Communication Ref   : LJ/1045/DJ

Subject : COR0962.19 Proposed change to Request For Adjustment (RFA/CDQ and UMA) Processes

Colleague,

The following notification is issued to Users **for information** as part of the ongoing communications for change order COR0962 regarding the Query and Workflow Management project. Further detailed communication will be issued to Users to seek approval of the process changes once sufficient detail is available for the UK Link implementation summary.

A Consumption Dispute Query **(CDQ)**, Incorrect through the Zero's (TTZ's) on Unbundled Meter Reads (**UMA)** and Request For Adjustment (**RFA)** contacts are currently submitted to xoserve where a User wishes to challenge either the read data or asset data held on UK Link. '**CDQ**' and '**UMA**' contacts are raised following incorrect TTZ counts or incorrect reads being submitted to UK Link. '**RFA**' contacts are raised to request adjustments, reasons are varied but include late or incorrect notification of meter exchanges which can also lead to incorrect opening and final reads, faulty meters and or general requests for adjustment.

These requests can result in Financial and, or Consumption Adjustments however, an adjustment can only be completed if:

- The requested Meter Point has already been reconciled for the requested meter point.
- The requested Meter Point is an I&C site.
- An inter Shipper Dispute (ISD) is not present in cases where more than one Shipper is being adjusted for a given period.

The process changes per the CEUG proposal are:-

- The '**RFA**' and '**CDQ**' contact codes will be retained under the new Request For Adjustment process.
- Incorrect TTZ counts challenges currently raised under the '**UMA**' contact code will be merged with incorrect read challenges and need to be raised under the '**CDQ**' contact code.
- Users will be able to submit contacts via Interface screen or via file.

To support the process the following new fields will be required to submit Request For Adjustment contacts:

- **'Adjustment From Date'** will be mandatory and need to be populated with the commencing point for Adjustment period.
- **'Adjustment To Date'** will be mandatory and need to be populated with the end date of Adjustment period.
- **'Adjustment Reason Code and Methodology Code'** will be mandatory and need to be populated with the respective codes explaining the type of adjustment. For your information the Reason and Methodology Code is in the embedded document below.
- **'Adjustment Type'** will be mandatory and be populated with either **Amendment** or **Apportion** to indicate the type of adjustment required.
- **'Data Item Change'** describes what is being amended and will be a mandatory field to be populated with the appropriate data item change description from the standard list. For your information the Data Item Change standard list is in the embedded document below.
- **'Value (value of the changed data item)'** will be optional dependent upon the Data Item Change description and will be populated with the monetary value of the changed data item.
- **'Revised Volume'** will be optional and should detail the Cubic feet/meters of the revised volume.
- **'Reasons/Remarks'** will be mandatory and should be populated with a description of adjustment requirement.

   <<RFA_Data_Item_Change_List_V0.1DR.xls>> <<RFA_Reason_and_Methodology_Code_V0.1DR.xls>>

If you need clarification on this process please contact me directly.

Kind regards

Regards,

Debi Jones

Projects Officer

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If you have any comments, concerns or issues with this email, please contact uklink@xoserve.com

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DOCUMENT CONTROL DETAILS

DOCUMENT DETAILS	
Project Name:	Q Project
Document Name:	RFA Data Item Change List
Document reference:	RFA_Data_Item_Change_List_V0.1DR
Version:	Version 0.1
Status:	Draft
Review Cycle:	NA
Date:	28th January 2011
Document Owner:	xoserve Ltd
Document Author This Version:	Debi Jones

Version	Status	Date	Author	Summary of Changes
0.1	Draft	28/01/2011	Debi Jones	

Data Item Change
Revised Volume
Revised Start Meter Read
Revised End Meter Read
Revised Start Corrector Read
Revised End Corrector Read
Revised Meter Dials
Revised Meter Read Factor
Revised Meter Correction Factor
Revised Meter Imperial Indicator
Revised Corrector Dials
Revised Corrector Read Factor
Revised Corrector Correction Factor
Revised Meter TZI Count
Revised Corrector TZI Count
Missing Corrector Reset Date
Missing Corrector Closing Index
Missing Corrector Opening Index
Missing Date FINX/OPNX
Missing FINX
Missing OPNX

DOCUMENT CONTROL DETAILS

DOCUMENT DETAILS	
Project Name:	Q Project
Document Name:	RFA Reason and Methdodology Codes
Document reference:	RFA_Reason_and_Methodology_Codes_V0.1DR
Version:	Version 0.1
Status:	Draft
Review Cycle:	NA
Date:	28th January 2011
Document Owner:	xoserve Ltd
Document Author This Version:	Debi Jones

Version	Status	Date	Author	Summary of Changes
0.1	Draft	28/01/2011	Debi Jones	

Reason and Methodology Codes			
Reason Code	Methodology Code	Adjustment Type	Description
RIR	1a	Apportionment	Incorrect cyclic read
RIR	1b	Amendment	Incorrect cyclic read
RIR	1c	Apportionment	Incorrect cyclic read caused by resynchronisation of the data logger
ROP	3a	Amendment	Incorrect opening read
RFN	4a	Amendment	Incorrect final read
AIA	5a	Amendment	Assets incorrect with correct readings
AIR	6a	Apportionment	Assets incorrect with incorrect readings
AIR	6b	Amendment	Assets incorrect with incorrect readings
AEX	7a	Amendment	Late or missing meter exchange details
AEX	7b	Amendment	Late or missing corrector reset details
AMR	8a	Amendment	Late or missing meter removal
AMR	8a	Apportionment	Late or missing meter removal
XTZ	10a	Amendment	Incorrectly through the zeros
CRI	11a	Apportionment	Corrector reads incorrect with correct meter reads
CRI	11a	Amendment	Corrector reads incorrect with correct meter reads
CPU	z	Apportionment	Consumption has not registered at the meter
CPU	z	Amendment	Consumption has not registered at the meter
CMP	z	Apportionment	Multiple/complex problems
CMP	z	Amendment	Multiple/complex problems