

DSC Class 1 Read Service Supporting Document

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1. Document Purpose

Uniform Network Code (UNC) [Modification 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 Gas Transporters and this was a Gas Transporter obligation within the UNC. Following the implementation of Modification 0710 / IGT148, the CDSP are responsible for ensuring the provision of the Class 1 Read service on behalf the Shippers (Registered Users).

Based on this, Xoserve as the CDSP will contract with a Class 1 read service provider who will be the DMSP for the service from 01 April 2023.

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 Shippers.

The document proposes to provide information on the following:

- Performance Standards
- Additional Services (within-day, retrospective within-day and annual data)
- Incentive Logic
- Shipper Dependencies
- 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.

2. 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 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. If a proposed change contradicts what is detailed within the contract for the Class 1 read service, this will be highlighted to the CoMC. If the CoMC still wish to proceed with the proposed change, the CDSP would need to assess whether a change to the contract can be accommodated.

Where technical changes are required the DSC Change Management process will be followed in addition to the process described here to change the document.

This document shall be amended with approval of the DSC CoMC and 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 (currently 5 business days minimum ahead of the meeting).
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.
4. Any comments relating to the amendments to be discussed at CoMC.
5. Approval of any amendments to be given at CoMC.
6. Once approved 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.
7. If CoMC reject the proposed amendments, the changes will not go live within the document.

3. Performance Standards

The DMSP is contracted to meet service standards for the Class 1 read service. At a high-level, these include the following:

Daily meter read service:

- 100% of daily meter reads sent to the CDSP for every in-scope Class 1 Supply Meter Point (SMP) for every Gas Day.

Equipment installation / removals:

- All installations / removals completed on the agreed date between DMSP and the relevant party.

Site visits:

- All scheduled site visits attended on time with minimum of 24 hours' notice to be provided by the DMSP if appointments have to be delayed or cancelled.

Device resync:

- Resync activities to be completed by the DMSP within 2 business days of notification and UK Link updated.

Within-day read service (additional service):

- 100% of within-day reads batched and sent to the relevant party every 4 hours for each in scope Class 1 SMP for every Gas Day.

Retrospective within-day read service (additional service):

- Within-day consumption data up to 18 months retrospectively, to be provided to the requesting party within 10 business days from receipt of request.

Annual data service (additional service):

- Annual hourly consumption data and site detail information report to be sent to the requesting party by the 10th business day of April each year.

Monthly Management Information (MI) will be provided to the CDSP in order to assess the DMSPs performance against agreed service standards.

4. Additional Services

Additional services are available to certain parties if they wish to request them. These services are optional and will be subject to a specific charge. Charges for the additional services detailed below, will be published in the CDSP DSC Annual Charging Statement.

A high-level overview of these services are detailed below:

Within-day service

Upon request, the DMSP can provide an additional within-day read service whereby a Registered User or Gas Transporter will receive hourly (or half-hourly) consumption data directly for their SMPs or SMPs within their network area.

The within-day service can be requested by the Registered User or Gas Transporter via the CDSP (class1reads@xoserve.com). Once the request is confirmed, the Registered User or Gas Transporter will receive the hourly (or half-hourly) data for their Class 1 SMPs. This data will be sent via the Information Exchange (IX), utilising Communication Type 2 (as per the UK Link Manual – UKLAD3 – UK Link File Transfer Definition), directly from the DMSP to the relevant Registered User or Gas Transporter.

Although this is hourly (or half-hourly data), it is expected to be batched and sent on a 4-hourly basis.

Where requested, Registered Users will receive the within-day read data via the **.BBR-WITHIN DAY READS** – File Hierarchy and **C44_WITHIN_DAY_READS** – Record.

Gas Transporters will receive the within-day read data via the **.DMV WITHIN_DAY_READS** File Format.

These documents will be included and published within the UK Link Documentation for visibility.

Retrospective within-day service

Upon request, the DMSP can provide an additional retrospective within-day read service whereby a Registered User will receive retrospective hourly (or half-hourly) read data up to 18 months prior to the request date their SMPs.

The retrospective within-day service can be requested by the Registered User via the CDSP (class1reads@xoserve.com). Once the request is confirmed, the Registered User will receive the retrospective hourly (or half-hourly) data for their Class 1 SMPs directly from the DMSP via a mechanism to be agreed between DMSP and Registered User.

Annual data service

Upon request, the DMSP can provide an additional annual data service whereby a Gas Transporter will receive an annual view of specific Class 1 SMP data within their network. The data required will align with that set out under the Supply Point Offtake Rate Review (SPOR report) detailed within UNC TPD Section B Clause 11.

The annual data service can be requested by a Gas Transporter via the CDSP (class1reads@xoserve.com). Once the request is confirmed, the Gas Transporter will receive the annual data service directly from the DMSP via a mechanism to be agreed between DMSP and Gas Transporter.

5. Incentive Logic

Prior to the implementation of Modification 0710 / IGT148, Transporters were obligated to pay liabilities to the Registered User of an 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.

Post-Modification 0710 / IGT148 implementation, the Transporters will no longer be obligated to pay Class 1 liabilities and the liabilities logic will be removed from UNC.

From 01 April 2023, the following incentive logic will be applied for the Class 1 Read service:

Daily meter read service

As per the Performance Standards, 100% of daily meter reads should be sent by the DMSP to the CDSP for every in-scope Class 1 SMP for every Gas Day.

The read should be sent to the CDSP by 8:15am daily.

Where a read is not received by the CDSP by 2pm (“incentive cut-off time”), the following incentive regime will apply, unless the failure is deemed by the DMSP as an ‘exempt fail’ as detailed in the section below:

- A service credit of **£3 a day** will be incurred by the DMSP where a Valid Meter Read is not received by the incentive cut-off time.
- If there are 4 consecutive days of late or no Valid Meter Reads being submitted by the incentive cut-off time:
 - On the 5th day of consecutive missing or late Valid Meter Reads, a service credit of **£10 a day** will apply until the earliest of the below occurs:
 - The end of that month (month 1), or until a Valid Meter Read is submitted and accepted by the incentive cut-off time.
 - If late or no Valid Meter Reads continue past the end of the first month (month 1), a service credit of **£30 a day** will apply until the end of that month (month 2), until a Valid Meter Read is submitted and accepted by the incentive cut-off time.
 - If late or no Valid Meter Reads continue past the end of the second month (month 2), a service credit of **£50 a day** will apply until the end of that month (month 3), until a Valid Meter Read is submitted and accepted by the incentive cut-off time.

Equipment installations / removals:

As per the Performance Standards section, all installations / removals should be completed on the agreed date between DMSP and the relevant party.

Where Class 1 read equipment is not successfully installed or removed by the DMSP on the original agreed date, the DMSP will incur a **fixed charge of £50** if the revisit appointment is not rearranged (not necessarily completed), within 48 hours, unless the failure is deemed by the DMSP as an ‘exempt fail’ as detailed in the section below:

Failed site visit:

As per the Performance Standards section, all scheduled site visits should be attended on time with a minimum of 24 hours’ notice to be provided if appointments have to be delayed or cancelled.

Where a site visit is rescheduled or cancelled by the DMSP within 24 hours of the agreed appointment, or the agreed appointment is missed by the DMSP, there will be a fixed charge of **£50 per failed visit** incurred by the DMSP, unless the failure is deemed by the DMSP as an 'exempt fail' as detailed in the section below:

Within-day service (additional service):

As per the Performance Standards section, 100% of within-day reads should be batched and sent to the Registered User every 4 hours for each in scope Class 1 SMP for every Gas Day.

Where a read is not provided as part of the within-day service, a fixed charge of **£2 a day** will be incurred by the DMSP until the next time a complete set of reads is delivered for this service, unless the failure is deemed by the DMSP as an 'exempt fail' as detailed in the section below.

Please note, where a service credit is incurred by the DMSP for any of the services above, this will be seen by the relevant Registered User as a credit on their Specific Service invoice.

Exemptions to incentive charges

Daily meter read service and within-day service exemptions

Where the DMSP fails to provide a Valid Meter Reading by the incentive cut-off time, the DMSP may deem the failure to be out of their control and considered an 'exempt fail' which should not be subject to incentives. In the absence of a failure being deemed as an 'exempt fail' it will be considered a 'true fail' and subject to incentives.

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 incentive cut-off time.
- Read failures due to asset discrepancies where the DMSP have not made the required updates following a site visit.

Exempt fails:

- Read failures due to where UK Link has not been updated by the Shipper which prevents the DMSP submitting reads.
- 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 equipment.
- There is a delay to a site visit caused by a Shipper issue.
- The Shipper 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 where the provision of the phone line is the site responsibility.
- Demolished site
- Meter removed
- DM equipment is removed by 3rd party

Site visit (including installations / removals) exemptions

Where the DMSP fails to meet the service standards for site visits and installation / removals, the DMSP may deem the failure to be out of their control and considered an 'exempt fail' which should not be subject to incentives. In the absence of a failure being deemed as an 'exempt fail' it will be considered a 'true fail' and subject to incentives.

Valid reasons for an 'exempt fail' include but are not limited to:

- customer request to reschedule or not attend.
- travel delays as a result of unplanned road closures / diversions or accidents.
- severe weather (travel restrictions in place).
- access refused.
- appointment cut short because of site safety issues.

6. User Dependencies

UNC Section G details where the Class 1 Requirement applies, and the Class 1 Meter Read Requirements are satisfied, a 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, Registered Users are obligated to use reasonable endeavours to assist in the installation of the Daily Metered Read Equipment.

Following the implementation of Modification 0710 / IGT148, an installation request for Daily Metered Read Equipment can be triggered by the CDSP or the Registered User. Where an installation request is raised with the DMSP (either by the CDSP or the Registered User), the Registered 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

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

[Modification 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 specific criteria are met.

Where a Class 2, 3 or 4 SMP meets the UNC threshold requirement to become Class 1, the Registered 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 arrangement 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 Registered 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 DSC Annual Charging Statement. Please refer to the latest charging statement for the prevailing charge.

Modification 0691 training material can be found via this [link](#).

8. Version Control

Version	Date:	Author	Status
1.0L	01/04/2023	Ellie Rogers	Live Version