Change Pack for CTP Electricity Solution Assessment

Introduction and Overview

Version	1.0
Date Published	20 December 2004
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Status	Issued

Document History

Version Control

Version	Author	Pages Affected	Status
0.1	Sharon Johnson	All	Initial Draft
0.2	Sharon Johnson	All	Revised Draft
0.3	Adrian Heesom	All	Revised Draft for Baselining
1.0	Adrian Heesom	All	Baselined

Quality Reviewers

Name	Version	Planned Issue	Actual Issue
Adrian Heesom	0.1	13/12/04	13/12/04
Central Team	0.2	16/12/04	16/12/04
Programme Manager	0.3	17/12/04	17/12/04

Final Distribution

Name
MRA Parties
BSC Parties
CTP Central Team
CTP Workstreams

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Related Documents

Name	Author	Date Published	Where to find
Stage 1: End Of Stage Report and Appendices	Adrian Heesom	07 Apr 04	For download in PDF format from: www.energy-retail.org.uk
Non Domestic COS Solutions Workstream Solution requirements Document	Graeme Sharp	14 Oct 04	For download in PDF format from: www.energy-retail.org.uk
Domestic COS Solutions Workstream Solution requirements Document	Adrian Heesom	10 Sep 04	For download in PDF format from: www.energy-retail.org.uk
Solution Evaluation Template	Adrian Heesom	10 Sep 04	For download in PDF format from: www.energy-retail.org.uk
All CTP Electricity Change Pack Documents are listed in Section 3			

1.0 Introduction

1.1 Customer Transfer Programme Background

The Customer Transfer Programme (CTP) was formed in response to widespread recognition that the gas and electricity industry processes for transferring customers between suppliers, set up when competition started more than eight years ago, do not consistently deliver a positive customer experience, and are costly for market participants to manage.

1.2 Overview of Changes and Change Process

The CTP Domestic CoS Solutions Workstream and Non-Domestic Workstreams were tasked with recommending process changes that addressed a significant number of issues with the industry design and work has been in progress since April 2004 to develop these changes.

Four distinct areas of change have been identified within the electricity end to end process, and these are described in this document. To achieve these proposals, a number of enhancements to the industry baseline are required and these have been defined in a combination of change proposals against governance where required, and definitions of how non-mandatory participant processes would operate to support the new baseline where they are not the subject of formal governance. In some instances, there is still some degree of optionality around the best approach, and where this is the case, changes have been drafted to reflect the options envisaged.

Whilst a wide variety of Market Participants have been involved in CTP (including Suppliers, Distributors, Agents, OFGEM and energywatch) it is recognised that these proposals have not yet been seen by all interested parties. It is envisaged that the proposals will be progressed as follows:

- MRA Changes – MDB Pre-Assessment process
- BSC Modification – BSC Modification Process

It is hoped that by providing all parties this opportunity to consider, comment on and suggest refinements to the proposals, it will result in a robust set of agreed changes going forward through the MRA and BSC approval processes.

1.3 Purpose of this Change Pack

Rather than submitting changes in a piecemeal fashion it is important that they be seen in the context of an end to end process. This pack therefore contains a full set of the change documentation and shows how it links to the end to end solution proposals. This overview document provides a clear picture of the end to end solutions and also explains the reasons why the changes will provide benefits to customers and to participants.

Although the solution proposals are formed of different components, requiring separate industry changes, there is a high degree of interdependency between them to deliver the end to end benefits envisaged.

Participants are asked to bear this in mind in carrying out their internal evaluations of these changes. Although each change may not provide immediate cost-benefit justification if taken in isolation, the CTP believes that, by overlaying the full end to end set of changes, and leveraging the opportunities these present for improved internal and customer-facing processes, there will be justification for participants to support the changes.

Contents

2.0 Stage 2 Background

The Customer Transfer Programme (CTP) was set up to drive a marked improvement in the customer experience of the change of supply transfer process, and, as a consequence, a reduction in unnecessary industry cost.

The first "Analysis" phase of the Programme identified a list of root cause issues affecting customers and driving industry cost. The second "Solutions" phase was then tasked with proposing solutions that would address the majority of these issues.

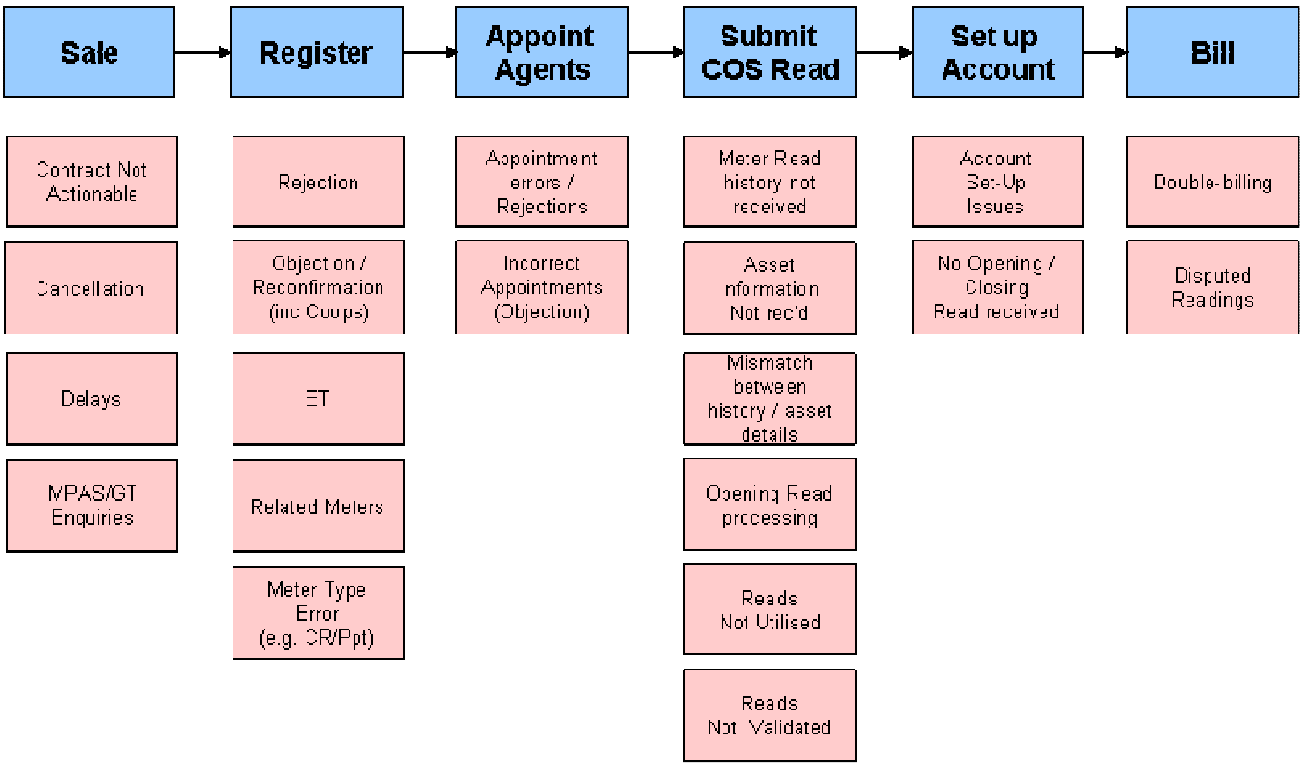
Two workstreams, covering Domestic and Non Domestic requirements respectively, and comprising experts from a range of industry participants, undertook this task over a period of 6 months. This Change Pack comprises the changes recommended as a result of that work.

2.1 Workstream Aims and Objectives

The detailed solution requirements of the workstream, derived from the root causes are set out in a documents entitled Domestic COS Solutions Requirements and Non Domestic COS Solutions Requirements (See Related Documents section). However, the workstream's objective was to positively impact and/or remove the following effects derived from the Stage 1 Root Causes.

Figure 2.1 below is a diagram showing the headline areas driving both poor customer experience and industry costs through the customer transfer process.

Figure 2.1:



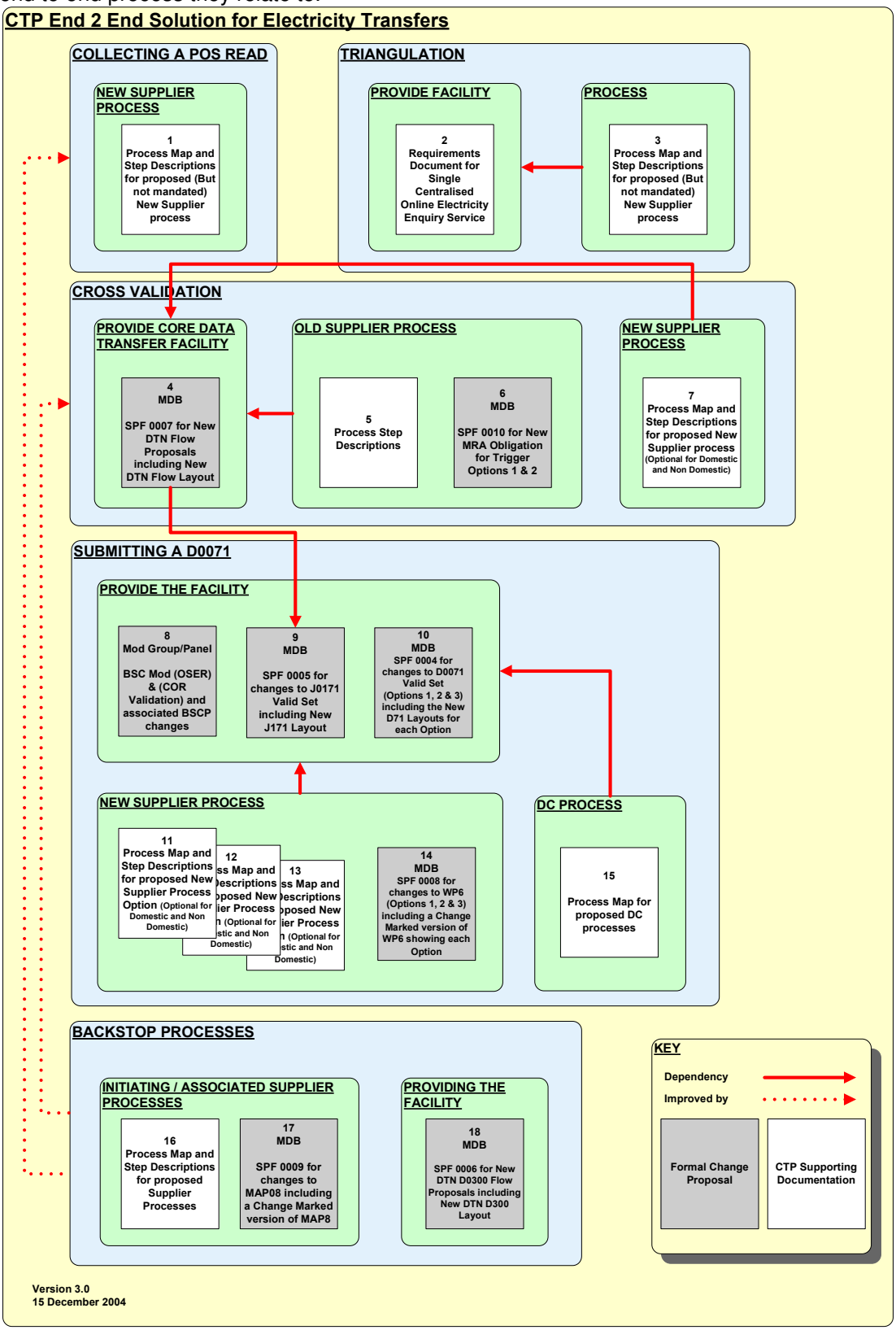
Four opportunity areas were identified that, if addressed, would significantly impact the areas above. These opportunity areas are shown below, mapped against the components of the solution proposals that the workstream believes will deliver its objectives. The components are numbered in the order they are discussed hereafter.

Opportunity Area	Solution Proposal
Ensure that the New Supplier always registers the correct site	4.1 **Triangulation** of key registration data
Provide the New Supplier with an early view of data customer is being billed against, so that it can action discrepancies proactively	4.3 **Cross-validation** of key data from Old Supplier
Make sure that, as often as possible, the read used for transfer when provided on the D0086 is acceptable to the customer, the Old Supplier, its DC and the New Supplier	4.2 **Capture of a Point of Sale read** – for use validating Old Supplier and customer transfer reads, and to provide to DC to improve history. 4.3 **Cross-validation** of reading information and estimated transfer read from Old Supplier. 4.4 Adding **D0071 options** for New Supplier's process when notifying transfer readings on a D0071.
Recognising that significant issues still affect the timely production of D0086's and their critical nature; provide both suppliers with a way of opening/closing their billing, where the D0086 process doesn't complete in time, ensuring that they both use the same, agreed reading.	4.5 Initiation of the "**Backstop Process**"

3.0 CTP Electricity Change Pack – Index of Contents

3.1 Pack overview diagram

The diagram below lists the documents that form this pack and shows which of the five parts of the end to end process they relate to.



3.2 Index of Pack Documents

3.2.1 MRA Changes

Draft Change Proposals	Related BSC Modifications	Supporting Information
Document 4	Document 8	Document 1
Document 6		Document 2
Document 9		Document 3
Document 10		Document 5
Document 14		Document 7
Document 17		Document 11
Document 18		Document 12
		Document 13
		Document 15
		Document 16

3.2.2 BSC Modifications

Draft BSC Modifications	Related MRA Change Proposals	Supporting Information
Document 8	Document 4	Document 1
	Document 6	Document 2
	Document 9	Document 3
	Document 10	Document 5
	Document 14	Document 7
	Document 17	Document 11
	Document 18	Document 12
		Document 13
		Document 15
		Document 16

4.0 Overview of COS Solutions Proposals

The following is intended to give an introduction to the solution proposals in the Change Pack, and explain the reasons why the CTP workstream believes they will help to deliver the objectives outlined above.

Definition of Non Domestic / Domestic split
It has been identified that certain elements of the CTP solution should be optional when being applied to non-Domestic Premises.

All instances of applicability will be based on the MRA definition of Domestic Premises.

4.1 "Triangulation" of Key Registration Data

4.1.1 Overview

Triangulation is the name that the CTP has given to the process of checking three key pieces of data prior to Registration in order to minimise the risk of Supplier registering the incorrect site. The key pieces of data for this purpose are:

- Meter Point Reference
- Site Address
- Meter Serial Number

An additional and separate requirement in this context is to flag an MPAN (flag to be derived from the MTC code) to show that it is part of a "related" group of MPANs. This is intended to help suppliers ensure that they register related MPANs together as required by the MRA. There is currently a significant issue where MPANs in a related group become "divorced", ie. one or more of a related "group" is transferred to and billed by a different supplier. These issues are time-consuming and complex to resolve.

To achieve the above, visibility of all three data items is required in a single place, preferably by a centralised "on-line" service.

The CTP Requirements will provide the facility for suppliers to perform Triangulation however the process itself is optional.

4.1.2 Changes Proposed

Single Centralised On-Line Electricity Enquiry Service: The CTP has produced a requirements document for a "Single Centralised On-Line Electricity Enquiry Service" **(CTP Change Pack Document 2)**. This document has been passed to MEC, who have set up an MDB working group to take these proposals forward.

Data quality issues relating to MTC data have been raised to the working group and to IREG as a dependency for this solution.

Supplier Triangulation Process: It is recognised that suppliers have their own processes and quality controls prior to registration and that it is not appropriate to mandate the steps to be taken for "Triangulation". The CTP has produced some illustrative maps showing how triangulation could be used to assess the level of risk in proceeding with a registration and these are included in the Change Pack for information only **(CTP Change Pack Document 3)**.

4.1.3 Perceived Benefits

- Erroneous Transfers (incorrect site registered) are reduced because the MSN data is available as a cross-check.
- Erroneous registrations where the full set of MPANs in a related group are not registered together are reduced.
- Fewer instances of "divorced MPANs" with time-consuming rectification processes occur.

- Point of sale processes can be enhanced to carry out checks against a single source of data.
- Provides a consistent approach for gas and electricity – Meter Serial Number data item is already available on the NGT Web Service, and CTP has proposed further enhancements to include Independent Gas Transporter data in the Single Online Gas Enquiry Service changes.
- Centralised data availability will provide suppliers with the opportunity to automate interfaces should they wish to do so in the future.

4.2 Capture of an Early (e.g. Point of Sale (POS)) Read

4.2.1 Overview

Where a supplier captures a reading from the customer at point of sale, the reading cannot be used as the Change of Supply Reading. However it can be used for the following purposes:

- In validating readings provided during the transfer process for COS
  - currently – validating customer reads received in the window
  - if Core Data Transfer is introduced – validating reads provided by the Old Supplier during Cross-Validation (see section 4.3 below) – providing an early indication of discrepancies between customer readings and Old Supplier billing information.
- In adding to the number of customer readings the Data Collector has available to it to validate or deem a COS reading.
- In providing a New Supplier with an additional historic reading with which to establish accurate billing estimation.

The CTP has not sought to define processes for capture of a Point of Sale reading, as this will be linked to suppliers' own sales strategies and practices. However, it has sought to provide a means for suppliers who have obtained a Point of Sale reading (dated prior to Supply Start Date) to transmit it to their Data Collector. These changes are outlined in Section 4.4 below.

The proposed process is optional.

4.2.2 Changes Proposed

New Supplier POS Read Process: It is recognised that suppliers have their own sales policies and processes and that it is not appropriate to mandate a process for collection of a POS reading. It is also recognised that collection of a reading is more appropriate for some sales channels than others. The CTP has produced some illustrative maps showing how POS reads can be collected. These are included in the Change Pack for information only **(CTP Change Pack Document 1)**.

Inclusion of POS Read on D0071 Flow: Section 4.4 outlines the suggested changes to rules for collation and sending of a D0071 and changes to the flow itself. These provide the facility for a supplier who has obtained a reading at Point of Sale to notify the read value and date to the Data Collector. The Data Collector will be required to validate and load the reading into history prior to its appointment, for use in validation/estimation of the COS readings.

4.2.3 Perceived Benefits

- Positive impacts on disputed opening and closing readings because
  - Where a supplier submits a reading on a D0071, the DC is more likely to validate it based on the history it holds.
  - Where a supplier doesn't submit a reading during the window, the DC's deemed reading is more likely to be acceptable to the customer because it will reflect the read provided at Point of Sale.
- Settlement data is improved because quality and quantity of consumption data in settlements is increased.

- New Supplier has the opportunity to validate Customer Reading data (Point of Sale Read) against Old Supplier read data (provided during Core Data Transfer) early in the process, providing the opportunity to:
  - Take proactive resolving action where mismatches are highlighted.
  - Manage the customer's expectations during the existing Opening Read Capture processes
  - If appropriate, book a site visit.
- When the customer provides a reading during the Read Window, the New Supplier potentially has the opportunity to validate customer readings provided against both a Point of Sale reading and an Old Supplier Reading, giving the opportunity to take proactive resolving action if required.
- New Supplier has two reads (Point of Sale reading and COS reading) upon which to estimate future readings for ongoing billing purposes.

4.3 "Cross-Validation" of Old Supplier billing data and Readings

4.3.1 Overview

Discussions highlighted that there would be value in the New Supplier receiving certain key data, which the CTP have termed "Core Data Items", from the Old Supplier early in the transfer process. During the CTP discussions, this process of cross-checking with the Old Suppliers Core Data has been described as "cross-validation", the principles of which are:

- To provide a view of the data upon which the Old Supplier has based its billing to the customer
- To provide a trigger for the New Supplier to action inconsistencies between Old Supplier data and that received from other parties during the transfer process where they could impact the customer.
- To enable a New Supplier to validate customer readings provided against the consumption data held by the Old Supplier, and provide the opportunity to raise possible issues with the customer during the opening read window and/or arrange an actual visit if problems are anticipated.
- To provide an opportunity for a New Supplier to safeguard the customer experience at transfer and establish a billing account in the event that the industry process "fails".
- To provide the New Supplier with a potential COS reading that is acceptable to the Old Supplier that can be submitted in the event that no Customer Reading is available.

The theory of "Core Data Transfer" from which the Core Data Items are derived is:

"The Core Data Items are data items without which it is not possible, or at least unlikely, for both Old and New Suppliers to produce bills that are acceptable to the transferred customer."

The CTP workstream have set out the Core Data Items required for this purpose, these are included in **CTP Change Pack Document 4**.

The process of compiling and sending the Core Data Flow will be mandatory for Domestic Premises and optional for Non Domestic Premises (as defined in the MRA).

4.3.2 Changes Proposed

Introduction of an obligation on Old Suppliers to provide Core Data (Domestic Premises transfers only): An obligation is required on the Old Supplier to provide the Core Data to a New Supplier on receipt of a loss notification, and once it knows that the transfer will definitely go ahead (no objection, or objection resolved).

It is suggested that this is achieved by the introduction of a new provision in the MRA and a Solution Pre-assessment Form is attached to the Change Pack **(CTP Change Pack Document 6)**.

There are two options for the actual trigger relative to the objection window. The CTP has also provided an illustrative process step description of the Old Supplier process **(CTP Change Pack Document 5)**.

Introduction of a Flow for Core Data Transfer: To achieve this change it is necessary to introduce a new, supplier to supplier flow for the data to be transferred from Old to New Supplier. The Solution Pre-assessment Form for a MDB change and draft DTN flow are attached to this Change Pack **(CTP Change Pack Documents 4)**.

Supplier Internal Processes to utilise Core Data: A process step description of the New Supplier process is contained in this Change Pack **(CTP Change Pack Document 5)**. As described in the overview to this section, there are opportunities for New Suppliers to leverage benefits from the core data, however it is not appropriate to prescribe what these processes should be. These processes have not therefore been put forward for inclusion in any industry governance. There have been a number of ideas put forward on how best to make use of the Old Supplier data and these are set out below for information:

- Inconsistencies in Asset Information: the New Supplier has an advance view of the metering information that the Old Supplier has been using to bill the customer. This means that if there are inconsistencies between Old Supplier billing and either that captured at point of sale, or that received from other parties during the transfer, the New Supplier can take proactive steps to resolve issues before they impact the customer. This gives the New Supplier increased control of the customer experience around first bill. It may also assist in identifying credit-prepayment mismatches.
- Inconsistencies in Consumption Data: As part of Core Data, the New Supplier will receive the last reading held by the Old Supplier, together with an estimate of a Change of Supply Reading that it would find acceptable. This presents opportunities in achieving the ideal; i.e., that the transfer reading is acceptable to the Old Supplier, the GT and the Customer:
    - If a New Supplier has collected a reading at Point of Sale, inconsistencies between this read and the Old Supplier reading provides early notice of possible disputes and may trigger proactive contact to the customer, or an actual read visit for “high risk” customers.
    - The New Supplier may wish to utilise the Old Supplier’s Estimated COS read during its “opening read” communications with the customer. Communications could notify the customer of the Old Supplier’s estimate as a potential COS read and invite the customer to provide an alternative if they prefer.
    - Where a customer provides a reading in the window, the New Supplier will also have an indication of whether this read is likely to be acceptable to the Old Supplier as a transfer reading, based on its consistency with the Old Supplier’s estimate.
- Avoiding delays in completion of the Transfer: The Core Data has been identified by reference to the items required by a supplier to establish a retail billing account for the customer, and the supplier can therefore “failsafe” against issues in the industry transfer process. In electricity the primary issues occur in connection with production of a D0086 on change of agent and the “Backstop Process” (see below) is intended to address this problem when it occurs. The Old Supplier’s estimated COS read provides a potential value for either supplier to propose in the Backstop Process, because both suppliers have already had sight of this reading. This should enable the backstop process to be completed quickly, avoiding customer impacts and assuring both suppliers open/close their billing to the same value.
- Mitigation of the dependency upon agents: As above, in the electricity process there is a dependency upon agents for provision of data, and, particularly where the change of agent is coincident with the COS, the data may not be freely available. The provision of core data from the previous supplier places the supplier in a better position to support and manage its agents.

4.3.3 Perceived Benefits

- Reductions in disputed opening and closing readings because New Supplier can take steps to maximise the number of reads used at COS that:
    - Are consistent with Old Supplier billing data
    - Are consistent with customer expectation.

- Reduction in the number of meter/asset data mismatches that adversely impact the customer at transfer, due to increased visibility to New Supplier.
- Enables initiation of "Backstop Process" (see Section 4.5 below), to allow Old Supplier to finalise billing in line with customer expectations, and New Supplier to establish billing.

4.4 Submitting a D0071

4.4.1 Overview

The proposals in sections 4.2 and 4.3 above envisage different supplier processes for submission of the D0071 (Customer Own Read on Change of Supplier) flow during the COS Meter Read Window. There is some optionality of approach which is explained below, but the new components proposed are:

- A new Reading Type – "Supplier Estimated COS Read" is introduced to the valid set for J0171 "Reading Type"
- This new read type is able to be submitted by the New Supplier on a D0071 flow as a potential COS Reading in some circumstances, to be subject to normal pool validation by the Data Collector, and subject to revised BSCP504 Meter Reading on COS precedence rules.
- The New Supplier is also able to submit the Point of Sale reading as a Customer Read on the D0071 flow which, when received by the DC is loaded as historical data, to assist in validation and deeming.

and

- The proposed changes would be required to be made by all parties who use the D0071 and the D0300 (as this is also affected by the J0171 changes).

4.4.2 Process Options

Discussions have highlighted some optionality in what the future process should be of selecting read(s) for submission on the D0071 (as currently set out in Working Practice 6), and for this reason the pre-assessment pack sets out the three options. Supplier participants will need to review the changes in the pack, and particularly the Cross-Validation and Point of Sale options, to determine which option would best support their intended internal process.

As a result of implementation of Point of Sale read and Cross-Validation processes, a supplier may, at the end of the read window have any or all of the following:

- a Point of Sale read, pre-dating the read window (and thus not a candidate for a CoS read). This read has potential (a) to ensure that a deemed read is acceptable to the customer by lining up DC history with actual consumption; and (b) to ensure that, where a customer reading or Old Supplier estimate is submitted, the DC validates it.
- an Old Supplier Estimated CoS read (which under the proposed changes will be a candidate for a CoS read, but will rank behind an actual reading for selection under the DC Meter Reading on COS precedence rules in BSCP 504). In the absence of a customer own read in the window, this read has potential to provide a read for validation by the DC that would be acceptable to the Old Supplier.
- a customer own read supplied in the window

The options for submission rules in WP6 are as follows:

Option 1

Supplier submits one read only on the D0071 in the following order of precedence:

First: A Customer-Own reading, selected by proximity to SSD (either a CoR in the window or a Point of Sale read)

Second: If neither of the above is available, an Old Supplier Estimate as provided on the Core Data flow.

Option 2

Supplier submits one reading only on the D0071 in the following order of precedence:

First: A supplier validated Customer-Own reading, selected by proximity to SSD (either a CoR in the window or a Point of Sale read)

Second: If neither of the above is available an Old Supplier Estimate as provided on the Core Data flow.

This option differs from Option 1 in that the New Supplier can apply validation to the Customer Reading and choose to submit the Old Supplier Estimate if there appears to have been an error by the customer. An example would be if the CoR provided was inconsistent with a read captured at Point of Sale.

Option 3

Supplier can submit more than one reading on the D0071, so if it has captured a Point of Sale Read, a Customer Own Read in the window and been provided with an Old Supplier estimate, it will submit three readings on the D0071. In practice this means that:

- If a valid Customer Own Read in the window has been obtained, it will take precedence over the Old Supplier estimate in the Meter Reading on COS precedence rules
- A Point of Sale reading, if obtained, will either be used to ensure that a deemed reading is acceptable to the customer if no other read is available or, if other reads are provided, should ensure that they are accepted by the DC.

4.4.3 Changes Proposed

Modification to the BSC: To enable Old Supplier estimates to be submitted to a Data Collector on Change of Supply and to provide for a New Supplier to carry out validation of customer readings provided to it prior to submission to settlement. A BSC Mod is included in the CTP Change Pack **(CTP Change Pack Document 8)**.

MDB - Changes to Valid Set for J0171 Data Item: A Solution Pre-assessment Form and New J0171 Valid Set Layout are included in the Change Pack **(CTP Change Pack Document 9)**.

MDB – Changes to D0071 Flow: A Solution Pre-assessment Form and two New D0071 Flow Layouts (one for Options 1 and 2 and the other for Option 3) are included in this Change Pack **(CTP Change Pack Document 10)**.

New Supplier Process for Submission of D0071: It is not appropriate to prescribe supplier processes in this area as there are a number of activities will depend upon a supplier's own practices:

- Whether to collect a reading at point of sale
- Application of core data and Old Supplier COS estimate
- Approach to collection of customer readings in the window
- Approach to arranging actual visits

However, the CTP has provided illustrative process maps and step descriptions in this area for information and these are attached to the Change Pack **(CTP Change Pack Documents 11, 12 and 13)**

MDB – Changes to Working Practice 6 – Determining the Meter Reading on Change of Supplier: A Solution Pre-assessment Form and a change marked copy of Working Practice 6 revised to reflect each of options 1, 2 and 3 are attached **(CTP Change Pack Document 14)**.

DC Processes: The proposed modification to the BSC for the introduction of a new reading type would result in some consequential amendments to BSCP504 which sets out the DC practice in selecting the COS read if more than one is submitted. This will be subject to discussion as part of the modification but the CTP has provided an illustrative map of how the DC processes could be operated, to inform this debate. This map is attached to the Change Pack **(CTP Change Pack Document 15)**.

4.4.4 Perceived Benefits

Positive impacts on Disputed Readings because:

- A New Supplier has an option to submit the Old Supplier's Estimated COS Reading (which it may have already cross-checked with the customer)
    - Reduced instances where a Customer Own Read fails validation and is deemed, where Point of Sale readings have been used to align DC data with customer data.
    - Improved settlement data where Point of Sale readings are provided to the Data Collector.
    - Supplier has potential to achieve a reduction in billing complaints on COS resulting from a significant misalignment between Old Supplier/settlement/customer consumption data. The New Supplier has earlier visibility of these issues and the ability to engage with customer and Old Supplier to resolve.

4.5 "Backstop" Process

4.5.1 Overview

There are a high number of instances of late or missing D0086 flows which result in delayed closing bills, as well as preventing the New Supplier from starting to bill.

The Backstop Process provides a facility for either supplier to engage the other and agree an opening/closing reading where they have not received one. The process will utilise the existing D0300 flow as a means of communication. However, rather than waiting for bills to be issued and then disputing a reading, either supplier may (once a defined period of time has passed with no D0086 provided) propose a "backstop" read to the other for agreement in a similar way to the current MAP08 process. It is expected that the process can be concluded more quickly than the MAP08 process because of the engagement between suppliers that will already have occurred during cross-validation, and because the Old Supplier's estimate provides a ready-made backstop reading in the event that the New Supplier has not obtained a customer reading.

Where the Backstop process is used to establish billing, the New Supplier must take responsibility for monitoring for D0086 and reconciling settlement and billing after the event if required. The mechanics of this are the same as those required when a disputed reading has been finalised.

It is suggested that potential volumes of Backstop initiations warrant establishing the D0300 flow as a DTN flow, rather than an email flow, as currently. This will also help to resolve existing issues with the D0300 flows,

As the process is being written in to MAP08, it will be mandatory for all NHH Metering Systems (both Domestic and Non Domestic). As it is proposed that the D0300 flow should be amended into a DTN flow, the change would be required to be made by all those parties who currently use MAP08.

4.5.2 Changes Proposed

MDB Change - Solution Pre-assessment Form for Changes to MAP08:
An additional section has been added to the existing MAP08 documentation to cover the Backstop requirements. The process is distinct from the current disputes process because it proposes a reading to be used, rather than disputing a reading which has already been provided on a D0086. A SPF including a change marked version of MAP08 is attached to this Change Pack **(CTP Change Pack Document 17)**.

Changes to Supplier Process where no D0086 Received:
A process step description has been provided by the CTP setting out the operation of the new Backstop process. This is intended to assist suppliers in review of these proposals and inform the content of the draft MAP document **(CTP Change Pack Document 16)**.

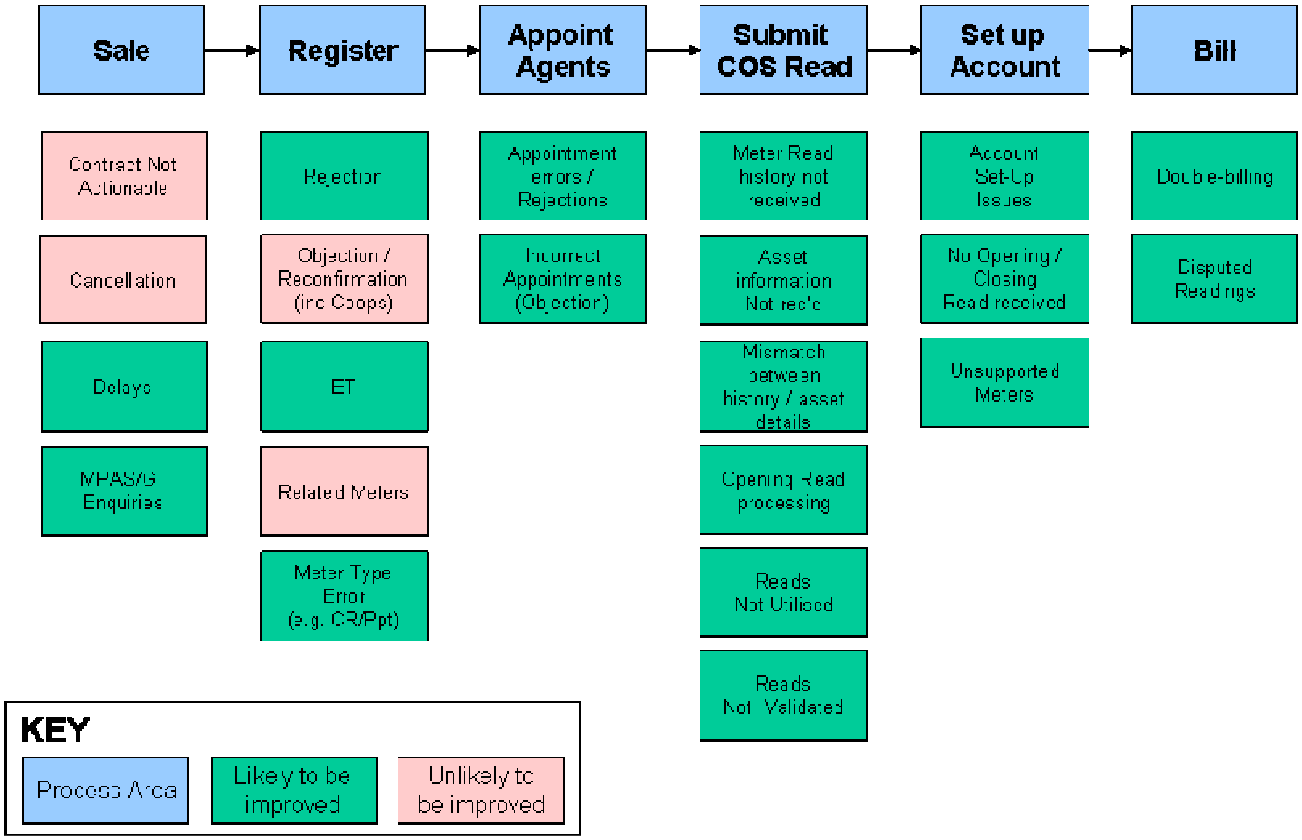
MDB Change – Solution Pre-assessment Form for new DTN D0300 Flow and Proposed new D0300 Layout:
The Pre-assessment form for formalising D0300 as a DTN flow and a copy of the draft flow are attached to this Change Pack **(CTP Change Pack Document 18)**.

4.5.3 Perceived Benefits

- A significant improvement to customer experience on loss, with timescales for receipt of a final bill being improved. This should have a knock-on impact on reduced contacts and complaints, and result in final bill payments being received earlier.
- Similarly, on gain, there should be few instances where a delayed D0086 means that billing cannot be established in a timely manner. Again, this could be expected to have an impact on customer contacts and complaints during the first few months of supply which are likely to be linked with customer losses. Early establishment of billing means earlier collection of payment.
- Both suppliers use the same reading for transfer, which prevents double billing and unbilled consumption.
- Although this process is “additional effort” for the supplier, it should positively impact the number of records requiring the disputed reads process as suppliers can agree a reading up front which is acceptable to both, and to the customer.

5.0 Expected Impacts of the Proposals

A full evaluation of the proposals, using the CTP Evaluation Criteria Template (see Related Documents section), will be provided for the formal submission in March 2005. For now, the illustration below shows the impacts that the CTP workstream believe could be expected as a result of its change proposals. These are, as yet, unquantified.



6.0 Further Information

The CTP Central Team would be happy to discuss any specific questions in respect of the above and can be contacted as follows:

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