

Customer Read Handling

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Meter Read Handling – Customer Start



Read Request to customer Read Receipt from Customer

Industry Process

Account Plus

Billing Activity

Email or Whitemail at 5 days prior to Supply Start Date

Meter Reading Guide
V2 (Training Material)

How to read a dial meter (Gas) (D004 Team Docs)

How to add a meter read (Training Material)

SNA1 We Need a
Meter Reading V7
(Marketing Letters)

SNA1.2 We Need a

Meter Reading
(Photo) V2 (Marketing
Letters)

Online Portal

Email

Telephone

Reads sent to Industry for validation as start read if within Start Read window

Reads sent to Industry for validation as cyclic read if outside Start Read window

Read sent to Supplier as customer opening read if sent opening read validated

Read sent to Supplier as estimated opening read if sent read fails validation or no opening read sent Reads loaded into Acc+ as valid or invalid

Introduction to disputed readings PPT(Training Material)

How to Work
Disputed
Readings(Training Material)

Valid reads within billing window used to generate bill/statement

Valid reads outside of billing window used to within calculations for next bill and shown on bill/statement

Invalid reads are not used within billing unless manually overridden as part of exception management

Meter Read Handling – Customer Cyclical



Read Receipt from Customer

Internal Validation Checks

Industry Process

Account Plus

Billing Activity

Online Portal

Email

Falls in Line with Account History

Not Transposed

Reads sent to Industry for validation

Reads loaded into Acc+ as valid or invalid

Valid reads within billing window used to generate bill/statement

Marked as Valid in Acc+

Read returned to Supplier as valid or invalid

Valid reads outside of billing window used to within calculations for next bill and shown on bill/statement

Invalid reads are not used within billing unless manually overridden as part of exception management

When a Bill is

Meter

Telephone

Neter
Reading
FAQ(Training

Dial Check

EE SNA27 About
your Meter
Read (Marketing
Letters)

Readings
Module
Workbook(Marketi
ng Letters)

When a Bill is

Due(Training Material)



Meter Read Handling – Change of Occupier



Customer Triggered COT Internal Validation Checks

Industry Process

Account Plus

Billing Activity

COT Instigated by Move Out Customer

COT Instigated by Move in Customer

Processing a
COT in Account
Plus LWP (BE&R
Team Doc)

COT read in a 5 day window of Move out/Move in

Falls in Line with Account History

Not Transposed

Marked as Valid in Acc+

Reads outside of COT window sent to Industry for validation as customer read

Customer Read returned to Supplier as valid or invalid

Customer Move
Out/Move In read used to
process COT

System Generated
Estimate used to process
COT

COT Move out read will be used to issue final bill to Move out Customer

Start Reads validated for Move In customer





Read Receipt from Customer

Internal Validation Checks

Industry **Process**

Account Plus

Billing Activity

Customer Read added to account Falls in Line with **Account History**

Not Transposed

Marked as Valid in Acc+

If account status is supply **Lost industry validation** does not take place

If account status is On Supply then industry validation takes place No action take for ET Gain reads

No action taken for ET loss reads

ET Gain and Losses bills suppressed

No Billing activity taking place on ET Loss Reregistration



Meter Read Handling – Disputed Reads



Read Receipt from Customer

Internal Validation Checks

Account Plus

Industry Process Billing Activity

Customer provides a read to disputed Opening COS read

Dial check

Check against read date to see if within Opening Read Window

If read outside of Opening Read window another read obtained 10 days apart

New opening read estimated using 2 customer reads outside of read window

Disputed Read process triggered to previous supplier

On Acceptance of disputed read awaiting amended opening read

On Rejection Alternative read proposed

On receipt of New opening read account is fit to bill once it reaches bill schedule dates

Introduction to disputed readings
PPT(Training Material)

How to Work

<u>Disputed</u>

Readings(Training Material)