

CP1192 'Changes to the Investigate Inconsistencies processes in BSCP502 and BSCP514 (Half Hourly only)'

Redlined text based on BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS' v9.0

Amend step table 5.4.1 as follows:

5.4 Meter Operation Activities

5.4.1 ~~Investigate Inconsistencies~~ Half Hourly Metering System Investigation Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.1	As appropriate	Send request to investigate MS.	Any Participant ¹	Supplier	<u>Details of fault.</u>	Electronic or other method, as agreed.
5.4.1.2	Within 2WD of 5.4.1.1 (if applicable) or as required <u>As soon as possible following 5.4.1.1 or as the Supplier or HHDC sees necessary</u>	Send request to investigate MS, Send notification of inconsistencies, invalid data, faulty metering, invalid MTD, or request to investigate suspect metering. <u>Or receive action following decision (From 5.4.1.6).</u>	Supplier ² / HHDC Supplier	HHMOA	D0001 Request Metering System Investigation. D0005 Instruction on Action.	Electronic or other method, as agreed.
5.4.1.3	Within 5WD of receipt of <u>D0001</u> 5.4.1.2 or as the HHMOA sees necessary	Investigate MS. <u>Attempt to resolve fault. Resolve problem if possible.</u> If the resolution involves a site visit take a Meter register reading <u>following resolution of the fault.</u>	HHMOA		If the problem is resolved go to 5.4.1.7.	Internal p Process.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.4	If fault resolved within 5WD of receipt of D0001If unable to resolve problem within 15 WD of 5.4.1.2	Go to 5.4.1.12. Send request for decision on further action.	HHMOA	Supplier	D0002 Fault Resolution Report or Request for Decision on Further Action.	Electronic or other method as agreed.
5.4.1.5	If fault remains unresolved 5WD after receipt of D0001Within 5WD of 5.4.1.4	Send notification that the fault cannot be resolved within 5WD, and send a corresponding fault resolution plan (as appropriate) detailing the actions that need to be taken to resolve the fault and the proposed timescales or update on proposed next steps. Request decision on further action if appropriate. Determine appropriate further action or trigger another relevant process, for example, 5.3.2 De-energise a Metering System, 5.3.3 Removal of a Metering Systems or 5.3.4 Reconfigure or replace Metering System (No Change of Measurement Class)³.	HHMOA⁴Supplier	HHDC	D0005 Instruction on Action.⁵ <u>Fault resolution plan.</u>	Electronic or other method, as agreed. <u>Fax / Email</u> Internal process.
5.4.1.6	As soon as possible after 5.4.1.5, if appropriateImmediately following 5.4.1.5	Send decision on further action.	HHDCSupplier	HHMOA	D0005 Instruction on Action. Proceed to 5.4.1.2.	Electronic or other method, as agreed.
5.4.1.7	Following 5.4.1.5 or 5.4.1.6 (as appropriate)Within 5 WD of resolving problem	Attempt to resolve fault. If the resolution involves a site visit take a Meter register reading following resolution of the fault. Send resolution of problem report.	HHMOA	HHDC/ Supplier ⁶	D0002 Fault Resolution Report or Request for Decision on Further Action.	Internal Process. Electronic or other method as agreed.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.8	<u>If fault resolved within 15WD of receipt of D0001</u> At the same time as 5.4.1.7	<u>Go to 5.4.1.12. Send MTD if appropriate.</u>	HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex, send Complex Site Supplementary Information Form. Refer to Appendix 8.4 Guide to Complex Sites.	Electronic or other method, as agreed.
5.4.1.9	<u>If fault remains unresolved 15WD after receipt of D0001</u> In accordance with timescales in Appendix 8.3.5	<u>Notify that the fault remains unresolved. If MTD manually intervened or there has been a key field change, prove MS.</u>	HHMOA	HHDC	<u>D0005 Instruction on Action. Refer to Appendix 8.3.5.</u>	Electronic or other method, as agreed.
<u>5.4.1.10</u>	<u>As soon as possible following 5.4.1.9</u>	<u>Progress resolution of outstanding fault in line with fault resolution plan.</u> <u>If the resolution involves a site visit take a Meter register reading following resolution of the fault.</u>	<u>HHMOA</u>		<u>Fault resolution plan.</u>	<u>Internal Process.</u>
<u>5.4.1.11</u>	<u>If and when appropriate following 5.4.1.10</u>	<u>Consult and / or update HHDC regarding investigation on regular basis (as agreed) until fault resolved.</u>	<u>HHMOA</u> ⁴	<u>HHDC</u>	<u>D0005 Instruction on Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>5.4.1.12</u>	<u>Within 5WD of resolving fault</u>	<u>Send fault resolution report and Meter register reading if appropriate.</u>	<u>HHMOA</u>	<u>HHDC / Supplier</u>	<u>D0002 Fault Resolution Report or Request for Decision on Further Action.</u> <u>D0010 Meter Readings (if appropriate).</u>	<u>Electronic or other method, as agreed.</u>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
5.4.1.13	If appropriate, within 5WD of 5.4.1.12	Report resolution of fault.	Supplier⁷	Relevant Participant	As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution.	Electronic or other method, as agreed.
5.4.1.14	If appropriate, at the same time as 5.4.1.12	Send MTD.	HHMOA	Supplier / HHDC / LDSO	D0268 Half Hourly Meter Technical Details. If site is Complex refer to Appendix 8.4.	Electronic or other method, as agreed.
5.4.1.15	In accordance with timescales in Appendix 8.3.5	If MTD manually intervened or there has been a key field change, prove MS.	HHMOA	HHDC	Refer to Appendix 8.3.5 and process 5.5.	Electronic or other method, as agreed.

Add/amend explanatory notes in Section 10 as follows:

¹ Any Participant other than the HHDC wishing to request that the HHMOA carries out a MS investigation shall do so via the Supplier. The D0001 'Request Metering System Investigation' can be used to notify the Supplier of the fault if appropriate.

² ~~Any participant wishing to request a MS investigation shall do so via the Supplier.~~

³ ~~The decision on course of action to be taken may involve liaison with other Agents and / or Parties / Others as appropriate.~~

⁴ The HHMOA should contact and liaise with the Supplier if appropriate.

⁵ The D0005 'Instruction on Action' should be sent containing the high level points so that an audit trail can be maintained. Further details should be given in the fault resolution plan. Any other correspondence between the Supplier, HHMOA and HHDC which is required to resolve the fault should be sent in a format and by a method agreed by those Participants involved.

⁶ ~~Where the MS investigation was requested by another Participant via the Supplier, the Supplier shall send the relevant Participant the resolution of problem report.~~

⁷ Where the MS investigation was requested by a Participant other than the HHDC, the Supplier shall send the relevant Participant the fault resolution report within 5WD of receiving the D0002 'Fault Resolution Report or Request for Decision on Further Action'. The Supplier shall use the D0002 for this notification where the Participant initially notified the Supplier of the inconsistency via the D0001 'Request Metering System Investigation'.