

Retail Market Procedure NI 17

Adjustments to Consumption

06/06/2012

<i>Current Status:</i>	Baseline
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Retail Market Procedure NI 17 – Adjustments to Consumption

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Retail Market Procedure NI 17 – Adjustments to Consumption

1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for an adjustments to consumption in Northern Ireland.

This process will be followed when a problem is identified that may require a non-metered adjustment to consumption for a Meter Point.

The Procedure applies to all sites and contains the following sub-processes:

- **Adjustment to Consumption**

1.2 History of Changes

Version	Source of Change	Description of Change
0.1	P Merkens	Initial Draft
0.91	P Merkens	Updated following NIE Review and issued for SIG Workshop
0.92	P Merkens	Updated following SIG Workshop
0.93	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

1.3 Document References

Document Reference	Document name
MP NI 12	Meter Problems and Damage, Enquiries and Complaints
MG NI 34	DUoS, Transaction and PSO Billing
MP NI 39	NI Market Procedures - Glossary of Terms
	Revenue Protection Code of Practice

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1.4 Outstanding Issues

Cross jurisdictional working group to review consumption adjustments process may impact this procedure

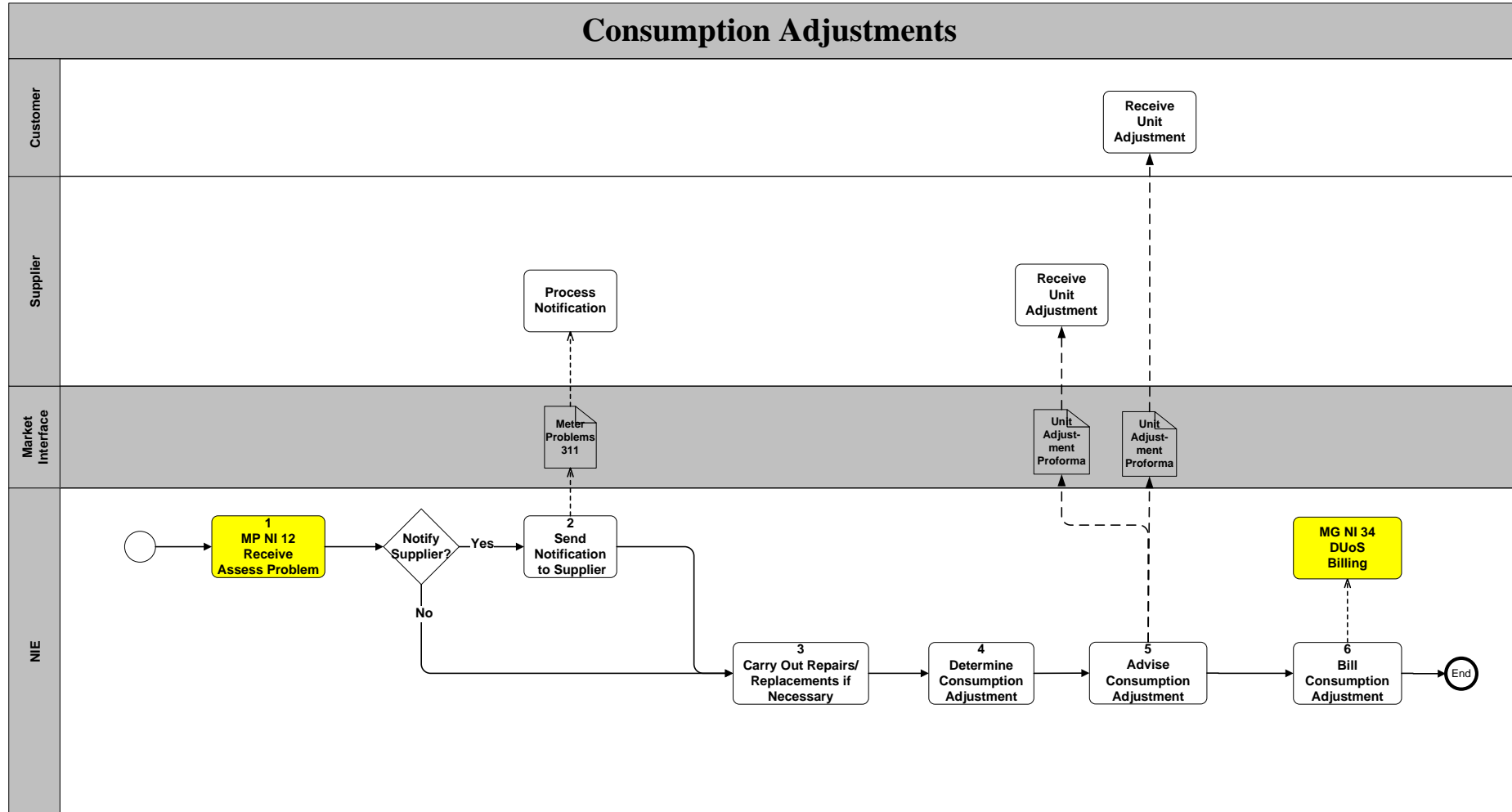
Reporting of consumption adjustments to SMO to be reviewed

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2. Procedure Description

2.1 Adjustment to Consumption

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1		<p>A metering problem may be reported by a Supplier, a Customer or by NIE.</p> <p>NIE will assess the problem and, if the problem was reported either by a meter reader or a Customer directly, NIE will decide if the Registered Supplier at the MPRN should be notified of the problem.</p> <p><i>Refer to MP NI 12 Meter Problems and Damage, Enquiries and Complaints.</i></p>	
2		<p>If it is determined that the Supplier should be notified, NIE will send a Meter Problems market message to the Supplier.</p>	311 to Supplier
3		<p>NIE will correct or replace faulty or damaged metering, time-switch and CT/VT equipment to restore the installation to accurate recording.</p> <p><i>Refer to MP NI 12 Meter Problems and Damage, Enquiries and Complaints.</i></p>	
4	NIE	<p>Consumption adjustments may arise in the following circumstances:</p> <ul style="list-style-type: none"> • Consumption is not accurately reflected in meter readings, including: <ul style="list-style-type: none"> ○ Meter and associated equipment faults and problems ○ Theft, damage and tampering • Discrepancies are found as a result of an Annual Reconciliation of Register Readings with Interval Data <p>Consumption adjustments may be positive or negative.</p> <p>When NIE is made aware of problems at a Meter Point which may require an adjustment to consumption NIE will determine the actual consumption pattern at the Meter Point and then apply this pattern to determine an estimate of the over-recorded, under-recorded or re-apportioned¹ consumption from the time when problems are believed to have commenced up to the date when the problem was resolved.</p>	

¹ Consumption may be re-apportioned as a result of a faulty time-switch.

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Step	Role	Action	Interface
		NIE will determine the period to which the adjustment is relevant and the Supplier to whom the adjustment is to be billed (i.e. the Supplier registered during the period or the Supplier that should have been registered during the period).	
5	NIE	<p>NIE will provide a unit adjustment proforma to notify Suppliers and Customers of unit adjustments resulting from metering and associated events that require a consumption adjustment.</p> <p>For Revenue Protection cases (theft, damage or tampering) consultation will take place as described in the <i>Revenue Protection Code of Practice</i>.</p> <p>In situations where the adjustment to consumption spans more than one Supplier Registration each Supplier who has been registered to that Meter Point during that period will be contacted in relation to their respective period.</p>	E-mail to Supplier Letter to Customer
6	NIE	<p>NIE will Bill Suppliers for consumption adjustments arising from under-recording and credit Suppliers for consumption adjustments arising from over-recording</p> <p>NIE will apply the adjustment as part of the next itemised monthly DUoS Bill. Refer to <i>MG NI 34 DUoS, Transaction and PSO Billing</i>.</p>	