

| Work Practice ID | Title | Type | Status |
|------------------|--|------|---------------|
| WP 0021 | <i>Working Practice for resolution of Crossed Metering cases</i> | | <i>Issued</i> |

| Date Raised | Implementation Date |
|-------------|---------------------|
| 05/09/2011 | |

Change History

| Version | Date | Comment | Checked by |
|---------|------------|---|------------|
| 1.0 | 24/10/2011 | For issue to Market | |
| 2.0 | 07/11/2011 | Re-draft following IGG on 2/11/2011 | |
| 3.0 | 05/12/2011 | Re-draft following Conference Call on 1/12/2011 | |
| 4.0 | 05/12/2011 | Amendments post upload to RMDS Calendar for IGG of 12/12/2011 | |

Identification of Retail Market Design Baseline Products Impacted

N/A

Reason for Working Practice

Since the early 1990's there has been a clear delineation between the Main Connection Point for ESB Networks and the customer's electrical installation. While ESB Networks is responsible for energising supply to the Main Connection Point the customer (or their representative) is responsible for their own electrical installation. Energisation of the customer side of the Main Connection Point is effected by the customer (or their representative). In a small number of cases errors have arisen where the customer's tails have been connected to the wrong meter resulting in Crossed Metering. Other reasons for Crossed Metering include

- Meters are incorrectly labelled & assigned to the wrong customer
- Addresses are changed after connection but not advised to ESB networks
- CoLE is operated on wrong MPRN

Crossed Metering cases are usually discovered by accident as a result of customer/supplier consumption query or no supply call following de-energisation. As a result of Crossed Metering it can arise that a customer has been incorrectly billed to meter readings taken from another customer's meter. This can result in one customer being overbilled for electricity and the other customer underbilled.

Crossed metering cases are mainly confined to domestic customers. Prior to domestic competition there was a historic process in place with the incumbent supplier to resolve Crossed Metering issues. Since the advent of domestic competition Crossed Metering cases have become more difficult to resolve as the historic process does not address the issue that the current Supplier's registration date is often later than the start date of the Crossed Metering. Where crossed metering is suspected it is important that ESB Networks in conjunction with the supplier(s) affected investigate and resolve the issue as quickly as possible.

It should be noted that the proposals in this WP relate to re-billing of DUoS only. Adjustments to meter readings & consumptions which fall outside the retail market re-settlement process are not addressed by this document.

This document proposes a number of principles and guidelines to apply in the resolution of Crossed Metering disputes in the de-regulated domestic market. It must be emphasised that the processes and proposals contained in this document are an interim solution - it is not intended as a permanent resolution or a 'one size fits all' approach but provides a flexible and uniform (but partial) approach to resolving the majority of crossed meter disputes.

Working Practice

In general the ESB Networks will follow the principles outlined below:

1. Where both MPRN's are with the same Supplier for the period meters were crossed, then ESBN will consult with the registered Supplier and either correct the metering from a current date or backdate as agreed.

2. Where more than one Supplier is affected then ESNB will endeavour to backdate the correction of metering where possible
3. ESNB will backdate the correction of metering data through reversal and re-billing the affected MPRN's (by withdrawing and replacing meter readings)
4. Where more than one Supplier is involved then rebates and/or debits arising from the reversal / re-billing will be handled by the Supplier for the period the MPRN was registered to them.
5. Where CoLE's have taken place on an MPRN then ESNB will restrict reversal/re-billing to the current customer (unless requested to backdate to previous customers by the affected Supplier) – ESNB will verify customer details with the affected Supplier
6. Re-billing of meter readings & consumptions will be carried out where Billing Documents are available for DUoS re-billing i.e.
 - Billing documents are only available from 1st January 2005 (implementation of SAP IS-U) at the earliest
 - Due to archiving of Billing Documents to improve system performance it may not be possible to re-bill MPRN's prior to 1/1/2007
7. Where back dating of correction is not possible ESNB will advise the DUoS Consumption Adjustments to the current Supplier in accordance with the DUoS Billing Rules (CER 04/300)
8. ESNB will consult with the affected Supplier(s) in more complex cases before effecting any correction

ESB Networks proposes the following process will apply (with some variations):

Where a Supplier suspects that there is Crossed Metering then:

1. The Supplier will advise ESNB by e-mail or 260 Market Message
2. ESNB will arrange for a site visit to investigate
3. A report will be compiled by ESNB based on information gained from the site visit
4. ESNB will forward the report to the affected Supplier(s) in accordance with MPD12 (and MPD 17, where appropriate)
5. The report will advise the relevant Supplier(s) of the date of correction to be applied
6. Where required, and if possible, ESNB will reverse and replace readings / consumptions for the affected MPRN's
7. In some cases the reversal will be notified to MRSO as the date of correction may pre date a Change of Supplier
8. Where reversal / replacement of readings is not possible ESNB will advise the Supplier(s) of the details of a Consumption Adjustment to be applied in accordance with DUoS Billing Rules (CER 04/300)

Supplementary Information


X:\Crossed Metering\
MPD12.xls


MPD 17.xls