




Workgroup Report	At what stage is this document in the process?
<h1>IGT159:</h1> <h2>Amendments to the Must Read process</h2>	<div>01 Modification</div> <div>02 Workgroup Report</div> <div>03 Draft Modification Report</div> <div>04 Final Modification Report</div>
<p>Purpose of Modification:</p> <p>To update the Must Read process to include timescales for a site to enter the process, and to introduce timeframes for procuring and returning a read that align with Central Data Service Provider (CDSP) validation criteria.</p>	
	<p>The Workgroup recommends that this Modification should:</p> <ul style="list-style-type: none"> • proceed to Consultation <p>The Panel will consider this Workgroup Report on 26th August 2022. The Panel will consider the recommendations and determine the appropriate next steps.</p>
	<p>High Impact:</p> <p>None</p>
	<p>Medium Impact:</p> <p>Shippers, Transports, Suppliers, UNC, CDSP, as well as positive impacts on consumers</p>
	<p>Low Impact:</p> <p>None</p>

Contents

1 Summary	3
2 Governance	4
3 Why Change?	4
4 Code Specific Matters	5
5 Solution	5
6 Impacts & Other Considerations	19
7 Relevant Objectives	22
8 Implementation	23
9 Legal Text	23
10 Recommendations	24



Any questions?

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Timetable

Modification timetable:

Initial consideration by Workgroup	10 th February 2022
Amended Modification considered by Workgroup	14 th July 2022
Workgroup Report presented to Panel	26 th August 2022
Draft Modification Report issued for consultation	26 th August 2022
Consultation Close-out for representations	19 th September 2022
Variation Request presented to Panel	-
Final Modification Report available for Panel	21 st October 2022
Modification Panel decision	28 th October 2022

This Modification was raised on 24th January 2022 and was presented to the Panel on 28th January 2022. The Proposer raised an Amended Modification (v2.0) on 3rd February 2022, which was considered by Workgroup on 10th February 2022. A second Amended Modification (v3.0) was raised on 21st July 2022 which was considered by the Workgroup in draft form on 14th July 2022. The timetable above reflects the journey of this Modification since v3.0 was considered by the Workgroup.

1 Summary

What

The current Must Read process is not fit for purpose and amendments are required to address inconsistencies between codes. Currently, the Must Read process is triggered for all IGT sites where it is four months from the last valid read and for sites on Distribution Networks (DNs), the process is triggered for large supply points only (i.e. AQ >73,200 kWh).

Currently, there are no timescales for a read to be obtained and returned to the Shipper, which can result in a read not being utilised in settlement and the site not being removed from the Must Read process.

SMART and Automatic Meter Reading (AMR) meters can have an active Data Communications Company (DCC) flag but may be non-communicating and issues can take longer than four months to resolve due to the complexity of the issues that can arise. Treatment of these sites is also not consistent; following the implementation of [XRN5036 - Updates to Must Read process](#), AMR and SMART/DCC active sites are excluded from the Must Read process for DN sites.

An improvement to the process would be to utilise a site visit and for any faults or visible concerns with the meter, or any specific issues obtaining a read, are recorded and reported.

Shippers taking on new sites under Supplier of Last Resort (SoLR) arrangements may not have an opportunity to obtain actual readings for all new sites; therefore, the ability for Shippers to amend reads where sites are obtained under SoLR should be introduced.

The Must Read data provided to IGTs is currently never refreshed. This can result in a visit to a site to obtain a read for a meter that is no longer in situ, or a visit to a site where the Shipper has obtained a reading after the site entered into the process (for example by resolving the issue with a non-communicating SMART or AMR meter, or the customer has simply provided a read). These additional and unnecessary visits to a site are not only wastage but also creates a poor experience for customers and can create complaints for the Supplier.

Issues within the current Must Read process, as noted above, will be exacerbated by the implementation of Modification [UNC0692s - Automatic updates to Meter Read Frequency](#) (and [XRN4941 – Auto updates to meter read frequency](#)), which places an obligation on the CDSP to automatically update the Meter Read Frequency of a Class 3 or 4 Supply Meter Point to Monthly if certain criteria are met and is applicable to both the UNC and IGT UNC. It is expected that an additional 60,000 sites across the industry will enter the Must Read process following implementation of UNC0692s.

Why

This Modification would:

- improve settlement accuracy and Unidentified Gas (UIG);
- protect customers from additional cost and unnecessary contact associated with site visits; and
- reduce the number of customer complaints received by Suppliers.

How

This Modification seeks to introduce the following:

- Rules for IGTs to provide reads within an agreed window which allows validation of the read into Settlement;

- A specific process for SMART and AMR meters with an active DCC flag;
- A specific process for sites gained via the SoLR process to allow shippers the new shipper the opportunity to obtain a read;
- A specific process for excluding sites with known issues preventing a read from being obtained; and
- Provision of data to the Performance Assurance Committee (PAC) for oversight of sites paused from the Must Read process.

2 Governance

Justification for Self-Governance Procedures

IGT159 was originally submitted as a Self-Governance Modification Proposal. The Panel considered IGT159 at its meeting on 28th January 2022. The Proposer and Panel agreed that the Modification would have material impacts on consumers and therefore should not be Self-Governance. The Proposer agreed to submit an amended Modification Proposal.

IGT159 will therefore be progressed as an Authority Decision Modification.

Requested Next Steps

This Modification should:

- be assessed by a Workgroup.

Workgroup Comments

The Workgroup unanimously agreed that IGT159 should be an Authority decision Modification for the reasons given by the Proposer and the Panel.

3 Why Change?

The current Must Read process is not fit for purpose and amendments are required to address inconsistencies between codes. Currently, the Must Read process is triggered for all IGT sites where it is four months from the last valid read and for sites on DNs, the process is triggered for large supply points only (i.e. AQ >73,200 kWh).

These issues will be exacerbated by the implementation of Modification UNC0692s (and XRN4941), which places an obligation on the CDSP to automatically update the Meter Read Frequency of a Class 3 or 4 Supply Meter Point to Monthly if certain criteria are met. It is expected that an additional 60,000 sites across the industry will enter the Must Read process following implementation.

Currently there are no timescales for a read to be obtained and returned to the Shipper, which can result in an obtained read not being utilised in settlement and the site not being removed from the Must Read process if the read fails validation.

SMART and AMR meters can have an active DCC flag but be non-communicating and issues can take longer than four months to resolve due to the complexity of the issues that can arise. Treatment of these sites needs to be consistent; following the implementation of XRN5036 AMR and SMART/DCC active sites are excluded from the Must Read process for DN sites.

Shippers taking on new sites under SoLR arrangements may not have an opportunity to obtain actual readings for all new sites; therefore, the ability for Shippers to amend reads where sites are obtained under SoLR should be introduced.

The Must Read data provided to IGTs is currently never refreshed. This can result in a visit to a site to obtain a read for a meter that is no longer in situ, or a visit to a site where the Shipper has obtained a reading after the site entered into the process (for example by resolving the issue with a non-communicating SMART or AMR meter, or the customer has simply provided a read). These additional and unnecessary visits to a site are not only wastage but also creates a poor experience for customers and can create complaints for the Supplier.

It was an original intention of this Modification to update the reporting requirements, however, there has been a data cleanse carried out as part of the CMS rebuild which would help with data quality issues. The CMS team have confirmed that the Must Read process would be improved as part of the rebuild project and refreshing current data would also be part of the requirements to be built in. Therefore, this element of the Modification has been removed.

4 Code Specific Matters

Technical Skillsets

A good understanding of meter reading processes, including how reads are obtained, validated, read and submitted. As well as an understanding of how to calculate energy consumption from meter readings.

Reference Documents

UNC TPD Section M – Supply Point Metering

5 Solution

Solution

This Modification seeks to introduce the following:

- Rules for IGTs to provide reads within an agreed window which allows validation of the read into Settlement;
- A specific process for SMART and AMR meters with an active DCC flag;
- A specific process for sites gained via the SoLR process to allow shippers the new shipper the opportunity to obtain a read;
- A specific process for excluding sites with known issues preventing a read from being obtained; and
- Provision of data to the PAC for oversight of sites paused from the Must Read process.

This Modification seeks to change the process as is in IGT UNC Part E Meter Reading.

Business Rules

- 1. IGTs to provide reads (as a result of the ‘failure to obtain readings’ obligations) to the CDSP, within the standard validation window of 25 Supply Point System Business Days (SPSBDs) after the read has been obtained:**

- IGTs cannot charge for a read that is submitted more than 25 SPSBDs after being obtained.
- 2. The ability to exclude sites with a known meter issue preventing reads being obtained from the obligations under ‘failure to obtain readings’ (Must Read process):**
 - a. Ability for Xoserve to receive notifications from IGT / Shipper of a known meter issue so that sites can be excluded from the must read process.
 - Ability for Xoserve to notify Shipper where IGT notified them of known meter issue.
 - Shipper / IGT to notify Xoserve of sites with known meter issues.
 - b. PAC to receive information on the number of sites removed from the process and how long it takes for the issue to be resolved.
- 3. Exclusion of SMART, AMR and Active DCC sites from the ‘failure to obtain readings’ obligations (Must Read process). For avoidance of doubt, this change will align with the current DN treatment of SMART, AMR and Active DCC sites in relation to the ‘failure to obtain readings’ logic.**
 - a. MPRNs that meet one or more of the following conditions should be excluded from the ‘failure to obtain readings’ obligations:
 - i. have a SMART Meter associated,
 - ii. have an AMR Indicator; or
 - iii. have an active DCC flag.
 - b. For the avoidance of doubt, the above sites will continue to be included in pre-notifications to Shippers where the required Read performance has not been met, however these sites would be excluded from the Must Read generation process.
- 4. Supplier of Last Resort (SoLR)/Change of Shipper(CoS):**
 - a. Where a Shipper has gained a site via the SoLR process, the timeline for the site to trigger the ‘failure to obtain readings’ logic should be paused for a period of 4 months from the point the incoming Shipper obtains the site to allow the new shipper the opportunity to obtain a read.
 - b. Where there is a CoS event, the timeline for the site to trigger the ‘failure to obtain readings’ logic should be paused for period 4 months from the point the incoming Shipper obtains the site to allow the new shipper the opportunity to obtain a read.
- 5. Provision of data to PAC for oversight of sites paused from the Must Read process.**

Workgroup Comments

Consideration of current provisions

March 2022

The Proposer highlighted to the Workgroup that both the UNC and IGT UNC have a set time frame for Reads to be supplied to Shippers. IGT UNC Part E Section 11 points to Section M 5.10 of the UNC for the purpose of Must Reads. UNC Section M 5.10.6 reads as follows:

“If

(a) before the Transporter has initiated a Meter Read pursuant to paragraph 5.10.1, the User notifies the Transporter (by Conventional Notice) that the User is taking steps to obtain a

Meter Reading in respect of the relevant Supply Meter, specifying the expected date of the Meter Read;

- (b) not later than the 10th Supply Point Systems Business Day of the following month the User provides to the Transporter a copy of the warrant (granted under the Rights of Entry (Gas and Electricity Boards) Act 1954, as amended) authorising entry to the relevant premises, or a copy of the application for such a warrant, or demonstrates to the Transporter's reasonable satisfaction that a Meter Reading can be obtained without such a warrant; and*
- (c) a Valid Meter Reading is submitted to the Transporter in respect of the relevant Supply Meter not later than the 20th Supply Point System Business Day after the start of the following month*

Some members (Shippers and IGTs) informed the Workgroup that they were not aware of this process. There was debate as to whether this process should be clarified or if guidelines should be issued to draw attention to it, with a member suggesting that it could be captured as part of the Contact Management Service (CMS) rebuild. It was indicated by Xoserve that the CMS rebuild was replicating existing processes and those changes already made by industry.

The Workgroup discussed the meaning of UNC Section M 5.10.6 and decided that further research would be needed. It was highlighted that extending the pre-notification period could be considered in order to resolve the Must Read time constraints issues. It was agreed that the Workgroup representatives for IGTs and Shippers would:

- Investigate if UNC Section M 5.10.6 is utilised by their organisation, the frequency of it being used and the details of that process;
 - **Outcome:** Proposer advised that UNC Section M 5.10.6 was not used in their organisation as the wording was not clear enough for people to utilise. A member noted that their organisation was unsure of the process. Xoserve confirmed that this process had not been used in the last 12 months. It was noted by a further member that as the process was not clear in the UNC text there may be a need for a Modification to the UNC to address this, however this would not be included in the IGT Modification;
- Consider the definition of Section M 5.10.6 and any ideas that could be added for clarity of the Must Read process to make it more efficient;
 - **Outcome:** Workgroup representatives for IGTs and Shippers considered a definition in UNC section M 5.10.6 and any potential aspects that could be added for clarity and to make the Must Read process more efficient. The Chair suggested that a UNC Modification could be raised to address issues with the definition.

IGT Must Read submission window

March 2022

The Workgroup considered what a suitable window for Must Read submissions could be, recognising that the live Read cycle is 25 SPSBDs in total. Some IGTs thought that a 20 SPSBDs window for the Read to be submitted would be sufficient.

The Workgroup discussed the fact that IGTs have been submitting Reads directly into the CMS and that these Reads have gone straight into Settlement. The Workgroup considered whether this could lead to duplication of Reads and whether it would be unnecessary for Shippers to resubmit the same Read.

The Proposer explained that there have been many Must Read CMS rebuild workshops. The Proposer thought that the Must Read processes were defined and available and needed to be brought to the Workgroups attention. A member drew the Workgroup's attention to [Xoserve's Must Read training webpage](#) and encouraged attendees to familiarise themselves with the process, to which the Workgroup agreed. It was also agreed that further clarification from Xoserve would be needed to confirm if the timeframes for validating Meter Readings applies to all parties in the same way.

May 2022

The Workgroup reconsidered the timeframe for Read submissions and it was agreed that, to enable the read process to be completed, 20 SPSBDs would be sufficient for read submission, and this would allow five business days for the Read to be validated. Xoserve agreed that the five business days would be sufficient to carry out the necessary investigations into a Read's validity etc.

The Chair enquired as to whether there would be an Xoserve change required to make any necessary amendments to Central Systems. Xoserve advised that a change would be required as the Must Read process was done through the CMS system.

Xoserve queried as to whether there needed to be a hard rejection after 20 SPSBDs and if this was going to be a Code obligation. The Proposer confirmed that anything beyond the 20 SPSBDs should not have any applicable charges to the Shipper and that it would not be acceptable to charge someone for exceeding the 20 SPSBDs if this timescale had not been written into Code. The Chair asked if, from a systems point of view, this would diverge how large sites would be treated compared to IGT sites. Xoserve stated that currently there were differences between the scope of the two processes but that the standard validation for Reads was what was written in the UNC, and if a Read was older than 25 SPSBDs then it would not be accepted into settlement.

It was suggested that it would be useful to work through some examples of rejections as a Read could have been taken in 'good faith' but be rejected. Xoserve stated that the submitted Read would go through the standard Read validation in UK Link so there would likely be tolerance checks. They added that this Modification is not seeking to add any additional rejection codes to those existing ones, therefore it would fall under the current list of possible rejection reasons. Some members agreed that there was a data quality issue with obtaining Reads and that where a Read is submitted within 20 SPSBDs, but then rejected by a Shipper, said Shipper should still be charged for that read as it was submitted on time.

Xoserve added that if the Read had not come from a Shipper, then it would not be validated, and the same asset and tolerance checks would be applied to protect the system from an erroneous number. The Read would have to be at least higher than the last Read and it would have to not generate a volume outside of the tolerances as per the UNC Meter Read Validation document.

June 2022

The Workgroup considered comments provided by Xoserve which questioned whether there needed to be an extra check point introduced into the process or if the validation window needed changing (to

support the shift to 20 SPSBS days from the standard 25). They advised that the current system would reject a read that is submitted 25 SPSBDs after it has been obtained and that a change to this window could be complex and would require a change to UK Link.

The Proposer highlighted experience whereby Reads were not being prevented from going into settlement after the 25 SPSBDs window had passed and felt that if a read is obtained but not submitted within the required window and/or is not valid, the customer should not have to pay for that read.

Another member highlighted that reducing the submission window may weaken the incentive for IGTs to take part in the Must Read process as there is a risk of not being able to recover costs. They added that IGTs use agents to obtain the reads, these reads are then validated by both parties prior to being manually inputted into the system so having too short a window may make participation in the process difficult.

Xoserve noted that the intention of the Must Read process is to ensure that a read is obtained when there has not been one submitted for a long period of time. The 25 SPSBDs period is an important rule and they recognised the issue with Shippers paying for a read that cannot be utilised. They advised that the Must Read process is automated in that reads come in via the CMS and are automatically passed into UK Link. Reads submitted outside the 25 SPSBDs rule are rejected. Any reads that are deemed invalid may require manual intervention where needed.

Xoserve confirmed that changes can be made to the system to accommodate the proposed window but questioned whether the validation window needed changing. The Code Administrator highlighted that two separate windows were being discussed and that this should be clarified:

- Submission Window: which the Business Rules set out as being 20 SPSBDs; and
- Validation Window: which is currently 25 SPSBDs.

The Code Administrator advised that in practice the validation window will need to include the submission window which means the validation window can either remain the same (25 SPSBDs) with a check point added at 20 SPSBDs or either the validation window or submission window are changed to align.

The Proposer advised, based on the information provided, that the submission window should be changed from 20 to 25 SPSBDs as if a read is good enough to enter into settlement the IGTs should be able to charge for the read. Other members (both Shipper and IGT) agreed with this view.

Xoserve suggested that reference be made to the standard windows set out in Code (UNC) as the validation window may differ between sites but by referencing the standard windows the rules will flex depending on the site.

July 2022

The CA highlighted an amendment to the proposed submission window, noting it had been changed from 20 SPSBDs to 25 SPSBDs to align with the current validation window. They added that this change was considered and agreed by the Proposer at the June 2022 meeting.

The Workgroup considered the change and had no further comments or points of consideration regarding the proposed submission window and were happy with the 25 SPSBDs proposed.

August 2022

The Workgroup considered the comments made in previous Workgroup meetings and confirmed that there were no further comments or points of consideration regarding this area of the solution.

Data reporting and refresh requirements¹**March 2022**

The Proposer explained that the Modification seeks to implement a mechanism so that the most up to date information is provided to all the parties. It was agreed that this was an issue for both Shippers and IGTs.

Xoserve explained that this issue had been brought to their attention in the past and that a mechanism to ensure accurate data was welcomed.

May 2022

The Proposer informed the Workgroup that they had held discussions with Xoserve and Corella regarding open reporting requirements to ensure that Must Read data is regularly refreshed, and the most accurate and up-to-date information is available and used by all industry parties. They noted that this discussion included data provided to IGTs and Shippers via the CMS, including prenotification and reports that were provided to IGTs. The Proposer advised that there was a data cleanse being carried out as part of the CMS rebuild which would help with data quality issues.

The Proposer suggested that data accuracy should be a CDSP process rather than a Code obligation and the CMS team had confirmed that the Must Read process would be improved as part of the rebuild project and refreshing current data would also be part of the requirements to be built in. The Proposer asked the Workgroup if they believed that the requirement to ensure accurate data could be removed as a business rule. They added that this would be addressed in the CMS rebuild and everyone would have their working requirements via the data that would be provided in the CMS. A member agreed with this approach.

The Chair asked what the timescales would be for the CMS rebuild. Xoserve advised that some of the items were in change management stages and a first release was planned for the current quarter of 2022, however, Must Reads were not included in this release. They noted that it is likely the Must Read process would not be included until a further release in 2023. It was noted that the CMS rebuild team were going through a lot of planning activities and information would be shared with industry on the proposed release schedule for the rebuild program.

The Workgroup agreed with the removal of "Reporting requirements to ensure that data is regularly refreshed and the most accurate and up to date information is available and used by all industry Parties" Business Rules for the reasons outlined above.

¹ Data reporting and refresh requirements were removed following Workgroup agreement at the May 2022 meeting.

Recording and reportings on visible concerns with a meter, or issues obtaining a read²

March 2022

The Proposer advised that the Meter Reading process offers a window of opportunity for faults or other read issues that may be noticed to be reported. Some IGT members notified the Workgroup that there is currently a comments field in the form which is currently used by meter readers and issues such as 'a new meter has been fitted' or 'a meter has a broken screen display' can be reported that way.

The Workgroup agreed that the information being noted by a meter reader and then later not being acted upon could have a negative impact on the consumer. The consumer will not differentiate between an IGT meter reader or Shipper meter reader and would expect that a note taken of their meter (e.g. broken display) should be acted upon by the Supplier or that the Supplier should at least have a record of it.

There was also the concern that the consumer would be less accommodating to meter readers generally if they have a Smart Meter, as they would assume that a key purpose of a Smart Meter would be that the old fashioned *knock-on-your-door* meter readings would no longer be necessary.

May 2022

The Proposer suggested that there should be some supporting documentation to the Modification as it may not be appropriate to add this section into the Modification itself. The Proposer noted that there had been further discussion with a Shipper as to whether the fault flag stopped a site from entering the Must Read process and it had also been confirmed that if they removed smart meters with sites with an active DCC flag, then the volumes would be minimal.

A member noted that an action had previously been taken to check whether fault notifications were being received and advised that they would be looking to clarify exactly what would happen to Reads with known issues and asked whether a Shipper is advised of any faults or visible concerns on the meters. A Shipper advised that they would be notified through the CMS. Xoserve added that there was a process by which they would have to suspend any forthcoming Reads with the fault flag if it had been put on the site by the Shipper. It was also suggested that a fault flag would be used primarily on larger sites or Class One sites, but this would need confirmation.

The Chair reminded parties that a guidance document sits outside of Code, whereas an Ancillary document sits under code and should be followed alongside Code obligations. Ancillary documents require a Modification to update it, however, guidance documents do not and can sometimes become outdated for this reason.

A member raised the issue of health and safety, stating that people should not be put in danger on sites that are not safe. The Proposer advised that due to data protection regulations, they would have to be careful with how information would be recorded.

² Recording and reporting concerns and/or visible meter issues requirements were removed following Workgroup agreement at the May 2022 meeting.

A member advised that previous data issues had involved lots of Reads that could not be validated because the previous Shipper Reads were incorrect but they could still fall into the Must Read process so an IGT could be sent out to get Reads for a site that has already recorded Reads.

The Chair asked if a data cleanse would address this issue. Two Shipper members disagreed. Another Shipper member stated that if Xoserve held a rejected Read then that would mean that Reads were being obtained from that site. It was suggested that a way forward would be to change the system and raise a change to the RGMA process. The Workgroup agreed with this approach. The Chair suggested that this topic would potentially involve a Review Group being raised in the UNC and would be out of scope for this Modification.

Exclusion of sites with known issues which prevent Reads from being obtained³

June 2022

The Workgroup first considered the exclusion of sites with known issues preventing Reads at their June 2022 meeting.

Xoserve questioned whether it was necessary to have a fault flag process incorporated into the solution and/or legal text as this is something that should be addressed at solution level rather than through Code obligations. They suggested as part of their review of the Business Rules that fault flag should be removed to make it more generic and set out what sites can be excluded. This is because how the exclusion happens in the system will be determined as part of the system change development.

The Workgroup discussed and considered a variety of reasons why a Smart Meter may not be communicating, and it was recognised that there are many reasons, and they vary in terms of how long it takes and how much effort is required to address the issues.

The Chair asked, if the customer obtains readings will such readings suffice, meaning a Must Read does not have to be obtained. A Shipper member confirmed this was indeed the case, noting that where a meter is not communicating a customer may have to submit a read every month for it to read at the required frequency.

The Chair advised that, at their June meeting, the PAC discussed problems with non-communicating Smart Meters raised by Shipper. PAC's focus is to understand the seriousness and the validity of the meter issues being experienced. PAC are concerned with the effort that is being made to remedy the issues and using the fault flag system has a purpose, but it does not offer a solution. They added that there are instances where there are readings being obtained but they cannot be used for settlement for various reasons. PAC are in discussion with the REC Code Administrator and the Data Communications Company (DCC) to identify if there are known issues.

The Chair highlighted that the use of fault flags for Must Reads would be of interest to the PAC. The PAC would be particularly interested in sites that have been out of the Must Read process for a long time and

³ This matter was first considered at the June 2022 Workgroup meeting.

what is being done to resolve any issue(s). A Shipper member added that having a site removed from the Must Read process does not remove a parties obligation to collect Meter Readings. If a shipper has a high number of sites that are not getting Reads generally than that should be picked up. The Chair advised that Reads are being obtained but they are not getting into settlement.

The Workgroup agreed that the Business Rules and the legal text should remain brief with regards to the ability to exclude sites with a known and identified meter issue. It was agreed that references to a fault flag be removed from the Business Rules as this is a solution level matter rather than a Code obligation.

July 2022

The CA advised the Workgroup that the Proposer had removed some of the lower level detail from this Business Rule and that only the provision of data to PAC remained.

A member asked whether the Workgroup had determined how Xoserve will notify parties of a site being excluded from the Must Read process. It was confirmed that any sites that require exclusion from the Must Read process due to a fault should be removed from the notifications report. Xoserve advised that this part of the solution will require system changes and the “how” from a system perspective is to be determined but it is expected to require reporting changes.

The Workgroup discussed how the solution may work in practice and who will need to notify Xoserve when a site needs to be excluded. It was recognised that both a Shipper and an IGT could identify an issue which could prevent a read from being obtained. It was agreed that Xoserve needs to be able to receive notifications from both the IGT and the Shipper and they need to be able to then remove a site from the pre-notifications report. It was also recognised that where an IGT notifies Xoserve of a meter issue that there needs to be a mechanism for Xoserve to notify the Shipper of the issue as well. The Proposer agreed to make some amendments to the Business Rule to ensure the above is captured appropriately.

A member asked whether there was any issue with an IGTs ability to charge for a Read. For example, if there is no known meter issue at the point at which a Read is required and when obtaining the Read the IGT observes an issue preventing the Read from being obtained, is there an issue with the IGT still charging for the attempted read. Some IGT members in attendance confirmed that in this scenario they would charge for the attempted Read but would notify the CDSP / Shipper of the issue on site and then not go out for a Read again. The Workgroup raised no issue with the current approach.

August 2022

The Workgroup considered the comments made in previous Workgroup meetings and confirmed that there were no further comments or points of consideration regarding this area of the solution.

Smart and AMR meters with an active DCC flag

March 2022

The Proposer explained to the Workgroup that the Modification aims to have a specific process for SMART and AMR meters to address an active DCC flag that is not communicated, leading to issues taking a few months to resolve. It was agreed that additional and unnecessary site visits are inefficient and can also create a poor experience for consumers. Xoserve explained that they are aware of this and are willing to work with industry in order to implement a process that is effective.

Xoserve do currently act upon meters that are not in use for Distribution Networks (DNs) but do not have a process to address meters with a fault.

May 2022

A question was raised regarding why sites were in the Must Read process if they had a valid active DCC flag. A Shipper stated that for SMETS to be remotely triaged, the active DCC flag would have to stay in place. For a non-domestic site, it would need to be remotely fixed, and the active flag would need to be left in place, meaning there could be a non-domestic site that shows as active but was in fact inactive. Once taken out of the active flag, it would not be possible to remotely triage and it would go back to a more manual process.

The Proposer noted that they received information on customer dissatisfaction when meters had not communicated as the meters should provide Reads for them. It was advised that they would get notified through the DCC when Reads were not being obtained and that this is when the remote triage process would begin.

A concern was raised regarding Unidentified Gas (UIG), stating that there was potential for sites that had a Smart DCC flag on them, to be left and not fixed if taken out of the Must Read process. It was considered what the trigger would be to addressing non-communicating Smart Meters in the Modification.

June 2022

Xoserve highlighted to the Workgroup that the UNC does not specify Smart Meters, AMR meters or active DCC sites and questioned whether this should be removed, noting that the UNC leaves what can be in scope of the Must Read process to DN's discretion. They added that the exclusion of these sites would be achieved via a Data Services Contract (DSC) change rather than a Modification.

Proposer expressed their desire to keep this in the solution as this Modification is looking at IGT Must Reads, not UNC DN Must Reads and asked for Workgroup views on keeping this in. A Shipper asked whether the list of excluded Smart meter mechanism codes was exhaustive or would potentially need adding to in future. The Code Administrator suggested referencing "Smart Meters" rather than listing meter mechanism codes as the Smart Meter definition was quite broad and would allow for all current and future Smart Meters to be included.

The Chair noted that Smart Meters will likely be defined under the system in a specific way and that if we stipulate Smart Meters the system definition should be able to allow for this. The Chair asked if the exclusions were kept in the Modification if this would differ the system for IGT sites compared to DC sites. Xoserve advised that having excluded sites would bring things more in line as the DN's have exclusions for sites with site meters, with the majority of the smaller end of the market excluded. The Larger sites typically qualify for Must Reads. This would bring the process for IGT sites more in line with the DN approach.

The Code Administrator noted that we do not Define DCC or DCC flag in the IGT UNC so we would need to think about how we would look to include that. The Chair asked what the difference was between a site with a Smart Meter and a site with an active DCC Flag. Members confirmed that you can have a Smart meter without an active flag.

A question was raised as to whether you need to exclude both a site with a Smart Meter and a site with an active DCC flag or whether this needs to be “or” rather than “and”. The Workgroup agreed that more thought was required with regards to this, with a member highlighting that [UNC0692S Automatic updates to Meter Read Frequency](#) defined active DCC flag and suggested that this be reviewed.

July 2022

The CA highlighted changes to the list of excluded sites noting that rather than setting out the individual meter mechanism codes for SMART Meters the term “SMART Meter” was used instead as this was considered at the June 2022 meeting to be more future proof.

The CA reminded the Workgroup about the discussion at the last meeting regarding whether “active DCC flag” was necessary and how IGT159 aligned with UNC0692S. The CA advised the Workgroup of the use of DCC flag, definition of a SMART Meter and what sites are excluded under what circumstances in UNC0692s.

A member confirmed that you can get sites that are showing with an active DCC flag but are not communicating, adding that the flag needs to stay active for the fault to be fixed. Another member advised that it may not be a metering issue but could be a signalling issue. The Workgroup considered some scenarios to help it understand the point at which a site could be excluded and ultimately agreed that you need both the active DCC flag and the SMART Meter exclusion criteria as you can have SMART Meters that do not have an active DCC flag and vice versa.

A member queried the definition of a SMART Meter, the CA highlighted the current IGT UNC definition to the Workgroup, as follows:

A Smart Meter means:

- (a) an energy meter that can both send and receive information using an external electronic communications network; or*
- (b) an energy meter and a device which is associated with or ancillary to that meter and which enables information to be sent and received by the meter using an external electronic communications network;*

and the expression “Smart Metering” is to be read accordingly.

The CA advised that this should align with the what the central systems define a SMART Meter to be. Xoserve advised that it would be a good idea to align the exclusions and criteria with UNC0692S. This will allow Reads are treated the same way in the system. They added that leaving the definition high level but setting out the detail of how the processes may work in the Modification, provides necessary flexibility for technical solution development. The CA confirmed that this is the current approach and there were no objecting views from the Workgroup.

August 2022

The Workgroup considered comments made in previous Workgroup meetings and noted that it was possible for a meter to have an active DCC flag but not be recorded as a SMART Meter and for this reason it was agreed that these meters should be excluded from the Must-Read requirements.

The Workgroup had a discussion regarding the defined exclusions around remotely read and Smart meters and agreed that they wanted the exclusion circumstances defined. It was agreed that the technical

solution developed for the required system changes should define the exclusions from a systems perspective.

The Workgroup confirmed that there were no further comments or points of consideration regarding this area of the solution.

SoLR and CoS gained sites

March 2022

The Proposer explained that the Modification aims to have a specific process for sites gained via the SoLR process to allow the new Shipper the opportunity to obtain a Read. The Proposer added that new Shippers can currently obtain a Read but the process is not clarified and could lead to duplicate reading. It was highlighted that the information held for a SoLR would need to be kept up to date and this may need further thought.

May 2022

The Proposer advised that there needed to be a specific process for sites gained via the SoLR and CoS processes and that the Modification proposes a 4 month pause on all sites that enter these processes. A member challenged whether a 4 month window for a CoS was necessary and advised that more detail might be needed. The Proposer agreed to revise the wording.

Xoserve asked what would happen to the Must-Read process once Faster Switching had been implemented as technically a customer would be able to switch as often as they wanted. They noted that if an account was taken over from and they only had five days to submit the Read then they potentially would not have time to bill for it and this could lead to customers switching more frequently to avoid paying their bills. A Shipper member suggested that if the Reads weren't being received then the issue should ultimately be taken to PAC.

It was suggested that the Business Rule specify that after 4 months, the timescales should return to zero and that this would allow a new Shipper the full amount of time to obtain a Read. The Proposer agreed with approach and advised that further information as needed to determine if there would be any mitigations in place for customers switching.

June 2022

The Workgroup were taken through Xoserve's suggested wording regarding the length of pause from the Must Read process for sites gained via SoLR and CoS. The Proposer confirm that the 4 month period suggested by Xoserve had been accepted and the Workgroup agreed that this was sensible.

The Workgroup also considered other comments from Xoserve regarding wording in the Business Rule. Xoserve confirmed that there are two notification related reports:

- Pre-notification reports set out sites that will enter the Must Read process if no action is taken within a certain period of time; and
- Notification reports set out sites that have entered the Must Read process.

Xoserve suggested that that the Business Rule be amended to clarify that sites paused from the Must Read process as a result of SoLR or CoS should remain in the "pre-notification" reports rather than "notification" as currently stipulated. The Proposer agreed with this amendment.

A question was raised regarding how parties and the system would identify a site that needed to be paused from the Must Read process as a result of SoLR and CoS. A member advised that a pause is possible now and is being done at the moment for sites being moved from one class to another as a result of UNC0692s. Xoserve confirmed that an enduring solution will be needed to allow SoLR and CoS related pauses to be identified and dealt with on an enduring basis.

A question was raised regarding whether an IGT will be informed of a SoLR / CoS or if the IGT will be expected to identify this. Some IGT members advised that this comes down to how often data is refreshed in the CMS and that when a site goes into a SoLR / CoS they will not be able to pick this up based on the files provided as the action for a Must Read being obtained will have already been submitted. IGTs are reliant on Xoserve keeping the data clean.

The Workgroup considered the impact of different scenarios. Xoserve confirmed that for a CoS event, the Shipper that is registered when the site enters the Must Read process will continue to be accountable and chargeable. For a SoLR event however it may be difficult to charge. The Workgroup agreed that there may be further work required with regards to SoLR events.

July 2022

The CA reminded the Workgroup of the purpose of this Business Rule. They noted that the ability to identify these sites was something that needed a technical solution developed. Xoserve confirmed that there are no rules for SoLR or CoS sites so from a CDSP requirement perspective they need to have the ability to identify the sites and pause the sites from the process.

The CA asked Xoserve whether the Business Rule was at the right level to facilitate a ROM. Xoserve advised that they believe they already get notifications and will therefore already know about a CoS and a SoLR. It is more about them knowing, and having the ability, to pause these sites from the process. However, the detail and the exact solution will be determined.

August 2022

The Workgroup considered the comments made in previous Workgroup meetings and confirmed that there were no further comments or points of consideration regarding this area of the solution.

Sites out of the Must Read process for more than 12 months⁴

June 2022

The Workgroup considered comments from Xoserve regarding the 12 month period in the Business Rule (which looked to ensure that sits out of the Must Read process were put back into it after 12 months).

They highlighted that there is currently a 24 month Must Read trigger for annually read sites. They were concerned that this 12 month period could override the 24 months in Code.

The Code Administrator noted that there is currently no limit on the number of times a site can be paused so there is potential for a site to go back into the Must Read process at the 12 month mark and

⁴ This Business Rule area was considered for the first time at the June 2022 Workgroup meeting. The Proposer chose to remove this from the Modification following the June 2022 meeting.

immediately be paused again. They also noted that it may be worth clarifying whether the 12 month period is in total or consecutive.

There was discussion with the Proposer and the Workgroup with regards to the intent of the Business Rule. A member advised that the reason behind the Business Rule was to ensure that sites are not paused indefinitely. The Workgroup agreed that further consideration and clarification was needed with regards to this Business Rule.

Provision of data to the PAC for oversight of sites paused from the Must Read process⁵

July 2022

The CA advised the Workgroup that the Proposer had removed the Business Rule that looked to put sites that had been out of the Must Read process for more than 12 months back into the process. It was felt that this was going to be too difficult to develop as part of this Modification. The CA advised that a new Business Rule had been added that looked to ensure that data was provided to the PAC with regards to sites paused from the Must Read process to ensure that there is oversight.

The CA advised that there was still a question with regards to whether the data already being provided through Performance Assurance Reports Register (PARR) Reports would cover Must Reads. The Chair confirmed that there is nothing that is currently received that is Must Read process specific and that if we wanted the PAC to see if there was a Shipper continuing to pause sites we would need to include the PARR Report in the Modification. The PAC can currently see the time between reads being taken so they can see if its been a significant amount of time since a read has been taken.

Xoserve confirmed that a new PARR Report will be needed and suggested that said report set out the volume of IGT sites excluded from the Must Read process as a result of a “known meter issue” being identified and the amount of time the sites are excluded for. They also felt that the report also needed to include the volume of sites paused due to a CoS and SoLR event and how long the sites are paused for.

The CA asked for confirmation on how the provision of data required for Must Reads in a PARR Report is best reflected. The Chair confirmed that if a PARR Report is needed as part of the Modification, it should be delivered as part of the Modification’s solution. They added that the Code should indicate that the PAC should have oversight of the process, or aspects of it, and set out an intent for a report rather than setting out exactly what it should contain. It was recognised that this approach this would allow more flexibility to develop the most appropriate PARR Report.

August 2022

The Workgroup considered the comments made at previous Workgroup meetings and it was agreed that the implementation of approved Modifications UNC0674V and IGT138V will allow PAC to see any information they reasonably need, in order to consider any performance issues related to Must Reads. It was also agreed that information regarding sites that are paused from the Must Read process should be

⁵ This Business Rule was considered for the first time at the July 2022 Workgroup Meeting.

provided to PAC for visibility and their consideration. There were no further comments raised with regards to this area of the solution.

For the avoidance of doubt, the content of any report to PAC will be considered during the development of the technical solution.

6 Impacts & Other Considerations

Does this Modification impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?

No

Consumer Impacts

What is the current consumer experience?

It is currently a poor consumer experience as additional site visits, for example, are causing additional contact and increased costs for consumers. Where a meter is SMART there is a consumer understanding that the meter should be read automatically and therefore the customer may wonder why they are getting site visits. The cost of living crisis means consumers are willing to provide their own reading for more accurate billing so the level of understanding and engagement parties are seeing is increasing.

What would the new consumer experience be?

This Modification would improve the customer experience as the information collected would be accurate and up to date, which would reduce the need for additional site visits. More accurate settlements could result in reduced costs which may impact bills as customers will be charged for reads that can be validated and used for settlement.

Other improvements to consumer experience include:

- Customers potentially experiencing less visits which helps with improved safety, reducing the fear of bogus callers and doorstep crime;
- More joined up working with the Shippers, IGTs and Xoserve; and
- Improved forecasting which could equate to lower bills.

Impact of the change on Consumer Benefit Areas

Area	Identified Impact
<p>Improved safety and reliability</p> <p><i>Will this change mean that the energy system can operate more safely and reliably now and in the future in a way that benefits end consumers?</i></p> <p><i>This area would relate to changes which balance the system safely, securely and at optimum cost, particularly for consumers in vulnerable situations. It would also consider changes which introduce flexibility across the market to flow energy at the most efficient profile, lower operational costs and make sure GB consumers can access the cheapest sources of energy.</i></p>	Neutral

<p>Lower bills than would otherwise be the case</p> <p><i>Will this change lower consumers' bills by controlling, reducing, and optimising spend, for example on balancing and operating the system?</i></p> <p><i>This area would relate to changes that are likely to benefit end consumers. This could include any change where it has been demonstrated that it could lower bills for end consumers.</i></p> <p><i>If possible, this section should include any quantifiable benefits.</i></p>	Positive
<p>Reduced environmental damage</p> <p><i>Will this proposal support:</i></p> <ul style="list-style-type: none"> <i>new providers and technologies?</i> <i>a move to hydrogen or lower greenhouse gases?</i> <i>the journey toward statutory net-zero targets?</i> <i>decarbonisation?</i> <p><i>This area would relate to changes which demonstrate innovative work to design solutions which ensure the system can operate in an environmentally sustainable way both now and in the future.</i></p>	Positive
<p>Improved quality of service</p> <p><i>This area would focus on demonstrating why and how the change can improve the quality of service for some or all end consumers. Improved service quality ultimately benefits the end consumer due to interactions in the value chains across the industry being more seamless, efficient and effective.</i></p>	Positive
<p>Benefits for society as a whole</p> <p><i>This area would relate to any other identified changes to society, such as jobs or the economy.</i></p>	None

Cross-Code Impacts

This Modification is likely to have an impact on the UNC, specifically Section M – Supply Point Metering. This Modification may also impact Settlement Accuracy, the Retail Energy Code (REC) and the Smart Energy Code (SEC).

The SEC and REC are not expected to be directly impacted at a Code level by IGT159. However, the two Codes have been highlighted within this section to recognise the indirect interactions that this Modification may have (e.g., the exclusion of SMART meters and meters with an active DCC flag (SEC)).

UNC	<input checked="" type="checkbox"/>
REC	<input checked="" type="checkbox"/>
SEC	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>
None	<input type="checkbox"/>

Environmental Impacts

None cited by the Proposer.

The Workgroup believe that there will be a positive impact on the environment because of less vehicle emissions due to the reduction in unnecessary site visits.

Central System Impacts

CDSP systems will need to be changed to introduce an enhancement to UKLink, which is required to enable the upload of Must Reads manually. A framework is also needed to identify SoLR sites and to exclude them from the Must Read process. Further, a PAC update report will be required to provide the number of sites removed from the process and how long it will take for meter issues to be resolved.

Enhancements will also be required to the CMS system to support the communication, identification and exclusion of sites with known meter issues.

Further information regarding Central System impacts can be found in the ROM provided by Xoserve, which has been published on the IGT159 webpage [here](#).

Rough Order of Magnitude (ROM)

The estimated cost of the CDSP system changes detailed above is as follows for the two implementation options set out in the ROM:

- **Option 1**: between £15k and £50k
 - Required changes implemented in UK Link with the CMS element delivered as part of / following the CMS Rebuild (both elements delivered at the same time).
- **Option 2**: between £30k and £70k
 - Required changes implemented in UK Link and the current CMS (subsequent delivery within the new CMS will be required).

Further information on the above options can be found in the ROM provided by Xoserve, which has been published on the IGT159 webpage [here](#).

Workgroup Impact Assessment

Impacts

The Workgroup considered the potential impacts of IGT159 and agreed with these as set out above. They added that this Modification could have a positive impact on the environment as a result of less vehicle emissions due to the reduction in unnecessary site visits. They also believed that this Modification would add efficiency within the IGT UNC and will mirror what is currently within the UNC in terms of Reads being obtained within 25 SPBDS. This in turn would allow for Shippers to enter more timely/usable Reads into Settlement.

The Workgroup concluded that they had no further comments with regards to impacts and that those impacts identified above are accurate.

ROM & System Impacts

The Workgroup considered the ROM in detail, which has been published on the IGT159 webpage, [here](#). The Workgroup recognised that the ROM provided a high level overview of the changes required and that the detailed design will be developed as part of a DSC Change. It was also recognised that the Change Management Committee will make the final decision in terms of the detail design and implementation approach.

The Workgroup reviewed Xoserve's requirements summary and agreed that it was accurate as documented in the ROM. They considered the impacts of the required changes, as set out in the ROM. The Workgroup noted that the impact on Shippers and IGTs is expected to be low with Xoserve welcoming views and engagement as part of the development of the technical solution.

The Workgroup considered the potential monetary savings made by the proposed system changes, recognising that there would be a reduction in wasted site visits (at approximately £40). The Workgroup estimated that reducing the number of visits by between 400 – 1000 could have savings of up to £50k.

The Workgroup also discussed and considered both implementation options. Views on implementation can be found in Section 8 of this document.

The Workgroup had no further comments or concerns regarding the ROM.

7 Relevant Objectives

Impact of the Modification on the Relevant Objectives:

Relevant Objective	Identified impact
(A) Efficient and economic operation of the pipe-line system	None
(B) Co-ordinated, efficient and economic operation of (i) the combined pipe-line system; and/or (ii) the pipe-line system of one or more other relevant gas transporters	None
(C) Efficient discharge of the licensee's obligations	None
(D) Securing of effective competition: (i) between relevant Shippers; (ii) between relevant Suppliers; and/or (iii) between DN operators (who have entered into transportation agreements with other relevant gas transporters) and relevant Shippers	Positive
(E) Provision of reasonable economic incentives for relevant suppliers to secure that the domestic customer supply security standards... are satisfied as respects the availability of gas to their domestic customers	None
(F) Promotion of efficiency in the implementation and administration of the Code	Positive
(G) Compliance with the Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Cooperation of Energy Regulators	None

Proposer's Views

(D) Securing of effective competition: Accurate Must Read information and updated time frames will promote higher rates of meter read submission and more accurate AQt. Thus, more accurate gas

allocation and reconciliation, which will promote competition by reducing a barrier to entry that is currently being created by the high and unexplained levels of UIG.

(F) Promotion of efficiency in the implementation and administration of the Code: as both the UNC and IGT UNC will be aligned. It should also equate in better settlement and efficiency of the rules of the Code.

Workgroup Comments

August 2022

The Workgroup considered the views of the Proposer and the solution in its final form and agreed that this Modification has a positive impact on Relevant Objectives (D) and (F) for the reasons provided above.

8 Implementation

As soon as possible following an Authority decision to approve and in alignment with the delivery and go-live of the CDSP solution.

Workgroup Comments

When considering the two implementation Options set out in the ROM the Workgroup preferred Option 1, noting that it is dependent on the success of the CMS delivery. The Workgroup noted that the estimated delivery timeframe for Option 1⁶, which would be part of an ad-hoc release, is June – September 2023.

The Workgroup agreed that Option 2⁷, which would need to be delivered as part of a major release, should be considered if Option 1 is going to be delayed for a considerable period. The Workgroup would like IGT159 to be implemented in 2023 (if not sooner).

The Workgroup have set the implementation approach above to ensure that the Modification is implemented as soon as possible following approval, but it is also implemented in line with what is agreed as part of the delivery and go-live of the CDSP solution.

9 Legal Text

Text Commentary

Legal Text was developed as part of the assessment of the Modification and can be found on the IGT159 webpage [here](#).

Workgroup Comments

The Workgroup considered the legal text and agreed that it delivers the intention of the IGT159 solution.

⁶ Option 1: Required changes implemented in UK Link with the CMS element delivered as part of / following the CMS Rebuild (both elements delivered at the same time).

⁷ Option 2: Required changes implemented in UK Link and the current CMS (subsequent delivery within the new CMS will be required)

10 Recommendations

Workgroup's Recommendation to Panel

The Workgroup asks Panel to agree that:

- this Modification should proceed to consultation.