

**Code Subsidiary Document  
No. 0105:**

**Error Rectification and  
Retrospective Amendments**

## Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
V2.0	2 <sup>nd</sup> October 2017	CSD 0105 Clarifications and updates	CPW017	5.1.9 (b), 6.2.6 (b), 6.3.3, 6.3.5 (b), 6.3.7, 6.3.10 (new section), 6.3.11 (new section), 6.3.12 (new section), 6.3.13 (new section)
<u>V3.0</u>	<u>28<sup>th</sup> September 2018</u>	<u>Remove the concept of SPID versioning</u>	<u>CPW026</u>	<u>3.2.8</u>
		<u>Removing the Error Codes list from CSD 0301</u>	<u>CPW037</u>	<u>5.1.8</u>

## Table of Contents

1.	Purpose and scope .....	<del>65</del>
1.1	Purpose .....	<del>65</del>
1.2	Scope .....	<del>65</del>
2.	General principles .....	<del>76</del>
2.1	General.....	<del>76</del>
2.2	Data Ownership .....	<del>87</del>
2.3	Types of Data Correction .....	<del>109</del>
2.4	Authorisation required for Error Rectification.....	<del>1110</del>
2.5	Authorisation required for Retrospective Amendment .....	<del>1211</del>
2.6	New and Partial Supply Points .....	<del>1413</del>
2.7	Rejected Supply Points .....	<del>1413</del>
2.8	Supply Points Transferred in error .....	<del>1413</del>
2.9	Wholesaler Tariff Data Retrospective Amendments.....	<del>1514</del>
2.10	Types of Transaction for making Data Corrections.....	<del>1514</del>
2.11	Retrospective Amendments which are not permitted .....	<del>1716</del>
2.12	Alternative Processes .....	<del>1716</del>
2.13	Monitoring and Reporting.....	<del>1817</del>
3.	Process description .....	<del>1918</del>
3.1	Description of the process steps .....	<del>1918</del>
3.2	Error Rectification and Retrospective Amendment.....	<del>1918</del>
4.	Market Operator Data Correction .....	<del>2120</del>
5.	Vacancy Change Application .....	<del>2423</del>
6.	Data Correction Transactions.....	<del>3029</del>
6.1	General.....	<del>3029</del>
6.2	Retrospective Amendments to Meter Data.....	<del>3231</del>
6.3	Retrospective Amendments in respect of Supply Points .....	<del>3938</del>
6.4	Retrospective Amendments in respect of Discharge Points .....	<del>4342</del>
7.	Process diagrams.....	<del>4544</del>
8.	Interface and timetable requirements.....	<del>4746</del>
8.1	Vacancy Change Application .....	<del>4746</del>

A Appendix: Example Retrospective Amendment .....52~~54~~

## Definitions

Unless expressly stated otherwise, for the purposes of this CSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply; and
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue) shall have the meaning attributed therein.

For the purposes of this CSD only, the following capitalised terms shall have the following meaning:

Definitions	
Term	Definition
“Data Correction”	an Error Rectification or a Retrospective Amendment as applicable;
“Immediate Error Rectification”	an Error Rectification which satisfies the conditions in section 2.4.2 of this CSD;
“Immediate Retrospective Amendment”	a Retrospective Amendment which satisfies the conditions of section 2.5.2 of this CSD;
“Occupancy Applicant”	the Trading Party defined in section 5.1.2;
“Occupancy Challenger”	the Trading Party defined in section 5.1.11;
“Occupancy Owner”	the Trading Party defined in section 5.1.1;
“Other Trading Party Agreed Retrospective Amendment”	a Retrospective Amendment which satisfies the conditions of section 2.5.8 of this CSD;
“Self-Certified Error Rectification”	an Error Rectification which satisfies the conditions in section 2.4.3 of this CSD;
“Self-Certified Retrospective Amendment”	a Retrospective Amendment which satisfies the conditions of section 2.5.3 of this CSD; and
“Wholesaler Tariff Data Retrospective Amendment”	a Retrospective Amendment which satisfies the conditions of section 2.5.3 of this CSD.

# 1. Purpose and scope

## 1.1 Purpose

- 1.1.1 Under Section 4.2.4 of the Market Terms, Data Owners have a general duty to ensure that the Data Items for which they are the Data Owner are up to date, accurate and complete. Under the Market Terms, where the Market Operator wishes to query the accuracy or completeness of Data Item(s), it will request the Data Owner to review and, if necessary, correct these Data Items. Where the Data Owner itself identifies such an error, it is under an obligation to correct the Data Item(s) as soon as it becomes aware of the error. Where another Trading Party wishes to query the accuracy or otherwise of a Data Item for which it is not the Data Owner, they may investigate that matter directly with the Data Owner.
- 1.1.2 Data Owners may also be required to correct Data Items following the outcome of a Dispute.
- 1.1.3 This CSD 0105 describes detailed processes and procedures which enable the Data Owner to correct Data Items.

## 1.2 Scope

- 1.2.1 This CSD sets out the controlled process for the correction of Data Items held in the Central Systems.
- 1.2.2 The rules for updating Data Items are set out in CSD 0101 (Registration: New Supply Points), CSD 0102 (Registration: Transfers), CSD 0103 (Registration: Cancellations and Erroneous Transfers), CSD 0104 (Maintain SPID Data), CSD 0106 (Non-Market Meters), CSD 0202 (Meter Read Submission: Process), CSD 0206 (Trade Effluent Process), and CSD 0208 (Submission and Validation of Wholesaler Tariff Data).
- 1.2.3 Where an update to a Data Item has not been provided within the timescale required by the Market Terms and the CSDs, or is being submitted to correct an error made in an earlier submission, it is considered to be a Data Correction and the process set out in this CSD should be followed. The treatment of such Data Corrections by the Market Operator will depend upon the Data Item that is to be modified, the Effective From Date of that change, and whether the modification has an Effective To Date.

## 2. General principles

### 2.1 General

2.1.1 This CSD provides a structured mechanism for the Trading Parties to carry out Data Corrections. Wholesalers and Retailers remain responsible at all times for the accuracy and completeness of all Data Items for which they are the Data Owners.

2.1.2 This section 2 describes general principles which apply to Data Correction, including:

- (a) the requirement that only Data Owners may correct the Data Items for which they are responsible; and
- (b) the requirement in relation to the levels of authorisation which are required to correct Data Items.

2.1.3 This section 2 also provides:

- (a) details of special arrangements which apply to New and Partial Supply Points;
- (b) details of special arrangements which apply to Rejected Supply Points;
- (c) details of special arrangements which apply to Supply Points which have been Transferred in error;
- (d) an overview of cases where:
  - (i) the standard Data Transactions should be used to carry out the Data Correction;
  - (ii) a Data Correction Transaction version of a standard Data Transaction may be used to carry out Data Corrections (prefixed with TCORR in CSD 0301 (Data Catalogue)); and
  - (iii) a Data Correction Transaction (which does not have an equivalent standard Data Transaction) may be used to carry out Data Corrections (prefixed with TCORR in CSD 0301 (Data Catalogue));

- (e) An overview of cases where Data Corrections may not be made directly to the Data Item either by the Data Owner or the Market Operator. In general alternative ways are described in which data may be submitted to the Central Systems to provide a description of the position; and
- (f) Monitoring and reporting.

## 2.2 Data Ownership

2.2.1 Trading Parties may submit Data Corrections subject to the following general conditions in respect of data ownership:

- (a) a Trading Party can only make Data Correction(s) in respect of periods of time for which it is the Data Owner of the Data Item;
- (b) a single Data Item may have different Data Owners in respect of different periods of time; however, for any one instant of time a Data Item will only have a single Data Owner;
- (c) a Trading Party can (in general) only be the Data Owner for a Data Item if the relevant Supply Point was Registered to the Trading Party for the relevant period of time, and remains the Data Owner for such periods of time even if later the Supply Point may be Registered to other Trading Parties;
- (d) a Trading Party which is the Data Owner for a Data Item in the present time is presently the Data Owner for the Data Item in the future (although for the avoidance of doubt this future Data Ownership will change immediately upon change of Registration of the Supply Point);
- (e) CSD 0301 (Data Catalogue) sets out whether the Wholesaler or the Retailer Registered to the Supply Point is the Data Owner; and
- (f) where a Supply Point is Registered in accordance with CSD 0003 (Volume Transfer and Volume Data Update) then the Transferee or Incoming Wholesaler to which the Supply Point is Registered also acquires the corresponding Data Ownership for the period of time the data was owned by the Transferor or the Outgoing Wholesaler save as set out in section 4.3.6(k) of the Market Terms.



2.2.2 There is no Retailer which is the Data Owner for a Supply Point which has a SPID Status of either:

- (a) New; or
- (b) Rejected.

2.2.3 In respect of Supply Points which are Deregistered, there is no current Data Owner for the Supply Point. However, there will be both Retailer and Wholesaler Data Owners for the historical period for which the Supply Point was Registered.

2.2.4 In general where there is a Water Services Supply Point which is not Deregistered and which is paired with a Sewerage Services Supply Point, then the Data Owner for the Water Services Supply Point is also the Data Owner for the Core Data, except:

- (a) Where the Water Services Supply Point has a SPID Status of New or Rejected, then:
  - (i) the Retailer for the Sewerage Services Supply Point will be the Data Owner for the Retailer owned Core Data unless the Sewerage Services Supply Point has a SPID Status of either New or Rejected;
  - (ii) there is no Data Owner for the Retailer owned Core Data if the Sewerage Service Supply Point has a SPID Status of either New or Rejected;
- (b) Where the Water Services Supply Point has a SPID Status of Rejected, then the Wholesaler for the Sewerage Services Supply Point will be the Data Owner for the Wholesaler owned Core Data unless the Sewerage Services Supply Point has a SPID Status of Rejected; and
- (c) The Wholesaler for a Supply Point which is Rejected may only
  - (i) Deregister the Supply Point; or
  - (ii) Re-register the Supply Point with the SPID Status of New, and may make no other changes to the Supply Point or its Data Items.

2.2.5 For unpaired Supply Points, the Data Owner for the Supply Point is also the Data Owner for the Core Data.

## 2.3 Types of Data Correction

2.3.1 There are two types of Data Correction. These are Error Rectification and Retrospective Amendment.

2.3.2 A correction to a Data Item which does not have an impact on the calculation of Primary Charges is an Error Rectification.

2.3.3 A correction to a Data Item which does have an impact on the calculation of Primary Charges is a Retrospective Amendment.

2.3.4 There are two types of Error Rectification:

- (a) Immediate Error Rectification; and
- (b) Self Certified Error Rectification.

2.3.5 These two types of Error Rectification are discussed in section 2.4 immediately below.

2.3.6 There are four types of Retrospective Amendments:

- (a) Immediate Retrospective Amendment;
- (b) Self Certified Retrospective Amendment;
- (c) Other Trading Party Agreed Retrospective Amendment; and
- (d) Wholesaler Tariff Data Retrospective Amendment.

2.3.7 For the avoidance of doubt, Data Corrections to a Meter Manufacturer Data Item or Meter Manufacturer Serial Number Data Item are deemed to be Retrospective Amendments both because of their impact on the reporting of charges and the likelihood of the impact in the subsequent calculations of Primary Charges.

2.3.8 These four types of Retrospective Amendment are discussed in section 2.5 below.

## 2.4 Authorisation required for Error Rectification

2.4.1 The two types of Error Rectification are discussed below.

### Immediate Error Rectification

2.4.2 Where an Error Rectification satisfies all of the following conditions:

- (a) The proposed Effective From Date for the Data Item is:
  - (i) After the most recent Effective From Date for that Data Item; and either within the current Month or the previous two preceding Months; and
- (b) The current Data Owner has been the Data Owner for the entire period of the proposed Data Correction; and
- (c) The proposed Data Correction is a change to the Data Item for the entire period from the Effective From Date of the correction.

then the Data Owner may make an Immediate Error Rectification using the standard Data Transactions detailed in CSD 0104 (Maintain SPID Data), CSD 0206 (Trade Effluent Processes) and CSD 0301 (Data Catalogue) where these transactions are applicable.

### Self Certified Error Rectification

2.4.3 Where an Error Rectification does not satisfy the conditions for an Immediate Error Rectification as set out in section 2.4.2, including where:

- (a) The Effective From Date for the Error Correction is before the earliest date for an Immediate Error Rectification; and
- (b) The Error Rectification is for a period of time which is in the past (ie the Error Rectification has an Effective To Date, including the case where the current Data Owner is not the Data Owner for the period of the correction, and the Data Correction is being submitted by the appropriate previous Data Owner);

then a Self Certified Error Rectification must be used.

2.4.4 Where a Trading Party uses a Self Certified Error Rectification, the Trading Party's Contract Manager must first authorise the use of the Data Correction Transaction. The Data Correction Transaction must include an Authorisation Code created by the Trading Party which would provide a reference to an audit trail of the Contract Manager's authorisation.

2.4.5 Processes for Self Certified Error Rectification are described in Section 3 below.

## 2.5 Authorisation required for Retrospective Amendment

2.5.1 The four types of Retrospective Amendment are discussed below.

### Immediate Retrospective Amendment

2.5.2 Where a Retrospective Amendment satisfies all of the following conditions:

- (a) the proposed Effective From Date for the Data Item is after the most recent Effective From Date for that Data Item and is either within the current Month or the preceding two Months;
- (b) the current Data Owner has been the Data Owner for the entire period of the proposed Data Correction; and
- (c) the proposed Data Correction is a change to the Data Item for the entire period from the Effective From Date of the correction;

then the Data Owner may make either an Immediate Retrospective Amendment using the standard Data Transactions detailed in CSD 0104 (Maintain SPID Data), CSD 0206 (Trade Effluent Processes) and CSD 0301 (Data Catalogue) where these transactions are applicable.

### Self Certified Retrospective Amendment

2.5.3 Where a Retrospective Amendment does not satisfy the conditions for an Immediate Retrospective Amendment, but for which the proposed Effective From Date for the Retrospective Amendment is either within the current Month or the previous eight (8) Months, then a Self Certified Retrospective Amendment may be used to correct the data:

2.5.4 For the avoidance of doubt, this case includes cases where:

- (a) the Effective From Date is on or earlier than the most recent Effective From Date for that Data Item; and
- (b) the Retrospective Amendment is for a period of time which is in the past (ie the Retrospective Amendment has an Effective To Date; this case includes the case where the current Data Owner is not the Data Owner for the period of the correction, and the Data Correction is being submitted by the appropriate previous Data Owner).

2.5.5 Where a Trading Party uses a Self Certified Retrospective Amendment, the Trading Party's Contract Manager must first authorise the use of the Data Correction Transaction. The Data Correction Transaction must include an Authorisation Code created by the Trading Party which would provide a reference to an audit trail of the Contract Manager's authorisation.

2.5.6 Processes for Self Certified Retrospective Amendment are described in Section 3 below.

#### **Wholesaler Tariff Data Retrospective Amendment**

2.5.7 Where a Wholesaler is informed of an error in their Wholesaler Tariff Data or discovers an error in their Wholesaler Tariff Data they shall follow the requirements of section 2.9 below.

#### **Other Trading Party Agreed Retrospective Amendment**

2.5.8 In all other cases of Retrospective Amendment, an Other Trading Party Agreed Retrospective Amendment must be used to correct the data.

2.5.9 Where a Trading Party uses an Other Trading Party Agreed Retrospective Amendment, the Trading Party's Contract Manager must first use reasonable endeavours to reach agreement with the other relevant Trading Parties before making a correction to a Data Item. In the absence of such agreement, and following such an attempt to reach agreement, the Trading Party should nonetheless proceed with the Retrospective Amendment. The Data Correction Transaction must include an authorisation code created by the Trading Party which would provide a reference to an audit trail of the Contract Manager's agreement (or attempt to reach agreement) with the other relevant Trading Parties.

## 2.6 New and Partial Supply Points

- 2.6.1 Special arrangements apply to Supply Points which have a SPID Status of either New or Partial.
- 2.6.2 For these Data Items, where updated information becomes available before the SPID Status is changed to Tradable, an Immediate Data Correction can be made. It should be noted however, that where a Water Services Supply Point has been paired to an existing Sewerage Services Supply Point which has had a SPID Status of Tradable, that the Sewerage Wholesaler or Sewerage Retailer, as applicable, remain the Data Owners for the Core Data Items for the period before the Water Services Supply Point Supply Point Effective From Date, or where the Water Services Supply Point does not have a Supply Point Effective From Date, for the period before the date of creation of the Water Services Supply Point.
- 2.6.3 Depending upon the Service Category of the Supply Point, the Wholesaler is required to submit either the T139.W (Submit Water Services SPID Service Components) or the T140.W (Submit Sewerage Services SPID Service Components) before the SPID Status can be made Tradable. If updated information becomes available prior to the SPID Status becoming Tradable, the Wholesaler may repeat the Data Transaction to correct the Service Component. While the SPID Status is New or Partial, the Wholesaler may not submit the T143.W (Update Service Component) to update the Service Components.

## 2.7 Rejected Supply Points

- 2.7.1 Where a Retailer has Rejected a Supply Point either because:
- (a) the Wholesaler notified the New Supply Point with the wrong Retailer; or
  - (b) the Retailer Rejected the New Supply Point in error,
- the Wholesaler may correct the error by re-requesting the New Supply Point.

## 2.8 Supply Points Transferred in error

- 2.8.1 Where a Retailer has requested the Transfer of a Supply Point in error, then the error may be corrected immediately either by the Incoming Retailer or the Outgoing Retailer by submitting a T110.R (Registration Cancellation) in

accordance with CSD 0103 (Registrations: Cancellations and Erroneous Transfers).

2.8.2 In the event that the Supply Point has been erroneously Transferred, the Erroneous Transfer process described in CSD 0103 (Registrations: Cancellations and Erroneous Transfers) may be used to correct the error within the first three Months from the Registration Start Date.

2.8.3 From three Months from the Registration Start Date, standard Transfer process applies; the original Supplier may request the return of Supply Point by submitting the Data Transaction T108.R (Transfer Registration Application).

## 2.9 Wholesaler Tariff Data Retrospective Amendments

2.9.1 Where a Wholesaler wishes to make a Retrospective Amendment to their Wholesaler Tariff Data, they shall promptly:

- (a) Provide to all the Retailers which would be affected by the correction to the Wholesaler Tariff Data:
  - (i) details of the error;
  - (ii) details of all the Settlement Runs and Invoice Periods which are affected by the error; and
  - (iii) details of when the error will be corrected.
- (b) Correct the Wholesaler Tariff Data in accordance with CSD 0208 (Submission and Validation of Wholesaler Tariff Data).

## 2.10 Types of Transaction for making Data Corrections

2.10.1 In general, the following three types of Data Transactions may be used to make Data Corrections:

- (a) standard Data Transactions as described in CSD 0301 (Data Catalogue);
- (b) a Data Correction Transaction version of a standard Data Transaction; and
- (c) a Data Correction Transaction (which does not have an equivalent standard Data Transaction).

- 2.10.2 In general, apart from the cases described in sections 2.6, 2.7 and 2.8 above, Immediate Error Rectification and Immediate Retrospective Amendments can be carried out using the standard Data Transactions.
- 2.10.3 Where a Data Correction Transaction version of a standard Data Transaction exists, it can be used to carry out any type of Error Rectification or any type of Retrospective Amendment.
- 2.10.4 The descriptions in the sections above set out the required levels of authorisation to correct Data Items.
- 2.10.5 There are a number of types of Retrospective Amendments which cannot be carried out by using either a standard Data Transaction or the Data Correction Transaction version of a standard Data Transaction. Data Correction Transactions (which are not available as standard Data Corrections) are specified in sections 2.10.6, 2.10.7 and 2.10.8 below.
- 2.10.6 Data Correction Transactions (which are not available as standard Transactions) are available in respect of meters as follows:
- (a) remove Meter Reads;
  - (b) insert Meter Reads;
  - (c) amend Initial Reads and Final Reads;
  - (d) erase meter (removing a meter completely such that following its removal it no longer appears in any Settlement Report);
  - (e) move meter to different Supply Point;
  - (f) amend Meter Treatment;
  - (g) amend meter register; and
  - (h) amend Meter Manufacturer or a Manufacturer Meter Serial Number.
- 2.10.7 Data Correction Transactions (which are not available as standard Data Transactions) are available in respect of Supply Points as follows:
- (a) Amend Supply Point Effective Dates;



(b) Pair Supply Points; and

(c) Unpair Supply Points.

2.10.8 Data Correction Transactions (which are not available as standard Data Transactions) are available in respect of Discharge Points as follows:

(a) Amend Discharge Point Effective Dates; and

(b) Erase Discharge Point.

2.10.9 Finally, it should be noted that there is one Data Correction Transaction (which does have a standard Data Transaction equivalent), which for convenience is described alongside the Data Correction Transactions described in Sections 2.10.7. This is to Erase a Supply Point which was Registered in error.

## 2.11 Retrospective Amendments which are not permitted

2.11.1 It is never permissible to make the following Retrospective Amendments:

(a) reverse the Deregistration or removal of a meter;

(b) reverse the Deregistration or removal of a Supply Point;

(c) reverse the discontinuation of a Discharge Point; and

(d) a number of other cases described in detail in section 6 below.

## 2.12 Alternative Processes

2.12.1 In some particular circumstances, specific processes for the correction of Data Items may be undertaken. These include:

### Occupancy

2.12.2 Where the either the Water Wholesaler, Sewerage Wholesaler or the Sewerage Retailer (where Sewerage Retailer is different from the Water Retailer) identifies a potential error in the occupancy status of a Supply Point, it may pursue a Vacancy Change Application to change the occupancy status of that Supply Point, provided that the Supply Point is marked as vacant in the Central Systems and that the Supply Point is Tradable.

## Market Operator Data Correction

- 2.12.3 Corrections to Data Items which are not considered in sections 2.6, 2.7, 2.8 or 2.9 and which do not fall into the impermissible category can only be corrected using the Market Operator Data Correction process described in section 4 of this CSD.

## 2.13 Monitoring and Reporting

- 2.13.1 The Market Operator will monitor and report on the use of the Error Rectification and Retrospective Amendment processes in accordance with CSD 0002 (Market Performance Framework).

## 3. Process description

### 3.1 Description of the process steps

3.1.1 This Section provides a description of the steps which must be undertaken following the identification of an error. Detailed processes for correcting an error are provided in sections 4, 5 and 6.

### 3.2 Error Rectification and Retrospective Amendment

#### Step a: Error identification and investigation

3.2.1 Where a Trading Party wishes to query the accuracy or otherwise of a Data Item for which it is not the Data Owner, they may investigate that matter with the Data Owner.

3.2.2 Where the Market Operator wishes to query the accuracy of Data Item(s), it will request the Data Owner to investigate the matter.

3.2.3 A Data Owner may itself identify an error in Data Items.

3.2.4 A Data Owner may be required to make a change to a Data Item following the resolution of a Dispute.

3.2.5 Where an investigation results in the need to correct a Data Item, the Data Owner will then:

- (a) identify whether it is permitted to correct the Data Item;
- (b) identify whether the Data Correction is an Error Rectification or a Retrospective Amendment;
- (c) identify and obtain, where necessary, the correct level of authorisation for the Data Correction; and
- (d) if applicable, identify the correct Data Transaction to correct the Data item.

#### Step b: Data Correction

3.2.6 Where a Data Correction is both required and permitted and a Data Transaction is applicable, the Data Owner will notify the Market Operator of the Data Item

using the Data Transactions as appropriate. The Data Transactions will include, as applicable, an Effective To Date and an Authorisation Code.

3.2.7 Where a Data Correction is both required and permitted and a Data Transaction is not applicable, the Data Owner may use the Market Operator Data Correction process to correct the data.

3.2.8 Where a Trading Party wishes to correct a Data Item, but it is not permissible to directly correct that specific Data Item, the Data Owner may re-create the data. For example, if a meter has been incorrectly Deregistered, the Wholesaler may notify replacement meter data; or if a Supply Point has been incorrectly Deregistered, the Wholesaler may request a New Supply Point with a different SPID Core. In the case of incorrectly Deregistered Supply Points, the Wholesaler shall notify all affected Trading Parties as soon as it becomes aware of the error and all affected Trading Parties Registered to the Water Services Supply Point and the Sewerage Services Supply Point at the Eligible Premises agree to cooperate with each other in relation to the Registration of New Supply Points. For example, if a Supply Point has been incorrectly Deregistered, the Wholesaler may request a replacement Supply Point; or if a meter has been incorrectly Deregistered, the Wholesaler may notify replacement meter Data Items.

3.2.9 Where the Wholesaler has to recreate the data representation of Supply Points, meters or Discharge Points, there will be an impact on other Trading Parties to submit related Data Items. The Wholesaler should treat the data recreation exercise as an Other Trading Party Agreed Authorised Retrospective Amendment even though the necessary transactions, such as T101.W (Request New SPID) or T104.W (Submit Meter Details) are not explicitly labelled as Data Correction Transactions.

## 4. Market Operator Data Correction

4.1.1 There may be exceptional circumstances in which it will not be possible for the Trading Parties to carry out the Data Correction process via Data Transactions, and a Market Operator Data Correction will be required. Where this is the case, the Data Owner may make an enquiry to the Market Operator about the practicalities of a Market Operator Data Correction by using CSD 0406 (Service Management Interface). The enquiry should fully specify information about the Data Items to be corrected, including:

- (a) full details of the Data Items, including full references to the Data Items in CSD 0301 (Data Catalogue);
- (b) the numbers of Data Items to be changed;
- (c) the affected SPIDs; and
- (d) the period over which the Data Items are to be corrected.

4.1.2 The enquiry should include declarations that:

- (a) the Trading Party is the Data Owner for the entire period of the requested Data Correction (noting in accordance with section 2.2 above, that in general a Trading Party remains the Data Owner for previous periods of time after the Supply Point is Registered to another Trading Party); and
- (b) that appropriate authorisation has been obtained where the correction is either a Self Certified Error Correction, a Self Certified Retrospective Amendment or an Other Trading Party Agreed Retrospective Amendment.

### Step b: Market Operator determines the impact and cost

4.1.3 Within ten (10) Business Days of receipt of the enquiry, the Market Operator will complete an assessment of the proposed Data Correction. Such assessment will include consideration of the following:

- (a) whether it is feasible to implement the change in the Central Systems;
- (b) if the proposed Market Operator Data Correction is feasible then a cost may be associated with its implementation. The Market Operator will

assess the cost of implementing the proposed Market Operator Data Correction, which would be payable by the Trading Party as an Additional Service Charge consistent with its published list of Additional Service Charges; and

- (c) the Market Operator will also assess the timescales for implementing the request, recognising the requirement that it may be necessary to develop and test methods to implement the Data Correction.

#### **Decision c: Market Operator notifies Trading Party**

- 4.1.4 Within two (2) Business Days of completion of the assessment, the Market Operator will notify the Trading Party about the feasibility of the Data Correction, any Additional Service Charge payable for implementing the Data Correction and the expected timescales for implementing the Data Correction.

#### **Step d: Notification of acceptance**

- 4.1.5 Where the Trading Party agrees that a Market Operator Data Correction shall be implemented, the Trading Party's Contract Manager shall confirm the Trading Party's agreement to pay the Additional Service Charge and that the Market Operator should proceed with the Data Correction.

#### **Step e: Implement change**

- 4.1.6 Before making any requested change, the Market Operator shall separately verify that the requesting Trading Party was the Data Owner for the Data Items on the relevant dates.
- 4.1.7 The Market Operator shall notify all the affected Trading Parties of the proposed date on which it proposes to carry out the Market Operator Data Correction, and subsequently confirm to the Trading Parties that the corrections have been implemented.
- 4.1.8 In implementing the Market Operator Data Correction, the Market Operator shall create and maintain a single log of all such Market Operator Data Corrections, which will include inter alia details of the Data Items corrected, the Effective From Dates and Effective To Date for the Data Items, the previous value(s) of the Data Items and the dates on which the previous value(s) were in effect, the

Trading Party requesting the change and the date and time at which the change was effected.

## 5. Vacancy Change Application

### Step a: Investigate occupancy with the Data Owner

5.1.1 Where either:

- (a) the Water Wholesaler or a Sewerage Wholesaler for a Supply Point; or
- (b) the Sewerage Retailer of a paired Sewerage Services Supply Point (where the Sewerage Retailer is different from the Water Retailer)

considers that an Eligible Premises is incorrectly marked as being vacant when it should be marked as being occupied, they should first approach the Retailer which is the Data Owner of the Occupancy Status (D2015) (the “Occupancy Owner”) in accordance with section 4.2.4 of the Market Terms to investigate the matter directly.

5.1.2 Where either the Occupancy Owner does not agree that the Eligible Premises is occupied, or fails to change the Data Item, any of the Trading Parties referred to in section 5.1.1 (“the Occupancy Applicant”) may initiate an application to change the occupancy status of an Eligible Premises from ‘vacant’ to ‘occupied’ by making a Vacancy Change Application in accordance with the further process steps described below.

### Step b: Site visit

5.1.3 Prior to the submission of a Vacancy Change Application in accordance with step c below, the Occupancy Applicant shall undertake a site visit in order to gather evidence in relation to the occupancy status of the Eligible Premises.

### Step c: Vacancy Change Application

5.1.4 Within twenty (20) Business Days of a site visit pertaining to the occupancy of the Eligible Premises by the Occupancy Applicant, an Occupancy Applicant which is a Wholesaler should submit the Data Transaction T134.W (Vacancy Change Application), whilst an Occupancy Applicant which is a Retailer should submit the T134.R (Vacancy Change Application).



- 5.1.5 The T134.W or T134.R (as applicable) will need to include:
- (a) the Effective From Date (D4006) for the proposed change of status (the date of occupancy, defined as being the day from which a continuous period of occupancy is claimed by the Wholesaler or Retailer (as applicable));
  - (b) the Date of Evidence, being the day of the required site visit;
  - (c) the Cryptographic Hash which will identify the compiled evidence and will serve to provide a fingerprint for that evidence so that any party looking at such evidence (at any time) can confirm that it is exactly the same version of evidence as was originally created. The evidence should either be put into a single file, or where there are multiple files, every file making up the evidence must be combined into a single archive file. It is the hash of the single file or archive file that must be provided. The files must be in non-proprietary and widely implemented formats; and
  - (d) the name of the Cryptographic Hash Algorithm used to create the cryptographic hash itself. Valid cryptographic hash algorithms shall be specified by the Market Operator and will be revised only if the algorithm ceases to be fit for purpose.
- 5.1.6 Such an application can only be made for a Water Service Supply Point (and would automatically include any paired Sewerage Services Supply Point), or an unpaired Sewerage Services Supply Point. Once an application has been accepted by the Market Operator, no further applications may be made until that application has been rejected, has lapsed, or has been given effect.
- 5.1.7 The application can only be made for a Supply Point with a SPID Status of Tradable, which is vacant, has been continuously vacant since the Effective From Date (D4006) (the proposed date of occupancy) and for which there are no other Vacancy Change Applications in progress. It is permissible for the Supply Point to be Temporarily Disconnected.

#### **Step d: Acceptance/Rejection of the Vacancy Change Application**

- 5.1.8 The Market Operator will confirm or reject the Vacancy Change Application within one (1) Business Day of receiving the application by sending a T109.M (Accept or Reject) to the Occupancy Applicant, with the appropriate error code,

as identified ~~in CSD 0301 (Data Catalogue)~~ on the Market Operator's website. If the Market Operator has confirmed acceptance of the Vacancy Change Application, it will also send Data Transaction T134.M (Vacancy Change Grace Period Notification) to the Occupancy Applicant. The T134.M transaction will also notify the Occupancy Applicant of the grace period which must elapse before:

- (a) the Market Operator can notify the Occupancy Owner and the other relevant Trading Parties of the Vacancy Change Application; and
- (b) the Occupancy Applicant must provide the evidence to the Occupancy Owner and the other relevant Trading Parties.

5.1.9 The grace period will be determined on the basis of the meter with largest Water Chargeable Meter Size Registered at the Supply Point, as follows:

- (a) if the largest Water Chargeable Meter Size at the Supply Point is 30mm, or above, the grace period will end twenty two (22) Business Days after the Date of Evidence;
- (b) if the largest Water Chargeable Meter Size at the Supply Point is between 21mm and 29mm (inclusive), the grace period will end forty five (45) Business Days after the Date of Evidence; and
- (c) if the largest Water Chargeable Meter Size is 20mm or less, or if the Supply Point is unmetered, the grace period will end sixty five (65) Business Days after the Date of Evidence.

#### **Step e: Notification of a Vacancy Change Application**

5.1.10 For an accepted application, on the first Business Day after the end of the grace period, the Market Operator will re-confirm that the application adheres to the requirements in step b, and in particular that the Eligible Premises remains continuously vacant since the proposed date of occupancy. If this is no longer the case, the Market Operator will provide Data Transaction T161.M (Vacancy Change Application Notification) to the Occupancy Applicant with the appropriate error code and the application will be rejected and cancelled.

5.1.11 If the application remains consistent with the requirements in step c, and in particular that there has been no change to the occupancy status of the Eligible

Premises since the proposed date of occupancy, the Market Operator will notify all the relevant Trading Parties (including the Occupancy Applicant and the Occupancy Owner) via a T161.M (Vacancy Change Application Notification) transaction with an “OK” code. The notification will contain the Date of Evidence, the Effective From Date, the identity of all of the relevant Trading Parties, the cryptographic hash, and the cryptographic hash algorithm.

#### **Step f: Occupancy Applicant provides evidence**

- 5.1.12 Within two (2) Business Days of receipt of the notification that the Vacancy Change Application remains valid, the Occupancy Applicant shall provide (outside the Market Operator’s systems) the evidence to all the relevant Trading Parties (including the Occupancy Owner).

#### **Step g: Challenge of the Vacancy Change Application**

- 5.1.13 Within seventeen (17) Business Days of the end of the grace period, any of the relevant Trading Parties which is not the Occupancy Applicant (“the Occupancy Challenger”) may make a challenge in respect of the Vacancy Change Application directly to the Occupancy Applicant and providing evidence that the site is correctly marked as vacant. The Occupancy Challenger shall also notify the other relevant Trading Parties, and provide them with a copy of the evidence. If the Occupancy Challenger and the Occupancy Applicant cannot agree as to the occupancy status of the site, then the matter shall be referred to an independent expert.
- 5.1.14 The Market Operator shall ensure that such an independent expert is available to resolve any disagreement in respect of occupancy status. The costs of the independent expert shall be borne by the Trading Party against which the independent expert decided.

#### **Step h: Confirmation or cancellation of a Vacancy Change Application**

- 5.1.15 Once a conclusion has been reached, or if the Occupancy Applicant becomes aware of a change of occupancy status of the site, the Occupancy Applicant will submit the Data Transaction T162.W (Vacancy Change: Application Confirmation or Cancellation) or Data Transaction T162.R (Vacancy Change: Application Confirmation or Cancellation), (depending on whether the Occupancy Applicant is a Wholesaler or Retailer) either confirming the need to

change the occupancy status of the premises to occupied, or that the application should be cancelled. This notification must also contain a flag identifying whether a challenge had been raised to the Vacancy Change Application.

- 5.1.16 In any event, if there has been no challenge from the responsible Retailer(s), this submission must be made within twenty two (22) Business Days of the end of the grace period. If there has been a challenge, the notification must be made within eighty two (82) Business Days of the end of the grace period. If no notification has been received by this latter timescale, the application will lapse, and the application shall be automatically cancelled such that a new application may be pursued by any of the relevant Trading Parties.

**Step i: Market Operator updates records if application cancelled or lapsed**

- 5.1.17 If the Vacancy Change Application has either been cancelled or has lapsed in accordance with step h above, the Market Operator shall update its records and notify all relevant Trading Parties

**Step j: Market Operator re-confirms validity of application**

- 5.1.18 If a T162.W or a T162R submission is made prior to the application lapsing, the Market Operator will re-confirm that the application continues to adhere to the requirements of step c and will check whether the application is confirmed or is cancelled by the Occupancy Applicant.

**Step k: Market Operator updates occupancy or advises cancellation**

- 5.1.19 If the application is no longer consistent with the requirements of step c or has been cancelled, then the Market Operator will notify this to all the relevant Trading Parties via Data Transaction T162.M (Vacancy Change Application Confirmation or Cancellation Notification). A T109.M (Accept or Reject) will be sent to the Occupancy Applicant, with an error code or the code 'OK', as appropriate.
- 5.1.20 If the T162.W does conform to the requirements in step b and the application has been confirmed, the Market Operator will effect a change to the premises occupancy status from vacant to occupied, as of the Effective From Date. Additionally, the Market Operator will notify all the Trading Parties of this via a T162.M (Vacancy Change Application Confirmation or Cancellation Notification)

transaction. A T109.M (Accept or Reject) transaction will also be sent to the Applicant.

- 5.1.21 If a T162.W or T162.R submission is made prior to the end of the grace period or after the application has been cancelled, it will be rejected unless the Occupancy Applicant is explicitly cancelling the application.
- 5.1.22 On the first day following the end of the application lapse deadline, the application shall be automatically cancelled. The Market Operator shall notify all of the relevant Trading Parties by a T162.M.

## 6. Data Correction Transactions

### 6.1 General

#### Process

- 6.1.1 There are many Data Transactions which are only available as Data Correction Transactions and which are not available as standard Data Transactions. The following process must be followed in submitting the Self Certified Retrospective Amendment or the Other Trading Party Agreed Retrospective Amendment (as applicable) in respect of these Transactions.
- 6.1.2 The process should also be followed in respect of the Data Correction Transactions identified below to Erase a Supply Point although the Data Transaction is a variant of the standard Data Transaction.

#### Step a

- 6.1.3 Where in respect of a Self Certified Retrospective Amendment, the Data Owner becomes aware of the data error, then within two (2) Business Days of determining the correct data, it shall submit the updated SPID Data to the Market Operator;
- 6.1.4 Where in respect of an Other Trading Party Agreed Retrospective Amendment, the Data Owner becomes aware of the data error, then within two (2) Business Days of reaching agreement with the other relevant Trading Parties or the date on which the Trading Party determined that agreement could not be reached it shall submit the updated SPID Data to the Market Operator;
- 6.1.5 The Data Owner shall submit the updated SPID Data using the relevant Data Correction Transaction, which must include an appropriate authorisation code to demonstrate that (as applicable):
- (a) either the necessary internal processes were followed to obtain authorisation for the Self Certified Retrospective Amendment; or
  - (b) appropriate agreement was reached with the other Trading Parties (or, as applicable, reasonable endeavours were used to reach such agreement).

#### Step b: Validation of data

- 6.1.6 The Market Operator will validate the information provided by the Data Owner, and will confirm acceptance or rejection using the Data Transaction T109.M (Accept or Reject), within one (1) Business Day of submission of the Data Transaction by the Data Owner;

#### Step c: Update Central Systems and notify

- 6.1.7 If the Data Transaction submitted by the Data Owner is accepted by the Market Operator it will upon confirming the acceptance of the Transaction to the Data Owner:

- (a) update the Central Systems accordingly;
- (b) notify other relevant Trading Parties of the updated SPID Data, using the relevant Data Transaction. For the avoidance of doubt, in respect of notifying relevant Retailers, relevant Retailers include those Retailers which were Registered to the Supply Point during the period of the Data Correction and any Retailers subsequently Registered to the Supply Point including any Incoming Retailers. The distribution of notifications to the Other Wholesaler, the Other Retailer and Retailers for Main SPIDs should follow the rules set out in CSD 0104 (Maintain SPID Data) and CSD 0301 (Data Catalogue); and
- (c) if the Market Operator needs to provide additional information back to the Data Owner as a result of the SPID Data update, it will also notify the Data Owner using the relevant Data Transaction. For the avoidance of doubt, this will be in addition to the Data Transaction T109.M (Accept or Reject) sent to the Data Owner to notify acceptance as part of step b.

#### Step d: Co-ordination and submission of other related Data Transactions

- 6.1.8 By the very nature of Retrospective Amendments, many such Retrospective Amendments will require a number of different Data Items to be corrected together to form a consistent set of updated corrected data.
- 6.1.9 The Trading Party shall ensure that the necessary authorisations (internal or external, as appropriate) to correct all the necessary Data Items are obtained. The Trading Party shall ensure that the submission of the requisite different Data

Transactions is appropriately co-ordinated and scheduled. This may require co-operation between the Wholesaler and the Retailer in submitting the Data Transactions. The scheduling should also ensure that all the Data Corrections are completed between different Planned Settlement Runs, to ensure that a partially completed Data Correction does not create a further settlement error. An illustrative example in respect of meter data is provided in Appendix A.

- 6.1.10 In some cases, the Trading Party may need to properly sequence the Data Transactions to ensure that the Data Transactions do not fail Market Operator validation.

## 6.2 Retrospective Amendments to Meter Data

### General requirements

- 6.2.1 For the avoidance of doubt all meter Retrospective Amendment Data Transactions must include:
- (a) the SPID (except in the case of Non-Market Meters);
  - (b) the Meter Manufacturer;
  - (c) the Meter Manufacturer Serial Number; and
  - (d) the date of the Initial Read.
- 6.2.2 It is not permissible to make any changes, whether by a Data Transaction, a Data Correction Transaction or by Market Operator Data Correction to a meter which has the status of Erased.
- 6.2.3 It is not permissible to make any change, whether by a Data Transaction, a Data Correction Transaction or by a Market Operator Data Correction to a Meter Read which has the Meter Settlement Flag set to False. All amended or inserted Meter Reads will have the Meter Settlement Flag set to True.
- 6.2.4 The following Data Correction Transactions are available in respect of meters which are not Erased:



### Remove Meter Reads

- 6.2.5 In accordance with the process in section 6.1, Trading Parties may submit the TCORR171.W or TCORR171.R (Remove Meter Read) Data Correction Transaction to remove Meter Reads of any Meter Read Types except Initial Reads and Final Reads. It is never permissible to remove Initial Reads or Final Reads.
- 6.2.6 It is permissible for Trading Parties to submit the TCORR171.W or TCORR171.R (as applicable) Data Transaction as a Self Certified Retrospective Amendment, provided that the Meter Read to be removed is:
- (a) The most recent Meter Read for the meter; and
  - (b) The date of the Meter Read is within the normal timescales for a Self Certified Retrospective Amendment, i.e.: the Meter Read date is either within the current Month or the previous eight preceding Months.
- 6.2.7 Where any of the specific conditions for a Self Certified Retrospective Amendment are not met, Trading Parties may submit the TCORR171.W or TCORR171.R (as applicable) Data Transaction as an Other Party Agreed Retrospective Amendment.

### Insert Meter Reads

- 6.2.8 In accordance with process in section 6.1 Trading Parties may submit the TCORR172.W or TCORR172.R (Insert Meter Read) Data Correction Transaction (as applicable) to insert Meter Reads of any types except Initial Reads and Final Reads. It is never permissible to insert Initial Reads or Final Reads.
- 6.2.9 This Transaction is always an Other Trading Party Agreed Retrospective Amendment.
- 6.2.10 The Meter Read date, the Meter Read and the Rollover Flag must all be submitted.
- 6.2.11 No Volume validation checking is carried out by the Central Systems. The Meter Settlement Flag will be set to true.
- 6.2.12 The meter must have an existing valid Initial Read.

6.2.13 The Meter Read to be inserted must be:

- (a) after the date of the Initial Read;
- (b) before the most recent read date for the meter; and
- (c) on a date which is different from all other existing read dates for the meter (for reads which have the Meter Settlement Flag set to true).

**Amend Initial Read or Final Read**

6.2.14 In accordance with the process in section 6.1, Wholesalers may submit the TCORR173.W (Amend Initial or Final Meter Read) Data Correction Transaction to amend the Meter Read Date, the Meter Read and the Rollover Flag for Initial Reads or Final Reads.

6.2.15 It is permissible for a Wholesaler to submit the TCORR173.W (Amend Initial or Final Meter Read) Data Transaction as a Self Certified Retrospective Amendment, provided that:

- (a) the Meter Read to be amended exists;
- (b) the read is an Initial Read;
- (c) the meter has no other Meter Reads except the single Initial Read;
- (d) the date of the Initial Read is within the current Month or either of the two previous Months;
- (e) the Supply Point has a SPID Status of New or Partial;
- (f) the proposed replacement read date is on or before the date the Transaction is submitted; and
- (g) the Rollover Flag is set to false.

6.2.16 Where the conditions for a Self Certified Retrospective Amendment do not apply, the Wholesaler may submit the TCORR173.W (Amend Initial or Final Meter Read) Data Transaction as an Other Trading Party Agreed Retrospective Amendment. In this case, the following requirements must be met:

- (a) the Meter Read to be amended must already have been submitted;

- (b) the read date for an amended Initial Read must be no earlier than the original read date;
- (c) the read date for an amended Final Read must be no later than the original read date; and
- (d) the Rollover Flag must be set to false in the case of Initial Reads. The Rollover Flag may be either true or false in the case of Final Reads.

6.2.17 For the avoidance of doubt, no Volume validation checking is carried out by the Central Systems in respect of this Data Correction Transaction.

6.2.18 Where a Wholesaler would wish to backdate a meter's Initial Read date when it is no longer permissible to amend the Initial Read date, the Wholesaler may instead set up an Assessed Water Service Component with both meter fixed charges and metered volumetric charges for the applicable period. This should be carried out as an Other Party Agreed Retrospective Amendment.

#### Erase Meter

6.2.19 In accordance with the process in section 6.1, Wholesalers may submit the TCORR174.W (Erase Meter) Data Correction Transaction to remove a meter from ever contributing to the Primary Charge calculation at a Supply Point (and as appropriate a paired Sewerage Services Supply Point).

6.2.20 This transaction is always an Other Trading Party Agreed Retrospective Amendment.

6.2.21 The Data Transaction does not remove the record of the Meter Data at the Supply Point, but sets the meter status to Erased.

6.2.22 Once a meter has a status of Erased, all subsequent Data Transactions and Data Corrections submitted to the Market Operator in respect of that meter will be rejected by the Market Operator with the Data Transaction T109.M (Accept or Reject). The Market Operator will also reject any requests for a Market Operator Data Correction.

6.2.23 If a meter has been Erased in error, then the Wholesaler must re-notify the meter details using Data Transaction T104.W (Submit Meter Details) and co-operate with the relevant Retailers to submit the necessary Meter Reads. For the

avoidance of doubt, the new meter comprises an independent set of Meter Data compared to the meter which was Erased. The new meter may have the same Meter Manufacturer and Meter Manufacturer Serial Number as the meter which was Erased.

#### Move meter to different Supply Point

6.2.24 In accordance with process in section 6.1, Wholesalers may submit the TCORR148.W (Submit Correct Meter SPID Relationship) Data Correction Transaction to completely remove a meter from contributing to the Primary Charge calculation at one Supply Point (and as appropriate a paired Sewerage Services Supply Point) and move it instead to a second Supply Point.

6.2.25 This transaction may also be used to either:

- (a) completely remove a meter from contributing to the Primary Charge calculation at a Supply Point (and as appropriate a paired Sewerage Services Supply Point) and turn it instead into a Non-Market Meter; or
- (b) completely remove a meter from being a Non-Market Meter and move it to a Supply Point.

In either case Meter Network relationships will be preserved.

6.2.26 This transaction is always an Other Trading Party Agreed Retrospective Amendment.

6.2.27 For the avoidance of doubt, this Data Correction Transaction should only be used when the meter was Registered to an incorrect Supply Point or incorrectly Registered as Non-Market Meter. This Data Correction Transaction is a logical transaction to correct errors. It should not be used where either:

- (a) a meter is physically moved from one Supply Point to another; or
- (b) a Premises ceases to be an Eligible Premises (or vice versa) and the meter must be retained in the Central Systems as it is a Sub Meter.

6.2.28 The Data Correction Transaction creates an independent copy of the Meter Data which is Registered to the correct Supply Point. The Data Correction Transaction leaves a record of all the Meter Data at the first Supply Point but sets the meter status to Erased.

- 6.2.29 If any of the meter address or meter co-ordinate details require to be updated, the Wholesaler should submit the appropriate T113.W (Update Meter Non-Chargeable) Transaction. These should be submitted with an Effective From Date of the Initial Read date of the meter. This Wholesaler should consider whether this requires the Data Correction version of the T113.W Data Transaction.
- 6.2.30 For the avoidance of doubt, if the meter is physically removed from one Supply Point and then re-installed at a second Supply Point then this process does not apply. In this case, the Wholesaler should submit a Final Read for the meter at the first Supply Point, and then notify the install of the meter at the second Supply Point. The Initial Read date for the re-installed meter should be on or after the Final Read date.

#### Amend Meter Treatment

- 6.2.31 In accordance with process in section 6.1, a Water Wholesaler may submit the TCORR175.W (Amend Meter Treatment) Data Correction Transaction to correct an error in the Meter Treatment from Potable Water to Non-Potable Water (or vice versa).
- 6.2.32 For the avoidance of doubt, this Data Correction Transaction is a logical transaction to correct errors, and should not be used when the physical supply of water through the meter is changed from Potable Water to Non-Potable Water (or vice versa).
- 6.2.33 This transaction is always an Other Trading Party Agreed Retrospective Amendment.
- 6.2.34 This transaction is not valid for Non Market Meters, since Non Market Meters must always be Potable Water Meters.
- 6.2.35 This transaction is not valid for meters which are or have been in a Meter Network, since it is not possible for a Non-Potable Water Meter to be in the same network as a Potable Water Meter.
- 6.2.36 For the avoidance of doubt, if the supply to the meter is physically changed from Potable Water to Non-Potable Water (or vice versa) then this process does not apply. In this case, the Wholesaler should submit a Final Read for the meter with the first Meter Treatment and then notify the re-install of the meter with the other

Meter Treatment. The Initial Read date for the re-installed meter should be on or after the Final Read of the meter which was removed.

#### Amend meter register

- 6.2.37 In accordance with process in section 6.1, the Wholesaler may submit the TCORR176.W (Amend Meter Register) transaction to either:
- (a) correct the number of digits on the meter register; or
  - (b) correct the measurement units of the meter.
- 6.2.38 If the proposed number of digits for the meter register is less than the number of digits of any of the existing Meter Reads, the Market Operator will reject the submission using the Data Transaction T109.M (Accept or Reject).
- 6.2.39 Prior to submitting the corrected number of meter register digits, the Wholesaler must co-ordinate with all the relevant Retailers to ensure that the Meter Reads are updated to have both the correct number of digits and the correct Rollover Flag to match the corrected number of digits.
- 6.2.40 The Wholesaler and Retailer must co-ordinate the Data Correction Transactions to ensure that the transactions are submitted in an appropriate order so that the Data Correction Transactions do not fail validations, and to ensure that the Data Corrections are fully completed between different Planned Settlement Runs, to ensure that a partially completed Data Correction does not create a significant settlement error. An illustrative example in respect of meter data is provided in Appendix A.
- 6.2.41 Meter Reads and Rollover Flags must be amended with due care; there is a significant risk that after the update, the Central Systems could use inconsistent data in its calculation of Volumes.
- 6.2.42 Prior to correcting the measurement units for the meter, the Wholesaler must co-ordinate with all the relevant Retailers to determine whether the previously Meter Reads require to be corrected in case the Meter Reads which had been submitted did not properly record Volumes in cubic meters. If the Meter Reads and Meter Rollovers have to be corrected, the Wholesaler shall co-ordinate with all the relevant Retailers to ensure that all the Data Corrections are fully

completed between different Planned Settlement Runs to ensure that a partially completed Data Correction does not create a significant settlement error.

#### **Amend meter identification**

6.2.43 In accordance with process in section 6.1, the Wholesaler may submit the TCORR180.W (Amend Meter Identification) to correct either the:

- (a) Meter Manufacturer; or
- (b) Meter Manufacturer Serial Number.

6.2.44 This transaction is always an Other Trading Party Agreed Retrospective Amendment.

6.2.45 The Market Operator will reject the combination of the new Meter Manufacturer and Meter Manufacturer Serial Number if there is a meter in the Central Systems which has been previously been notified which neither has had a Final Read notified, nor is an Erased meter.

## **6.3 Retrospective Amendments in respect of Supply Points**

#### **General requirements**

6.3.1 It is not permissible to make any changes, whether by a Data Transaction, a Data Correction Transaction or by Meter Operator Data Correction to a Supply Point which has the status of Erased.

6.3.2 The following Data Correction Transactions are available in respect of Supply Points which are not Erased:

#### **Amend Supply Point Effective Dates**

6.3.3 In accordance with the process in section 6.1, Wholesalers may submit the TCORR177.W (Amend Supply Point Effective Dates) Data Correction Transaction to amend the Supply Point Effective From Date or the Supply Point Deregistration date. The Supply Point Deregistration date is the Effective From Date on the T115.W (Declare Disconnection/Reconnection/Deregistration) Data Transaction when either a Permanent Disconnection or Deregistration is notified.

When the Supply Point Effective From Date is being amended, the old and the new Effective From Dates (D4006) on the Data Transaction should be the old and the new Supply Point Effective From Dates. When the Supply Point Deregistration date is being amended the old and new Effective From Dates (D4006) on the Data Transaction should be the old and new Supply Point Deregistration dates.

6.3.4 This transaction is always an Other Trading Party Agreed Retrospective Amendment.

6.3.5 The following requirements must be met:

- (a) the date to be amended must already have been submitted; and
- (b) an amended date for a Supply Point Deregistration date must be no later than the existing Supply Point Deregistration date;

6.3.6 Wholesalers must ensure that all the SPID Data, Meter Data and Service Component Data are consistent with the amended dates. In particular, Trading Parties should note the restrictions on amending Effective From Dates for meters detailed in section 6.2.12 above.

#### Erased Supply Point

6.3.7 In accordance with the process in section 6.1, Wholesalers may submit the Data Correction version of the T115.W, TCORR115.W (Declare Disconnection/Reconnection/ Deregistration) Data Transaction to completely remove a Supply Point from ever contributing to the Primary Charge. Such a Supply Point will be deemed to be Erased. For the avoidance of doubt, a Supply Point will be deemed to be Erased when the TCORR115.W Data Transaction is submitted with the D2025 (Disconnection/Reconnection/Deregistration) Data Item value of SPERR.

6.3.8 This transaction is always an Other Trading Party Agreed Retrospective Amendment.

6.3.9 The Data Transaction does not remove any of the SPID Data, Meter Data or Service Component Data from the Central Systems but sets Supply Point status to Erased.



[Additional considerations in respect of TCORR115.W](#)

6.3.10 In accordance with CSD 0104 section 11.1.1, the Deregistration of a Supply Point can be because the Supply Point:

- a) no longer relates to an Eligible Premises (EXIT – Exit Change of Use);
- b) has been Registered in error (SPERR – SPID exists in error);
- c) no longer represents a Supply Point at an Eligible Premises (NOSP – Supply Point no longer exists).

Wholesalers are required to submit the TCORR115.W (Declare Disconnection/Reconnection/Deregistration) Data Transaction to notify the Deregistration of a Supply Point. However, Wholesalers may use the T115.W (Declare Disconnection/Reconnection/Deregistration) Data Transaction to notify a Deregistration in the case of an Exit Change of Use provided that the Effective From Date is either within the current Month or the preceding two Months;

6.3.11 When a Wholesaler fails to notify either a Permanent Disconnection, a Temporary Disconnection or a reconnection of a Supply Point in a timely manner, such that the timescales for an Immediate Retrospective Amendment as set out in section 2.5.2 are not satisfied, then the Wholesaler shall notify such a Permanent Disconnection, Temporary Disconnection or reconnection of the Supply Point by using the TCORR115.W (Declare Disconnection/Reconnection/Deregistration) Data Transaction.

6.3.12 Wholesalers may use the T115.W (Declare Disconnection/Reconnection/Deregistration) Data Transaction to make an Immediate Retrospective Amendment of the Temporary Disconnection state of a Supply Point. Wholesalers may also use the TCORR115.W (Declare Disconnection /Reconnection/Deregistration) Data Transaction to make a Self Certified Retrospective Amendment or Other Trading Party Agreed Retrospective Amendment of the Temporary Disconnection state of a Supply Point.

6.3.13 The TCORR115.W (Declare Disconnection/Reconnection/Deregistration) shall not be used to amend the Supply Point Deregistration date. Wholesalers may submit the TCORR177.W (Amend Supply Point Effective Dates) Data Correction Transaction to amend the Deregistration date of a Supply Point.

## Pair Supply Points

- 6.3.14 In accordance with the process in section 6.1, a Sewerage Wholesaler may submit the TCORR166.W (Pair Sewerage SPID) Data Correction Transaction to pair an unpaired Sewerage Services Supply Point with an unpaired Water Services Supply Point.
- 6.3.15 This transaction is always an Other Trading Party Agreed Retrospective Amendment
- 6.3.16 The following conditions must be satisfied:
- (a) the Water Services Supply Point must be unpaired, and be New, Partial, or Tradable; and
  - (b) the Sewerage Services Supply Point must be unpaired, and be New, Partial, or Tradable.
- 6.3.17 If the conditions are not satisfied, the Market Operator shall reject the submission with a T109.M (Accept or Reject) Data Transaction.
- 6.3.18 If the conditions are satisfied, the Market Operator shall accept the Data Correction Transaction. The Market Operator shall create a new Sewerage Services Supply Point which is the paired Supply Point to the Water Services Supply Point. The Market Operator shall copy the SPID Data, Meter Data and Service Component Data from the existing unpaired Sewerage Services Supply Point into the new paired Sewerage Services Supply Point. For the avoidance of doubt, the Market Operator shall not copy any Core Data from the existing Sewerage Services Supply Point.
- 6.3.19 The Market Operator shall then record the existing Sewerage Services Supply Point as Erased.
- 6.3.20 The Market Operator shall then notify the Sewerage Wholesaler, the Water Wholesaler, the Water Retailer and the Sewerage Retailer of the details of the new Sewerage Services Supply Point with a TCORR166.M (Notify Pair Sewerage SPID).

## Unpair Supply Points

- 6.3.21 In accordance with the process in section 6.1, the Sewerage Wholesaler may submit the TCORR165.W (Unpair Sewerage SPID) Data Correction Transaction to unpair a paired Water Services Supply Point and Sewerage Services Supply Point.
- 6.3.22 This transaction is always an Other Trading Party Agreed Retrospective Amendment.
- 6.3.23 The condition that both the Water Services Supply Point and the Sewerage Services Supply Point must New, Partial, or Tradable must be satisfied.
- 6.3.24 If the conditions are not satisfied, the Market Operator shall reject the submission with a T109.M (Accept or Reject) Transaction.
- 6.3.25 If the conditions are satisfied, the Market Operator shall accept the Data Correction Transaction, and create a new unpaired Sewerage Services Supply Point with a new SPID. The Market Operator shall copy the SPID Data, Meter Data, Service Component Data and the Core Data from the existing Sewerage Services Supply Point into the unpaired Sewerage Services Supply Point.
- 6.3.26 The Market Operator shall then record the existing Sewerage Services Supply Point as Erased.
- 6.3.27 The Market Operator shall then notify the Water Wholesaler, the Other Wholesaler, the Retailer and the Other Retailer of the details of the new Sewerage Services Supply Point with a TCORR165.M (Notify Unpaired Sewerage SPID).

## 6.4 Retrospective Amendments in respect of Discharge Points

### General requirements

- 6.4.1 It is not permissible to make any changes, whether by a Data Transaction, a Data Correction Transaction or by Meter Operator Data Correction to a Discharge Point which has the status of Erased.
- 6.4.2 The following Data Correction Transactions are available in respect of Discharge Points which are not Erased:

### Amend **Discharge** Point Effective Dates

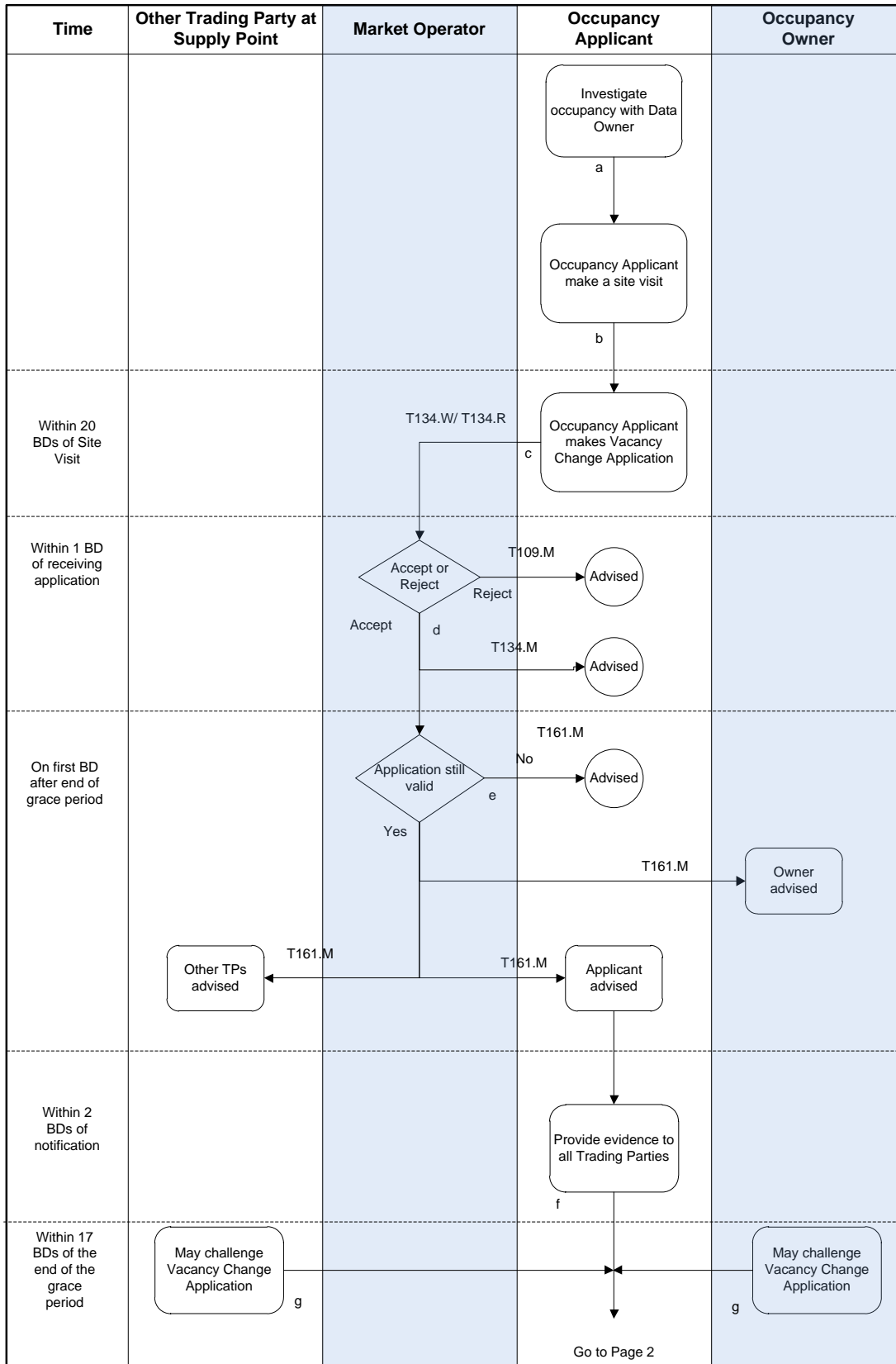
- 6.4.3 In accordance with the process in section 6.1, Wholesalers may submit the TCORR178.W (Amend DPID Effective Dates) Data Correction Transaction to amend the Discharge Point Effective From Date and the Discharge Point discontinuation date. For the avoidance of doubt, the Discharge Point discontinuation date is the Effective From Date on the T126.W (Update Trade Effluent Tariff or Terminate DPID) Data Transaction when a DPID is discontinued.
- 6.4.4 This transaction is always an Other Trading Party Agreed Retrospective Amendment.
- 6.4.5 The following requirements must be met:
- (a) the date to be amended must already have been submitted;
  - (b) an amended date for a Discharge Point Effective From Date must be no earlier than the existing Discharge Point Effective From Date; and
  - (c) an amended date for a Discharge Point discontinuation date must be no later than the existing Discharge Point discontinuation date.
- 6.4.6 Wholesalers must ensure that all the SPID Data, Meter Data, and DPID Data are consistent with the amended dates.

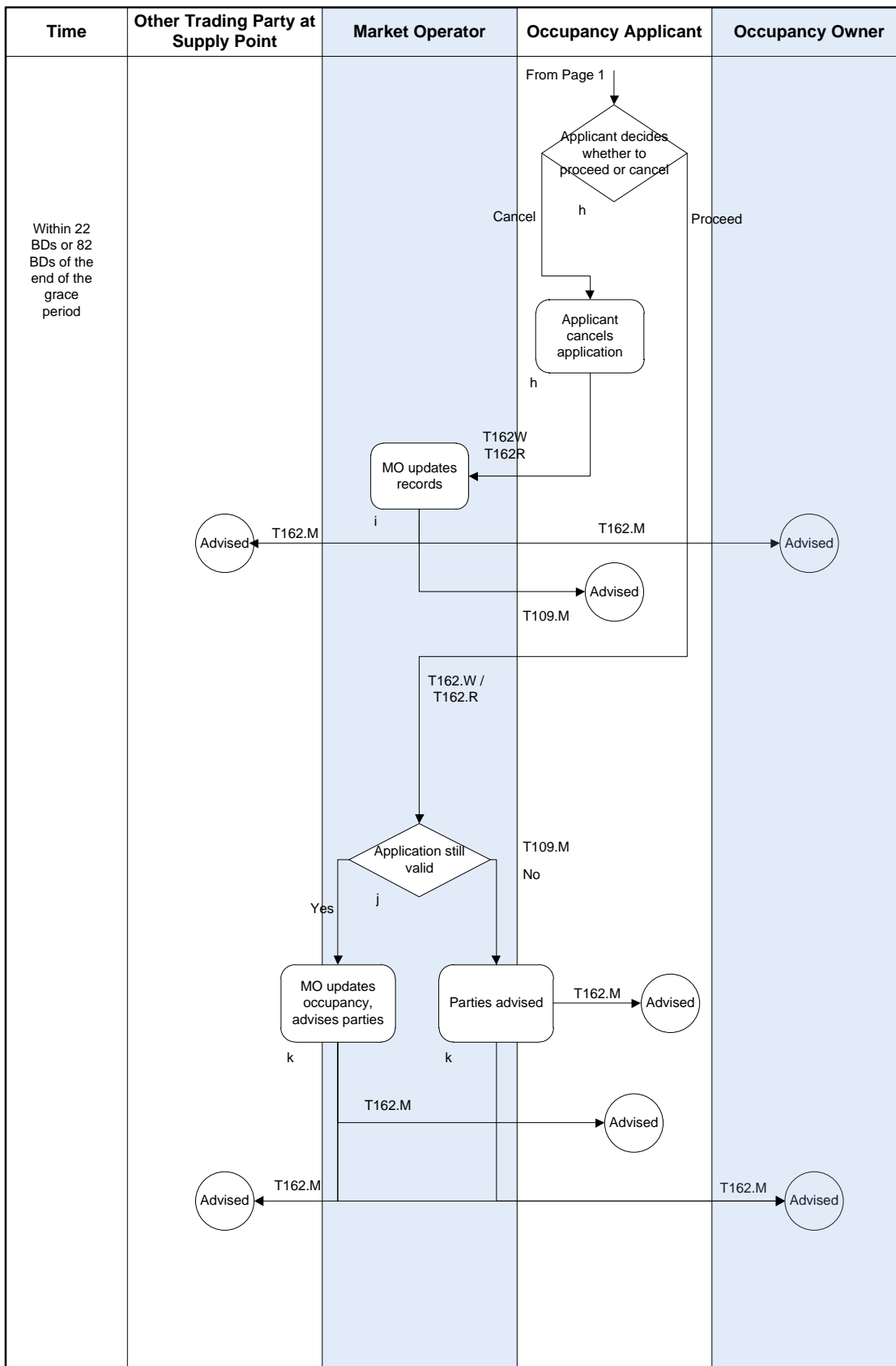
### Erase **Discharge** Point

- 6.4.7 In accordance with the process in section 6.1, Wholesalers may submit the TCORR179.W (Erase DPID) Data Correction Transaction to completely remove a Discharge Point from ever contributing to the Primary Charge. Such a Discharge Point will be deemed to be Erased.
- 6.4.8 This transaction is always a Self Certified Retrospective Amendment.
- 6.4.9 The Data Transaction does not remove any of the DPID Data, Meter Data or Service Component Data but sets the Discharge Point status to Erased.

# 7. Process diagrams

## Vacancy Change Application





## 8. Interface and timetable requirements

### 8.1 Vacancy Change Application

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
a	A	Investigate occupancy with Occupancy Owner	OccupancyApplicant	Occupancy Owner	n/a	Off system	
b	A	Applicant makes a site visit, and gathers evidence	Occupancy Applicant	n/a	n/a	Off system	
c	A	Vacancy Change Application	OccupancyApplicant	Market Operator	Within 20 BDs of a site visit	Occupancy Applicant can be either Wholesaler or the Other Retailer, when the Sewerage Retailer is different from the Water Retailer.	T134.W / T134.R
d	D	Acceptance/ Rejection of the Vacancy Change Application	Market Operator	OccupancyApplicant	Within 1 BD of application		T109.M T134.M

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
e	D	Notification of a Vacancy Change Application	Market Operator	Occupancy Applicant	After identified grace period	If no longer valid, sends notice to Occupancy Applicant. Application is cancelled	T161.M
e	D	If application is still valid notification of Vacancy Change Application to all Trading Parties	Market Operator	Occupancy Owner, Occupancy Applicant, Other Trading Parties	At same time as (e)	All the Trading Parties at the Eligible Premises	T161.M
f	A	Occupancy Applicant provides evidence to Occupancy Owner and other Trading Parties	Occupancy Applicant	Occupancy Owner, other Trading Parties	Within 2 BDs	Off system	
g	D	Occupancy Owner / Other Trading Parties decide whether to challenge.	Occupancy Owner. Other Trading Parties	Occupancy Applicant	Within 17 BDs of end of grace period	Off system. Copied to other Trading Parties	



Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
h	D	Confirmation or cancellation of a Vacancy Change Application	Occupancy Applicant	Market Operator	Within 22 BDs or 82 BDs from end of grace period	If there has been no challenge to the Wholesaler from the LP then within 22 BDs from the end of the grace period. If there has been a challenge from the LP, then within 82 BDs from the end of the grace period.	T162.R T162.W
j	A	If application is cancelled	Market Operator	Relevant Trading Parties	Within 1 BD of (h)	If there has been no challenge to the Wholesaler from the LP then within 22 BDs from the end of the grace period. If there has been a challenge from the LP, then within 82 BDs from the end of the grace period.	T162.M

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
j	D	If application is confirmed, Market Operator confirms application is still valid	Market Operator	Relevant Trading Parties	Within 1 BD of (h)		T162.M

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
k	A	If the application is still valid, the Market Operator updates the vacancy status; if it is not valid the Market Operator cancels the application. In either case the Market Operator notifies all of the Trading Parties.	Market Operator	Relevant Trading Parties	Within 1 BD of (h)		T162.M

# A Appendix: Example Retrospective Amendment

## A.1 Illustrative Example

A.1.1 In sections 6.1.9, 6.2.40 and 6.2.42 above it is noted that where multiple Data Correction Transactions must be submitted to complete a Retrospective Amendment, it may be necessary to:

- (a) appropriately schedule the transactions to ensure that they are carried out in the correct order; and
- (b) to ensure that all the necessary transactions are completed between Planned Settlement Runs, so that a partially completed Retrospective Amendment does not lead to a significant error in settlement.

A.1.2 This Appendix A provides an illustrative example of such a case.

A.1.3 For example, consider the case where:

- (a) the Meter Data had shown incorrectly that a meter had five (5) digits on its meter register;
- (b) whilst the meter only had four (4) digits on its meter register; and
- (c) Meter Reads in excess of 10,000(m<sup>3</sup>) (such as 10191) had been submitted to and accepted by the Central System.

A.1.4 To correct this case would require:

- (a) the Retailer to amend the Meter Reads (such as 10191) to a Meter Read of 191 with the Rollover Flag set; by:
  - (i) removing the wrong Meter Read; and then
  - (ii) inserting the corrected Meter Read followed by,
- (b) the Wholesaler then amending the number of meter digits to four (4) on the meter register

A.1.5 The sequencing of the Data Transactions must be correct; otherwise the Central Systems would not accept the change of the number of digits on the meter

register from five (5) digits to four (4) digits whilst there was a five (5) digit Meter Read within the Central Systems.

A.1.6 The Data Transactions must also be completed between Planned Settlement Runs. A change of the Meter Read from 10191 to 191 with the Rollover Flag set to true without the change to the number of digits on the meter register would be interpreted by the Central Systems as an incorrect notification of 90,000m<sup>3</sup> of water. Depending on the price per cubic meter for water and sewerage, this could result in incorrect charges of the order of £200,000 being calculated.

A.1.7 It is the responsibility of the Trading Parties undertaking Retrospective Amendments to ensure that all the necessary Data Transactions are submitted both (i) in an appropriate order; and (ii) contemporaneously. Otherwise, incomplete and inconsistent data could lead to unexpected settlement results.