

CSD204

Summary: Insert new section between Section 2.1.2 and 2.1.3

- **New section is 2.1.3**
- **Previous Section 2.1.3 is to become Section 2.1.4**

Detail of the change:

2.1.3 Preventing Undetected Meter Rollovers

Experience has shown that the algorithm in 2.1.2 above fails to detect a large number of meter register rollovers. Such undetected rollovers have a significant adverse impact on the accuracy of the Settlement Process. To mitigate such effects the following process shall be carried out every calendar month. It is acknowledged that in the initial months of operating this process that there may be a backlog of cases which require to be investigated. The intention of the parties is that the whole end to end process should be carried out as soon as reasonably practicable, but in any event so that interpolated reads for rollovers in respect of any period are inserted into the Central Systems before the R2 Settlement Run.

Suspect Meter Read Histories

On a monthly basis, the CMA shall extract from the Central System a list of meters and meter reading histories which show a large negative advance, and which the CMA reasonably suspect that the Central System would not detect a meter register rollover. Additionally, in a number of cases the CMA might reasonably suspect that the number of digits registered against the meter is incorrectly held on the Central System.

Forwarding Meter Reading Histories

The CMA shall forward the extracts of the meter reading histories to the relevant Licensed Provider. Where the associated SPID has been transferred between Licensed Providers or where the most recent read has been submitted by Scottish Water, then the CMA will forward the relevant extracts to all the relevant Trading Parties, who shall undertake the process below. In the case of the transfer of the SPID, the incoming Licensed Provider shall take the lead role in the investigation and be responsible for returning information to the CMA. In the case where Scottish Water has submitted the most recent read, Scottish Water shall take the lead role in the investigation and be responsible for returning information to the CMA. In either case an additional 2 BD shall be allowed to facilitate co-operation between the Trading Parties.

Analysis of the Extracts

Within 5 Business Days of receipt of the meter history extracts, the Trading Party will either:

- Identify the meter reading history as a rollover; or
- Identify the meter reading history as suspect and requiring further investigation

and return details of the meter and meter reading identified as either a rollover or suspect to the CMA.

Meter Reading Histories Identified as Rollovers

Unless the CMA reasonably suspects that the meter reading history has been inappropriately identified as a rollover, then the CMA will:

- Create proposed interpolated meter readings which would allow the Central Systems to properly identify a rollover; and
- Forward these proposed interpolated meter readings by email to the relevant Licensed Provider and Scottish Water.

Unless the relevant Licensed Provider (or Scottish Water in cases where Scottish Water has submitted the most recent reads) disputes these proposed interpolated meter readings within 3 Business Days, the CMA shall upload these readings to the Central Systems within a further 5 Business Days.

If the CMA reasonably suspects that the meter reading history has been inappropriately identified as a rollover, then the CMA will return the reading to the Trading Party for further investigation.

Format of Interpolated meter readings

The interpolated readings will be of a distinctive value to facilitate identification and will be uploaded to the Central Systems as “customer readings”. The interpolated readings and dates will be chosen to ensure that the Actual Daily Volumes over the interpolated period remain constant as far as possible.

The interpolated meter readings will be of the form:

- “99” followed by as many “1”s as necessary (e.g. 99111 for a five digit meter), and
- “ 11” (irrespective of the number of digits on the meter);

Whenever the CS contains a customer reading of 99111(etc) or 11 it is possible that these will have been inputted by CMA as interpolated reads, rather than having been supplied by the relevant Licensed Provider

Meter Reading Histories Identified as Requiring Further Investigation

Within 5 Business Days of a meter reading being identified as requiring further investigation, the Trading Party shall investigate further, and propose back to the CMA an appropriate remedy which might (without limitation) include:

- Identifying the meter reading as a rollover; or
- Proposing a retrospective amendment to the meter reading history; or
- Allowing the passage of time and further meter reads to correct the error.

Suspect Number of Meter Digits

Where the CMA reasonably suspects that the number of digits held against a meter on the Central System is incorrect, the CMA shall notify Scottish Water of all such cases. Within 5 Business Days of such notification, Scottish Water will investigate all cases and inform the CMA of the outcome of this investigation. Within a further 5 Business Days, Scottish Water will arrange to update the data held on the Central System where the data held has been identified as incorrect.

Impact on Performance Standards

Interpolated meter readings agreed and uploaded to the Central Systems in accordance with this process shall be completely excluded from the performance standards on meter readings.