

Action DWG0209 009 – xoserve Response

As presented in the Rolling AQ working group, please find attached a breakdown of the analysis xoserve conducted to determine how Filter Failures potentially impacted the AQ review.

The criteria used for the analysis was all Filter Failures that had been cleared between the period 01st January 2008 up until 30th April 2008. This equated to 26,511 Filter Failures or 16,250 unique MPR's.

The Filter Failure dataset was then matched against both the Threshold Crossers and I&C AQ databases to determine how many MPR's were actually calculated in the 2008 AQ review.

The attached spreadsheet details xoserve's findings:

Fig 1. Shows that 631 of the Filter Failure MPR's appeared on the Domestic AQ database (Those Meter Points currently domestic with a proposed AQ resulting in the Meter Points crossing the Threshold to become an I&C Meter Point). Out of the 631 MPR's found, xoserve propose to use the System calculated AQ on 52 Meter Points, the spec calc on 325 Meter Points and Carry Forward the previous years AQ on 254 of the Meter Points..

Fig 2. A total of 9,770 of the Filter Failure MPR's appeared on the I&C AQ database.

6731 of the MPR's found have an proposed xoserve decision of Carried Forward (using the previous years AQ due to system and manual checks identifying anomalies in the read history).

Therefore 10,401 of the Filter Failure MPR's were calculated in the AQ review for 2008. However it is worth noting that a significant proportion of this total had USRV reads that were not used as part of the AQ 2008 calculations due to the Filter Failure periods stretching back to a period of 2003 to 2005. Unfortunately due to the complexity and volumes of the manual analysis required, we are not in a position to give an exact number of USRV reads used in this years AQ review.

Fig 3 and Fig 4 on the attached spreadsheet highlight that 5,148 of those Meter Points that failed to calculate appeared on the Warnings Report. The warnings reasons are detailed on the decision tab.

The remaining Filter Failure MPR's did not appear within any of the above databases or validations due to the fact that they are domestic Meter Points. Although these 701 Meter Points had Filter Failures triggered, the date on which the Filter Failures occurred resulted to a period when the MPR's had an I&C AQ.

Additional to the above analysis, xoserve carried out a review on the number of Filter Failures cleared resulted in an Adjustment. The results show that 50% of those Filter Failures cleared had an adjustment raised to correct the consumption.

These are the scenarios that would influence the AQ calculation.

To ensure that xoserve captured all the critical points of this issue, a report was also ran to determine how many accepted Meter Reads result in a Filter Failure. The report was generated for March and April 2008 and concluded that only 0.13% of those Meter Reads that xoserve accepted had a new Filter Failure created. The breakdown is as follows:

Mar 08 - Accepted Meter Reads = 4,690,886 Filter Failures created = 7022

Apr 08 - Accepted Meter Reads = 5,213,741 Filter Failures created = 6574

To summarise, xoserve's analysis on how Filter Failures impact an AQ calculation indicate that only a small proportion of Meter Points would use USRV readings in an AQ review. In addition, results of our analysis highlighted that 75% of the Filter Failure Meter Points selected resulted in the AQ being Carried Forward (thus failing system and manual validation checks). In conclusion, Filter Failures have minimal impact on the AQ review.

Susan Prosser

Supply Point Operations

xoserve

E-mail : Susan.g.Prosser@xoserve.com

Internal No :7592 2564

External No : 0121 623 2564