

MARKET PROCESS DESIGN

MPD 17 - Market Process for Adjustments to Consumption

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1. Introduction

1.1 Scope

This process describes the Market Procedure to process an adjustment to consumption at a meter point. This may apply to both NQH and QH meter points where readings cannot be obtained. This may happen due to:

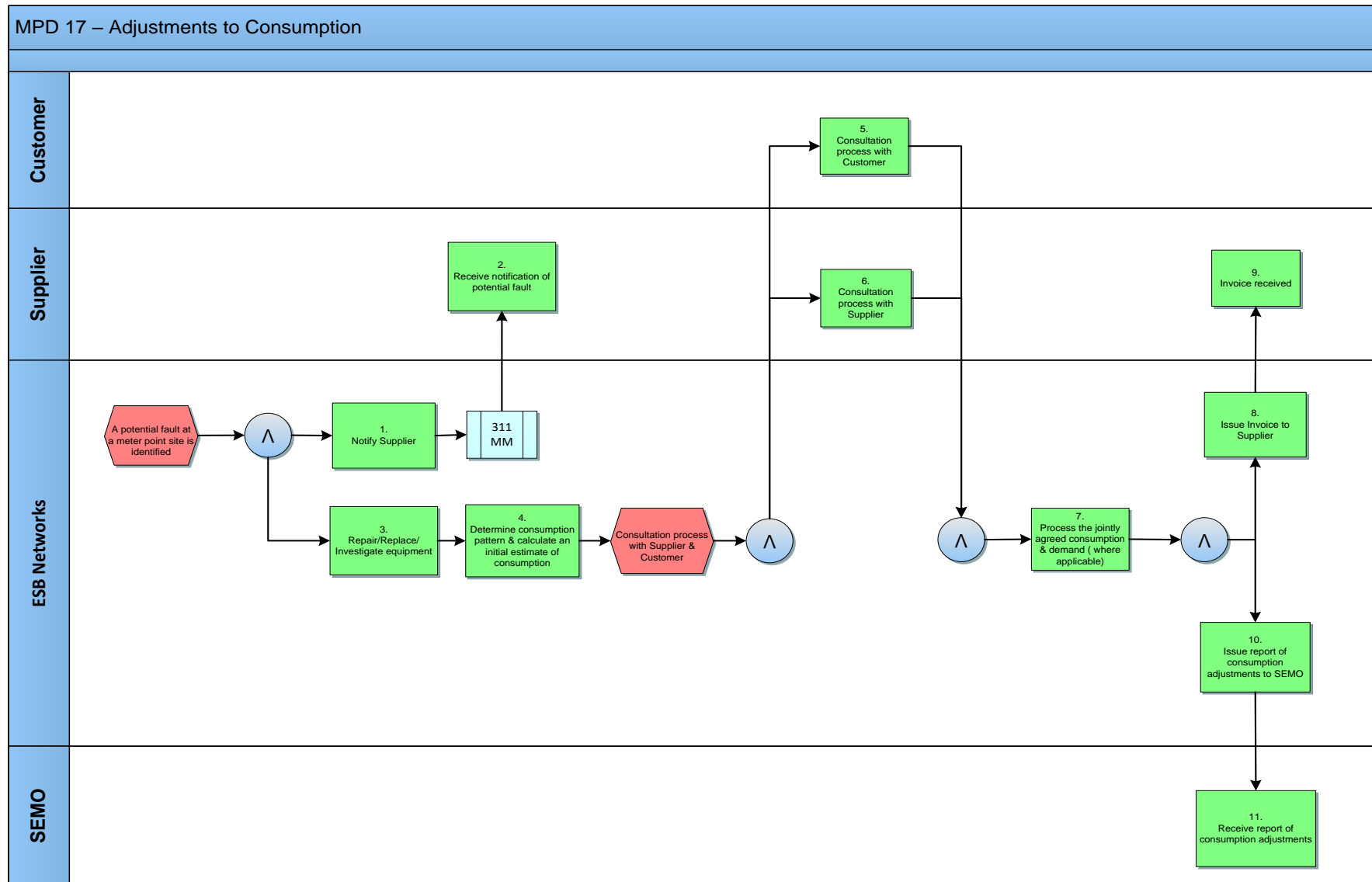
- Meter Faults including stopped meters, over-recording or under-recording.
- Timeswitch faults
- Incorrect Multipliers applied
- Revenue Protection Investigations

1.2 History of Changes

This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	Design	Consumption Adjustments no longer aggregated for Settlement
Draft	MIG 15/10/03	Report to SSA will be the responsibility of MRSO not DSO/MO. Clarifications to diagram arising from MIG.
Draft	Design	Update to text around box 3 to show that all suppliers who may be affected by the adjustment are included in the discussion.
		Updates arising from Supplier Clarifications
Draft	Written Supplier Clarification 3	Text in step 8 updated to ' <i>process the jointly agreed consumption and demand (where applicable)</i> '
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Step 10 'Issue report of Consumption Adjs to SEMO - this does not take place- note to be included in MPD. Note added to document to say that this process is out of date.
Version 12.1	MMR	Section 1 Introduction- note removed

2. Process Map



2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Notify Supplier	ESBN	ESBN may notify the Supplier of potential issues which have been identified at meter points to which they are registered. See MPD 12 – Meter Problems and Damage	311 MM
2	Receive notification of potential fault	Supplier	The Supplier will receive notification from ESBN	
3	Repair/Replace/Investigate problem	ESBN	When a potential problem is identified which may require an adjustment to consumption, ESBN will investigate and restore the installation to accurate recording.	
4	Determine consumption pattern and calculate an initial estimate of consumption	ESBN	<p>ESBN will determine the actual consumption pattern at the meter point and then apply this pattern to determine an estimate of the over-recorded, under-recorded or re-apportioned consumption from the time when problems are believed to have commenced up to the date when the problem was resolved.</p> <p>ESBN will consult with the customer and with the registered Supplier as per the Revenue Protection Code of Practice. In situations where the adjustment to consumption spans more than one Supplier Registration each Supplier who has been registered to that meter point during that period will be contacted in relation to their respective period.</p>	
5	Consultation with customer	ESBN	ESBN will consult with the customer	
6	Consultation process with Supplier	ESBN	ESBN will consult with the Registered Supplier. In circumstances where the adjustment to consumption involves another Supplier(s), ESBN will also consult with the other Supplier(s)	
7	Process the jointly agreed consumption & demand (where applicable)	ESBN	Following consultation with the customer and the Supplier(s) ESBN will process the jointly agreed consumption and demand (where applicable) adjustment	
8	Issue Invoice to Supplier	ESBN	<p>The Supplier will be invoiced as follows:</p> <ul style="list-style-type: none"> • Under-Recording on meter: The DUoS charge corresponding to the agreed amount will be invoiced to the appropriate Supplier, in line with the Revenue Protection Code of Practice. • Revenue Protection cases: The DUoS charge will be invoiced to the appropriate Supplier as above. Any fee for investigation and/or damage will be passed to the currently registered Supplier • Over Recording on meter: The appropriate Supplier will be credited with the 	

Process Step		Role	Process Step Description	Interface
			DUoS charge corresponding to the agreed amount.	
9	Receive invoice	Supplier	The Supplier will receive an invoice	
10	Issue report of consumption adjustment to SEMO	ESBN	A manual report outlining the adjustments to consumption made will also be sent to SEMO	
11	Receive Report	SEMO	SEMO receives report of consumption adjustments	