

TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0742
"To allow the use of an Old Supplier Estimated Read as a Change of Supplier Meter Reading"
Version 1.0

Date: 10/02/2005

Proposed Implementation Date: 01/06/2005

Urgency: Non-Urgent to Consultation

Justification

This Modification Proposal forms part of the End to End solutions submitted by the Customer Transfer Programme (CTP). The justification for this change is therefore part of a wider set of proposals and should be considered as such.

The CTP has identified opportunities for improving the acceptability of Change of Supplier Meter Readings processed as part of the customer transfer process. At present, the Network Code allows a number of different types of Meter Readings to be submitted to Gas Transporters (GTs), including those captured remotely by the Customer or Meter Reading Agents.

The End to End CTP solutions define a process where the Old Supplier Estimated Reading (OSER) will be sent by the Old Supplier to the New Supplier. The New Supplier will then submit it to the GT, via the Confirming Shipper, for processing as a Change of Supplier Meter Reading.

This process will provide the New Supplier with a potential Change of Supplier Meter Reading that is acceptable to the Old Supplier, which can be submitted as the Change of Supplier Meter Reading in the event that no reading is obtained from a Meter Reading Agent or Customer. This has the following benefits:

- Fewer disputed reads and therefore less recourse to the Shipper Agreed Read process, as the use of an OSER as a Change of Supplier Meter Reading will be acceptable to the Old Supplier.
- Better customer experience as there is the opportunity for the New Supplier to communicate the OSER to the customer.
- Consistency with similar proposals in the electricity market which will potentially result in a more uniform customer experience.

This proposal has had extensive discussion with the Supply Point and Billing workstream which has raised no significant concerns.

Nature of Proposal

This proposal introduces an additional notional reading for consideration as a Change of Supplier Meter Reading. This is an estimate of the reading applicable for the day of Change of Supplier provided by the Old Supplier, referred to as an Old Supplier Estimated Reading (OSER).

This proposal will provide the facility for the GT to process the OSER as a Change of Supplier Meter Reading.

Purpose of Proposal

This proposal is part of the End to End Solutions developed by the Customer Transfer Programme (CTP). The purpose of this proposal is to allow the New Shipper to submit estimated readings generated by the Old Supplier into the existing Change of Supplier Meter Reading Process.

It is the aim of this proposal to increase the robustness of the Change of Supplier process by providing additional mechanisms for obtaining an acceptable Change of Supplier Meter Reading. There are circumstances that exist where a Change of Supplier Meter Reading is not obtained by the Meter Reading Agent or directly from the Customer. In these cases, the Transporter estimate may be based upon Meter Reading history that has drifted out of alignment with customer billing.

This proposal will facilitate the submission of timely agreed Change of Supplier readings by allowing the Transporter to use valid Old Supplier Estimated Reads for Change of Supplier in limited circumstances where other reads have not been submitted.

The Proposer considers that this proposal would better facilitate the following GT Licence Code relevant objectives:

(c) so far as is consistent with sub-paragraphs (a) and (b), the securing of effective competition between relevant shippers and between relevant suppliers; by

- Improving the efficiency, accuracy and timeliness of the Change of Supplier process;
- Improving the acceptability of Change of Supplier Meter Readings to Customer, both Suppliers and their Shippers; and
- Improving the timeliness with which Change of Supplier Meter Readings become available.

Consequence of not making this change

Failure to progress this proposal will result in the volume of Shipper Agreed Reads continuing at present levels, with the attendant poor customer experience and Shipper cost. As these proposals are being progressed in tandem with supporting SPAA changes and in parallel with electricity market changes, failure to make these changes may cause Network Code and SPAA Change processes to fall out of alignment and would lead to greater divergence between electricity and gas processes.

Area of Network Code Concerned

Section M. Potential Changes highlighted below:

A further definition of "Meter Reading", called "Old Supplier Estimated Reading", should be added to Section M Paragraph 1.4.3:

"an "Old Supplier Estimated Reading" is any notional reading submitted by the Confirming Shipper, that has been obtained from the Old Supplier during the Change of Supplier process, for use by the GT as the Change of Supplier Meter Reading."

Proposer's Representative

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Proposer

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Signature

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