



## CP1334 Attachment – BSCP514 v18.2 conformed Redlined Text v0.1

The following section has been extracted from BSCP514 v18.2 conformed, which incorporates the redlined changes for CP1325 approved for November 2010 Release.

### Section 1 – 10 no changes

#### Section 10.1 Half Hourly Meter Operator Agent Service Levels

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
<del>HM1101</del>	<del>MOAHH</del> <del>MOA</del>	2.4 Interface to Other Party Agents	<del>HH Meter Faults:- Time Taken to Resolve</del> <del>Timely Sending of HH MTDs to HHDCs</del>	HHDC	<del>D0002 reporting resolution of fault issued to HHDC</del> <del>D0268 transferred within timescales</del>	<del>Average number of Working Days taken to resolve fault should not exceed 15 WD</del> <del>100% of D02268s received by HHDCs within 15WDs of the HHDC EFD</del>	[HHDC]
<del>[CP1325]</del> <del>[HM02]</del>	<del>MOA</del>	<del>2.4 Interface to Other Party Agents</del>	<del>Provision of HH Initial and Final Reads by HHMO</del>	<del>HHDC</del>	<del>D0010 containing Initial/Final reads issued to HHDC</del>	<del>100% issued to HHDC within 10 WD of Initial/Final read date</del>	<del>[HHDC]</del>
<del>[CP1325]</del> <del>[HM03]</del>	<del>MOA</del>	<del>2.3 Metering Obligations</del>	<del>Proving of a Metering System</del>	<del>HHDC</del>	<del>D0214 issued to HHDC following Proving Test</del>	<del>100% issued to HHDC within appropriate WD of receipt of HH data from HHDC</del>	<del>[HHDC]</del>
<del>HM1204</del>	<del>MOAHH</del> <del>MOA</del>	2.4 Interface to Other Party Agents	<del>Provision of HH METD to New HHDC</del> <del>Missing HH MTDs</del>	New HHDC, current HHDC or new HHMOA	D0268 (including both energised and de-energised Metering Systems) transferred within timescales	(i) 95% issued to New HHDC within 5 WD of required date; (ii) 100% issued to New HHDC within 15 WD of required date 100% of D0268s received by New and current HHDCs and New HHMOAs by 15 WDS of agents EFD following a change of Agent date	<del>Provision of data under 10.1.1 of PSL100</del> [New HHMOA or HHDC]

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
						WD of required date	
<del>Old MOAHH MOA</del>	<del>Old MOAHH MOA</del>	2.4 Interface to Other Party Agents	<del>Provision of HH METD to New HHMO</del> <del>Quality of HH MTDs</del>	<del>New MOAHHDC</del>	<del>D0268 (including both energised and de-energised Metering Systems) transferred within timescales</del> <del>Accurate D0268s sent</del>	<del>(i) 95% issued to New MOA within 5 WD of required date;</del> <del>(ii) 100% issued to New MOA within 15WD of required date</del>	<del>Provision of data under 10.1.1 of PSL100</del> <del>[HHDC]</del>
<del>HM1406</del>	<del>MOAHH MOA</del>	<del>2.4 Interface to Other Party Agents</del> <del>2.3 Metering Obligations</del>	<del>Quality of D0268</del> <del>Timely HH Meter Investigation Requests</del>	HHDC	Number of <del>D0002s</del> received after Date Fault Suspected/Detected <del>D0268 required for successful Proving Test</del>	<del>None</del>	[HHDC]

## Section 10.2 Non Half Hourly Meter Operator Agent Service Levels

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
<del>[CP132 5]NM0 1</del>	MOA	2.4 Interface to Other Party Agents	NHH Meter Faults: Time Taken to Resolve	NHHDC	D0002-reporting resolution of fault issued	Average number of Working Days taken to resolve fault should not exceed 15 WD	<del>[NHHDC]</del>
<del>[CP132 5]NM0 2</del>	MOA	2.4 Interface to Other Party Agents	Provision of NHH Initial and Final Reads by NHHMO	NHHDC	D0010-containing Initial/Final reads issued to NHHDC	100% issued to NHHDC within 10 WD of Initial/Final read date	<del>[NHHDC]</del>
	<del>MOA</del> <u>NHH MOA</u>	2.4 Interface to Other Party Agents	<del>Provision of NHH MTD to NHHDC</del> <u>Timely Sending of NHH MTDs to NHHDCs</u>	NHHDC	D0149/D0150 (including both energised and de-energised Metering Systems) transferred within timescales	100% issued to NHHDC within 5 WD of required date	<del>Provision of data under 10.1.1 of PSL100</del> <u>[NHHDC]</u>
	<del>Old MOA</del> <u>NHH MOA</u>	2.4 Interface to Other Party Agents	<del>Provision of NHH MTD to New NHHMO</del> <u>Missing NHH TDs</u>	<del>New MOA</del> <u>New NHHMOA, current or new NHHDC</u>	D0149/D0150 (including both energised and de-energised Metering Systems) transferred within timescales	100% issued to New <u>NHH</u> MOA, <u>current or new HDDC</u> within 5 WD of required date	<del>Provision of data under 10.1.1 of PSL100</del> <u>[NHHDC]</u>