

## **MARKET PROCESS DESIGN**

**MPD 17 - Market Process for Adjustments to Consumption**

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# 1. Introduction

## 1.1 Scope

- This process describes the Market Procedure to process an adjustment to consumption at a meter point which results in a consumption adjustment report. This may apply to both non interval and interval where readings cannot be obtained. This includes, but not limited to:
  - Meter Faults including stopped meters
  - Over-recording or under-recording meters
  - Timeswitch faults
  - Incorrect Multipliers applied
  - Meter Security Investigations

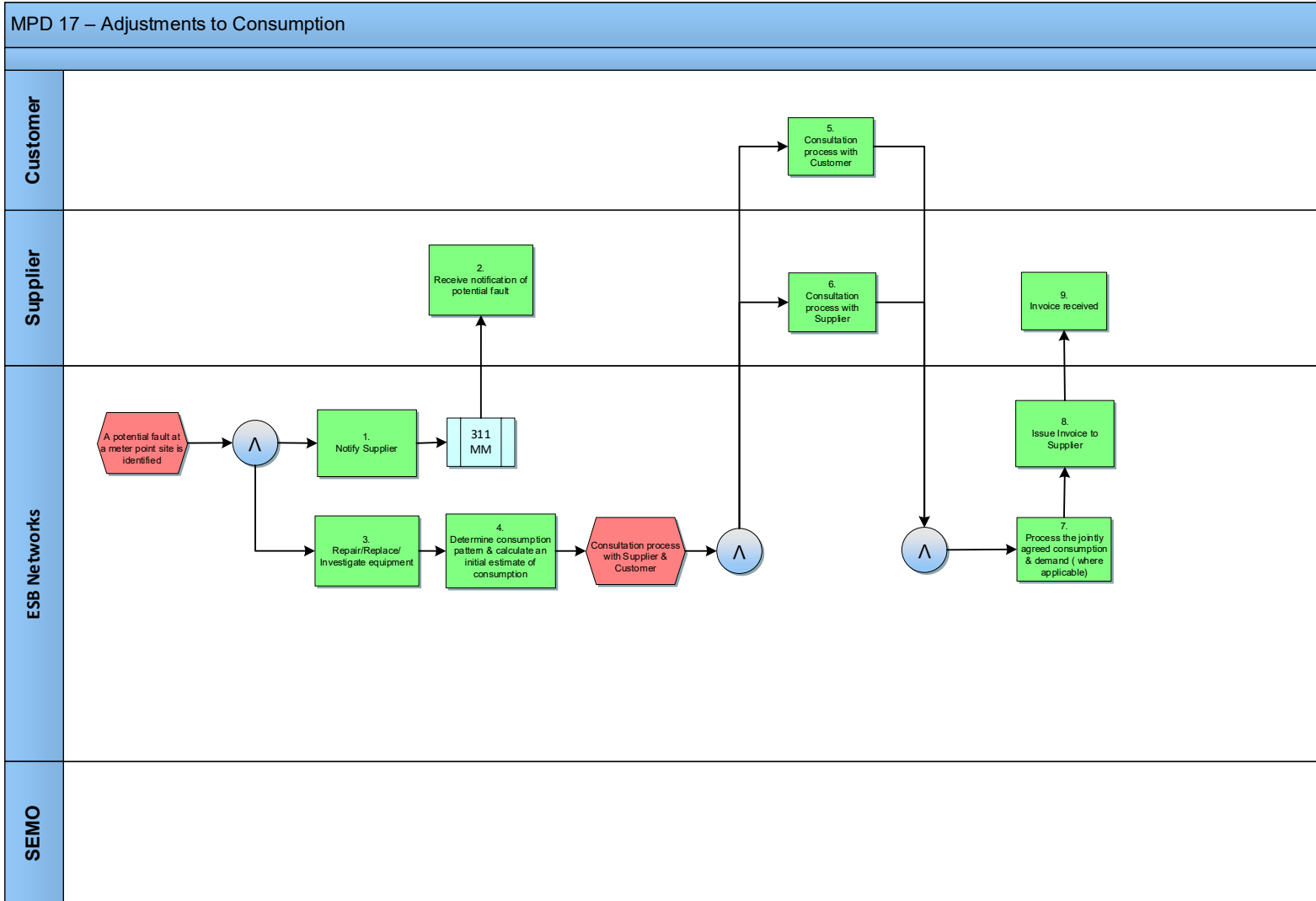
## 1.2 History of Changes

This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	Design	Consumption Adjustments no longer aggregated for Settlement
Draft	MIG 15/10/03	Report to SSA will be the responsibility of MRSO not DSO/MO. Clarifications to diagram arising from MIG.
Draft	Design	Update to text around box 3 to show that all suppliers who may be affected by the adjustment are included in the discussion.
		Updates arising from Supplier Clarifications
Draft	Written Supplier Clarification 3	Text in step 8 updated to <i>'process the jointly agreed consumption and demand (where applicable)'</i>
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Step 10 'Issue report of Consumption Adjs to SEMO - this does not take place- note to be included in MPD. Note added to document to say that this process is out of date.
Version 12.1	MMR	Section 1 Introduction- note removed

Version in which last change Implemented	Source of Change	Description of Change
Version 13.2	Non-Conformance	MCR1145 was referenced in the Version History but wasn't reflected in the process steps, steps 10 & 11 removed.
Version 13.3	Clarifications	Process clarifications and changing references from Revenue Protection to Meter Security

## 2. Process Map



## 2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Notify Supplier	ESBN	ESBN may notify the Supplier of potential issues which have been identified at meter points to which they are registered. See MPD 12 – Meter Problems and Damage	311 MM
2	Receive notification of potential fault	Supplier	The Supplier will receive notification from ESBN	
3	Repair/Replace/Investigate problem	ESBN	When a potential problem is identified which may require an adjustment to consumption, ESBN will investigate and restore the installation to accurate recording.	
4	Determine consumption pattern and calculate an initial estimate of consumption	ESBN	<p>For meters/timeswitch faults ESBN will determine the historic consumption pattern at the meter point and then apply this pattern to determine an estimate of the over-recorded, under-recorded or re-apportioned consumption from the time when problems are believed to have commenced up to the date when the problem was resolved. ESBN may be required to use consumption data from the new meter and/or timeswitch to calculate the adjustment.</p> <p>For Meter Security cases ESBN will consult with the customer and with the registered supplier at the time of adjustment calculation as per the Revenue Protection Code of Practice.</p>	
5	Consultation with customer	ESBN	For Meter Security cases, ESBN will consult with the customer.	
6	Consultation process with Supplier	ESBN	For Meter Security cases, ESBN may consult with the Registered Supplier.	
7	Process the jointly agreed consumption & demand (where applicable)	ESBN	Following consultation with the customer and the Supplier (where applicable), ESBN will process the final estimate of consumption and demand adjustment,	
8	Issue Invoice to Supplier	ESBN	<p>The Supplier will be invoiced as follows:</p> <ul style="list-style-type: none"> <li>• Under-Recording on meter: The DUoS charge corresponding to the agreed amount will be invoiced to the registered Supplier, in line with the Revenue Protection Code of Practice</li> <li>• Meter Security cases: The DUoS charge will be invoiced to the registered Supplier as above. Any fee for investigation and/or damage will be passed to the currently registered customer</li> </ul>	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> <li>Over Recording on meter: The registered Supplier will be credited with the DUoS charge corresponding to the estimated amount.</li> </ul> <p>The DUoS charge will be invoiced in line with the <i>Rules for the Application of DUoS Tariff Group</i></p>	
<b>9</b>	Receive invoice	Supplier	The Supplier will receive an invoice	

### 3 Supplementary Information

#### 3.1 Additional Information for meter faults and or timeswitch adjustments

The registered supplier can engage further with ESNB on the customers behalf after receiving the initial calculation and prior to the adjustment being invoiced by ESNB. The customer, through the supplier, can provide additional information with regards to consumption patterns which may be taken into consideration by ESNB when determining the adjustment required.