

Change Proposal Reference: CPW130		Initial submission of this form is the first stage of the Change Proposal process, as outlined below. Its solution may evolve with further assessment and consultation.	
Original Title	Transfer Read	01	Change Proposal
Working Title	Transfer Read Estimated Reason Codes	02	Consultation
Type	Code Change Proposal	03	Draft Report
Urgent?	No	04	Final Report

Case for Urgency - required for Urgent Change Proposals only		
If the change is Urgent, please state which urgency principles apply and rationale. Supporting evidence may be included as an attachment to this Change Proposal form. (?)		
Principle	Applicable	Rationale and Evidence
Significant impact on a party, parties, consumers or other stakeholder.	Choose an item.	
Significant impact on the safety and security of the Central Market Operating System.	Choose an item.	
Party in breach of any relevant legal obligation.	Choose an item.	
Material and immediate risk of significantly impacting the development and/or operation of the business retail market.	Choose an item.	
Code modification is required to comply with/implement Law.	Choose an item.	

*If the change is Urgent, please provide the date by which this change should be implemented and justification. (?)*

Proposed Implementation  
Date

Justification

### Summary of Change Proposal - required for all Change Proposals

*Please summarise the issue or defect this Change Proposal/Charging Change Proposal is seeking to address. (?)*

When a customer moves to a new retailer, the incoming retailer takes a final meter reading (transfer read or 't-read'), which is issued to the outgoing retailer to issue a final bill and start the customer's billing journey with the new retailer.

Between April 2019 and April 2021 62% of transfer meter reads are estimated 'skipped' (i.e. do not take place), which means the affected customers receive a bill based on their estimated, rather than actual read.

To address this issue, the reasons for not carrying out meter reads needs to be recorded accurately and consistently across the NHH market. The present reason codes in CMOS do not provide the level of granularity required.

Our data shows that the vast majority (93%) of estimated reads are defaulting to the 'NA' reason code, which we believe is being misinterpreted by the market as 'Not Applicable' or 'Not Attempted' rather than the actual meaning of 'No Access to premise/site'.

*Please describe (in reasonable but not excessive detail) the proposed solution of this Change Proposal/Charging Change Proposal and its nature and purpose. (?)*

This change proposes to replace the existing Transfer read (T Read) estimated reading codes in CMOS with the up-to-date standard skip code list which has been developed as part of the Strategic metering Review. This will be monitored by MOSL via a monthly dashboard API.

This change proposes to introduce the following Skip code from the standard list;

- IML - Cannot Locate Meter
- OBST - Meter Temporary Obstructed
- OBSP - Meter Permanently Obstructed
- DAM - Meter Damaged
- DOR - Out-reader or AMR not working
- DNV- Dials Not Visible
- MB - Meter Buried

- MR - Meter Removed
- NMS - New Meter in-situ
- NAP - Cannot Access Premise
- NTA - No Transfer Read Attempted
- HSM- Health & safety issues accessing meter

This list will also be used for CPW120 (Final meter read where no visual read is available) as CPW120 also proposes to use the same data item D3028 (Estimated read reason code) in CMOS for its solution.

*Please summarise any impact on the customer journey by implementing this Change Proposal. (?)*

The majority of customers' final bills with the outgoing retailer and their first bill with the incoming retailer are currently based on estimates, which may lead to inaccurate bills. Implementing this change would, provide a greater insight into why reads are being estimated, as well as ensuring customers could query if the reads used in their bill was based on an estimate rather than a visual meter read, and the reason for estimation.

Where applicable, please summarise how the experience and responsibilities of other market participants will be impacted in implementing this Change Proposal/Charging Change Proposal. (?)

Participant (?)	Current Experience	Post-Implementation Experience
Trading Parties	Currently five estimated reason codes are not providing sufficient detail and are not being applied correctly.  Wholesaler settlements may be affected due to these estimated final bills including which retailer is liable for payment.	Operation and system functions to be updated from the current five estimated reason codes to 11. Retailers will be required to choose a more detailed reason.  Wholesalers are expected to receive more bilateral requests as result.
Market Operator	Currently receiving 93 percent of 'NA' as the estimated reason code therefore not able to track data insight in CMOS effectively.	Able to track data in CMOS and investigate trends and reasons for estimated reads. Tracking the data will allow intervention and comparison with the bilateral hub data.
Choose an item.		

## Objectives and Principles - required for all Change Proposals

Summarise how the following Objectives and Principles, as set out under [Part A of Wholesale Contract Schedule 1 Part 1](#) are impacted by this Change Proposal. (?)

Objective/Principle	Nature of impact	Detail of impact
Primary Principle	Positive Impact	This will drive an improvement to the customer transfer journey as it will give customers a more accurate reason for why a visual reading hasn't taken place and therefore why their bill is currently based on estimated usage.  Customers will have a better understanding of the final bill (with the outgoing retailer) and first bill with incoming retailer. Which will provide greater insight and comparison with the bilateral hub will in time increase actual reads at transfer.
Continued development and sustainment of an effective market	No Impact (consistent)	
Seamless Non-Household Customer experience	No Impact (consistent)	
Resilience	No Impact (consistent)	

Transparency and clarity	Positive Impact	It will provide a greater understanding of the estimation reasons and why actual transfer reads cannot be obtained.
Proportionality	No Impact (consistent)	
Efficiency	No Impact (consistent)	
Non-discrimination	No Impact (consistent)	
Simple, cost effective and secure	Positive Impact	By having more estimated reason codes, it allows for participants to have more visibility of the reason why reads have not been obtained, allowing remedial actions to be undertaken, which will eventually lead to accurate customer billing and settlement charges.
Business Terms Objectives	No Impact (consistent)	
Operational Terms Objectives	No Impact (consistent)	
Market Terms Objectives	No Impact (consistent)	
<i>Summarise how the following Principles, as set out under <u>Schedule 1 Market Arrangements Code Principles and Definitions</u>, are impacted by this Change Proposal. (?)</i>		
Principle	Nature of impact	Detail of impact
Primary Principle	Choose an item.	
Continued development and sustainment of an effective market	Choose an item.	
Seamless Non-Household Customer experience	Choose an item.	
Resilience	Choose an item.	
Transparency and clarity	Choose an item.	
Proportionality	Choose an item.	
Efficiency	Choose an item.	
Non-discrimination	Choose an item.	
Market Led	Choose an item.	

Proposer Details - required for all Change Proposals	
Name	Claire Stanness
Capacity to submit Change Proposal/Charging Change Proposal	Trading Party [please specify here]
Email Address	-
Telephone Number	-
Change Lead Details - required for all Change Proposals	
Name	Ivy Mandinyenya
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Telephone Number	07948466754

Codes, Appointments, Documents and Systems - Optional
<i>Select which of the following may be impacted by this Change Proposal/Charging Change Proposal</i>
<p>Market Arrangements Code (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1: Terms and Conditions of a Wholesale Contract (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 1: Objectives Definitions and Principles (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 2: Business Terms (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 3: Operational Terms (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 4: Market Terms (?) <input type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 5: Code Subsidiary Documents (?) <input checked="" type="checkbox"/></p> <p>Wholesale-Retail Code Schedule 1 Part 6: Operational Forms (?) <input type="checkbox"/></p> <p>Scottish Core Industry Documents (?) <input type="checkbox"/></p> <p>Appointment <input type="checkbox"/></p> <p>Licences <input type="checkbox"/></p> <p>Other industry code/agreement/document <input type="checkbox"/> [please specify here]</p> <p>Central Systems (?) <input type="checkbox"/></p> <p>Trading Party Systems (?) <input type="checkbox"/></p>

*Where applicable, please summarise the nature of impacts on the items above.*

#### **Further Information and Additional Comments - Optional**

*Please provide any further information that will support the development of this Change Proposal/Charging Change Proposal. Include references to related or supporting documents and consultations as required. (?)*