RETAIL ENERGY CODE

Resolution of Consumer Facing Switching and Billing Issues

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SCHEDULE 30

Resolution of Consumer-Facing Switching and Billing Problems

Version: 1.1 Effective Date: 4 November 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

Commented [SJ1]: Agreed as a consequential change via the REC MSAG

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Non-Party REC Service Users	N/A	N/A	N/A	N/A	N/A	N/A	N/A

[1] This process is mandatory for all electricity Metering Points with the exception that it is Voluntary for HH Non-MHHS Metering Points and Unmetered Supply Non-MHHS Metering Points.

Commented [SJ2]: Mop Up Update - Re-instated footnote 1 to clarify that the process is voluntary for HH and UMS Non-NHHS Metering Points as part of transition text

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 R0045
1.1	4 November 2022	R0036
2.0	30 June 2023	R0030
MHHS v0.1	N/A	MHHS required changes: Draft for industry review
MHHS v0.2	N/A	MHHS required changes - Updated following industry consultation
MHHS v0.3	N/A	Version uplifted following CCAG Approval

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MHHS v0.4	N/A	Mop up version – updated to include transition text
MHHS v1.0	N/A	M6 version approved by CCAG. Updated version number for SCR consultation with no further changes made from previous version.

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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) ~~(c)~~ for an ~~electricity RMP~~ MHHS Metering Point where supply is measured by a ~~meter that is not a DCC Enrolled Meter~~Traditional Metering Asset, where a ~~an actual~~Customer Own Read 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~~ 10 Working Days of ~~its~~ the Gaining Supplier's Supply Effective From Date; ~~or~~

(d) ~~(d)~~ for an electricity MHHS Metering Point ~~RMP~~ where supply is measured by a ~~DCC Enrolled Meter~~Smart Metering Asset, where the Losing Supplier or Gaining Supplier has been unable to retrieve actual data from the Smart Metering Asset and has not received an actual or estimated Switch Meter Reading from the Losing Smart Data Service ~~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; ~~.~~

(e) for a Non-MHHS Metering Point, where supply is measured by a meter that is

Commented [SJ3]: Mop Up Update - amended to clarify this clause applies to MHHS Metering Points as part of transition text.

Commented [SJ4]: Amended to reflect the MHHS design having different approaches to Traditional and Smart Metering Assets

Commented [SJ5]: Differentiation removed as the gaining SDS should send this straight through to the Losing SDS and then onto the Gaining Supplier within 5WD as per business process diagram (BP03C). Allowed up to 10WDs to allow processing time and minimise erroneous claims being raised.

Commented [SJ6]: Mop Up Update - amended to clarify this clause applies to MHHS Metering Points as part of transition text.

Commented [SJ7]: Amended so this clause relates to Smart Metering Assets

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not an Enrolled Smart 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

(f) for a Non-MHHS Metering Point, where supply is measured by an Enrolled Smart Meter where the Losing Supplier has been able to obtain a Meter Reading from the Enrolled Smart 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.

Commented [SJ8]: Mop Up Update - bullets e and f added as part of transition drafting to reflect legacy rules applicable to Non MHHS Metering Points

7.4. For MHHS Metering Points, in the event that the Gaining Supplier requires Meter Register Readings for Smart Metering Assets, they may use the last Register Reading (J0040) provided via the Notification of Losing Supplier Information (D0311) Market Message. Where this data is not available, the Register Readings should be requested from the Losing Supplier via the SDEP.

Commented [SJ9]: Mop Up Update - amended to add "For MHHS Metering Points only" to reflect the transition requirements

Commented [SJ10]: Discussed and agreed as a consequential change by the REC MSAG

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 covering the full disputed period. Consumer billing should be corrected for the full period of erroneous data, regardless of whether an equivalent correction is applied within settlements:~~;~~ 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). In the case of Gas Suppliers, the Switch Meter Reading will be received via the Shipper. In the case of an electricity Switch Meter Reading that has been subject to final reconciliation in settlement, the Gaining Supplier and Losing Supplier shall meet the outcomes in 8.1(a) and 8.1(b) regardless of whether the Switch Meter Reading is capable of amendment with their Data Service Agent or Data Collector, as applicable.

Commented [SJ11]: Gas reference moved from footnote

Commented [SJ12]: Mop Up Update - amended to Data Service Agent rather than Data Service to reflect the term used in the BSC to define the actor

Commented [SJ13]: Mop Up Update - added reference to Data Collector to reflect legacy provisions as part of transition text

~~[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.

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9.6. For gas Supply Meter Points, e~~E~~ach ~~Energy Supplier~~Gas 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.

9.6A For MHHS Metering Points, each Electricity Supplier shall ensure they use the Cumulative Register Reading for Smart Metering Assets and the Meter Register Readings for Traditional Metering Assets, as part of the procedure for resolving missing Switch Meter Readings under this Section C. This does not preclude the Electricity Suppliers from sharing Meter Register Readings for Smart Metering Assets to support resolution of Consumer billing issues.

9.6B For Non-MHHS Metering Points each Electricity 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.

~~9.6.~~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).

~~9.7.~~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.

~~9.8.~~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 gas CDSP, via its Shipper, in accordance with the UNC / IGT UNC; or

~~(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~~

(b~~c~~) for an MHHS Metering Point~~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~~

Commented [SJ14]: Existing drafting retained for gas

Commented [SJ15]: Mop Up Update - amended to reference 'MHHS' metering points as part of transition text

Commented [SJ16]: Post consultation update - added use of defined terms to align to Tranche 4 drafting.

Commented [SJ17]: Post consultation update - additional sentence added to address consultation comment CD3-130

Commented [SJ18]: Mop Up Update - amended to clarify this clause applies to MHHS Metering Points as part of transition text.

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~~Collector's~~Data Services in accordance with the BSC. Suppliers shall correct Consumer billing to reflect the agreed Switch Meter Reading even if it is not possible to amend the data in settlement.

(c) for a Non-MHHS Metering Point, where supply is measured by a meter that is not an Enrolled Smart Meter, the Gaining Supplier shall submit the agreed Switch Meter Reading to its Data Collector, in accordance with the BSC; or

(d) for a Non-MHHS Metering Point, where supply is measured by a meter that is an Enrolled Smart 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.

~~9.9.~~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.

Commented [SJ19]: Amended post consultation - text updated for clarity to address comment CD3-133

Commented [SJ20]: Mop Up Update - added bullets c and d to reflect legacy provisions as part of transition text

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~~9.10.~~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) D0300 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	Provide a response accepting the proposed read and progress to 9.11.12.	Associated Supplier	Initiating Supplier	For Gas RMP(s) SAR	DTN

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	agrees the proposed read.				Flow (Switch Meter Reading Acceptance) For Electricity RMP(s) D0300 Disputed Readings or Missing Readings on Change of Supplier[6]	
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	For Gas RMP(s) SAR Flow (Initial Response) For Electricity RMP(s) D0300 Disputed Readings or Missing Readings on Change of Supplier[7]	DTN

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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) D0300 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	Provide a response accepting the read agreed by telephone	Initiating Supplier	Associated Supplier	For Gas RMP(s)	DTN

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	Switch Meter Reading is agreed by telephone.	and progress to 9.11.12.			SAR Flow (Telephone Read Acceptance) For Electricity RMP(s) D0300 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~~Meter Reading Service 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~~Service	*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	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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	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) D0300 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	Shipper for Gas Supply Meter Points; ~~or Electricity~~ Data ~~Collector~~Service Agent for MHHS Metering Points; Data Collector for Non-MHHS Metering Points	In accordance with the BSC and UNC / IGT UNC	N/A
9.11.13	For gas only,	Request replacement of the	Gaining	Losing Supplier	Gas	SDES

Commented [SJ21]: Mop Up Update - Added reference to Data Collectors for Non MHHS Metering Points as part of transition text.

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	following 9.11.12 if the agreed Switch Meter Reading is not accepted by the gas CDSP.	Meter Reading(s) that are preventing the agreed Switch Metering Reading from being accepted.	Supplier		Replacement Readings	
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

~~[5] D300~~

~~[6] D300~~

~~[7] D300~~

~~[8] D300~~

~~[9] D300~~

~~[10] D300~~

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