

Readings
Module

Trainer:



DOCUMENT CONTROL

i. Version History

This table records the status and version history of this deliverable.

Version	Date	Author	Version History
V0.1	2 February 2015	Sarah Lewis	Creation of Document
V0.2			
V			

ii. Reviewers

This table records the reviewers responsible for recommending authorisation of this deliverable.

Version	Name	Role	Response
V1	Sarah Rock	Operations Manager	
V1	Gill Gittins	Operations Manager	
V1	Martyn Palmer	Senior Back Office Manager	

iii. Consultees

This table records subject matter experts consulted about this deliverable.

Version	Name	Role	Response
V0.1	Sarah Rock	Operations Manager	
V0.1	Gill Gittins	Operations Manager	
V0.1	Martyn Palmer	Senior Back Office Manager	

iv. Informed

This table records the distribution list for the completed deliverable.

Version	Name	Name	Name

INTRODUCTION


This Induction course has been designed to ensure you have a smooth transition into your new role with Extra Energy.

OBJECTIVES

The overall aim of the course is for all learners to:

“To gain knowledge of the data-flows used for Gains, Billing and Losses”

PERSONAL OBJECTIVE



- ❖
- ❖
- ❖

OUR VISION

*“To be the envy of every energy retailer in the way we
Manage our customers, employees and business”*

OUR MISSION

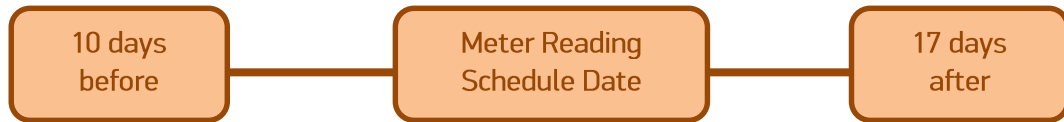
*“To create the “Big 7” in five years whilst leading with
exceptional value and customer service”*

OUR VALUES

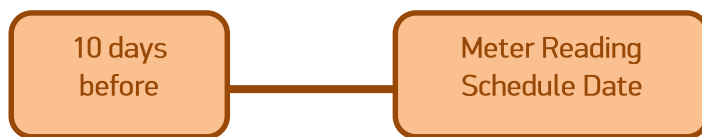
- ❖ Love your customers
- ❖ Value each other
- ❖ Do the right thing
- ❖ Think differently
- ❖ Be excellent

MODULE THREE - READINGS

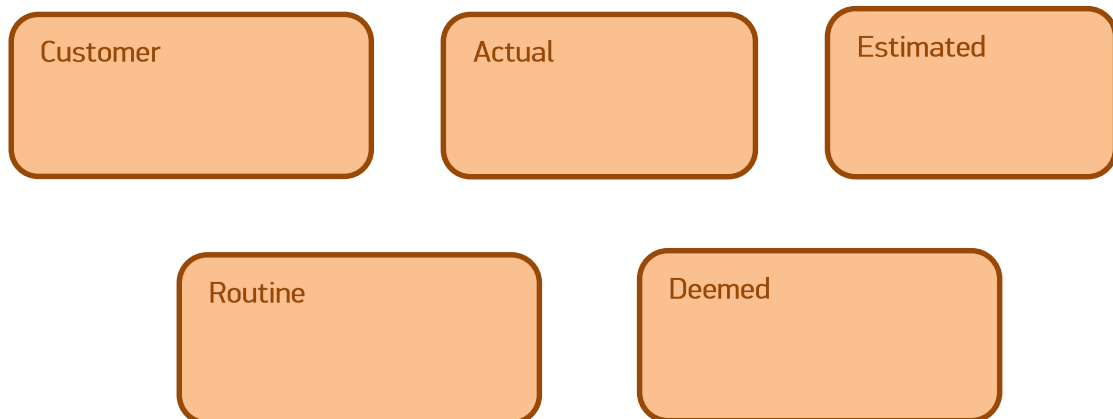
Domestic



Business



READING TYPES



MODULE THREE - DISPUTED READINGS

A disputed reading is

Electricity

Gas

A change of supplier reading can be changed when the unit amount disputed is over the tolerances set out below

Gas Imperial: 39 Units

Gas Metric: 109 Units

Electricity: 250 units

If the transfer date is 12 months old or older on the day you are looking at the account, a disputed reading cannot be raised.

CHANGE OF SUPPLIER CALCULATOR

When a disputed reading needs to be raised, you need to calculate a new start reading if there isn't an actual for the supply start date.

Use the COS Calculator to get a new estimated start / end date. Use two actual readings from either side of the Supply Start Date to ensure the most accurate estimate.

	1	2	3	4	5	6
D86 DATE	02/08/2015	02/08/2015				
D10 DATE	19/10/2015	19/10/2015				
D10 READ	7681	5257				
D10 DATE	15/07/2015	15/07/2015				
D10 READ	7570	5214				
New COS Read	7591	5222	0	0	0	0
Usage per day	1	0	0	0	0	0