

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

### Redlined text based on BSCP502 'Half Hourly Data Collection for SVA Metering Systems Registered in SMRS' v13.0

Amend step table 3.4.2 as follows:

#### 3.4.2 HHDC investigates inconsistencies.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.4.2.1	<u>At any time, if appropriate.</u> <del>As soon as aware of inconsistency.</del>	<u>Send notification of inconsistencies.</u> <del>Send notification of inconsistencies, invalid data, faulty metering, invalid MTD or request investigation.</del>	<u>Any Participant.</u> <del>HHDA.</del>  <del>LDSO or Supplier as appropriate.</del> <del>MOA.</del>	<u>Supplier.<sup>1</sup></u> <del>HHDC.</del>	<u>Details of inconsistencies (e.g. invalid data, faulty metering, invalid MTD etc.).</u>	Electronic or other method, as agreed.
3.4.2.2	<u>Within 2WD of 3.4.2.1 (if applicable), or as required.</u> <del>As soon as possible after 3.4.2.1.</del>	<u>Send notification of inconsistencies and request investigation.</u> <u>Go to 3.4.2.4.</u> <del>Investigate problem and if appropriate send request to investigate suspect metering.</del>	<u>Supplier.</u> <del>HHDC.</del>	<u>HHDC.</u> <del>MOA as appropriate.</del>	D0001 Request Metering System Investigation.	Electronic or other method, as agreed.

<sup>1</sup> The D0001 'Request Metering System Investigation' can be used to notify the Supplier of the inconsistency if appropriate.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
3.4.2.3	<u>If required, following data aggregation exception</u> <u>Within 5WD of receipt of request.</u>	<u>Send notification of inconsistencies and request investigation.</u> <u>Investigate suspect metering and send report of findings.</u>	<u>HHDA.</u> <u>MOA.</u>	<u>HHDC,</u> <u>Supplier.</u> <u>HHDC.</u>	<u>D0235 Half Hourly Aggregation Exception Report.</u> <u>D0002 Fault Resolution Report or Request for Decision on Further Action.</u>	<u>Electronic or other method, as agreed.</u> <u>Electronic or other method, as agreed.</u>
3.4.2.4	<u>Within 5WD of 3.4.2.2 or 3.4.2.3 as appropriate. As soon as possible after 3.4.2.2.</u>	<u>Investigate inconsistencies.</u> <u>Take corrective action if possible.</u> <u>Go to 3.4.2.5 if a MS investigation is required, 3.4.2.6 if inconsistencies have been resolved and a MS investigation was not required, or 3.4.2.10 if inconsistencies remain unresolved and a MS investigation was not required.</u> <u>Report resolution of problem</u>	<u>HHDC.</u>	<u>Supplier,</u> <u>LDSO as appropriate.</u>	<u>D0002 Fault Resolution Report or Request for Decision on Further Action.</u>	<u>Electronic or other method, as agreed.</u> <u>Internal Process.</u>
3.4.2.5	<u>Following 3.4.2.4 if a MS investigation is required. As soon as possible after 3.4.2.2 or 3.4.2.3 as appropriate.</u>	<u>Initiate process 3.4.3.</u> <u>Where an investigation indicates that a fault has caused incorrect consumption to be recorded, estimate consumption data.</u> <u>Send corrected data.</u>	<u>HHDC.</u>	<u>Supplier,</u> <u>LDSO.</u> <u>HHDA.</u>	<u>Refer to Appendix 4.2.</u> <u>D0002 Fault Resolution Report or Request for Decision on Further Action. Refer to Appendix 4.2.</u> <u>D0022 Estimated Half Hourly Data Report.</u> <u>D0036 Validated Half Hourly Advances for Inclusion in Aggregated Supplier Matrix.</u>	<u>Telephone, Fax,</u> <u>Email or other method, as agreed.</u>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>3.4.2.6</u>	<u>Within 5WD of resolution of inconsistencies, if a MS investigation was not required.</u>	<u>Report resolution of inconsistencies.</u>	<u>HHDC.</u>	<u>Supplier.</u>	<u>D0002 Fault Resolution Report or Request for Decision on Further Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.2.7</u>	<u>If appropriate, within 5WD of 3.4.2.6.</u>	<u>Report resolution of inconsistencies.</u>	<u>Supplier.<sup>2</sup></u>	<u>Relevant Participant.</u>	<u>As appropriate: D0002 Fault Resolution Report or Request for Decision on Further Action. Details of resolution.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.2.8</u>	<u>If appropriate, following 3.4.2.6.</u>	<u>If a problem has caused incorrect consumption to be recorded, estimate / correct consumption data.</u>	<u>HHDC.</u>		<u>Refer to Appendix 4.2 if appropriate.</u>	<u>Internal Process.</u>

<sup>2</sup> Where the inconsistency was identified by a Participant other than the HHDA via the D0235 'Half Hourly Aggregation Exception Report', the Supplier shall send the relevant Participant the resolution of inconsistency 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'.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
<u>3.4.2.9</u>	<u>As soon as possible following 3.4.2.8.</u>	<u>Send corrected data.</u>	<u>HHDC.</u>	<u>Supplier, LDSO.</u>	<u>D0022 Estimated Half Hourly Data Report.</u> <u>D0275 Validated Half Hourly Advances.</u>	<u>Electronic or other method, as agreed.</u>
			<u>HHDC.</u>	<u>Supplier, LDSO, HHDA.</u>	<u>D0036 Validated Half Hourly Advances for Inclusion in Aggregated Supplier Matrix.</u>	
<u>3.4.2.10</u>	<u>As soon as possible if inconsistencies remain unresolved but a MS investigation was not required.</u>	<u>Report action required.</u>	<u>HHDC.</u>	<u>Supplier.</u>	<u>Details of action required.</u>	<u>Electronic or other method, as agreed.</u>

Add new step table 3.4.3 as follows:

### 3.4.3 HH Metering System investigation process

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>3.4.3.1</u>	<u>As appropriate.</u>	<u>Send request to investigate MS.</u>	<u>HHDC.</u>	<u>MOA.</u>	<u>D0001 Request Metering System Investigation.</u> <u>See Appendix 4.4 for list of example circumstances where this request may be made.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.2</u>	<u>If fault resolved within 5WD of receipt of D0001.</u>	<u>Go to 3.4.3.10.</u>	<u>MOA.</u>			
<u>3.4.3.3</u>	<u>If fault remains unresolved 5WD after receipt of D0001.</u>	<u>Send notification that the fault cannot be resolved within 5WD, and send a corresponding fault resolution plan (if required) 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.</u>	<u>MOA.</u>	<u>HHDC.<sup>3</sup></u>	<u>D0005 Instruction on Action.<sup>4</sup></u>  <u>Fault resolution plan (if required).</u>	<u>Electronic or other method, as agreed.</u>  <u>Fax, Email or other method, as agreed.</u>

<sup>3</sup> The HHDC should contact and liaise with the Supplier if appropriate.

<sup>4</sup> The D0005 'Instruction on Action' should be sent containing the high level points so that an audit trail can be maintained. Further details can be given in the fault resolution plan if the D0005 is not sufficient. 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.

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>3.4.3.4</u>	<u>As soon as possible after 3.4.3.3, if appropriate.</u>	<u>Send decision on further action.</u>	<u>HHDC.</u>	<u>MOA.</u>	<u>D0005 Instruction on Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.5</u>	<u>If fault resolved within 15WD of receipt of D0001.</u>	<u>Go to 3.4.3.10.</u>	<u>MOA.</u>			
<u>3.4.3.6</u>	<u>If fault remains unresolved 15WD after receipt of D0001.</u>	<u>Notify that the fault remains unresolved.</u>	<u>MOA.</u>	<u>HHDC.</u>	<u>D0005 Instruction on Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.7</u>	<u>As soon as possible after 3.4.3.6.</u>	<u>Send update on investigation.<sup>5</sup></u>	<u>HHDC.</u>	<u>Supplier.</u>	<u>Details of update.</u>	<u>As agreed.</u>
<u>3.4.3.8</u>	<u>Following 3.4.3.6, if and when appropriate.</u>	<u>Consult and / or update HHDC regarding investigation on a regular basis (as agreed) until fault resolved.</u>	<u>MOA.</u>	<u>HHDC.<sup>-3</sup></u>	<u>D0005 Instruction on Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.9</u>	<u>As soon as possible after 3.4.3.8.</u>	<u>Send update on investigation.<sup>-5</sup></u>	<u>HHDC.</u>	<u>Supplier.</u>	<u>Details of update.</u>	<u>As agreed.</u>
<u>3.4.3.10</u>	<u>Within 5WD of resolving fault.</u>	<u>Send fault resolution report and initiate process 3.3.6 if appropriate.</u>	<u>MOA.</u>	<u>HHDC, Supplier.</u>	<u>D0002 Fault Resolution Report or Request for Decision on Further Action.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.11</u>	<u>If appropriate, at the same time as 3.4.3.10.</u>	<u>Send MTD.</u>	<u>MOA.</u>	<u>Supplier, HHDC, LDSO.</u>	<u>D0268 Half Hourly Meter Technical Details. If site is Complex refer to Appendix 4.8.</u>	<u>Electronic or other method, as agreed.</u>

<sup>5</sup> The Supplier and HHDC should agree whether this will be via normal weekly or monthly reporting, or by a specific report.

<u>REF</u>	<u>WHEN</u>	<u>ACTION</u>	<u>FROM</u>	<u>TO</u>	<u>INFORMATION REQUIRED</u>	<u>METHOD</u>
<u>3.4.3.12</u>	<u>In accordance with timescales in Appendix 4.6.</u>	<u>If MTD manually intervened or there has been a key field change, prove MS.</u>	<u>MOA.</u>	<u>HHDC.</u>	<u>Refer to Appendix 4.6 and process 3.5.</u>	<u>Electronic or other method, as agreed.</u>
<u>3.4.3.13</u>	<u>If appropriate, following 3.4.3.10.</u>	<u>Where an investigation indicates that a fault has caused incorrect consumption to be recorded, estimate / correct consumption data.</u>	<u>HHDC.</u>		<u>Refer to Appendix 4.2 if appropriate.</u>	<u>Internal Process.</u>
<u>3.4.3.14</u>	<u>As soon as possible following 3.4.3.13.</u>	<u>Send corrected data.</u>	<u>HHDC.</u>	<u>Supplier, LDSO.</u>	<u>D0022 Estimated Half Hourly Data Report.</u> <u>D0275 Validated Half Hourly Advances.</u>	<u>Electronic or other method, as agreed.</u>
			<u>HHDC.</u>	<u>Supplier, LDSO, HHDA.</u>	<u>D0036 Validated Half Hourly Advances for Inclusion in Aggregated Supplier Matrix.</u>	

Amend Appendix 4.4 as follows:

**4.4 ~~This page has intentionally been left blank~~ Reasons for Requesting a Metering System Investigation.**

A D0001 Request Metering System Investigation is issued where the HHDC identifies or is made aware of a problem that requires a MS investigation by the MOA to resolve. Possible reasons include but are not limited to:

- The HHDC suspects invalid MTD on the D0268 Half Hourly Meter Technical Details;
- The HHDC has reason to suspect data retrieved from a MS;
- Data retrieved from a MS failed validation and/or Meter Advance Reconciliation;
- Consumption data is detected on a MS registered as de-energised;
- The HHDC is unable to resolve an issue in retrieving data from a MS;
- Data required for a proving test cannot be obtained;
- Consumption data is flagged with an alarm; and/or
- At the request of the Supplier.