

CUSTOMER SETTLEMENT ERROR CLAIMS PROCESS

User to complete ALL fields.

Utilising the "Supporting Data" template - User to provide all supporting invoice data including original Supply Point and Meter Point data, original Energy and Transportation charges, original invoice details, revised energy and transportation charges based on the reason for claim submission and the resultant requested adjusted Energy and Transportation charge values. Please refer to "Customer Settlement Error Claims Process - Guideline Document".

Shipper Shortcode		Shipper Name	
Contact Details of Shipper Personnel Responsible for Claim. (Shipper to provide Primary Contact, and up to two Secondary Contacts)	NAME	Telephone	E-mail
Submission Date		Details of Customer Claim Confirmation Included	Yes / No

REASON FOR CLAIM - Nature of the Customer Settlement Error (Including Number of Supply Pains)	
Additional details can be provided in tab 'Additional Information' if required	

Duration of the Customer Settlement Error	Requested Adjustment End Date	Requested Adjustment Start Date
	Should not be greater than the current UNC Code Cut Off Date	Should not be less than the Last Day of Formula Year (T-6)

Customer Settlement Error	Network (LDZ)	ENERGY (kWh)	Energy Charge (£)		Transportation Charge (£)	
			Excluding VAT	Including VAT	Excluding VAT	Including VAT
	GT2 (SC)					
	GT3 (NE NO)					

Customer Settlement Error Claim Value	GT4 (SO SE)					
	GT5 (SW WN WS)					
	TGT (EA EM NT NW WM)					
	TOTAL					
If in excess of £1 million, notification will be issued to all via xxxxx 2 months prior to the invoice date						
Materiality of Claim: TOTAL Value (Energy + Transportaton) (£) (Including VAT)						
Define the Methodology used to calculate the materiality impacts. Methodology used should be aligned with the SUPPORTING DATA provided						
Additional details can be provided in tab 'Additional Information' if required						
ENERGY						
TRANSPORTATION						
Warranty	No previous claims which are the same in nature and / or are in relation to the same dates as the claim being made by the User have been made, or are in the process of being made A statement from the consumer verifying that they have submitted a claim for the period in question and the materiality of the claim					

All fields defined as mandatory: Directly Connected Sites require all data except LMN details. Connected System Exit Points (CSEPs) require the corresponding LMN fields																													
SSC	MPRN	Confirmation Reference Number	Logical Meter Number	CONF Start Date	CONF End Date	Adjustment Variance Period Start Date	Adjustment Variance Period End Date	COUNT of Days	Original Invoice Number	Original Charge Type	Supply Point AQ	Supply Point SOQ	Meter Point AQ	LMN AQ	LMN SOQ	LDZ	Exit Zone	MRF	EUC	GNT	Charge Rate	SAP	Original Invoice Description	Original INVOICED Energy	Original INVOICED Charge	New Energy	New Charge	REQUESTED Adjusted Energy	REQUESTED Adjusted Charge
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	111111	NNX	100234	2635	100234			NT	NT2	M	8514	NDM	£0.0119		Capacity Sep-2008		£9.72		£0.00	0	£9.72
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	222222	CCA	100234	2635	100234			NT	NT2	M	8514	NDM	£0.0061		Capacity Sep-2010		£4.98		£0.00	0	£4.98
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	111112	ZCA	100234	2635	100234			NT	NT2	M	8514	NDM	£0.0839		Capacity Sep-2010		£68.53		£0.00	0	£68.53
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	111113	NRE	100234	2635	100234			NT	NT2	M	8514	NDM	£0.0181		Commodity Sep-2008	5231	£0.95	0	£0.00	5231	£0.95
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	333333	ZRE	100234	2635	100234			NT	NT2	M	8514	NDM	£0.0129		Commodity Sep-2008	5231	£0.67	0	£0.00	5231	£0.67
XXX	123456789	98765432		01/09/08	25/11/08	01/09/08	30/09/08	30	0	GRE	100234	2635	100234			NT	NT2	M	8514	NDM		£0.01998	Energy	5231	£104.52	0	£0.00	5231	£104.52
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	123456	NNX	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0119		Capacity Oct-2008		£11.02		£0.00	0	£11.02
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	123457	CCA	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0061		Capacity Oct-2010		£5.65		£0.00	0	£5.65
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	123458	ZCA	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0839		Capacity Oct-2010		£77.69		£0.00	0	£77.69
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	123451	NRE	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0181		Commodity Oct-2008	6328	£1.15	0	£0.00	6328	£1.15
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	123451	ZRE	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0129		Commodity Oct-2008	6328	£0.82	0	£0.00	6328	£0.82
XXX	123456789	98765432		01/10/08	25/11/08	01/10/08	31/10/08	31	0	GRE	132567	2987	132567			NT	NT2	M	8514	NDM		£0.02100	Energy	6328	£132.89	0	£0.00	6328	£132.89
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	134561	NNX	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0119		Capacity Nov-2008		£11.02		£0.00	0	£11.02
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	134562	CCA	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0061		Capacity Nov-2008		£5.65		£0.00	0	£5.65
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	134563	ZCA	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0839		Capacity Nov-2008		£77.69		£0.00	0	£77.69
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	134569	NRE	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0181		Commodity Nov-2008	7611	£1.38	0	£0.00	7611	£1.38
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	134569	ZRE	132567	2987	132567			NT	NT2	M	8514	NDM	£0.0129		Commodity Nov-2008	7611	£0.98	0	£0.00	7611	£0.98
XXX	123456789	98765432		01/07/13	12/08/13	01/11/08	25/11/08	25	0	GRE	132567	2987	132567			NT	NT2	M	8514	NDM		£0.02228	Energy	7611	£169.56	0	£0.00	7611	£169.56

CUSTOMER SETTLEMENT ERROR CLAIMS PROCESS: UNC MODIFICATION 0429

ADDITIONAL INFORMATION

Reason For Claim - Nature
of the Customer
Settlement Error Claim
Cont.

Define Methodology used
to calculate the materiality
impacts: ENERGY Cont.

Define Methodology used
to calculate the materiality
impacts: TRANSPORTATION
Cont.