



Disputed / Missing Reads

How to work?

Presented by

On 19 August, 2016





Disputed Readings

How to tell if a reading is incorrect

Meter reading date	Valid from	Valid to	Creation date	MPAN/MRPN	Meter number	Register	Reading type	Meter reading	External validation status	Internal validation status	Message type	Source
	01/01/2014	31/12/2014	29/09/2015	1300053749344	N405J09537		KIND PREVIOUS ANNUAL CONSUMPTION	3179		No validation		
	03/11/2015	02/11/2016	26/11/2015	1300053749344	N405J09537	01	D0019 EAD ESTIMATED ANNUAL CONSUMPTION	16716.7		Validated	D0019	
	03/11/2015	02/11/2016	26/11/2015	1300053749344			ESTIMATED ANNUAL CONSUMPTION from CREGI Part C01	16716.7		Validated	CREGI	
	03/11/2015	02/11/2016	26/11/2015	1300053749344	N405J09537	01	ESTIMATED ANNUAL CONSUMPTION from CREGI Part C09	16716.7		Validated	CREGI	
03/11/2015			03/11/2015	1300053749344	N405J09537	01	Customer own read	1211	No validation	No validation		CUST_WEB
03/11/2015			26/11/2015	1300053749344	N405J09537	01	Deemed (Settlement Registers) or Estimated (Non-Settlement Registers)	2592.9	Validated	Validated	D0086	D0086
03/11/2015			26/11/2015	1300053749344	N405J09537	01	Deemed (Settlement Registers) or Estimated (Non-Settlement Registers)	2592.9	No validation	Invalid	CREGI	CREGI
22/03/2016			22/03/2016	1300053749344	N405J09537	01	Customer own read	3640	No validation	No validation		AGENT_MAN
22/03/2016			23/03/2016	1300053749344	N405J09537	01	Customer own read	3640	Validated	Invalid	D0010	D0010
11/01/2016			29/03/2016	1300053749344	N405J09537	01	Internal Supplier Estimation	6107.3	No validation	Validated		



Disputed Readings

Proposals – Calculating your Transfer Reading

COS CALCULATOR		
	day	Night
D86 DATE	21/09/2015	21/09/2015
D10 DATE	17/07/2015	17/07/2015
D10 READ	9062	76030
D10 DATE	19/02/2016	19/02/2016
D10 READ	9912 15887	76461
New COS Read	9321	76161
Usage per day	4	2

When a transfer reading is incorrect or missing you will need to calculate a new reading for the transfer date.

Take two readings from the customers account, these can be customer own readings or Routine readings. These two readings ideally will be either side of the transfer date if not, take whichever two readings you have.

If no readings are available contact the customer – by phone is best to request a meter reading.



Disputed Readings

- ❖ Check notes
- ❖ Erroneous Transfer? – Reject
- ❖ Address
- ❖ Correct Transporter (GT read)
- ❖ Proposal acceptable? (check actual reads)
- ❖ Within tolerance - Reject
- ❖ Correct Transfer date? Over 1 year old

Tolerances

- **Electricity 250 units**
- **Metric – 5 dials – 109 units**
- **Imperial – 4 dials – 39 units**
- **Can be either – 6 dials**



Agreed Reads – Y responses

An agreed read is where a supplier has proposed a reading to us and we are accepting the reading.

- ❖ Change P to Y (s/s)
- ❖ Admin override to agreed read
- ❖ Validate ./ invalidate reads
- ❖ Remove invoice block
- ❖ Delete Invoice
- ❖ Rebill Customer
- ❖ Add to agreed readings spreadsheet
- ❖ Add notes onto account



Agreed Reads – A responses

Change from P to A (s/s)

Change proposed read (s/s)

Edit comments (s/s)

Add invoice block

Add notes



Rejecting Reads

Leave as P add rejection code (rejection code spreadsheet)

Add notes in Account Plus

Remove invoice block



Missing Readings - Gas

Is there a GT read?

If yes – Rejection code 19

If no

- ❖ Is all other information correct
- ❖ Address
- ❖ Proposed read (check actuals)
- ❖ Transfer date
- ❖ Erroneous Transfer?
- ❖ Check notes
- ❖ Transfer date over a year old - reject



Missing Reads - Gas

Customer read for Transfer Date is Available

On spreadsheet

- ❖ Change P to A
- ❖ Add customer own red into spreadsheet in place of a proposed reading
- ❖ Add your name to spreadsheet
- ❖ In comments column – add please agree COR for COS Please agree alternative ... GT read is ...
- ❖ Add note into Account Plus