

Pre-payment meters

DN issues

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SGN

Your gas. Our network.

Pre-pay meter customer issues

SGN are experiencing more calls for assistance from **registered** customers in resolving their pre-payment issues. This is made all the more urgent during the cold winter months, SGN have had 3 such cases in 1 week which have taken days not hours to resolve.

Enquiries are coming in many forms:

- Who is my supplier?
- I'm unable to top up my card
- I need a replacement card
- I'm unable to register with a supplier
- I don't have an MPRN
- I moved in and was given the card, no other details provided
- I have a fault with my pre-payment meter



Ongoing unregistered pre-pay issues

Customers routinely ignore Shipperless & Unregistered letters sent to them regarding their registration as they do not agree there is an issue as they are PAYING for their gas!

SGN have created a letter specifically for this type of customer to highlight the following issues.

- Safety – unregistered meters are not read and a meter reader may identify an issue
- Tariff – meter may be set at a higher rate to pay off a bill from the previous tenant
- Suppliers MAM's unable to attend if fault appears on meter, fault with card or money does not register



Take note!

Registration takes time, there is potential for the customer to be without heating, cooking facilities or hot water until the registration is completed. Many of these customers are already in vulnerable positions!

This is fast becoming the DN's emergency! However, in reality, this is everyone's emergency to resolve!

There will be a push on faster switching in 2020, these customers need to be registered in the first place.

We need to rely on MAM's to provide accurate information and suppliers to act on all reported discrepancies.

Winding on unregistered meters costs money that we are unable to recoup and puts additional drain on DN resources and complaints.

If unregistered, transportation costs are not paid by the supplier to the DN's.



Recent cases – wrong address

Block of 4 flats in Glasgow which have 4 MPRNs and incorrect and missing flat locations. Customer has Call Help message and gives her MPRN which belongs to Shipper A, her flat is 2/1.

Royal Mail shows 51 - 1/1; 1/2; 2/1; 2/2 - Xoserve shows 2 flats called 51 with no flat locations and 2 flats as 1/2 and 2/2.

Shipper A are registered with no flat locations but billing systems show 2/2 on the MPRN the customer has provided.

Shipper B is registered on another MPRN listed 2/2 also but is receiving the payments on the pre-pay meter at 2/1.

Shipper B incorrectly used the meter details at 2/1 when the neighbour moved into 2/2 and the meter exchange was submitted.



2nd case – snapped pre-pay card

Customer called SGN as her young son had snapped her pre-pay card and no supplier was able to provide her with a replacement card. SGN have been called out the wind on meter **twice** during cold weather.

Xoserve showed 2 MPRNs with different address formats but this was the same property. 2/2 and T/R, Royal Mail have format as numerical.

Shipper A confirmed T/R should have been 2/1, address amendment was submitted by SGN.

Shipper A sent an engineer to exchange meter and gave new card, this card was rejected when the customer attempted to top up. Twice over 2 weeks, the customer and her young family have been left without gas and has become unwell and off work with a cold.



3rd case - Flat locations missing

6 flats in Aberdeen, customer has issue with pre-pay meter, off gas.

Royal Mail shows 43, Flats A – F, Xoserve has 3 flats called 43A, and 43A (2/R), TFL, TFR.

Customer complains to SGN after Shipper A states not his account and unable to discuss due to GDPR.

Pre-pay meter in 43B has been exchanged to a smart meter on MPRN which states 43A.

Customer does not want to call back to Shipper A as he got nowhere and wants to continue complaining to SGN, Shipper A will only speak with the account holder, which they say is not this customer.

Possible root cause, 43A got a smart meter and Shipper A chose wrong MPRN to record meter exchange.



Siemens

Payments being allocated to the wrong supplier.

Unallocated payments – how much £££ are Siemens holding?

More validation checks required to ensure MPRN and data matches by Suppliers under MOD431 compliance. Cross ref pre-pay meters with Xoserve Data Enquiry System.

Do Siemens access the Quantum system and liaise with Suppliers with cross meter enquiries? Do customers contact Siemens for help?

Siemens **must** take responsibility over the data they hold, drive behaviours towards holding only accurate data.

How many pre-payment meter details do Siemens hold? Are these registered?



How can suppliers help?

Pre-pay
team
contact
details

Meter
mix up
experts

ADD
specialists

Fast track
SLA's

Suggestions and thoughts

Force confirm S & U pre-pay meters to previous supplier.

Suppliers provide contacts to each other as well as DN's to resolve address/meter mix ups. Fast track routes required for resolution.

Are DN's able to have access to Quantum?

When a DN resets the meter, customer then needs an RTI, a reference number to be activated at Pay Point, this is near impossible to obtain where suppliers close the door on people trying very hard to pay for gas. Many of these customers are already in vulnerable positions.

How much does it cost the industry to wind on meters, deal with pre-pay meter issues ? Let's become smarter at resolving these issues rather than dealing with last resort fixes!



Any questions?

Thank you



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