DSC Class 1 Read Service Supporting Document

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# Document Purpose

Uniform Network Code (UNC) [Modification 0710](https://www.gasgovernance.co.uk/0710) and IGT UNC Modification IGT148 obligates the Central Data Service Provider (CDSP) to take over the contractual arrangement currently in place between Transporters and the Daily Metered Service Providers (DMSP), to procure and provide the Class 1 read service.

Before Modification 0710 / IGT148, the obligation to provide the Class 1 read service was on the Transporters and this was a Transporter obligation within the UNC. Following the implementation of Modification 0710 / IGT148, the CDSP are responsible for procuring the Class 1 Read service on behalf the Users (Shippers).

There are currently two DMSPs which are split by geographical location.

* GTM - National Grid Metering who provide the Class 1 service for SMPs within Cadent, Wales and West Utilities and Northern Gas Networks.
* SGM - SGN Commercial Services Ltd who provide the Class 1 service within Southern and Scotland Gas Networks.

The purpose of this Class 1 Read Service Supporting Document is to detail the logic and approach for key elements of the service which should be visible to Users.

The document proposes to provide information on the following:

* Performance Standards
* Liabilities Logic
* User Dependencies
* Within-Day Service
* Modification 0691

The Class 1 Read Service Supporting Document is governed by the DSC Contract Management Committee (CoMC).

The CDSP will be responsible for maintaining the Class 1 Read Service Supporting Document. Any proposed changes to the document must be agreed by the DSC CoMC before being implemented.

# Process for amending this document

As the Class 1 Read Service Supporting Document is governed by the DSC CoMC, any changes to the document must be approved by the CoMC.

Any DSC Party or the CDSP may propose an amendment to this document. A proposed amendment must be raised with the CDSP via the [uklink@xoserve.com](mailto:uklink@xoserve.com) box account.

Any change proposed will be subject to a preliminary change assessment conducted by the CDSP and shared with the CoMC. Such review will include contract assessment and initial review of technical changes required.

Contract Assessment

The proposed change will be assessed against the current contract for the Class 1 read service and if the proposed change requires contractual amendment(s), this will be highlighted and discussed at the CoMC.

Technical Assessment

Where a proposed change to the document would result in a technical change, the CoMC will be notified. If CoMC agrees that the proposed change should be progressed, a DSC Change Proposal should be raised to deliver the technical solution required as a result of the proposed change. This would follow the DSC Change Management process. The proposed amendment to the document should go live in parallel with the technical solution implementation.

Following the contract and technical assessments, this document shall be amended with approval of the DSC CoMC. This will follow the standard process to amend a DSC CoMC governed document which is detailed below:

1. The CDSP will share the amendments with CoMC in line with the Terms of Reference of the meeting where approval will be sought *(published on the Joint Office website a minimum of 5 business days prior to the relevant meeting date).*
2. Proposed amendments to be added to the agenda for the CoMC where approval will be sought.
3. CoMC Representatives and CDSP to review the amendments *(where the proposed amendments for consideration are deemed to require a broader consultation, as well as publication a minimum 5 business days prior to the relevant meeting date, a consultation period can also take place to ensure all impacted DSC customers have visibility of the proposed changes.)*
4. Any comments relating to the amendments to be discussed at CoMC.
5. CoMC will be asked to vote on the proposed amendments at CoMC. This will be based on a majority decision. There can be 3 outcomes; Approval, Rejection or Deferral.
6. If majority decision of CoMC is to approve the proposed changes to the document, the CDSP will:

* update the document with the approved amendments;
* update the version control on the final page of this document; and
* arrange for the updated document to be published

1. If the CoMC do not make a majority decision to approve the proposed amendments, the changes will be rejected and will not go live within the document.
2. If CoMC decide to defer, a decision on the proposed amendments to the document will be discussed at a subsequent CoMC meeting.

# Performance Standards

The DMSPs currently have an overall performance standard which they are contracted to provide. This performance standard as detailed below will be in place until the current contract for the service expires which is no earlier than the 31st March 2023.

As detailed within the section below, the DMSPs will incur a liability where they do not submit a Valid Meter Read by *“the liability cutoff time”.*

If the DMSP provides less than 97.5% of the aggregate of all Start and End of Gas Day Meter Readings for DM SMPs, the CDSP as the party contracting with the DMSP may issue a notice requesting a remedy plan from the DMSP.

Monthly Management Information (MI) will be provided to the CDSP in order to assess the DMSPs performance against agreed standards. This will include but is not limited to:

* Monthly Read performance %
* Monthly Read count

# Liabilities Logic

Prior to the implementation of Modification 0710 / IGT148, Transporters were obligated to pay liabilities to the Registered User of a Supply Meter Point (SMP) where a Valid Meter Reading was not provided in line with the service standards set out within the UNC. This was detailed within UNC Section M 7.2 – Provision of Meter Readings.

The DMSPs have an agreed monthly and yearly liability cap which they will pay up to where they incur a liability in line with UNC Section M 7.2 – Provision of Meter Readings pre-Modification 0710 / IGT148 implementation. Any liability incurred above the agreed cap was a Transporter obligation to pay.

Post-Modification 0710 implementation, the Transporters will no longer be obligated to pay Class 1 liabilities and the liabilities logic will be removed from UNC. The DMSP will continue to pay liabilities up to their agreed monthly cap, in line with the logic detailed within the section below (lifted from UNC). As Transporters will no longer be obliged to pay liabilities in relation to this service, in the event that the agreed liability cap is exceeded for any DMSP network area, the capped amount will be prorated across the Users that had an SMP(s) which incurred a liability.

### Liability Calculation Logic

This logic for calculating liabilities will remain unchanged and in place until the current contract for the service expires no earlier than 31st March 2023. This is detailed below. Please note the liabilities logic below is based on the text within the UNC prior to Modification 0710 implementation. Please note, post-Modification 0710 the liabilities logic in relation to the Class 1 read service will be removed from the UNC.

***Provision of Meter Readings – Liabilities Logic***

*The DMSP will use reasonable endeavours to provide the required number of Valid Meter Readings to the CDSP in respect of each User, in respect of each month in each case not later than 12:00 hours on the Day following the Day to which the relevant Meter Reading relates; and for the purposes of this paragraph, the required number of Valid Meter Readings in respect of a User in a month is the sum of the numbers of the Performance Relevant Supply Meters of the User on each Day of such month.*

*If in respect of any Day following the Day to which the relevant Meter Reading relates the DMSP does not provide to the CDSP a Valid Meter Reading by 14:00 hours on the Day following each such Day (“the liability cutoff time”) the DMSP shall pay to the User (via invoice by the CDSP) the sum of £3[[1]](#footnote-2). Please note where the DMSP deems the failure to provide a Valid Meter Reading by the liability cutoff time as out of their control, it will be considered an ‘Exempt fail’ and not subject to liabilities. Details on ‘True’ and ‘Exempt’ Read fails are covered later in this document.*

*In respect of each Performance Relevant Supply Meter, if for each of 4 consecutive Days the DMSP does not provide to the CDSP a Valid Meter Reading by the liability cut-off time then this shall be known as a “Period of Outage” and for each further Day (after the 4th) in respect of which a Period of Outage occurs the DMSP will pay to the User (via an invoice by the CDSP)) the appropriate liability payment as referred to below until such time as the DMSP provides to the CDSP a Valid Meter Reading by the liability cut-off time. Again, please note where the DMSP deems the failure to provide a Valid Meter Reading by the liability cutoff time as out of their control, it will be considered an ‘Exempt fail’ and not subject to liabilities.*

*In the case of a Shared Supply Meter Point the amount payable to a User will be the amount specified within the paragraph above divided by the number of Sharing Registered Users.*

*Any liability incurred will be notified to the User 2 months in arrears from the month it occurred.*

*A “Period of Outage Failure Rate” (“POFR”) shall be calculated in respect of the number of Periods of Outage experienced by a DMSP within each geographical location, during any month, as follows:*

*POFR = (X/Y)\*100*

*where:*

*X = the number of Performance Relevant Supply Meters in respect of which one or*

*more Periods of Outage have occurred during that month; and*

*Y = the number of Performance Relevant Supply Meters which are installed on the last day of a month and which have successfully submitted at least one Valid Meter Reading to the User during that month.*

*There shall be four levels of liability[[2]](#footnote-3) relevant to the DMSP in respect of Periods of Outage within each geographical location as follows:*

*(a) £75 per Day, being a level 4 liability payment which shall be the maximum amount payable by a DMSP in respect of a Period of Outage unless and until a level 3 liability payment as referred to below is triggered;*

*(b) £50 per Day, being a level 3 liability payment which, once triggered, shall be the maximum amount payable by a DMSP in respect of a Period of Outage;*

*(c) £30 per Day, being a level 2 liability payment;*

*(d) £10 per Day, being a level 1 liability payment which shall be the minimum amount payable by a DMSP in respect of a Period of Outage.*

*In the event that the POFR is calculated at 2.5 or less for a period of three consecutive months, the DMSP liability payment shall be reduced by a level in accordance with the levels referred to above.*

*In the event that the POFR is calculated at more than 2.5 in any month the DMSP liability shall increase by a level in accordance with the levels referred to above.*

### Prorated Liabilities

Each network area (TGT, GT2, GT3, GT4, GT5) will have an individual monthly liability cap.

Every month, the liabilities will be calculated in line with the logic detailed within the section above. Where the liability amount exceeds the monthly cap for the network area, the capped value will be prorated across the Users with SMPs within that network area which have incurred a liability.

For the avoidance of doubt where the monthly liability charge does not exceed the cap for the network area, no proration will occur, and the liabilities incurred will be paid in full to the relevant User(s).

### Categorising ‘True’ or ‘Exempt’ Read Fails

Where the DMSP does not provide to the CDSP a Valid Meter Reading by the liability cut-off time, this could be subject to the liability charges detailed above.

In the absence of a Valid Meter Reading by the liability cut-off time, the DMSP will confirm whether this was a ‘True fail’ or ‘Exempt fail’. A ‘True fail’ is caused by something within the DMSPs control and will be subject to the liability charge. An ‘Exempt fail’ is something outside of the DMSPs control and will not be subject to the liability charge.

The below details examples of ‘True’ and ‘Exempt’ fails. Please note, these are examples and not an exclusive list of reasons.

**True fails:**

* The DM Equipment is faulty
* The DM Equipment is not calling in the read
* Read failures due to an installation delay in the DM Equipment which is the fault of the CDSP and/or DMSP
* The read misses the afternoon deadline (14:00 on Gas Flow Day +1)
* Read failures due to asset discrepancies where the DMSP have not made the required updates following a site visit.

**Exempt fails:**

Exempt fails include any days the DM Equipment has not called in the read, however there is a reason for this.

* Read failures due to where UK Link has not been updated by the User which prevents the DMSP reads from being accepted in UK Link.
* The DM Equipment is not calling in the read and it is as a result of customer or site issues, and the User was advised at the time.
* Where a site visit determines the fault to be with the Metering Equipment and not the DM Meter Reading Equipment.
* The User is required to update the site asset within UK Link to allow the read to be accepted. In the absence of the User update, the read fails.
* There is a delay to a site visit caused by a User issue.
* The User has provided incorrect site contact details.
* The DMSP cannot access the site due to:
  + Bad weather conditions e.g. flooding or snow.
  + Pandemic or other health and safety issue on site preventing completion of visit
* The site becomes Class 1 and the DMSP have not had sufficient notice to enable the DM Equipment installation.
* An Estimated Read is required due to a faulty meter or convertor where the fault flag is applied to UK Link.
* The Meter Read causes a tolerance breach of AQ /SOQ causing the Meter Read to reject.
* Phone line fault
* Demolished site
* Meter Removed
* Datalogger removed by 3rd party

# User Dependencies

UNC Section G details where the Class 1 Requirement applies, and the Class 1 Meter Read Requirements are satisfied, an SMP should be in Class 1.

The Class 1 Meter Read Requirement as set out in UNC Section M, is the requirement for Daily Metered Read Equipment to be installed and connected.

Within UNC Section G, Users are obligated to use reasonable endeavours to assist in the installation of the Daily Metered Read Equipment.

Currently the User of an SMP will liaise directly with the DMSPs to request the installation of Daily Metered Read Equipment.

Following the implementation of Modification 0710, an installation request for Daily Metered Read Equipment can be triggered by the CDSP or the User . Where an installation request is raised with the DMSP (either by the CDSP or the User ), the User will be responsible for providing the required details to the DMSP to ensure the installation request can be completed.

These details include but are not limited to:

* Contact details
  + Site contact details
  + Site name and address (including Post Code)
* Site Meter details
  + MPRN, AQ and meter details
* Meter Operator details
  + Name, address and contact details

Please note, we expect the process pre-Modification 0710 to continue as is with the DMSP and User responsibilities being unchanged, and both parties liaising directly to provide the required details.

The CDSP, where required in the event of escalation by either the User and/or the DMSP , will liaise with both the User and the DMSP, to support the progression of Daily Metered Read Equipment installation.

# Within-Day Meter Reading Service

Upon request, the DMSPs can provide an additional Within-Day read service whereby the requesting party will receive hourly consumption data directly for their SMPs.

The Within Day Service must be requested directly from the relevant DMSP by the User and the output will be provided by the DMSP directly to the User.

For SMPs within GTM’s area, the hourly consumption data for the Within-Day Service will be sent to the requesting party via the IX gateway.

For SMPs within SGM’s area, the hourly consumption data for the Within-Day Service will be placed in an agreed location via SFTP.

# Modification 0691S - CDSP to convert Class 2, 3 or 4 Supply Meter Points to Class 1 when G1.6.15 criteria are met

[Modification 0691](https://www.gasgovernance.co.uk/0691) was implemented on 01 April 2021 and grants the CDSP the authority to convert Class 2, 3 or 4 SMPs to Class 1 when [G2.3.15] criteria are met.

Where a Class 2. 3 or 4 SMP meets the UNC threshold requirement to become Class 1, the User of the SMP will be contacted by the CDSP to make them aware that the SMP should be reclassified to Class 1. This will involve the User arranging for the installation of the DM Read Equipment where required and providing the necessary details to allow this activity to take place as set out above .

Once an SMP has DM Read Equipment installed, as per UNC, the User will have 2 months to reclassify the SMP to Class 1. The CDSP will monitor any SMPs in scope of Modification 0691 and where an SMP has DM Read Equipment installed for over 2 months and remains outside of Class 1, the CDSP will give the User 20 Supply Point System Business Days (SPSBDs) to reclassify or the reclassification will be completed by the CDSP on the relevant Users behalf.

Where the CDSP has to reclassify an SMP in the absence of User action, the User will be charged a fee which is detailed within the [CDSP Annual Charging Statement](https://www.gasgovernance.co.uk/DSC-Documents). This fee for 21/22 is £450. Please refer to the latest charging statement for the prevailing charge.

The notifications issued as part of this process will be via email.

Two new reports have been added to the Performance Assurance Report Register as a result of Modification 0691.

* One report identifies SMPs which have met the Class 1 threshold but reside in Class 2, 3 or 4.
* The second report identifies the volume of SMPs which have met the Class 1 threshold and have been reclassified to Class 1. These volumes are split between SMPs the CDSP have reclassified on behalf of Users and those which the User has done directly.

Modification 0691 training material can be found via this [link](https://rise.articulate.com/share/C-zYhQltNEZys6MGn7QalzX_UBCfgiNb#/).

# Version Control

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| --- | --- | --- | --- |
| **Version** | **Date:** | **Author** | **Status** |
| 0.1 | 13/04/2021 | Ellie Rogers | Initial draft |
| 1.0FA | 07/05/2021 | Ellie Rogers | Previous FA version |
| 1.1FA | 14/05/2021 | Ellie Rogers | Previous FA version |
| 1.2FA | 01/06/2021 | Ellie Rogers | Previous FA version |
| 1.3FA | 08/06/2021 | Ellie Rogers | For Approval |

1. Unless the liability cap for the DMSP has been reached – in which case the value shall be prorated [↑](#footnote-ref-2)
2. Unless the liability cap for the DMSP has been reached – in which case the value shall be prorated [↑](#footnote-ref-3)