Customer Expert Day - Class Products

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Questions & Answers:

Ref.	Class Topic Area	Question	Answer
1	Read validations	What are the Read validations on Class 3 sites?	Read validation for Class 3 sites, in the main is no different from any other Class. The validation is broken down into three distinct sections, Submission, Assets and Energy. Submission would cover, in the case of a Class 3 EUC1 sites, that the reads have been received with Day+10 of the read date. For Class 3 sites with an EUC between 2 and 9 the submission validation ensures the reads are received by Month+10 of the read date. Asset validation ensure the meter and convertor serial number are correct, the length of the reading matches the dials recorded on UK Link. Energy validation includes all energy tolerance validation and will also look to ensure the read follows on from the previous read. *This is not the full extent of read validation, however provides a flavour. The published rejection codes should provide more detailed information if this is not sufficient – Link here;* *https://www.xoserve.com/services/training-and-education/#reads*
2	New connections process - Class 1	What is the New connections process on Class 1 sites?	The new connection process is managed by the customer and the DMSP – some information on the DMSP process is below. We would recommend you directly contact the relevant DMSP as the process may vary slightly dependent on the DMSP. This is the process for a new Class 1 (that has not previously been Class 1): 1. The DMSP email a form to the supplier to complete with the necessary details to request the Class 1 installation (unless the supplier has already sent it in) see attached form.

			2. Once received back from the supplier, the DMSP request the installation job with the company who install and maintain the dataloggers on behalf of the DMSP. The SLA is D + 8 for installing the datalogger. 3. The company make contact with the site using the details provided by the supplier to arrange the site visit to install the datalogger. 4. Engineer completes a site visit to install the datalogger. 5. Notification is received by the DMSP from the 3rd party company of the installation completion. 6. If the MPRN is already nominated as Class 1 in UKLink, the DMSP attach the datalogger to UKLink, and check for any asset discrepancies which may prevent the reads from loading. The supplier will be notified that the installation has been completed, and of any discrepancies as applicable. If the MPRN is not yet nominated as a Class 1 in UKLink, the supplier will be notified that they need to nominate this as Class 1 for the reads to be received. Once nominated, see Step 6.
3	What file is the information sent to UK Link in?	What file is the information sent to UK Link in?	For read data: Shippers are responsible for sending in reads for Classes 2,3 and 4. For Class 2 via the UDR file, Class 3 via the UBR file and Class 4 UBR. The URS response file will be sent confirming whether the read has been accepted or rejected and the relevant rejection reason code. If the read provided is an opening read, an URN file will also be generated and sent to both parties in the transfer transaction. Daily Read Service providers (DMSP) are responsible for obtaining and sending reads via the DLC file. Shippers are notified of these reading via the MDR file. Where the DMSP has not been able to provide a read, or the read has failed validation an estimated read will be issued again via the MDR file.
4	Cyclic read performance	How exactly is performance measured by settlement class	In terms of cyclic read performance: Read performance is reference in UNC for each Class: Section M5.7.4 - at least 97.5% of Relevant Class 2 Supply Meters every Day Section M5.8.2 In relation to a Class 3 Supply Meter M5.8.5 states the formula to determine submission, however this is essentially based on the number of read submitted in a month, against a Shipper's portfolio, expectation is reads should be received for at least 90% of the portfolio. Section M5.9.4 - Valid Meter Readings obtained by a User in respect of Relevant Class 4 Supply Meters on any particular Day: a) not less than 50% are submitted by the 10th Supply Point Systems Business Day after the Read Date; b) not less than 100% are submitted by the 25th Supply Point Systems Business Day after the Read Date
5	Generation sites – daily nominations	For generation sites (specifically used sites), would daily nominations would be required?	Yes, if the MPRN is a Class 1 or 2 then a daily Gas Nomination would be required in Gemini. Those sites with gas flowing at cashout (with a possible usage of 0), the daily Gas Nomination can be submitted as zero. However, if after the Gas Flow Day an Allocation is received (gas has been used at the site) then the MPRN will be subjected to Scheduling

			Charges. If the Shipper knows that during the gas flow day that gas is being consumed, they can amend the gas nomination (re-nomination process) during the day.
6	DMSP	Where a site goes from Class 2,3,4 to Class 1 site, and an AMR device is already in use at that site, will the DMSP inherit this asset? What happens to the MAMs asset?	In a Class change from 2/3/4 to a Class 1, where an AMR is already present, it will be the Shipper's responsibility to remove the AMR. The DMSP will, however, have to attach a datalogger/AMR at the site (via DMSP portal) in order to allow actual reads to load. Without a datalogger/AMR present at a Class 1 site, we will not accept actual reads.
			In terms of the RGMA process, if a Class changes to/from Class 1 or an asset activity (i.e. an install/removal/exchange on a meter/convertor) is recorded by the Shipper on a Class 1 site, a GCC file is sent as a prompt to the DMSP. Xoserve do not inform the reads received via the RGMA flow to DMSP. It is the Shipper's responsibility to inform the DMSP.
		How are disputes between DMSP and Customer managed?	Xoserve do not get involved in disputes between DMSP and Customers, these are managed offline between the 2 parties.
		Could we have a general overview of the DMSP role and how this is managed? If the DMSP failed where do the responsibilities lie?	For Class 1-meter points, DMSP is expected to provide a daily actual reading to the CDSP by 12 pm GFD+1; if a valid reading is not obtained by 14:00 hrs (liability cut-off time) on GFD+1, DMSP will incur liabilities – refer UNC Section M 7.2 and 5.6
7	Erroneous Transfer	What happens if there is an erroneous Transfer difference between 1 2/3 4?	For erroneous transfer between Shippers, then this is addressed by themselves. Once both parties have agreed the ownership of the site, then a confirmation file should be submitted if the incorrect Shipper is registered -If the site is LSP (above 73,200 kwh) then there should be a nomination request submitted prior to the confirmation request. The minimum notice period of 15 calendar days may be reduced if the registered Shipper places a withdrawal request, as then the incoming Shipper may use a minimum notice period of 4 business days (plus submission day)
8	Gemini allocation	How does Gemini allocation work for Class 1 and 2?	For Class 1 and 2 meter points, Reads (i.e. consumption from reads) received within closeout (GFD+5) or estimated consumption for those where an actual read wasn't received by closeout, feed Gemini allocations.
9	Read replacements	I have an MPR "A" with meter serial number 12345, and by mistake reads of 25, 50 and 75 have been submitted, and accepted for Jan, Feb and Mar. However, these meter reads were actually taken from meter serial number 67890. Correct reads for meter serial number 12345 should have been 100 (Jan), 200, (Feb) and 300 (Mar).	You can send in multiple read replacements for 1 MPR and these are validated in date order, but currently as read validation would be done forwards and backwards this validation would prevent the reads from being accepted. I.e. If the issue is that the reads receive are missing a digit, reads received are 1230, 0456 and 0789 but should be 1230,4560, and 7890 the system will valid the first read of 1230 against the next accepted read on the system of 0456 and will reject as higher than the next read. The workaround for this is that we require you to send in the read files, which will reject and then raise a query, via this link, and Xoserve will manually replace the reads for you.

		Can you confirm the step by step process to remove reads 25, 50 and 75. Can I replace these in one batch and replace with 100, 200 and 300? What is the start to end process and timelines involved?	
10	Request for Adjustment (RFA)	How would you advise identifying and prioritising sites that require a Request for Adjustment (RFA)?	We understand all customer priorities are different and therefore we wouldn't advise a Shipper on what to prioritise. A number of data sets are available to customers. For example, some Shippers utilise the amendments invoice data as one of the sources to identify adjustments.
11	Ratchets	The new ratchet regime came into place effective from the 1st of October. The new rules mean that any meters in Class 2 where the SOQ is currently capped, do not receive any ratchet charges. Is this correct? Will it always be the case? If the customer keeps breaching this, will they be forced into Class 1 in the new ratchet season?	Capacity Ratchet Charges are used to incentivise the Shipper to correctly book capacity for Class 1 and class 2 supply points. Ratchet charges are billed on a monthly basis during the period 1st October to 31st May each year. For multiple ratchets occurring in a calendar month, the ratchet charges are calculated for every ratchet occurrence when the UDQO is less than PMSOQ. When the UDQO exceeds the PMSOQ several times a month, only the highest ratchet occurrence is billed. As part of June 2020 changes, the new ratchet calculation regime was applied for Class 2 sites, while Class 1 sites will still follow the current ratchet calculation. Class 2 ratchets capacity charge was modified to use the new formula and also an additional charge item ECN was applied. As part of the interim solution Class 2 charges will be calculated offline and sent on a Request to Bill Template (RTB). The SRA Charge will reflect the LDZ Capacity Charge (ZCA). The ZRA Charge will reflect the customer Capacity Charge (CCA) and in the interim will contain the LDZ Exit Capacity Charge (ECN) Charges relating to Class 2 ratchets will be invoiced at M+2 as an INR type on 4th Business day (as per Capacity Invoice). Therefore, there will be no Supporting Information. Enduring fix is scheduled for Major Release November 2020. If the customer keeps breaching, they will not be moved to class 1 however the SOQ will get be capped at PMSOQ Breach and the AQ will not change.
		If a site ratcheted, and the SOQ was automatically raised, then could the Shipper have multiple charges per month? (The ratchets received for the first and the largest of the month).	It can ratchet several times up until it reaches its PMSOQ, after which we will take the highest PMSOQ breach within the month. If it reaches its PMSOQ and it breaches 4 times within the month, we'll take the highest PMSOQ breach.
		If it increases slightly, then can we be charged for every single ratchet	Yes correct, if it's just a DMSOQ breach. We bill every DMSOQ breach until it reaches its PMSOQ breach. Once it reaches the

		until the PMSOQ and then just the largest?	PMSOQ, it can still continue to breach but we only take the highest breach of the month.
		If a site continues to ratchet multiple times a month until it reaches its peak SOQ, for example, what files will be provided?	Every time it breaches, you will get a PRN and a RAT file which comes out. PRN file will go out the following day, RAT file will come out 5 days after.
		If the SOQ has already reached its limit so therefore it ratchets continually, but the peak has already been reached, at the end of the month would that be the first and the highest?	Yes, and the new SOQ will be effective from the 1st of the following month.
		Where the SOQ hasn't changed at all, the SOQ is already at its peak, if it's ratcheting and there's no change to the SOQ automatically, would it receive the highest ratchet charge for the month?	Yes, that is correct.
		Where there isn't any automatic raising of the SOQ, will the Shipper receive just one ratchet charge for the month which would be the highest?	Yes. If there were several PMSOQ breaches, the highest is taken.
12	Read submission	If we were to receive an estimate read on D when a new transfer comes over, and then submit an actual read with the R, would that then replace the opening estimate you provided? and would you notify the previous supplier?	Yes, that's correct, as long as the source is A, reason R.
		If the read source is A, and we've not agreed that with the other supplier (because it's an estimate), if we were to get that from an AMR device (that's recording correctly), would we still be able to submit that with the read source as A, or would we have to do it as a different code?	Once the estimate has been created (once you've reached the D+10 window), we can only accept agreed Shipper reads, so you'd have to get the read agreed with the outgoing Shipper before you submit it. We would not be able to accept reads from any other source apart from an A, if it was a replacement off a transfer read.

		What would happen where we get the estimated reads come through on the days of the transfer?	This has been raised as an industry wide issue. Where a transfer is accompanied by a class change, you wouldn't know that a class change is happening on the day of the transfer. Due to the way the system is built at the moment, we estimate on the day & unfortunately you lose the 10 days to obtain an opening reading. Whilst the change goes in to correct the issue, you will have to send the replacement.
13	When a Class 4 becomes a Class 1	When a Class 4 becomes a Class 1 will we need to use the Rolling SOQ and SHQ?	Yes, if you were going to do this via SPC (the same would apply if you were going to a Class 2), daily read sites would have to provide the anticipated SOQ & SHQ (this is an issue if you do it via SPC route, it won't accept any changes to the capacity, so you'd have to use the current rolling SOQ, and we don't hold an SHQ for Class 3 or 4 so that would need to be determined). When doing an SPC you need to get the calculations correct but you can't have a higher SOQ put in the SPC that is higher than the current rolling SOQ. You can however go through a nomination process and you can request the values that you are after.
14	Why do I have an LDX read on my MRB?	Why do I have an LDX read on my MRB? (LDEX read type)	This change came in Nov 2019. It is where there has been an address amendment which means that the postcode has changed LDZ's, so the change was to generate an estimated read on the LDZ change date. The estimate is based on normal NDM algorithm (how we would normally estimate any NDM read). As it is an estimate, you can replace that estimate at any time. Via normal UBR. However, if you have history that is incorrect (Kwh misread, and the estimate being based on that), that may prevent you replacing that LDZ read and in such cases a query should be submitted.
		If it did breach LSP status and an ECN capacity charge was applied, reconciliation would follow on the next site and that would be amended?	If / when you manage to get those reads replaced that will trigger reconciliation and that will come out on the amendment invoice. ECN charges is for the LDZ capacity invoice, it is a charge that we are now applying to Class 2 ratchets as well, we send the ECN charge in our offers, its applicable for all small and large sites. It is a fixed charge which does not fluctuate, there is no impact on the charge. It is not based on AQ banding.
15	Shipper Transfer	How long does a smooth Shipper transfer usually take (without rejections)? Class 1,2	For a Class 1 or 2 you would need to determine what your daily and hourly offtakes are going to be, those would need to be nominated through UKLink systems and not all but some are referred out to the network for their consideration, you'd have to wait for an offer to come back in order for you to check and confirm if you wish to do so. There is a 12day window and DNs will start to occur liabilities. You can do your nominations at any stage, your confirmation itself would depend on whether the site is already confirmed or not, if

			it's a Shipper transfer, then the min notice period you give is 14 calendar days plus day of receipt to enable the owning Shipper to raise rejections. If the site is not confirmed, or where a Shipper has withdrawn from the site, the confirmation period (when you've had your offer back and you use that offer in a confirmation) would be min 4 business days (say 5 to ensure your file is processed) max 30 business days) To note: within the nomination, there is a flag to tell you whether or not the site is withdrawn, it is withdrawn you can cut down your confirmation effective date.
16	You've taken ownership and the previous Shipper hasn't updated the asset information	ONJOBS | physical exchanges cosmetic for UPD. What happens where you've taken ownership and the previous Shipper hasn't updated the asset information? For on UPD when doing a cosmetic, should I be getting ONJOBS from our MAM then updating or what would be the method best?	The ideal scenario is when physical work is carried out you'd always receive the job files through the MAM, and there's SLAs attached to that (come through to the Transporter within 6 business days, there's an obligation to update the connections and disconnections store with any physical work). The ONJOB file does both things, it updates the supply point register on UKLink and it updates the connections disconnections store. Which is why in most scenarios you'll receive an acceptance of a job file plus a CDR file which notifies you you've updated the connections and disconnections store. That is the ideal scenario but in cases where you've taken ownership and the previous Shipper hasn't updated the asset information, UPDs is one mechanism of doing that. The job file is when something physically has happened and that should just flow through, without any issued and UPDs is just a mechanism of correcting data, UPD file does not update the CND (disconnections, connections) store because it doesn't consider it as a physical update.
17	Issuing a CDR file / request	How would I be able to issue a CDR file or request issue for one to update the records of correction / disconnection correctly?	The store can also be updated through a CDN file. The formats are available on UKLink docs. If you were just correcting the data on UKLink because it hadn't previously been updated, you can send CPD files for those, if you are not responsible for that physical work then you do not need to update the CND store.