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
HM11~~01~~	~~MOA~~HH MOA	2.4 Interface to Other Party Agents	~~HH Meter Faults: Time Taken to Resolve~~Timely Sending of HH MTDs to HHDCs	HHDC	~~D0002 reporting resolution of fault issued to HHDC~~D0268 transferred within timescales	~~Average number of Working Days taken to resolve fault should not exceed 15 WD~~100% of D0268s received by HHDCs within 5 WD of the HHDC EFD	[HHDC]
[CP1325]~~HM02~~	~~MOA~~	~~2.4 Interface to Other Party Agents~~	~~Provision of HH Initial and Final Reads by HHMO~~	~~HHDC~~	~~D0010 containing Initial/Final reads issued to HHDC~~	~~100% issued to HHDC within 10 WD of Initial/Final read date~~	~~[HHDC]~~
[CP1325]~~HM03~~	~~MOA~~	~~2.3 Metering Obligations~~	~~Proving of a Metering System~~	~~HHDC~~	~~D0214 issued to HHDC following Proving Test~~	~~100% issued to HHDC within appropriate WD of receipt of HH data from HHDC~~	~~[HHDC]~~
HM12~~04~~	~~MOA~~HH MOA	2.4 Interface to Other Party Agents	~~Provision of HH METD to New HHDC~~Missing HH MTDs	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~~100% of D0268s received by New and current HHDCs and New HHMOAs within 5 WD of agents EFD following a change of Agent. ~~date~~	~~Provision of data under 10.1.1 of PSL100~~[New HHMOA or HHDC]

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Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
						WD of required date	
~~Old MOA~~HM13	~~Old MOA~~HHMOA	2.4 Interface to Other Party Agents	~~Provision of HH METD to New HHMO~~Quality of HH MTDs	~~New MOA~~HHDC	~~D0268 (including both energised and de-energised Metering Systems) transferred within timescales~~Accurate D0268s sent	~~(i) 95% issued to New MOA within 5 WD of required date; (ii) 100% issued to New MOA within 15WD of required date~~None	~~Provision of data under 10.1.1 of PSL100~~[HHDC]
HM14 ~~06~~	~~MOA~~HHMOA	2.4 Interface to Other Party Agents~~2.3 Metering Obligations~~	~~Quality of D0268~~Timely HH Meter Investigation Requests	HHDC	Total ~~N~~number of D0002s received since Date Fault Suspected/Detected~~D0268 required for successful Proving Test~~	~~None~~100% of D0001 flows resolved within +15 WD	[HHDC]

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Section 10.2 Non Half Hourly Meter Operator Agent Service Levels

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
[CP1325]~~NM01~~	~~MOA~~	~~2.4 Interface to Other Party Agents~~	~~NHH Meter Faults: Time Taken to Resolve~~	~~NHHDC~~	~~a D0002 reporting resolution of fault issued~~	~~b Average number of Working Days taken to resolve fault should not exceed 15 WD~~	~~c~~

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Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
		~~f~~	~~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~~	~~g~~

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Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
NM11~~03~~	~~MOA~~NHHMOA	2.4 Interface to Other Party Agents	~~Provision of NHH MTD to NHHDC~~Timely Sending of NHH MTDs to NHHDCs	NHHDC	D0149/D0150 ~~(including both energised and de-energised Metering Systems) transferred~~ within timescales	100% of D0149/D0150 received by NHHDCs by +10 WD of the NHHDCs EFD~~100% issued to NHHDC within 5 WD of required date~~	~~Provision of data under 10.1.1 of PSL100~~[NHHDC]
NM12~~04~~	~~Old MOA~~NHHMOA	2.4 Interface to Other Party Agents	~~Provision of NHH MTD to New NHHMO~~Missing NHH TDs	~~New MOA~~New NHHMOA, current or new NHHDC	D0149/D0150 ~~(including both energised and de-energised Metering Systems)~~ transferred within timescales	~~100% issued to New MOA within 5 WD of required date~~100% of D0149/D0150 received by new or current NHHDCs and new NHHMOAs by +10 WD of the agent's EFD	~~Provision of data under 10.1.1 of PSL100~~[NHHDC] or [NHHMOA]

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