

MARKET PROCESS DESIGN

MPD 18 - Market Process for Special Read Request

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1. Introduction

1.1 Scope

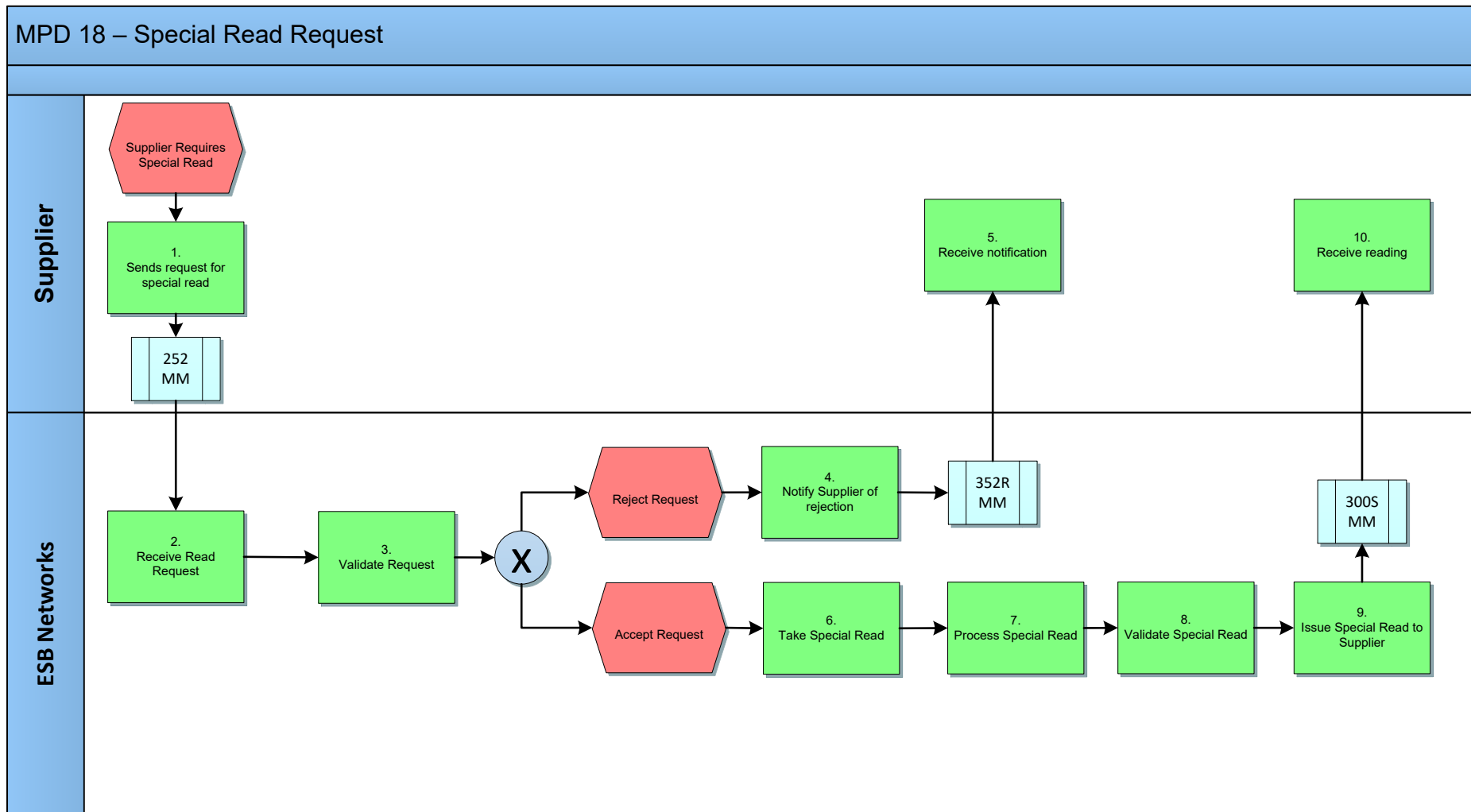
This Procedure describes the process for Special Read Requests including the review of disputed readings.

1.2 History of Changes

This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	Written Supplier Clarification 2	Valid and invalid replaced by plausible and implausible in relation to the processing of special reads.
Draft	Written Supplier Clarification 3	Replaced term 'non profile' with NQH
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.
Version 10.3 SMART 1.0	NSMP - ESBN Workstream workshops	Submitted as DR v1.0 (and MCR v2.0) for ReMCoWG 17.06.2015
Version 13.0	MCR 1157	Process Step and process Step description updated.
Version 13.1	MMR V14.4	Updated requirements relating to access arrangements. New Supplementary information has also been included.

2. Process Map



MPD 18 Special Read Request
Market Design Version 13.1

2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Sends Request for Special Reading	Supplier	<p>The Supplier requests a special reading and will provide access instructions. Access instructions should include a contact name and mobile phone number for a person who can provide access to the meter, an email address will not suffice.</p> <p>The Supplier will be responsible for paying the appropriate fee when a special read is required</p>	252 MM
2	Receive Read Request	ESBN	The request for the special read is received	
3	Validate request	ESBN	<p>Requests from Suppliers will be validated to ensure:</p> <ul style="list-style-type: none"> • The request is from the registered Supplier or from an accepted New Supplier prior to a Change of Supplier or from an out-going Supplier if a Change of Supplier reading is being disputed. • The Read Type and Read Reason are valid • The required date for an actual read is within the permitted timeframe <p>Following validation the special read request will be:</p> <ul style="list-style-type: none"> • Rejected - next step 4 • Accepted - next step 6 	
4	Notify Supplier of Rejection	ESBN	Where the special request from a Supplier fails the validation a Market Message will be issued to the Supplier with the rejection reason	352R MM
5	Receive Notification of rejection message	Supplier	The Supplier receives the rejection message	
6	Take Special Read	ESBN	ESBN will obtain the special reading. Note: Where an actual read cannot be obtained, an estimate will be provided (except in the case for NQH Max Demand).	

Process Step		Role	Process Step Description	Interface
7	Process Special Reading	ESBN	<p>An assessment will be made as to whether or not the read will be chargeable including whether adequate access arrangements were provided and adhered to. Charges for all chargeable reads will be billed through the billing process.</p> <p>Suspect Readings Dispute: Where the purpose of the reading is to settle a suspected reading dispute Data Collector will proceed as follows:</p> <p>An estimated consumption as at the date of the suspect reading will be calculated by using the Demand Profile and the consumption calculated from the special reading and the previous plausible reading (ignoring the suspect reading).</p> <p>If the suspect reading lies within an acceptable tolerance of the estimated reading then it will be accepted as a plausible reading</p> <p>If the suspect reading lies outside this tolerance then the suspect read will have been proved to be implausible</p> <p>For non-remotely read sites, where no access arrangements have been provided or access arrangements are not adhered to by the customer and the special read cannot be obtained by the Data Collector then the special read will be charged for. The Supplier will be informed that the read could not be obtained and will need to request another special read</p> <p>The Supplier will be informed of the outcome and informed as to whether the status of the suspect reading was upheld or not. If the status of the suspect read is not up-held, the Special Read is recorded as a non-chargeable Read</p>	
8	Validate Special Reading	ESBN	<p>The special reading obtained will be validated</p> <p>Suspect Readings Dispute: Following the decision on the suspect reading:</p> <ul style="list-style-type: none"> • A reading passing validation, subsequently proved to be implausible, will be corrected • If the disputed reading is a Change of Supplier reading then a new Change of Supplier reading will be estimated from the special reading 	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> • An implausible Change of Supplier reading, subsequently proved to be plausible, will be set to plausible. • The special reading will be processed as a normal read. • Other Special Readings Requests: Where the reading is not for the purpose of dispute settlement then MRSO will validate and process the readings as described in: <ul style="list-style-type: none"> - MPD 14 – Readings Processing – Non Interval Meter - MPD 1 – Change of Supplier – Non Interval 	
9	Issue Special Reading to Supplier	ESBN	The reading is sent to the Supplier with the appropriate read reason and read type	300S MM
10	Receive reading	Supplier	The Supplier receives the reading	

3 Supplementary Information

In advance of requesting a Special Reading the following should be considered:

- A Special Read Request should not be submitted when the Billing Order is 'open'. The Billing Order is 'open' three days prior to the 'Next Read Date' (as available on the Access Systems) and for seven days after. The 'Read Cycle Date' can also be checked against the published Meter Reading Calendar to determine when the MPRN is due to be read. This also applies to NQH Max Demand special reads.
- Appointments should not be arranged between Suppliers and customers for Special Read requests