Issue 79

Erroneous Consumption Volumes following Change of Supplier (CoS) events

20 May 2019
ELEXON and Daisy Harris

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Health & Safety

In case of an emergency

An alarm will sound to alert you. The alarm is tested for fifteen seconds every Wednesday at 9.20am

Evacuating 350 Euston Road

- If you discover a fire, operate one of the fire alarms next to the four emergency exits.
- Please do not tackle a fire yourself.
- If you hear the alarm, please leave the building immediately.
- Evacuate by the nearest signposted fire exit and walk to the assembly point.

- Please remain with a member of ELEXON staff and await further instructions from a Fire Warden.
- For visitors unable to use stairs, a Fire Warden will guide you to a refuge point and let the fire brigade know where you are.

When evacuating please remember

- Do not use the lifts.
- Do not re-enter the building until the all clear has been given by the Fire Warden or ground floor security.

Our team on reception is here to help you, if you have any questions, please do ask them.

MUNSTER SQ.

LAXTON PLACE

LONGFORD STREET

OSNABURGH STREET

TRITON STREET

350 EUSTON ROAD

EUSTON ROAD

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Agenda

Agenda item	Lead
1. **Welcome and meeting objectives**	Elliott Harper (Chair)
2. **Background and Summary**	Daisy Harris
4. **Additional Background**	Jon Spence
3. **Issue Prevalence**	Workgroup
5. **Next Steps**	Craig Murray (Lead Analyst)
6. **A.O.B**	Workgroup
7. **Meeting Close**	Elliott Harper

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Meeting Objectives

- Determine scale of the Issue

- Discuss the current arrangements and obligations

- Determine the best route forward

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# Background and Summary

Daisy Harris

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Erroneous Consumption Volumes in Change of Supplier Events

Utilita Tariffs

- GETW single rate customers are on a 2 Tier Tariff
  - Charged at a different rate for the first 2kWh per day

Price A Upto 2kWh	Price B From 2kWh

- GETW E7 customers are on a 3 Tier Tariff
  - Charged at a different rate for the first 1kWh on the day rate, then separate charges for day and night consumption

Price A Day - Upto 1kWh	Price B Day - From 1kWh	Price C Night
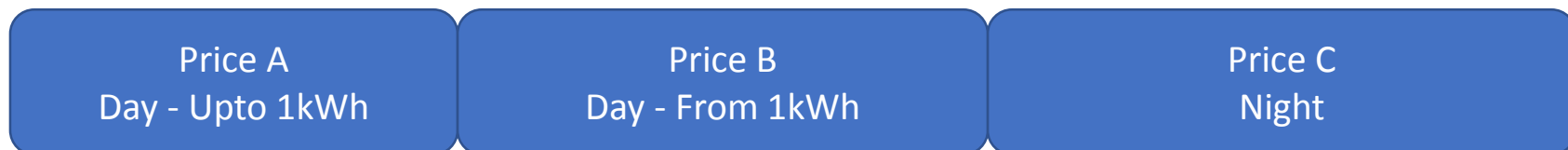
Utilita Single Rate Tariff

- Creates separate blocks within the SMETS configuration for each rate

READ_DATE	RATE_REGISTER_BLOCK	RATE_REGISTER_CUMULATIVE	TOTAL_KWH_READ
29-OCT-18	0	2581.75	6359
29-OCT-18	1	3777.25	

- Rate Register Block 0 represents the first 2kWh
- Rate Register Block 1 represents all other consumption
- When GETW loses supply the gaining supplier needs to CoS gain both blocks 0+1 for the total meter consumption

E7 Rate

- Creates 3 blocks within the SMETS configuration for each rate

		Block		Tota
10-MAY-18	3	0	352.4	9303
10-MAY-18	2	0	6577.8	9303
10-MAY-18	1	1	2372.8	9303

- Block 0 (labelled 3 shown above) represents 1kWh per day
- Block 0 (labelled 2 shown above) represents the night rate
- Block 1 represents the day rate
- When GETW loses supply the gaining supplier needs to CoS gain all 3 blocks for the total consumption

SMETS Readings

Midnight snapshot taken directly from SMETS meter

Reading	Read Date
0004028.85	2019-02-14 00:00:00
0004020.95	2019-02-13 00:00:00
0004011.95	2019-02-12 00:00:00
0004002.80	2019-02-11 00:00:00
0003990.10	2019-02-10 00:00:00
0003978.75	2019-02-09 00:00:00
0003969.50	2019-02-08 00:00:00
0003959.75	2019-02-07 00:00:00
0003948.90	2019-02-06 00:00:00
0003941.20	2019-02-05 14:40:25
0003938.10	2019-02-05 00:00:00
0003156.20	2018-12-01 00:00:00
0003145.55	2018-11-30 00:00:00
0003137.50	2018-11-29 00:00:00
0003128.70	2018-11-28 00:00:00
0003119.80	2018-11-27 00:00:00
0003110.55	2018-11-26 00:00:00
0003098.75	2018-11-25 00:00:00
0003087.85	2018-11-24 00:00:00
0003079.45	2018-11-23 00:00:00
0003071.95	2018-11-22 00:00:00
0003062.30	2018-11-21 00:00:00

Regain supply 04/02/2019 – continue receiving total consumption

Total consumption reading until loss date (01/12/2018)

Inaccurate D0086 Reads

Total reads received failing validation due to inaccurate gain/loss reads

Regist	Reading Date	Reading	Status	BSC	DFlow	Reading Type	A
01	04/03/2019	4236	F	F	D0010	R - Routine	U
01	04/03/2019	4236	T	U	D0010	R - Routine	C
01	28/02/2019	4185	T	U	D0010	R - Routine	L
01	19/02/2019	4101	F	F	D0010	R - Routine	L
01	19/02/2019	4101	T	U	D0010	R - Routine	C
01	04/02/2019	1917	T	V	D0086	D - Deemed (Settlement Registers) or	U
01	04/02/2019	1917	T	V	D0010	D - Deemed (Settlement Registers) or	U
01	31/12/2018	1803	T	V	D0311	C - Customer own read	C
01	01/12/2018	1448	T	V	D0086	C - Customer own read	U
01	30/11/2018	3156	T	U	D0010	R - Routine	L
01	23/11/2018	3087	T	V	D0010	R - Routine	U
01	08/11/2018	2937	T	V	D0010	R - Routine	U
01	31/10/2018	2844	T	U	D0010	R - Routine	L
01	23/10/2018	2745	T	V	D0010	R - Routine	U

CoS Gain D0086 lower than MRH

CoS Loss D0086 lower than MRH

Total reads validated

Inaccurate Settlement Consumption

- GETW will raise a dispute with the gaining/losing supplier proposing a read based on the total consumption

- A rejection will be received as the gaining/losing supplier has not CoS gained all blocks

- AA received will be excessively high or low

Annualised Advance Details

Significant Date	Effective From	Effective To	Advance	TPR	Time Pattern Regime	Date Received	NHHDC
04/02/2019	04/02/2019	18/04/2019	13425.3	00001	All Periods	30/04/2019 07:23:22	UDMS
23/11/2018	23/11/2018	30/11/2018	-63392	00001	All Periods	05/12/2018 23:30:12	UKDC
08/11/2018	08/11/2018	22/11/2018	3247.5	00001	All Periods	27/11/2018 19:26:55	UKDC
23/10/2018	23/10/2018	07/11/2018	4003.7	00001	All Periods	15/11/2018 23:30:16	UKDC
08/10/2018	08/10/2018	22/10/2018	3700	00001	All Periods	26/10/2018 23:30:31	UKDC
23/09/2018	23/09/2018	07/10/2018	3587.5	00001	All Periods	11/10/2018 23:30:24	UKDC
23/08/2018	23/08/2018	22/09/2018	4130.3	00001	All Periods	06/10/2018 23:30:40	UKDC

Automated Process for Dummy Meter Exchange

- Utilita have developed some automation around DMEX to de-risk the process.

- Smart meters take a daily, midnight snapshot meter reading.

- If we can get a midnight snapshot meter read within 5WDs of CoS we can use that read to shift 100% of the volume to guarantee settlement remains whole.

- In cases where we cannot get a midnight snapshot meter read, this fails into a smaller exceptions process.

Automated Utilita Process for DMEX

D0086 Read

Utilita First Midnight snapshot read

Volume consumed from CoS Date to DMEX date

D0300 Process – impasse reached

Utilita D0010 Read on date of DMEX

Volume consumed from CoS Date to DMEX date

D0086 Read

Final read for DMEX

New Opening Read

Actions

- GETW are identifying common suppliers this issue arises on Change of Supply
  - Liaising with them to further discuss the issue
  - Working to find a solution
- Ensure correct MRH is being sent when supply is lost (i.e. total meter consumption)
- Sending D00071s on our gain to ensure an accurate start read
- Performing DMEXs when unable to agree a read with other supplier to resolve large AA instances

Additional Background

Jon Spence

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SSC/TPR to Meter Register mapping conventions (DTC)

| Register	Usage
1	Single rate; or
	peak for multi-rate SSCs; or
	heating load for secondary MPAN
2	off-peak for multi-rate SSCs
3	Evening/weekend for multi-rate SSCs
4	Seasonal for multi-rate SSCs

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Example Mappings - 1

SSC	TPR	Smart Register	MPAN	Description
0393	00001	1	-	Unrestricted
0151			-	7 hour Economy 7
	00043	1		peak
	00210	2		off-peak
0326			-	Evening/Weekend Economy 7
	00184	1		weekday peak
	00210	2		off-peak
	00187	3		evening & weekend

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Example Mappings - 2

SSC	TPR	Smart Register	MPAN	Description
0136			-	4-rate Seasonal Time of Day
	00124	1		Peak
	00222	2		off-peak
	00202	3		Evening and Weekend
	00246	4		Winter weekdays – early evening
0980			Primary	General Purpose 2-rate
	00467	1		peak
	00466	2		off-peak
0981	00468	1	Secondary	E10 heating single rate

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P302 – processing of Change of Supplier readings
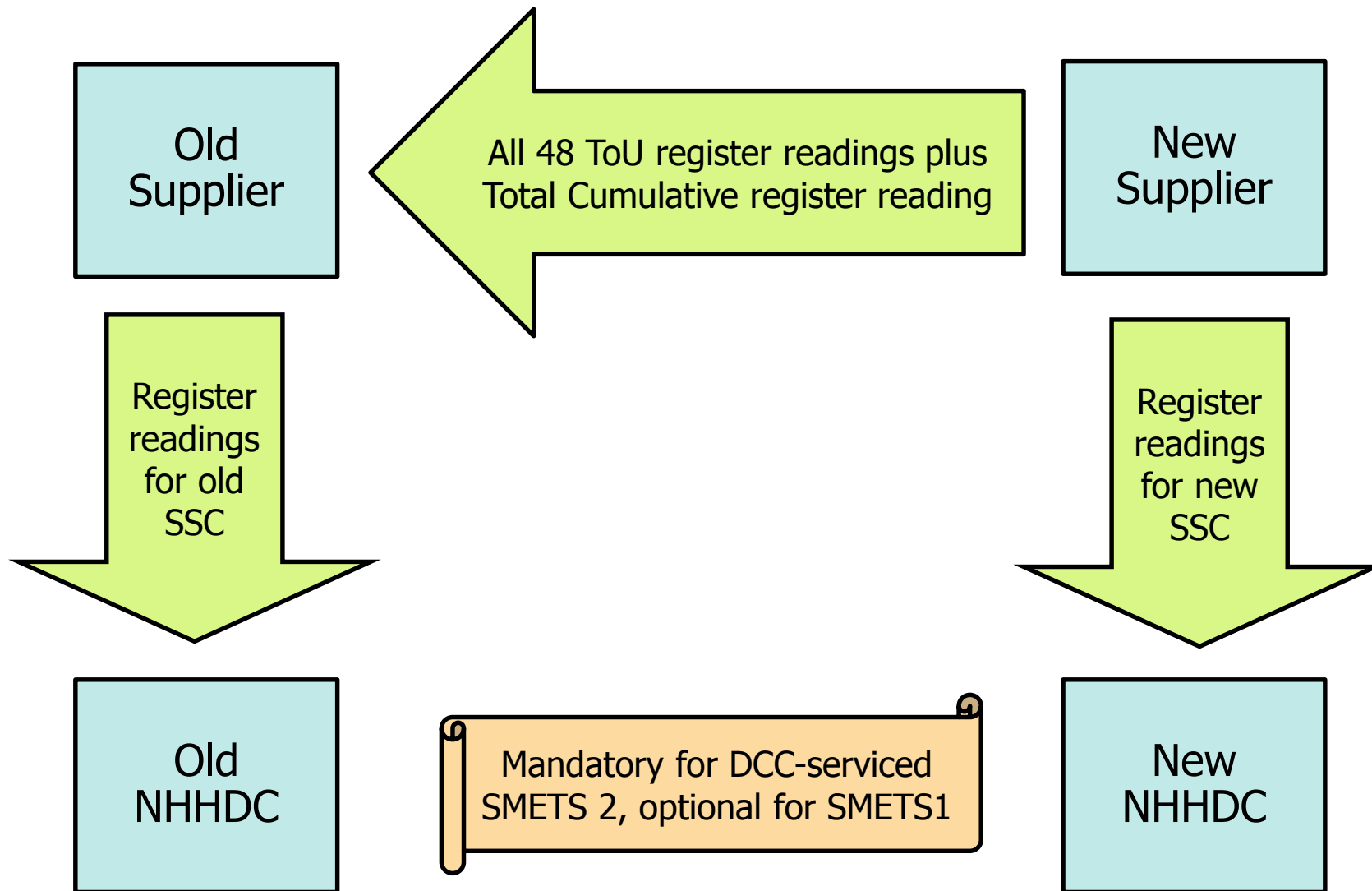
P302 – processing of Change of Supplier readings

- Applies to DCC-serviced SMETS2 Meters, or to SMETS1 Meters by mutual agreements between Suppliers

- Requires new Supplier to send data from all 48 registers to the old Supplier after a CoS

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Summary of Issue

- Issue should not apply to DCC-serviced SMETS 2 Meters

- Will occur where the new Supplier adopts a new SSC with fewer Time Pattern Regimes than losing Supplier's SSC

- Should be less of an issue with more TPRs (so long as DTC register mapping convention is observed)

- Two-rate to two-rate with different timeslots should not be an issue if midnight readings are taken

- Low uptake of new Time of Use tariffs (Suppliers may be waiting for Half Hourly Settlement) should limit scale of issue until SMETS 1 Meters are adopted by DCC.

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Issue Prevalence

- Workgroup

Issue Prevalence

- Are you experiencing this Issue?

    – As gaining/losing supplier?

    – How are you getting around it?

- If you aren't experiencing it, why?

- Are you aware of others who are experiencing this Issue?

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Next Steps

Craig Murray

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Next Steps

- Draft Issue Report

- Circulate draft Issue Report to Issue Group for 5WD review

- Present to BSC Panel on June 13

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A.O.B

Workgroup

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Meeting Close