Switch Meter Reading Guidance

This Guidance document aims to provide information on 3 key themes

1. Why might a dispute arise?

2. What is the process?

3.Top tips to drive your performance

Why might a dispute arise?

When should I use this process

- There is no meter read available
- The gaining or losing supply does not agree with the read
- A consumer disputes the read and it is over the minimum threshold
- Settlement reads are late

When shouldn't I use this process

- Another process, such as the Erroneous Switch is underway
- A dispute has already been raised

Minimum threshold for consumer disputes:

- Gas - 1200 kWh
- Electricity - 250 kWh

What is a late settlement read?

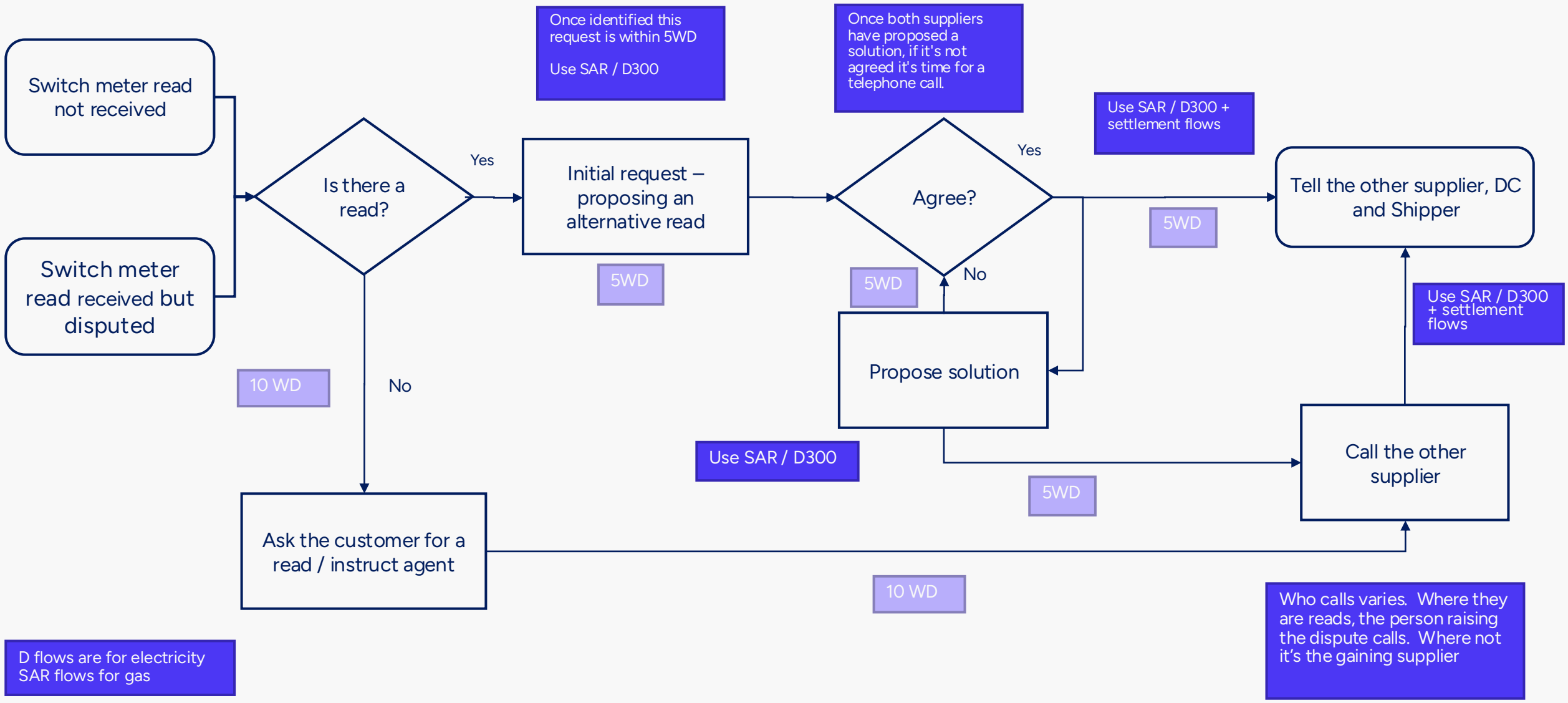
Gas and Electricity

The losing supplier hasn't got a read from CDSP / Data Collector after 15 days, or the gaining after 17.

Electricity

The losing supplier has a read from the smart meter, but no proposed read from the gaining supplier after 10 days.

What is the process?



Specific gas process following resolution

- ✓ **If after resolution a gas reading its possible the CDSP may not accept the reading**
- ✓ **If so the gaining supplier requests the replacement of the read by the losing supplier on SDEP**
- ✓ **This needs to take place within 5WD, so the losing supplier must update the shipper**

Full details of the full switch meter process are included in Schedule 30 which you can get to following this link.

Top tips to drive your performance

What can you proactively do to improve your performance?

Monitor SDEP Daily

Track number of open issues

Review Risk Dashboard via REC portal

Building blocks to drive performance

Problem 1

Not able to resolve Switch Meter Read problems in a timely manner

Reduce the risk by…

- Process all incoming D0300s first thing in the morning every day.
- Check SDEP to make sure all follow up queries are responded to at most every other day.
- Top Tip! You can turn on managed notifications to be grouped and receive a daily email.
- Upon D0300 receipt create a work item for the relevant term to work on in date order descending from oldest to newest daily.

Problem 2

Incidents that exceed timescales described within REC Schedule 30, Section C 9.11

Reduce the risk by…

Have controls in places to prevent or detect instances, some examples of this below:

- Dating the work item of the incoming DO300 when opened originally.
- SDEP managed daily to ensure follow ups are sent in a timely manner.
- You could create automated alerts for timescales in place to monitor and detect instances/timescales, for the missing read process whereby when it reaches X day on gain and X day on loss the system triggers the missing read process.
- You could have an exception management process in place whereby you can respond to requests where the system has failed.
- You could create a D0300 report at the beginning of each month and follow up any D0300s that have not been responded to on SDEP.
- Ensure that when reviewing responses received for D0300 process it is escalated correctly via SDEP when SLAs missed.

Building blocks to drive performance

Problem 3

Backlog of Switch Meter Reads due to lack of staff

Reduce the risk by…

- Ensure you have a monthly update on how your recruitment activity is progressing, outlining any delays, risks or dependencies.
- Ensure that any newly recruited team members have the skills and knowledge to effectively fulfil their role
- Ensure you have procedures and controls in place to identify and address capability gaps within your organisation, ensuring that the teams are sufficiently staffed to achieve compliance to REC obligations

Problem 4

Not being able to communicate with Suppliers

Reduce the risk by…

Examples of communication mechanisms you can use:

- SDEP
- Voice (calls)
- Email
- Escalate to Code Manager

Problem 5

Not responding to the Switch Meter Read Data Flows due to lack of information

Reduce the risk by…

- Confirm if there is any mismatch of data e.g., MSN or number of registers
- Check read history, if any
- Customer contact
- Photo evidence of meter

Glossary

Switch

means a change to the Registered Supplier for an RMP.

Switch Meter Readings

means the meter reading at the time of a Switch, as determined under the BSC or the UNC (as applicable)

Losing Supplier

means, in relation to a proposed Switch (or Switch), the Energy Supplier which will cease to be the Registered Supplier at an RMP as a result of that proposed Switch (or which has ceased to be the Registered Supplier as a result of that Switch)

Gaining Supplier

means, in relation to a proposed Switch (or Switch), the Energy Supplier which is proposing to become the Registered Supplier at an RMP as a result of that proposed Switch (or which has become the Registered Supplier as a result of that Switch).

RMP

means a person which is either or both an Electricity Supplier and/or a Gas Supplier.

Erroneous Switch

means where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place, as further described in the Resolution of Consumer-Facing Switching and Billing Problems Schedule.

Consumer

means any person supplied (or seeking a supply) of Energy at an RMP (whether or not that person also exports or is seeking to export electricity at an RMP)..

Energy Supplier

means a person which is either or both an Electricity Supplier and/or a Gas Supplier.

Initiating Supplier

means the Energy Supplier which sends the Initial Request.

Enquiry Services

means one of the Gas Enquiry Service (for gas) or the Electricity Enquiry Service (for electricity).

Associated Supplier

means, in respect of a problem under the Resolution of Consumer-Facing Switching and Billing Problems Schedule, each of the Energy Suppliers to which the Initiating Supplier sent an Initial Request.

Initial Request

means a notification from an Energy Supplier to another Energy Supplier to raise an issue which needs to be resolved in respect of one of the problems covered by the Resolution of Consumer-Facing Switching and Billing Problems Schedule..

Dual Initiation

means where two or more Energy Suppliers have sent an Initial Request in relation to the same problem..

Actual Meter Readings

Means a meter reading obtained by inspection by the Energy Supplier (or its Supplier Agent or other contractor) or via a remote meter reading (including via a Smart Meter).

Data Collector

means the person Appointed by an Electricity Supplier to collect and process meter readings for an RMP as further described in the Balancing and Settlement Code.

DCC Enrolled Meter

means a Smart Meter for which the communications between the Energy Supplier and the Smart Meter are managed by the DCC..