PN UNC

Faulty Meters & By-Pass
5th February 2013

Background

- Current process exists for faulty meters for DM sites
- In brief the process is:
  - Shipper or DMSP identify meter as faulty and notify Xoserve
  - Faulty flag set against MPR & any reads received are rejected until resolved
  - Consumption adjustments loaded by DMSP within GFD+5 to replace the estimated consumption for the day
  - When fault rectified or meter exchanged, re-synch carried out and details input on the day
  - Fault flag removed

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Proposal

- For Products 1 & 2:
  - Suggest the same process as the existing DM process
- For Products 3 & 4:
  - Same process but timescales different
    - Fault flag raised within [5] days
    - Any reads loaded will be rejected
    - If meter is faulty:
      - consumption adjustment to replace estimates, if required or
      - If meter exchanged, estimate off state read from meter removal
    - If meter is not faulty: load actual read for rec purposes
    - Remove faulty flag
- Suggest same process applies to meter by-pass as faulty meter

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