMP(s) Request for Debt Information[18]	DTN
21.7.6	Within 3 WDs of receipt of the rejection as described in 21.7.5.	Send corrected request for debt information and proceed to step 21.7.4.	Gaining Supplier	Losing Supplier	For Gas RMP(s)	DTN

[15] G0806 [16] D0306
[16] D0306
[17] G0806 [18] D0306
[18] D0306

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					Request for Debt Information[19] For Electricity RMP(s) Request for Debt Information[20]	

21.8 The interface table below sets out the process and maximum timelines for the provision of debt information.

Ref	When	Action	From	To	Information Required	Method
21.8.1	Within 4 WDs of receipt of the request for debt information under 21.7.3 (or paragraph 21.7.6) and where the request was not rejected under paragraph 21.7.4.	Send debt information, including estimate of likely Total Outstanding Debt.	Losing Supplier	Gaining Supplier	For Gas RMP(s) Return of Debt Information[21] For Electricity RMP(s) Return of Debt Information[22]	DTN
21.8.2	Following 21.8.1 or 21.8.4.	Validate the Market Message and proceed as follows: a) Acceptance (as set out in 21.9.1); or b) Rejection (as set out in 21.8.3).	Gaining Supplier		Internal process	N/A

[19] G0806 [20] D0306
[20] D0306
[21] G0807 [22] D0307
[22] D0307

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21.8.3	Within 3 WDs of receipt of debt information as described in 21.8.1 or 21.8.4.	Provide rejection flow. .	Gaining Supplier	Losing Supplier	For Gas RMP(s) Return of Debt Information[23] For Electricity RMP(s) Return of Debt Information[24]	DTN
21.8.4	Within 3 WDs after receipt of any debt information rejection as described in 21.8.3.	Send corrected debt information.	Losing Supplier	Gaining Supplier	For Gas RMP(s) Return of Debt Information[25] For Electricity RMP(s) Return of Debt Information[26]	DTN

21.9 The interface table below sets out the process and maximum timelines for confirmation of debt assignment progression.

Ref	When	Action	From	To	Information Required	Method
21.9.1	Following 21.8.1 or 21.8.4 and where the request was not rejected under paragraph 21.8.3.	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		Internal process	N/A

[23] G0807 [24] D0307
[24] D0307
[25] G0807 [26] D0307
[26] D0307

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21.9.2	As soon as reasonably practicable following paragraph 21.9.1, where the Gaining Supplier declines to undertake debt assignment.	Inform the Consumer that the Switch will not take place[27].	Gaining Supplier	Consumer	Reason for not progressing the Switch	Not defined
21.9.3	Within 5 WDs of 21.9.1, where the Gaining Supplier decides to progress with the debt assignment.	Provide confirmation of the debt to be transferred.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Confirmation of Customer Debt Transfer[28] For Electricity RMP(s) Confirmation of Customer Debt Transfer[29]	DTN
21.9.4	Following 21.9.3 or 21.9.6.	Validate the Market Message and proceed as follows: a) Acceptance (as set out in 21.10.1); or b) Rejection (as set out in 21.9.5).	Losing Supplier		Internal process	N/A
21.9.5	Within 3 WDs of receipt of debt confirmation as	Provide rejection flow.	Losing Supplier	Gaining Supplier	For Gas RMP(s)	DTN

[27] 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.

[28] G0808

[29] D0308

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	described in 21.9.3 or 21.9.6.				Confirmation of Customer Debt Transfer[30] For Electricity RMP(s) Confirmation of Customer Debt Transfer[31]	
21.9.6	Within 5 WDs of receipt of any debt confirmation rejection as described in 21.9.5.	Send corrected debt confirmation.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Confirmation of Customer Debt Transfer[32] For Electricity RMP(s) Confirmation of Customer Debt Transfer[33]	DTN

21.10 The interface table below sets out the process and maximum timelines for re-submission of Switch Request.

Ref	When	Action	From	To	Information Required	Method
21.10.1	Following 21.9.3 or 21.9.6, and where the request was not rejected under paragraph 21.9.5.	Provide Earliest Switch Request Re-Submission Date.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Confirmation of Customer Debt Transfer[34]	DTN

[30] G0808
[31] D0308
[32] G0808
[33] D0308
[34] G0808

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					For Electricity RMP(s) Confirmation of Customer Debt Transfer[35]	
21.10.2	On, or no later than 2 WDs after, the Earliest Switching Request Re-Submission Date specified in accordance with 21.10.1.	Submit new Switch Request in accordance with Registration Services Schedule.	Gaining Supplier	CSS Provider	As set out on the Registration Services Schedule.	
21.10.3	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		Internal process	Not defined
21.10.4	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[36].	Gaining Supplier	CSS Provider	As set out on the Registration Services Schedule.	
21.10.5	Directly following a Switch Request	Issue notification that Switch cannot be completed.	Gaining Supplier	Losing Supplier; and	Reason for not progressing Switch	Not defined

[35] D0308 [36] The Losing Supplier and Gaining Supplier may agree to extend the re-submission timescale bilaterally.
[36] The Losing Supplier and Gaining Supplier may agree to extend the re-submission timescale bilaterally.

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	rejection that cannot be resolved as described in 21.10.4.			Consumer		

21.11 The interface table below sets out the process and maximum timelines for transfer of Debt.

Ref	When	Action	From	To	Information Required	Method
21.11.1	Within 3 WDs of issuing the final bill to the Consumer notifying them of the Total Debt Outstanding.	Send notification of Total Debt Outstanding.	Losing Supplier	Gaining Supplier	For Gas RMP(s) Final Debt Details[37] For Electricity RMP(s) Final Debt Details[38]	DTN
21.11.2	Within 3 WDs of receipt of the confirmation of debt assigned data flow, as described 21.11.1 or 21.11.4.	Validate the Market Message and proceed as follows: a) Acceptance in 21.11.5; or b) Rejection in 21.11.3.	Gaining Supplier		Internal process	N/A
21.11.3	Within 3 WDs of receipt of the confirmation of debt assigned as described in 21.11.2 or 21.11.4.	Provide rejection flow.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Final Debt Details[39] For Electricity RMP(s) Final Debt Details[40]	DTN

[37] G0809
[38] D0309
[39] G0809
[40] D0309

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21.11.4	Within 3 WDs of receipt of any confirmation of debt assigned rejection as described in 21.11.3.	Send corrected confirmation of debt assigned data flow.	Losing Supplier	Gaining Supplier	For Gas RMP(s) Final Debt Details[41] For Electricity RMP(s) Final Debt Details[42]	DTN
21.11.5	Within 3 WDs of receipt of the confirmation of debt assigned data flow, as described in 21.11.2 or 21.11.4, and where it has not been rejected as described in 21.11.3.	Issue acceptance of the confirmation of debt assigned, which has the effect of transferring the debt from the Losing Supplier to the Gaining Supplier.	Gaining Supplier	Losing Supplier	For Gas RMP(s) Final Debt Details[43] For Electricity RMP(s) Final Debt Details[44]	DTN

21.12 The interface table below sets out the process and maximum timelines for payment of the Factored Total Payment.

Ref	When	Action	From	To	Information Required	Method
21.12.1	Following acceptance of confirmation of debt assigned data flow as described in 21.11.5.	Calculate Factored Total Payment based on the Total Debt Outstanding.	Losing Supplier		Internal process	N/A

[41] G0809
[42] D0309
[43] G0809
[44] D0309

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21.12.2	On or after the 12th WD of each month, but no earlier than a period of at least 10 WDs has elapsed since the issue of any given assigned debt data flow as described in 21.11.5.	Issue consolidated invoice for all RMPs for which the Losing Supplier received a confirmation of debt assigned data flow 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
21.12.3	Within 5 WDs following receipt of consolidated invoice as described in 21.12.2.	Validate consolidated invoice and raise and query / dispute in accordance with Paragraph 3.	Gaining Supplier	Losing Supplier	Debt Assignment Protocol General Enquiry	SDES
21.12.4	Within 28 days of 21.12.2	Make payment.	Gaining Supplier	Losing Supplier		Not defined

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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	

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