DSC Class 1 Read Service Supporting Document

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# Document Purpose

Uniform Network Code (UNC) [Modification 0710](https://www.gasgovernance.co.uk/0710) obligates the Central Data Service Provider (CDSP) to take over the contractual arrangement currently in place between Transporters and the Daily Metered Service Providers (DMSP), to procure and provide the Class 1 read service.

Before Modification 0710, the obligation to provide the Class 1 read service was on the Transporters and this was a Transporter obligation within the UNC. Following the implementation of Modification 0710, the CDSP are responsible for procuring the Class 1 Read service on behalf the Shippers.

There are currently two DMSPs which are split by geographical location.

* GTM - National Grid Metering who provide the Class 1 service for SMPs within Cadent, Wales and West Utilities and Northern Gas Networks.
* SGM - SGN Commercial Services Ltd who provide the Class 1 service within Southern and Scotland Gas Networks.

The purpose of this Class 1 Read Service Supporting Document is to detail the logic and approach for key elements of the service which should be visible to Shippers.

The document proposes to provide information on the following:

* Performance Standards
* Liabilities Logic
* Shipper Dependencies
* Within-Day Service
* Modification 0691

The Class 1 Read Service Supporting Document is governed by the DSC Contract Management Committee (CoMC).

The CDSP will be responsible for maintaining the Class 1 Read Service Supporting Document. Any proposed changes to the document must be agreed by the DSC CoMC before being implemented.

# Process for amending this document

As the Class 1 Read Service Supporting Document is governed by the DSC CoMC, any structural or content changes must be approved by the CoMC.

Any DSC Party or the CDSP may propose an amendment to this document.

Any change proposed will be subject to a preliminary change assessment conducted by the CDSP and shared with the CoMC. Such review will include contract assessment and initial review of technical changes required. Where technical changes are required the DSC Change Management process will be followed in addition to the process described here to change the document.

This document shall be amended with approval of the DSC CoMC.

1. The CDSP will share the amendments with CoMC in line with the Terms of Reference of the meeting where approval will be sought.
2. Proposed amendments to be added to the agenda for the CoMC where approval will be sought.
3. CoMC Representatives and CDSP to review the amendments.
4. Any comments relating to the amendments to be discussed at CoMC.
5. Approval of any amendments to be given at CoMC.
6. Once approved CDSP will:

* update the document with the approved amendments;
* update the version control on the final page of this document; and
* arrange for the updated document to be published

# Performance Standards

The DMSPs currently have an overall performance standard which they are contracted to provide. This performance standard as detailed below will be in place until the current contract for the service expires which is the 31st March 2023.

As detailed within the section below, the DMSPs will incur a liability where they do not submit a Valid Meter Read by *“the liability cutoff time”.* Based on this, the DMSP will aim for 100% Valid Meter Read submission each month.

If the DMSP provides less than 97.5% of the aggregate of all Start and End of Gas Day Meter Readings for DM SMPs, the CDSP as the party contracting with the DMSP may issue a notice requesting a remedy plan.

Monthly Management Information (MI) will be provided to the CDSP in order to assess the DMSPs performance against agreed standards. This will include but is not limited to:

* Monthly Read performance %
* Monthly Read count

# Liabilities Logic

Prior to the implementation of Modification 0710, Transporters were obligated to pay liabilities to the Registered User of a Supply Meter Point (SMP) where a Valid Meter Reading was not provided in line with the service standards set out within the UNC. This was detailed within UNC Section M 7.2 – Provision of Meter Readings.

The liabilities logic detailed within this section will be in place until the contract for the service expires which is the 31st March 2023. The DMSPs have an agreed monthly and yearly liability cap which they will pay up to where they incur a liability in line with UNC Section M 7.2 – Provision of Meter Readings pre-Modification 0710 implementation. Any liability incurred above the agreed cap was a Transporter obligation to pay.

Post-Modification 0710 implementation, the Transporters will no longer be obligated to pay Class 1 liabilities and the liabilities logic will be removed from UNC. The DMSP will continue to pay liabilities up to their agreed monthly cap, in line with the logic detailed within the section below (lifted from UNC). As Transporters will no longer be obliged to pay liabilities in relation to this service, in the event that the agreed liability cap is exceeded for any DMSP network area, the capped amount will be prorated across the Shippers that had an SMP(s) which incurred a liability.

### Liability Calculation Logic

This logic for calculating liabilities will remain unchanged and in place until the current contract for the service expires on 31st March 2023. This is detailed below. **Please note this has been extracted directly from UNC pre-Modification 0710 implementation**. Where it states Transporter within the extract below, for the purpose of this document and following the implementation of Modification this should be the DMSP. Please note, post-Modification 0710 the below extract of Code will be removed from the UNC, however the liabilities logic, as detailed below, will remain as is.

***7.2 Provision of Meter Readings***

*7.2.1 The Transporters will use reasonable endeavours to provide the required number of Valid Meter Readings to the CDSP in respect of each User, in respect of each month in each case not later than 12:00 hours on the Day following the Day to which the relevant Meter Reading relates; and for the purposes of this paragraph, the required number of Valid Meter Readings in respect of a User in a month is the sum of the numbers of the Performance Relevant Supply Meters of the User on each Day of such month.*

*7.2.2 Subject to paragraph 7.2.3, if in respect of any Day following the Day to which the relevant Meter Reading relates the Transporter does not provide to the CDSP a Valid Meter Reading by 14:00 hours on the Day following each such Day (“the liability cutoff time”) the Transporter shall pay to the User the sum of £3[[1]](#footnote-2).*

*7.2.3 In respect of each Performance Relevant Supply Meter, if for each of 4 consecutive Days the Transporter does not provide to the CDSP a Valid Meter Reading by the liability cut-off time then this shall be known as a “Period of Outage” and for each further Day (after the 4th) in respect of which a Period of Outage occurs the Transporter will pay to the User (subject to paragraph 7.2.4) the appropriate liability payment as referred to in paragraph 7.2.7 below until such time as the Transporter provides to the CDSP a Valid Meter Reading by the liability cut-off time.*

*7.2.4 In the case of a Shared Supply Meter Point the amount payable to a User pursuant to paragraph 7.2.3 will be the amount specified under that paragraph divided by the number of Sharing Registered Users.*

*7.2.5 For the purposes of Section V10, the rules in paragraphs 7.2.2 and 7.2.3 are Compensation Rules within Compensation Group A; and in relation thereto the 'payment month' is the second month following:*

*(a) for the purposes of paragraph 7.2.2, the relevant month;*

*(b) for the purposes of paragraph 7.2.3, that in which the relevant Day fell.*

*7.2.6 A “Period of Outage Failure Rate” (“POFR”) shall be calculated in respect of the number of Periods of Outage experienced by a Transporter during any month, as follows:*

*POFR = (X/Y)\*100*

*where:*

*X = the number of Performance Relevant Supply Meters in respect of which one or*

*more Periods of Outage have occurred during that month; and*

*Y = the number of Performance Relevant Supply Meters which are installed on the last day of a month and which have successfully submitted at least one Valid Meter Reading to the User during that month.*

*7.2.7 There shall be four levels of liability[[2]](#footnote-3) relevant to the Transporter in respect of Periods of Outage as follows:*

*(a) £75 per Day, being a level 4 liability payment which shall be the maximum amount payable by a Transporter in respect of a Period of Outage unless and until a level 3 liability payment as referred to at paragraph 7.2.7(b) below is triggered;*

*(b) £50 per Day, being a level 3 liability payment which, once triggered, shall be the maximum amount payable by a Transporter in respect of a Period of Outage;*

*(c) £30 per Day, being a level 2 liability payment;*

*(d) £10 per Day, being a level 1 liability payment which shall be the minimum amount payable by a Transporter in respect of a Period of Outage.*

*7.2.8 In the event that the POFR is calculated at 2.5 or less for a period of three consecutive months, the Transporter’s liability payment shall be reduced by a level in accordance with the levels referred to in paragraph 7.2.7.*

*7.2.9 In the event that the POFR is calculated at more than 2.5 in any month the Transporter’s liability shall increase by a level in accordance with the levels referred to in paragraph 7.2.7.*

### Prorated Liabilities

Each network area (TGT, GT2, GT3, GT4, GT5) will have an individual monthly liability cap.

Every month, the liabilities will be calculated in line with the logic detailed within the section above. Where the liability amount exceeds the monthly cap for the network area, the capped value will be prorated across the Shippers with SMPs within that network area which have incurred a liability.

Where the monthly liability charge does not exceed the cap for the network area, no proration will occur, and the liabilities incurred will be paid in full to the relevant Shipper(s).

### Categorising ‘True’ or ‘Exempt’ Read Fails

Where the DMSP does not provide to the CDSP a Valid Meter Reading by the liability cut-off time, this could be subject to the liability charges detailed above.

In the absence of a Valid Meter Reading by the liability cut-off time, the DMSP will confirm whether this was a ‘True fail’ or ‘Exempt fail’. A ‘True fail’ is caused by something within the DMSPs control and will be subject to the liability charge. An ‘Exempt fail’ is something outside of the DMSPs control and will not be subject to the liability charge.

The below details examples of ‘True’ and ‘Exempt’ fails. Please note, these are examples and not an exclusive list of reasons.

**True fails:**

* The DM Equipment is not calling in the read

*This excludes where there is a delay on site due to the customer or site issues, but the Shipper was advised at the time. Also excludes where a site visit determines the fault to be with the Shipper asset.*

* Read failures due to an installation delay in the DM Equipment

*This excludes where there is a valid reason for the delay which is out of DMSP control.*

* The read misses the afternoon deadline
* Read failures due to asset discrepancies where the DMSP have not made the required updates following a site visit.

*Please note this excludes where UK Link has not been updated by the Shipper which prevents the DMSP submitting reads.*

**Exempt fails:**

Exempt fails include any days the DM Equipment has not called in the read, however there is a reason for this.

* The Shipper is required to update the site asset within UK Link to allow the read to be accepted. In the absence of the Shipper update, the read fails.
* There is a delay to a site visit caused by a Shipper issue.
* The Shipper has provided incorrect site contact details.
* The DMSP cannot access the site due to:
  + Bad weather conditions e.g. flooding or snow.
  + Pandemic or other health and safety issue on site preventing completion of visit
* The site becomes Class 1 and the DMSP have not had sufficient notice to enable the DM Equipment installation.
* An Estimated Read is required due to a faulty meter or convertor where the fault flag is applied to UK Link.
* The Meter Read causes a tolerance breach of AQ /SOQ causing the Meter Read to reject.
* Phone line fault
* Demolished site
* Meter Removed
* Datalogger removed by 3rd party

# Shipper Dependencies

UNC Section G details where the Class 1 Requirement applies, and the Class 1 Meter Read Requirements are satisfied, an SMP should be in Class 1.

The Class 1 Meter Read Requirement as set out in UNC Section M, is the requirement for Daily Metered Read Equipment to be installed and connected.

Within UNC Section G, Shippers are obligated to use reasonable endeavours to assist in the installation of the Daily Metered Read Equipment.

Currently the Shipper of an SMP will liaise directly with the DMSPs to request the installation of Daily Metered Read Equipment.

Following the implementation of Modification 0710, an installation request for Daily Metered Read Equipment can be triggered by the CDSP or the Shipper. Where an installation request is raised with the DMSP (either by the CDSP or the Shipper), the Shipper will be responsible for providing the required details to the DMSP to ensure the installation request can be completed. These details include but are not limited to:

* Contact details
  + Site contact details
  + Site name and address (including Post Code)
* Site Meter details
  + MPRN, AQ and meter details
* Meter Operator details
  + Name, address and contact details

The CDSP, where required in the event of escalation by either party, will liaise with both the Shipper and the DMSP, to support the progression of Daily Metered Read Equipment installation.

Please note, we expect the process pre-Modification 0710 to continue as is with the DMSP and Shipper responsibilities being unchanged, and both parties liaising directly to provide the required details.

# Within-Day Service

Upon request, the DMSPs can provide an additional within-day read service whereby the requesting party will directly receive hourly consumption data for their SMPs.

To receive the within-day service, this must be requested directly from the relevant DMSP.

For SMPs within GTM’s area, the hourly consumption data for the within-day service will be sent to the requesting party via the IX gateway.

For SMPs within SGM’s area, the hourly consumption data for the within-day service will be placed in an agreed location via SFTP.

Please note, all activities for this service will be agreed and arranged between the requesting party and the DMSP directly.

# Modification 0691

[Modification 0691](https://www.gasgovernance.co.uk/0691) was implemented on 01 April 2021 and grants the CDSP the authority to convert Class 2, 3 or 4 SMPs to Class 1 when [G2.3.15] criteria are met.

Where a Class 2. 3 or 4 SMP meets the UNC threshold requirement to become Class 1, the Registered User of the SMP will be contacted by the CDSP to make them aware that the SMP should be reclassified to Class 1. This will involve the Shipper arranging for the installation of the DM Read Equipment where required and providing the necessary details to allow this activity to take place as detailed within the section above.

Once an SMP has DM Read Equipment installed, as per UNC, the Shipper will have 2 months to reclassify the SMP to Class 1. The CDSP will monitor any SMPs in scope of Modification 0691 and where an SMP has DM Read Equipment installed for over 2 months and remains outside of Class 1, the CDSP will give the Shipper 20 Supply Point System Business Days (SPSBDs) to reclassify or the reclassification will be completed by the CDSP on the Shippers behalf.

Where the CDSP has to reclassify an SMP in the absence of Shipper action, the Shipper will be charged a fee which is detailed within the [CDSP Annual Charging Statement](https://www.gasgovernance.co.uk/DSC-Documents). This fee for 21/22 is £450. Please refer to the latest charging statement for the prevailing charge.

The notifications issued as part of this process will be via email.

Two new reports have been added to the Performance Assurance Report Register as a result of Modification 0691.

* One report identifies SMPs which have met the Class 1 threshold but reside in Class 2, 3 or 4.
* The second report identifies the volume of SMPs which have met the Class 1 threshold and have been reclassified to Class 1. These volumes are split between SMPs the CDSP have reclassified on behalf of Shippers and those which the Shipper has done directly.

Modification 0691 training material can be found via this [link](https://rise.articulate.com/share/C-zYhQltNEZys6MGn7QalzX_UBCfgiNb#/).

# Version Control

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| --- | --- | --- | --- |
| **Version** | **Date:** | **Author** | **Status** |
| 0.1 | 13/04/2021 | Ellie Rogers | Initial draft |
| 1.0FA | 07/05/2021 | Ellie Rogers | Previous FA version |
| 1.1FA | 14/05/2021 | Ellie Rogers | For Approval |

1. Unless the liability cap for the DMSP has been reached – in which case the value shall be prorated [↑](#footnote-ref-2)
2. Unless the liability cap for the DMSP has been reached – in which case the value shall be prorated [↑](#footnote-ref-3)