From: ".Box.UKLINK.Manual" <uklink@xoserve.com>
Subject: **LJ/1038/DA - COR0962.18 Proposed changes to Filter Failure (USRVs) process**
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Communication Ref : LJ/1038/DA

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Colleague,

Under Uniform Network Code Transporters are responsible for the investigation, resolution and subsequent release of Suppressed Reconciliation Values generated from Daily Reads and Must Reads except where it is identified that these have arisen as a result of the Meter Information held on the Supply Point Register being incomplete, out of date or incorrect. Users are responsible for the investigation of all other suppressed Individual Meter Point Reconciliation Values. These are known as User Suppressed Reconciliation Values (USRVs). When a record fails one or more of the financial parameter validation rules, the Reconciliation Period is suspended and a Filter Failure contact is created.

The User is expected to investigate the validity of the underlying data and notify xoserve by responding to the Filter Failure contact advising either:-

- that the suppressed value is correct and should be released;
- or that the value needs to be amended and we need to process a reconciliation, enabling the USRV to be released with a compensating adjusted consumption.

Filter Failure contacts can be resolved by:

- Replacement Read[s] being provided and successfully loaded by the U01 record.
- Raising and submitting a Consumption Adjustment for an:-
  - **Amendment** where a data item is changed, UK Link will recalculate each reconciliation period using the new data item
  - **Apportionment** where the system calculates a new volume and spreads it over the period (based on allocations)

As part of the ongoing communications for change order COR0962 regarding the Query and workflow Management project the following change proposal was raised with the ConQuest External User Group in respect of the Filter Failure process. This change proposal has been for a period of consultation with the relevant business contacts. Within this period no negative comments were received that impacted the proposal relating to the file formats issued via the web interface of the existing I'X Link.

The core Filter Failure process will not change however, a number of process improvements have been identified. The process enhancements proposed are:-

- **Previous consumption adjustment templates** will be made visible for Users to view historical adjustments previously undertaken for the site.
- **MOD192 queries** (i.e. Filter Failure queries greater that 30 months old which are the Transporters obligation to resolve) will be made visible for Users. Currently when a contact moves into the MOD192 category for Transporters resolution the Filter Failure contact transfers to an xoserve work queue and Users loose visibility of the contact. Although the contact will still transfer to xoserve's work queue within the Q system Users will still be able to monitor progress and potentially still resolve them. As these contacts have reached 30 months old they will still be classed as a chargeable item.
- **Three separate working Queues** will be available to Users to improve efficiency in the management of Filter Failure contacts. The three contact queues are:
  - USRV Filter Failure contacts
  - MOD192 Filter failure contacts
  - 25K Filter Failure contacts
- **Offline Adjustment tools** will be provided to assist Users calculate consumption adjustments. These tools are:-
  - Tolerance Checker
  - Late Meter Exchange templates
  - Read Estimator
  - Volume Estimator
- **New status codes** to enable Users to monitor progress of individual contacts at invoicing stages to provide advanced visibility of sites that will be included in invoices. New Status codes and explanations will be provide in the form of a User Guide at a later date.
- **Download files** function has been enhanced to allow Users to continue to download files.
- **Additional validation** have been added to the Q system to enhance rejection turnaround times and allow users to re-submit Filter Failures quickly, based on the rejection codes received.

  In addition to the process enhancements proposed the following improvement proposals are currently under design evaluation.

- **Introduction of One single contact reference number (CRN)** throughout the lifecycle of the Filter Failure. This will alleviate linked contacts and the need to approve each linked contact individually, removing the need for a PFAP status and to track linked contacts.
- **Access to data held on UK Link** will be made visible to Users to aide investigations. This will include the provision of meter asset and read data (upto 6 months) subject to the site being in the User's ownership.

User's are asked to confirm approval of this process without the changes that require confirmation through the design stages, i.e. the 'Introduction of one single CRN' and 'Access to data held on UK Link'. We will continue to assess these and notify the Committee if changes are proposed to this implementation summary.

User's comments are invited upon this change by Friday 11th February 2011 to uklink@xoserve.com

Regards,

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