



Welcome

To Disputed Readings

On 19 August, 2016



Background

- ❖ What is a Disputed Read/SAR?
- ❖ Why do we get them?



Why do we get them?



Readings from all suppliers, that a customer has been supplied by must follow on, there must be no gaps in readings or equally using readings twice or double billing. Therefore at times we have to liaise with other industry parties to ensure consistency.

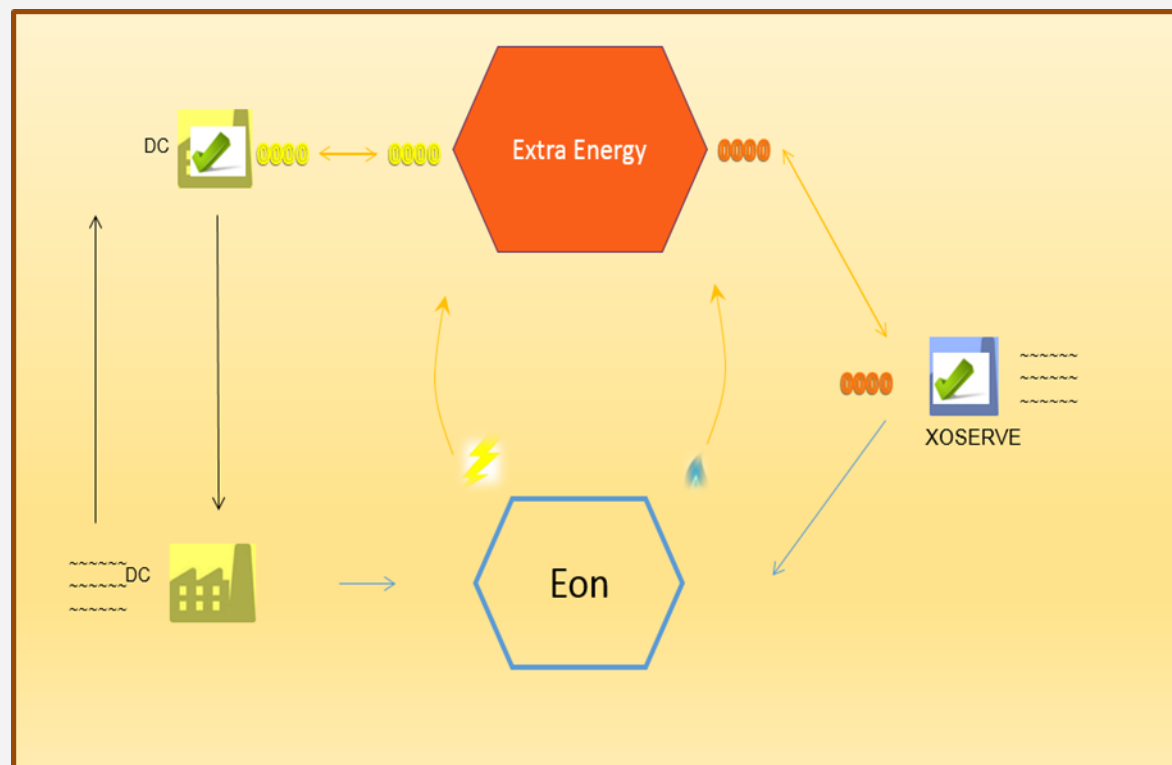
Why do we get disputed readings?

- ❖ Can be initiated by either supplier
- ❖ Requires backups for evidence
- ❖ Helps keep read history consistent/true
- ❖ Needs to be raised within 12 months of change of supply date (14 Month RF)
- ❖ Settlement Purposes











Opening/Closing read is not consistent with previous/following reads

Difference of Opening/Closing readings between two suppliers

No Opening/Closing read after 20 working days



Start Reading Window

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	 7	 8
 9	 10	 11	SSD 12	 13	 14	 15
 16	 17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2014

S	M	T	W	T	F	S
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2014

April 2014

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Reasons for Disputed Readings

- ❖ Customer read was not sent by our system
- ❖ Submitted outside of 5 day window
- ❖ Negative consumption
- ❖ Customer read was not accepted by industry
- ❖ Gas on Elec/Elec on Gas

Negative Consumption

- ❖ Deemed read is higher than future reads from customer/meter-man
- ❖ Means consumption goes to negative figures
- ❖ Customer instantly comes into credit
- ❖ Interferes with EAC / AA for forecast



When is a Disputed Reading not Raised

- When it is over 12 months from the date you are working
- When it's not a COS reading that is incorrect
- If there is an Erroneous Transfer
- When the new reading is within the industry tolerance

Industry Tolerances

- ❖ Electricity 250 units, including across multiple registers
- ❖ Gas Imperial 39 units
- ❖ Gas Metric 109 units



Investigation

- ❖ Account +
 - ❖ Other Suppliers
 - ❖ MPAS / XOSERVE
 - ❖ Customer
-
- ❖ You may need to contact one or all of the above to help determine if the readings on the Change of Supplier flow are incorrect.

Quiz

1. Give 2 reasons for a disputed reading occurring (2 points)
2. Give the name of two other parties involved with the Disputed Reading Process. (2 points)
3. Give one reason for a disputed reading not being raised? (1 point)
4. What process does Disputed Readings impact? (1 point)
5. What are the tolerances for gas and electricity? (2 points)
6. When investigating what Four parties are used? (4 points)