

CP1325 Attachment – BSCP514 v18.0 Redlined Text v0.2

Section 1 - 10 no changes

DRAFT

10.1 Half Hourly Meter Operator Agent Service Levels

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
HM01	MOA	2.4 Interface to Other Party Agents	HH Meter Faults: Time Taken to Resolve	HHDC	D0002 reporting resolution of fault issued to HHDC	Average number of Working Days taken to resolve fault should not exceed 15 WD	[HHDC]
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]
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]
HM04	MOA	2.4 Interface to Other Party Agents	Provision of HH METD to New HHDC	New HHDC	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	Provision of data under 10.1.1 of PSL100
HM05	Old MOA	2.4 Interface to Other Party Agents	Provision of HH METD to New HHMO	New MOA	D0268 (including both energised and de-energised Metering Systems) transferred within timescales	(i) 95% issued to New MOA within 5 WD of required date; (ii) 100% issued to New MOA within 15WD of required date	Provision of data under 10.1.1 of PSL100
HM06	MOA	2.3 Metering Obligations	Quality of D0268	HHDC	Number of D0268 required for successful Proving Test	None	[HHDC]

10.2 Non Half Hourly Meter Operator Agent Service Levels

Serial	Sender	Process	Sub-process / Data Flow	Recipient	Performance Measure	Service Levels	Reporting Method
NM01	MOA	2.4 Interface to Other Party Agents	NHH Meter Faults: Time Taken to Resolve	NHHDC	D0002-reporting resolution of fault issued to NHHDC	Average number of Working Days taken to resolve fault should not exceed 15 WD	[NHHDC]
NM02	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	[NHHDC]
NM03	MOA	2.4 Interface to Other Party Agents	Provision of NHH MTD to NHHDC	NHHDC	D0149/D0150 (including both energised and de-energised Metering Systems) transferred within timescales	100% issued to NHHDC within 5 WD of required date	Provision of data under 10.1.1 of PSL100
NM04	Old MOA	2.4 Interface to Other Party Agents	Provision of NHH MTD to New NHHMO	New MOA	D0149/D0150 (including both energised and de-energised Metering Systems) transferred within timescales	100% issued to New MOA within 5 WD of required date	Provision of data under 10.1.1 of PSL100