

Xoserve responses for actions for PAC 13/06/2017

Action 0502 – *Related to report 1A.1 Standard Correction Factors for sites with AQ > 732 MWH* - To ascertain if there is a trigger to indicate the Correction Factor needs updating.

Response: The increase in AQ is the trigger to amend the Correction Factor. There is no soft landing rule with this requirement, the ‘three crossing’ rule does not apply in this scenario; the Correction Factor should be amended as soon as the Supply Meter Point crosses the threshold.

Additional Comments:

- All Correction Factors of zero have been cleansed through Nexus implementation.
- All Shippers are sent a list of the MPRNs with potentially incorrect Correction Factors in the monthly Shipper Performance Packs. This includes Supply Meter Points that have a site specific Correction Factor but low AQ values.

Action 0503 – *Related to report 1A.2 No Meter Recorded in the Supply Point Register* - To ascertain if there are reports produced for Shipperless and Unregistered that can be shared, if there are reports that reflect the work of UNC Modifications 0424 and 0425.

Response: The Shipperless and Unregistered (S&U) reports contain different information. The S&U reports feedback on sites that have been confirmed and are subsequently unconfirmed. The report requested through PAC includes Supply Meter Points whereby they are confirmed but have not been unconfirmed therefore the data is different. S&U focus on certain pots and Supply Meter Points, although PAC can review the information we would want to avoid dual governance therefore the actions for PAC to take would be limited.

Action 0504 - *Related to report 1A.4 No Reads received for 2, 3 or 4 years.* - To detail the Must Read process with regards to ‘Forward to Shipper’ Contacts.

Response: If a must read is unsuccessful it will return into the must read process 80 days from the closure date of the previous unsuccessful MUR Contact. Where an MRA is unsuccessful in their attempt to obtain a read on occasions they will provide information for the Shipper to update UK Link. In this instance the Contact moves into the status called ‘forward to Shipper’. This occurs in circumstances such as:

Meter exchange	Domestic sites	Dials difference	Asset change
Faulty meter/ corrector	No Corrector on UKLink	Corrector removed	Demolished
Vacant	Removed meter	Insufficient address	Health and Safety
Meter blocked	Meter obstructed	Incorrect exit zone	

The contacts go into Shipper ‘action queues’ in CMS. These are visible when a User is logged in. Shippers should take the required action and can then select to clear the contact. If no action is taken within 20 days the Contact automatically closes.

We do not currently report on the ‘Forward to Shipper’ Must Read performance.