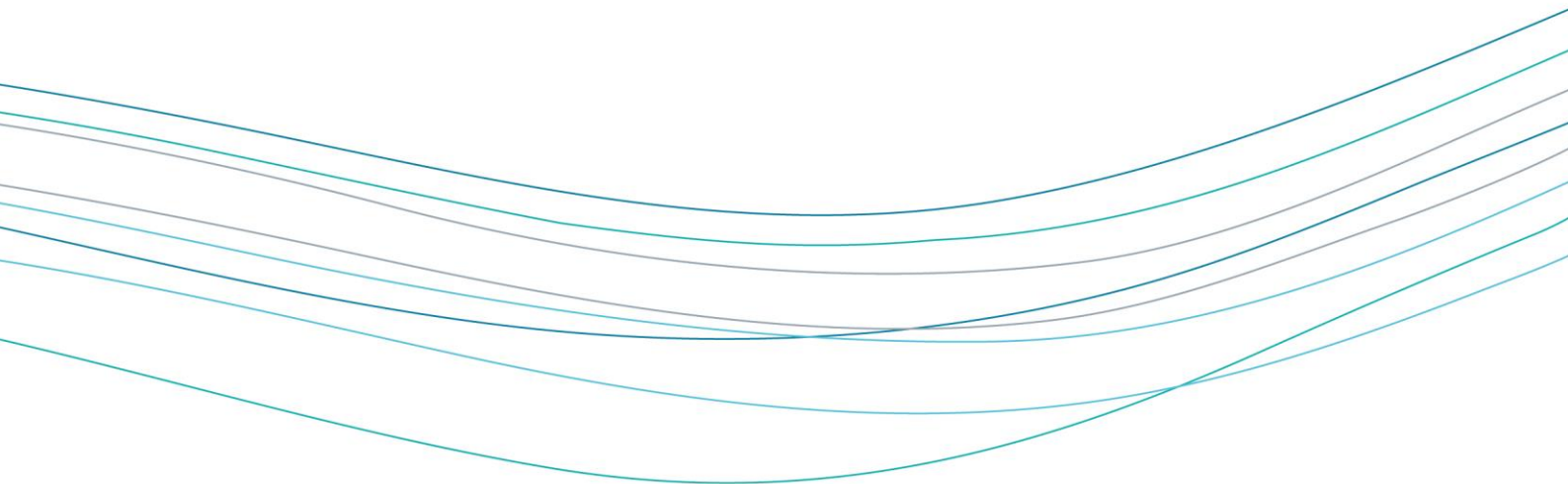


Final Meter Reading Following a Change of Use



Background

When a premises changes from non-household to household use (Change of Use), the customer must notify their retailer of this change. Once the retailer is made aware of the Change of Use, it shall follow process C6 of the Operational Terms by sending Form C/03 to the wholesaler to notify them that the SPID(s) should be deregistered from CMOS. The wholesaler shall then submit a Final meter read, with a meter read type of Visual, for any meters associated with the SPID(s) and deregister the SPID using the effective date of the Change of Use.

Issue with current process

The issue with the process is that customers do not always notify their retailer of a change of use in a timely manner. If this occurs, the wholesaler will not be aware that a Final meter read is required at the time of the Change of Use. By the time the wholesaler is made aware of the Change of Use, it is likely that the meter will have been measuring consumption past the effective date of the Change of Use.

In addition, CMOS will not accept a T115.W (Declare Disconnection/Reconnection/Deregistration) where the effective date of the deregistration is before the Final Meter read date for any meter associated with the SPID. Generally, this validation ensures that meter reads are only provided for SPIDs that exist in the market, however, in this case of a Change of Use, the Final meter read date may occur after the SPID should have been deregistered.

Influence on Settlement

If a wholesaler takes a Final meter read after the Change of Use has already occurred for the relevant SPID, the meter may have been measuring household consumption. Settlement will then be calculated based on this meter read, and could potentially include household consumption.

Influence on Performance Regime

Market Performance Standard (MPS) charges are incurred where a Final read is submitted to CMOS over 5 Business Days after the meter read date (or 8 Business Days if the meter read is completed by an Accredited Entity or 10 Business Day for Private Meter Treatment types). If the wholesaler alters the Final meter read date, to allow for the deregistration (T115.W) to be accepted with the correct effective date, incorrect performance charges may be incurred.

Solution

The process below ensures that settlement is calculated correctly and that the appropriate MPS charges are incurred by the wholesaler. For clarity, the requirements set out in the Market Terms, Operational Terms, and CSDs shall continue to apply.

Wholesalers should follow this process if:

1. An application has been sent to the wholesaler in respect of a Deregistration of a Supply Point due to an Exit Change of Use, and;
2. A Final meter read could not be taken before the effective date of the Exit Change of Use

Process for submitting a Final meter read following a Change of Use:

1. Wholesalers should take a Final meter read for all meters relating to the SPID(s) identified in Form C/03 as soon as possible.
2. The Final meter read(s) should be submitted to CMOS with the correct meter read date(s) and meter reading(s).
3. The wholesaler should estimate the final consumption at the effective date of the deregistration and make the appropriate negative volumetric adjustment(s) using T138.W.
4. The SPID(s) should be deregistered with an effective date which is on or after the last Final meter read date for all meters relating to the SPID.
5. The effective date of the deregistration should be adjusted to the correct date set out in Form C/03 using TCORR177.W.

Working Example

An example of a scenario which meets the above criteria is set out below:

A premise has a water SPID with two meters associated with it and a sewerage SPID. This premise Changes Use on 1 April 2018 but the customer does not notify its retailer until 20 April 2018. The retailer notifies the wholesaler of the Change of Use, using Form C/03, on 23 April 2018. The wholesaler collects the Final meter reads on the 25 April 2018 and submits the meter reads to CMOS on 27 April 2018.

1 April 2018	20 April 2018	23 April 2018	25 April 2018	27 April 2018
Change of Use occurs	Customer notifies retailer	Retailer notifies wholesaler	Wholesaler collects Final meter reads	Wholesaler submits meter reads

In example, the wholesaler should:

1. Collect the Final meter reads for both meters as soon as possible, which in this case, was on 25 April 2018
2. Submit the Final meter reads to CMOS with the meter read date of 25 April 2018
3. Estimate the final consumption at the 1 April and make the appropriate negative volumetric adjustments for both the water and sewerage SPIDs using T138.W
4. Deregister both the Water and Sewerage SPIDs with an effective date of the 25 April 2018
5. Adjust the effective date of the deregistration to the 1 April 2018 using TCORR177.W