Customer Expert Day

Annual Quantity (AQ)

How does the rolling AQ Process Work?

AQ Calculation Process

AQ Calculation

Input
-Read Received
-Read

Process
Calculate

Output
Notify & Assess
impacts of AQ

10th 11th | M-5 | 1st | 10th 11th | M-5 | 1st

AQ Calculation – Consumption -365 days[1]
-9 months[2]
-36 months[3]

Notification
-AQ
-Failure

Go Live!
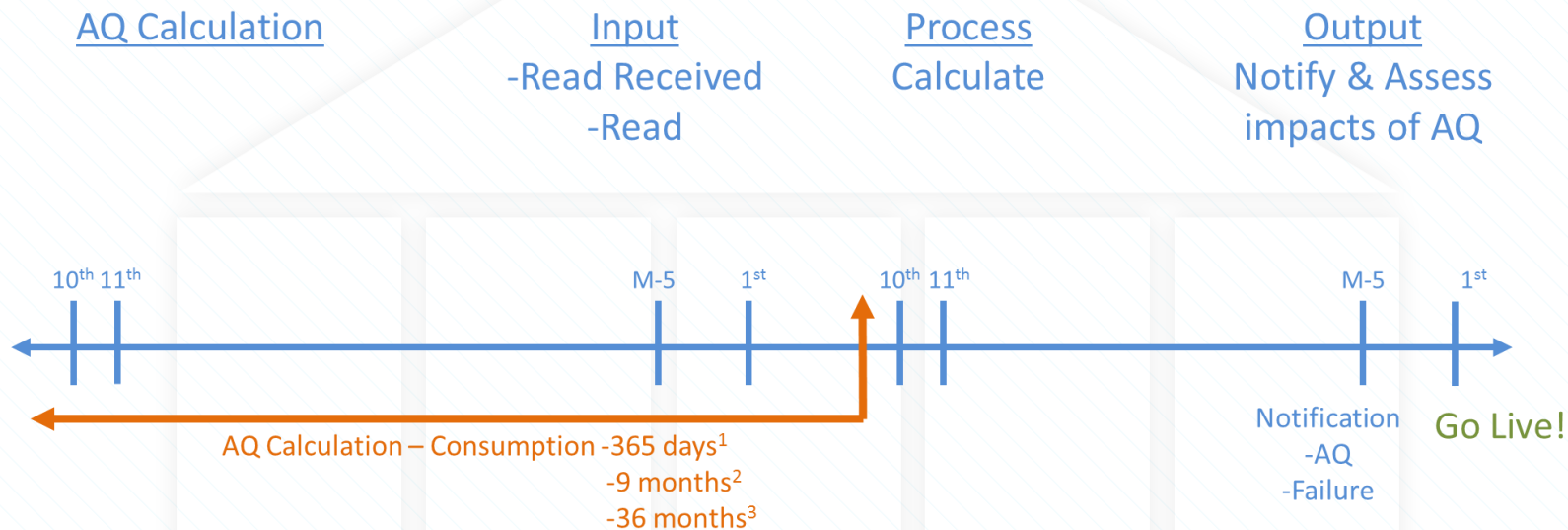
The rolling AQ Calculation will be triggered, for all meter classes, by a valid read

Valid / closed out reads need to have been submitted on or before the 10th calendar day of the month to be considered for that months AQ calculation (performed on the 11th)

If the AQ Value cannot be calculated the previous AQ value will apply and notification will be issued

Isolated Supply Meter Points will not calculate

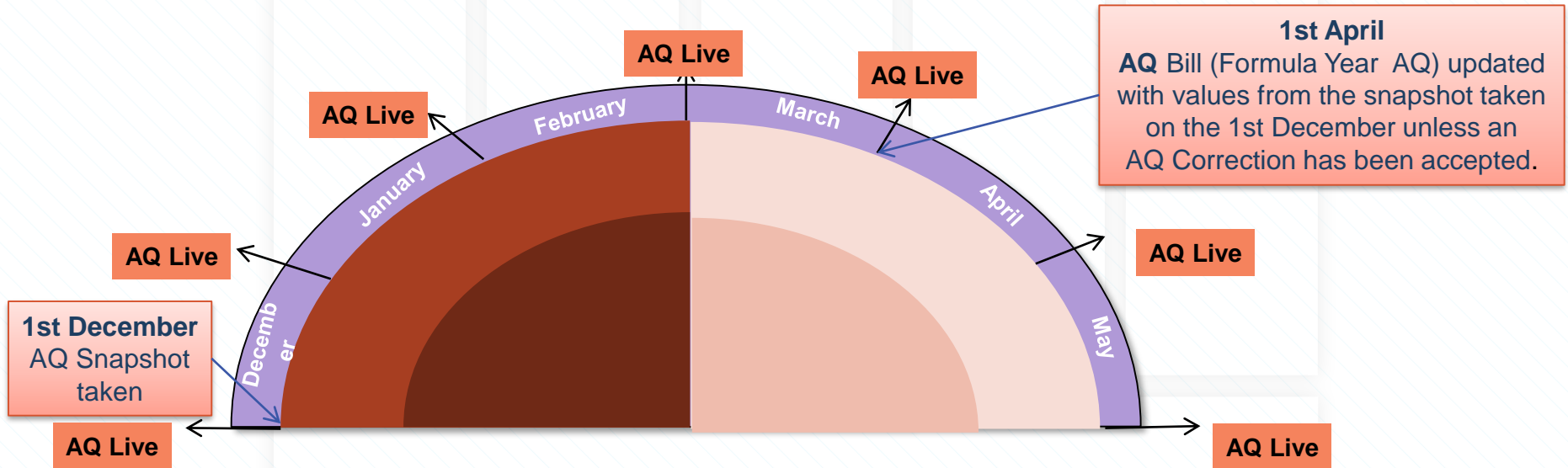New Supply Meter Points are not eligible for an AQ Calculation for a period of 9 months

All AQ Notifications will be issued at M-5

How does the Formula Year AQ work?

NDM Formula Year (AQ Bill)

- With the introduction of rolling AQ for all classes, there is the potential for AQ to be revised each month. In order to provide a stable AQ for billing purposes, the **Formula Year AQ** or **AQ Bill** is used to determine the rates for Class 3 and 4 sites.

- A snapshot of AQ is taken on 1st December. AQ Bill is revised using this snapshot on 1st April unless an AQ correction has been applied in the interim period.

AQ Live

AQ Live

AQ Live

AQ Live

February

March

January

April

December

May

1st April
AQ Bill (Formula Year AQ) updated with values from the snapshot taken on the 1st December unless an AQ Correction has been accepted.

1st December
AQ Snapshot taken

AQ Live

AQ Live

AQ Live

What if I want to correct my AQ?

AQ Correction process

AQ correction using the AQI File

- Registered Shipper can request a change in AQ via the AQ Correction Process for the following reasons

    - Confirmed Theft - Reason Code 1
    - Change in Consumer Plant – Reason Code 2
    - Commencement of New Business – Reason Code 3
    - Tolerance Change – Reason Code 4
    - Winter Consumption Correction – Reason Code 5

- Accepted AQ value will be changed with effect from the first of the month following the request being accepted. The User will receive an AQR file confirming acceptance or rejection of the AQ correction request. The User will also be notified of the AQ change via the NRL File at M-5.

- A backstop date is applied when the AQ is corrected. Therefore the AQ cannot be corrected for a further 9 months.
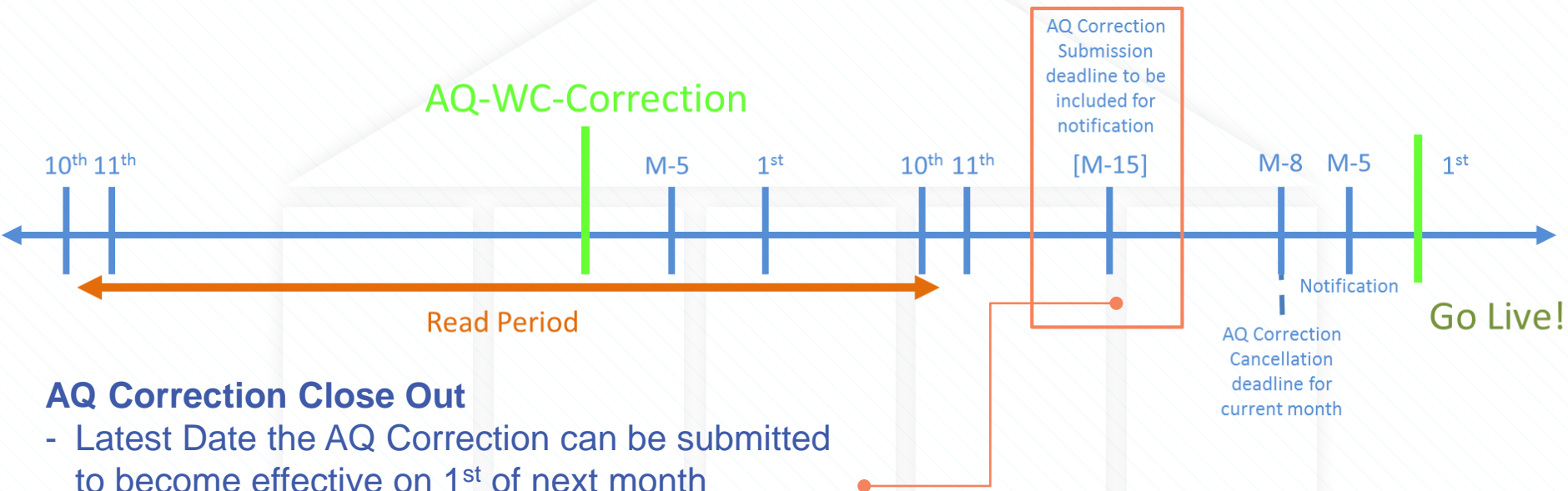
AQ Correction Process
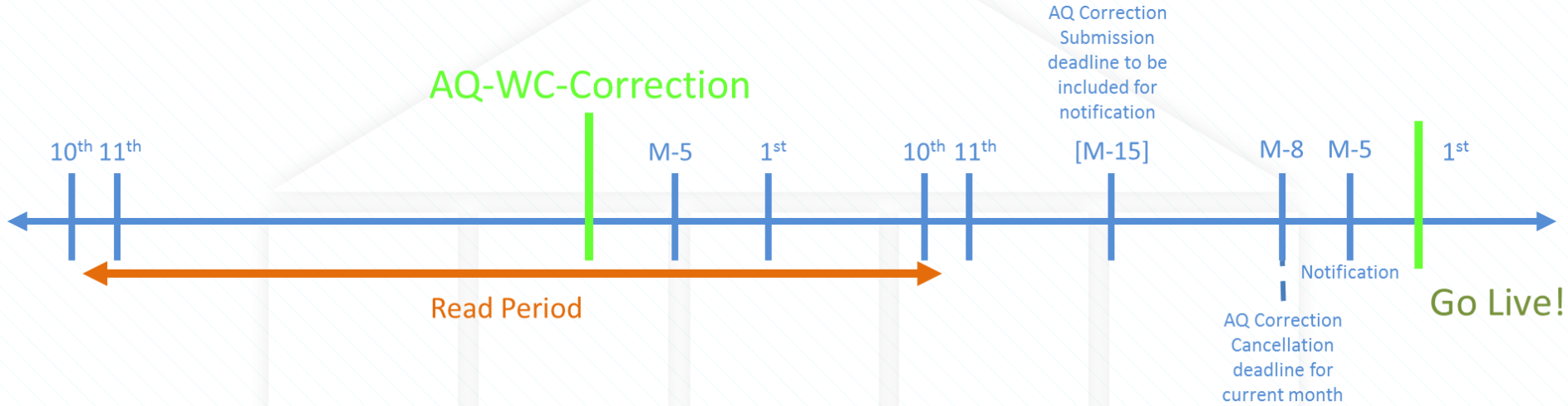
The AQ/Winter consumption correction submission has a close out date, this is the latest date the AQ Correction can be submitted to become effective on the first of the next month. However the AQ Correction requests submitted after close out date will not be rejected, but the corrected AQ in these cases will be effective on the 1st of the next month.

These will:
- Trigger the Offer Addendum process
- Update the Formula Year AQ
- Create a Backstop Date
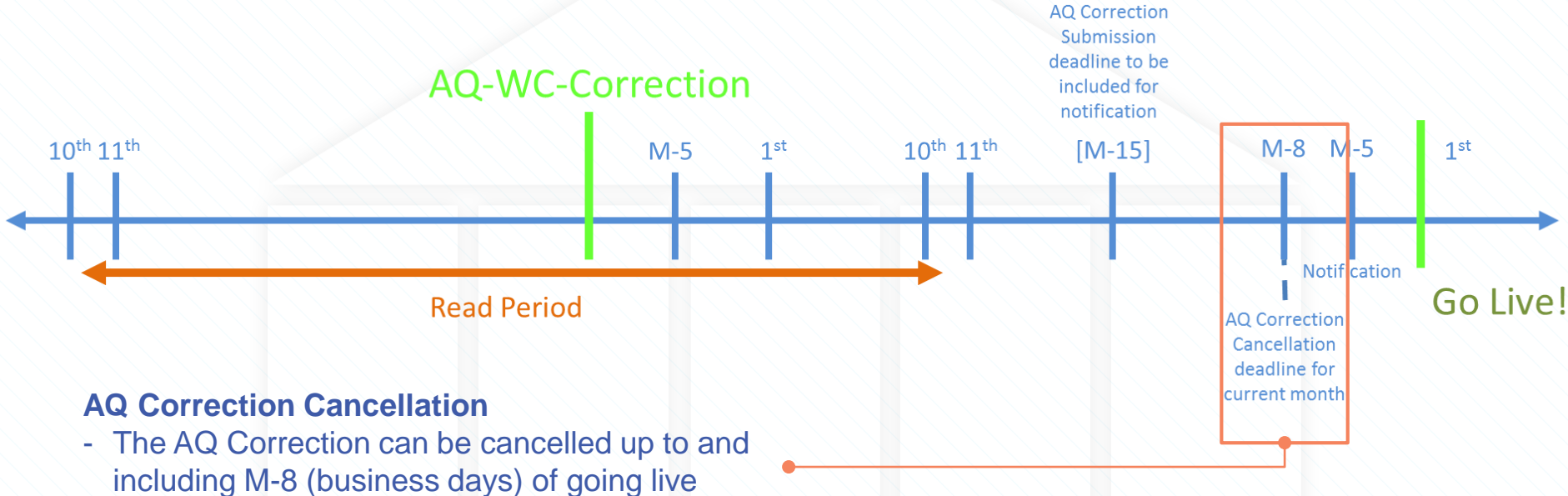
AQ Correction Process Continued

AQ-WC-Correction

AQ Correction Submission deadline to be included for notification

10th 11th   M-5   1st   10th 11th   [M-15]   M-8   M-5   1st

Read Period

Notification

AQ Correction Cancellation deadline for current month

Go Live!

AQ Correction Close Out
- Latest Date the AQ Correction can be submitted to become effective on 1st of next month
- AQ Corrections received after close-out are applied in the following month

Example
AQ Correction is submitted and accepted on M-15 in June (Close out Date) becomes effective on 1st July. AQ Correction submitted after the M-15 becomes effective on 1st August

AQ Correction Cancellation

AQ-WC-Correction

AQ Correction Submission deadline to be included for notification

10th 11th

M-5

1st

10th 11th

[M-15]

M-8   M-5

1st

Read Period

Notification

Go Live!

AQ Correction Cancellation deadline for current month

AQ Correction Cancellation
- The AQ Correction can be cancelled up to and including M-8 (business days) of going live

Example
AQ Correction Cancellation must be submitted no later than M-8 in June to prevent the Correction going live on the 1st of July. Cancellation received after M-8 in June will not stop the AQ Correction from going live.

AQ Defects

AQ Defects

- A number of functional defects within the system are causing incorrect Annual Quantity (AQ) values being calculated, these can result in overstated or understated AQs. The AQ calculation process is correct; the issues lie with the data used to calculate the AQ

- Xoserve has a dedicated team of business process and technical experts to facilitate and fix the issues

AQ defects summary

AQ Issue Status	Volume	Comments
Total no. of issues (defects) impacting AQ	42 defects circa 795k MPRNs	As at August 2019
Total no. of open issues affecting AQ	21. defects 94k MPRNs	50k MPRNs due to defect 1463, this will continue to increase until fix implemented 3 Defects require profiling therefore no. of MPRNs affected is unknown 5 defects do not impact the AQ calculation therefore data correction & AQ re-calc is not required.
Total no. of resolved issues (defect fix deployed, data corrected & AQ re-calculated)	23 defects 701k MPRNs	

Defects update as at 05/12/2019

AQ issue register link here