RETAIL ENERGY CODE

Prepayment Arrangements

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RETAIL ENERGY CODE

SCHEDULE 11

Prepayment Arrangements

Version: 2.0 Effective Date: 1 September 2021

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	N/A
Distribution Network Operators	N/A
DCC	N/A
Metering Equipment Managers	N/A
Non-Party REC Service Users	N/A

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for consultation June 2019
0.2	N/A	Draft updated following June 2019 consultation for Summer 2020 publication
0.3	N/A	Draft for December 2020 consultation
2.0	1 September 2021	Incorporating respondents comments

Section A: General Obligations

1 Introduction

1.1. This REC Schedule sets out rules and operational procedures to be followed by Energy Suppliers when managing activities for Consumers with Prepayment Meters, including Smart Meters operating in prepayment mode. The rules and operational procedures in this REC Schedule apply when supplying Domestic Premises and Non-Domestic Premises, unless otherwise stated.

1.2. The scope of this REC Schedule covers:

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(a) requirements relating to the provision of Prepayment Devices following a Switch, Change of Occupier or Change of Metering Asset;

(b) requirements and operational procedures for updating information held on and about Prepayment Meters;

(c) requirements for managing Switches where neither the Gaining Supplier nor the Losing Supplier can communicate with a Smart Meter operating in prepayment mode;

(d) requirements relating to the resolution of Unallocated Transactions in relation to Prepayment Meters that are not Smart Meters;

(e) minimum standards for services provided by Prepayment Meter Infrastructure Providers (PPMIPs) in relation to Prepayment Meters that are not Smart Meters; and

(f) assurance measures to ensure appropriate processes are in place to maintain accurate data used for calculating charges.

1.3. The objectives of this REC Schedule are to:

(a) ensure Consumers with Prepayment Meters are charged correctly and able to maintain continuous supply; and

(b) ensure the prepayment infrastructure is operated and utilised efficiently and in the interests of Consumers.

2 Consumer Principles and Outcomes

2.1. Each Energy Supplier shall take all reasonable steps to ensure that the Consumers it supplies can top-up their Prepayment Meter, and be charged at the correct tariff and any agreed debt recovery rate.

2.2. Each Energy Supplier shall ensure that the Consumers it supplies have the ability to apply an emergency top-up, and (in the case of Prepayment Meters that are not Smart Meters) do not need to wait for a new Prepayment Device to be issued by the PPMIP or Energy Supplier.

2.3. Each Energy Supplier shall ensure that the Consumers it supplies shall only pay for energy supplied to their premises, and that the Energy Supplier only keeps payments to which it is entitled under an Energy Contract. Top-up payments received by an Energy Supplier on or after the Switch Effective Date must not be used by the Losing Supplier to reduce outstanding debts.

2.4. Where the Registered Supplier for an RMP with a Prepayment Meter identifies an issue relating to the Prepayment Meter, the Registered Supplier shall arrange for a resolution in a suitable timescale, being particularly aware of its licence duties in respect of Consumers who are recorded on its Priority Services Register. This may include replacing the meter, performing a decommission / recommission or updating the Prepayment Meter's software as appropriate.

2.5. Each Registered Supplier shall take all reasonable steps to ensure that the data held

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on the Consumer's Prepayment Meter is up-to-date and accurate.

2.6. Where a discrepancy is identified between the information held on a Consumer's Prepayment Meter or Smart Meter operating in prepayment mode; and the information held by the Registered Supplier, the Registered Supplier shall correct the information as soon as is reasonably practicable.

Section B: Smart Prepayment Arrangements

The provisions in this Section B relate to Smart Meters operating in prepayment mode. References to Prepayment Meters in this Section B shall be interpreted accordingly.

3 Smart Prepayment Switch Process

3.1. As part of the standard Switch process, the Losing Supplier shall instruct the change of mode on a Smart Meter from prepayment to credit in advance of the Gaining Supplier's Registration becoming effective. For Enrolled Smart Meters, this will be carried out by sending a service request command in accordance with the Smart Energy Code.

3.2. Following the Supply Effective Through Date, the Losing Supplier shall reject attempted payments which are intended to top-up the balance of a Smart Meter. In these circumstances, the Losing Supplier shall provide guidance to the Consumer regarding how to identify its Energy Supplier.

3.3. Within 5 Working Days of receipt of the Notification of Withdrawal file[1] from their Shipper in gas, or receipt of the D0058 Notification of Termination of Supply Registration Market Message in electricity, where a non-Enrolled Smart Meter is operating in prepayment mode, the Losing Supplier shall:

1 [As defined in the UK Link Manual]

a) poll the non–Enrolled Smart Meter to check whether, at that time, the communications are viable to allow the Losing Supplier to meet its obligation to complete a change of mode in accordance with the requirements in Paragraph 3.1; and

(b) where this check fails, the Losing Supplier must promptly inform the Gaining Supplier, via the SDEP.

3.4. This Paragraph 3 details the process to be followed where the mode on a Smart Meter has not been changed from prepayment to credit in advance of the Gaining Supplier's Registration becoming effective.

3.5. The process detailed in Paragraph 3.12 specifically relates to SMETS 2 Enrolled Smart Meters.

(a) For non-Enrolled Smart Meters the relevant Energy Supplier can choose one of the below options in order to mitigate the risk of a Consumer losing supply:

(i) replace the non-Enrolled Smart Meter with an Enrolled Smart Meter; or

(ii) have in place a bilateral agreement with the relevant Losing Supplier.

(b) For SMETS 1 Enrolled Smart Meters the Gaining Supplier shall generate a UTRN

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by submitting a request to the DCC. The Gaining Supplier shall not request a UTRN from the Losing Supplier.

3.6. Where the mode on an Enrolled Smart Meter has not been changed from prepayment to credit in advance of the Gaining Supplier's Registration becoming Active, the Gaining Supplier shall take all reasonable steps to remotely apply configuration settings on the DCC Enrolled Smart Meter. Where this is not possible, the Gaining Supplier shall request a Fixed Balance UTRN from the Losing Supplier in accordance with the process set out in Paragraph 3.12.

3.7. The following conditions must be met, in order for the process in Paragraph 3.12 to be utilised:

(a) Switch has taken place for the RMP to which the Enrolled Smart Meter relates; and

(b) the Losing Supplier operated the Smart Meter as a Prepayment Meter.

3.8. The Losing Supplier shall not accept a payment from the Consumer or Gaining Supplier (or be obliged to make a payment to the Gaining Supplier) for the value of the Fixed Balance UTRN.

3.9. Only one Fixed Balance UTRN will be provided per request per RMP, unless otherwise agreed bilaterally between the relevant Energy Suppliers.

3.10. The Losing Supplier may provide Fixed Balance UTRNs to the Gaining Supplier on a Switch, without a request being received from the Gaining Supplier.

3.11. In instances where the provision of a Fixed Balance UTRN to the Consumer does not work, the Losing Supplier is unable to provide a Fixed Balance UTRN, or the Consumer is unable to input the Fixed Balance UTRN, then the Gaining Supplier shall take alternative steps to ensure continued supply to the Consumer.

3.12. The following process steps apply to Fixed Balance UTRN:

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Ref	When	Action	From	To	Interface	Means
3.12.1	If the activities set out in 3.6 are not successful, and only if requested within 28 days of the Losing Supplier's Supply Effective Through Date.	Request a Fixed Balance UTRN	Gaining Supplier	Losing Supplier	UTRN Contact	SDEP
3.12.2	Within 3 Working Hours of receipt of the request in accordance with 3.12.1.	Provide Fixed Balance UTRN	Losing Supplier	Gaining Supplier	UTRN Contact	SDEP
3.12.3	Where the Losing Supplier is unable to provide the Fixed Balance UTRN within the timescales specified in 3.12.2.	Provide notification that the Fixed Balance UTRN cannot be provided within the required timeframe and provide the Fixed Balance UTRN as soon as reasonably practicable.	Losing Supplier	Gaining Supplier	UTRN Contact including reason why the request could not be completed	SDEP

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3.12.4	Following an initial request in accordance with 3.12.1, where a further request for a Fixed Balance UTRN is made.	Continue to provide Fixed Balance UTRNs for up to 90 days following the Losing Supplier's Effective Through Date, where requested by the Gaining Supplier and in accordance with 3.12.2/3.12.3.	Losing Supplier	Gaining Supplier	UTRN Contact	SDEP

Section C: Prepayment Arrangements (Legacy)

The provisions in this Section C only apply to Prepayment Meters that are not Smart Meters. References to Prepayment Meters in this Section C shall be interpreted accordingly.

4 Energy Supplier Requirements

PPMIP Contractual Requirements

4.1. For Prepayment Meters that are not Smart Meters, each Registered Supplier shall assign a PPMIP and ensure that the PPMIP acts in accordance with, and adheres to, the relevant provisions of this REC Schedule. All communications between the Energy Supplier and the PPMIP will be in accordance with this REC Schedule unless agreed bilaterally between the Energy Supplier and the PPMIP.

4.2. To minimise Consumer detriment, each Energy Supplier shall ensure that its PPMIP has in place appropriate business continuity and/or disaster recovery procedures to ensure that it can perform the basic requirements for Energy Suppliers within 4 hours, in the event that a PPMIP's site becomes non-operational.

Preventing Misdirected Payments and Unallocated Transactions

4.3. Each Energy Supplier must take reasonable steps to prevent Unallocated Transactions.

4.4. Each Energy Supplier shall monitor the reports provided to it by its PPMIP in

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accordance with Paragraphs 8 and 9, and investigate and resolve in a timely manner any identified errors.

4.5. Where a Switch occurs, the Gaining Supplier shall ensure a new Prepayment Device is issued to the Consumer in advance of (or reasonably close to) the Supply Effective From Date.

4.6. The Gaining Supplier shall clearly explain to the Consumer which Prepayment Device they should use before and after the Switch. Where a Switch is cancelled, the Losing Supplier (i.e. the Registered Supplier) shall explain to the Consumer which Prepayment Device they should use.

4.7. Where an Energy Supplier suspects that Misdirected Payments are occurring, it shall initiate the Misdirected Payments resolution process, set out in the Consumer-Facing Switching and Billing Problems Schedule.

5 PPMIP Activities

Issue New or Replacement Prepayment Device

5.1. An Energy Supplier shall issue a new Prepayment Device in the following circumstances:

(a) initial installation of a Prepayment Meter;

(b) following notification that a Switch is due to take place (unless the Payment Device can be updated instead, see Paragraph 5.8 below);

(c) Change of Occupier (unless the Prepayment Device can be updated instead, see Paragraph 5.8 below); or

(d) Change of Metering Asset (unless the Prepayment Device can be updated instead, see Paragraph 5.8 below).

5.2. An Energy Supplier shall issue a replacement Prepayment Device in the following circumstances:

(a) the Consumer loses their Prepayment Device;

(b) the Prepayment Device is stolen; or

(c) the Prepayment Device is damaged or faulty.

5.3. For electricity RMPs, the Electricity Supplier may choose to issue the Prepayment Device itself or ensure that a PPMIP, MEM or other service provider issues the Prepayment Device on the Electricity Supplier's behalf. Where the Prepayment Device is not issued by the PPMIP (on the Electricity Supplier's behalf), then the Electricity Supplier shall ensure the PPMIP is promptly informed of all relevant data to enable accurate processing of prepayment transactions and to avoid Misdirected Payments.

5.4. For Related Metering Points, the Electricity Supplier shall send details in relation to each electricity RMP to the PPMIP, although only one Prepayment Device, relating to the Primary Metering Point, shall be issued.

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5.5. For gas RMPs, the PPMIP shall issue the Prepayment Device in accordance with the timescales in the interface table below. The PPMIP will only issue a Prepayment Device 'urgently' (and send by next day delivery) if:

(a) an engineer has installed a Prepayment Meter and the Consumer does not have a Prepayment Device; or

(b) the engineer has exchanged a Prepayment Meter or performed a de-commission / re-commission and the Consumer does not have a Prepayment Device.

5.6. Where the requirements for urgency are met in accordance with Paragraph 5.5, the Prepayment Device will be issued (sent by next day delivery) on the day the request is received, provided the request is received before 16.30 on a Working Day or before 11.30 on a Saturday (and will be issued and sent on the next Working Day or Saturday, if received after those times).

5.7. The following process shall be used when issuing a new or replacement Prepayment Device:

Ref	When	Action	From	To	Interface	Means
5.7.1	Where a new or replacement Prepayment Device is required, and where the Energy Supplier does not issue the Prepayment Device.	Send instruction to issue Prepayment Device.	Energy Supplier	PPMIP; MEM; or other device issuer	**Gas** PP01 – New Prepayment Customer; or PP05 - Replacement Prepayment Device or Customer Specific Messages **Electricity** D0190 for Customer Key D0174 for Customer Token	Not defined DTN
5.7.2	Following receipt of the notification in 5.7.1.	Programme the Prepayment Device with the Energy Supplier request data.	PPMIP; MEM; or other device issuer		Internal process	N/A
5.7.3	Following 5.7.2; or if the Prepayment	Issue Prepayment Device together	Energy Supplier; PPMIP; MEM; or	Consumer	Not defined	Not defined

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Ref	When	Action	From	To	Interface	Means
	Device is to be issued by the Energy Supplier.	with the following: • personalised device carrier, which includes a list of local Outlets; • user reference guide; and • pre-paid return envelope.	other device issuer			
5.7.4	**Electricity only** Following issue of the Prepayment Device where not issued by the PPMIP.	Send instruction to update PPMIP database.	Energy Supplier	PPMIP	D0190 for Customer Key D0174 for Customer Token	DTN

Update Prepayment Device

5.8. For electricity RMPs, unless a new Prepayment Device is issued, each Electricity Supplier shall ensure that it updates the existing Prepayment Device and updates its PPMIP with relevant data in the following circumstances:

(a) a Switch;

(b) a Change of Occupier; or

(c) a Change of Metering Asset.

5.9. Updates may also be made, in relation to gas and electricity RMPs, to reflect a change to tariff and / or debt information.

5.10. If a PPMIP receives multiple data flows for the same RMP with the same date from an Energy Supplier, all data flows shall be accepted but only the last data flow received shall be actioned by the PPMIP.

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5.11. For gas RMPs where a non-urgent Customer Specific Message is sent, the Gas Supplier can either specify the Outlet ID they wish the message to be sent to or allow the PPMIP to allocate one or more Outlet ID(s) based upon the transaction history for the relevant Prepayment Device. For urgent (one-hour) jobs, the Gas Supplier shall specify one Outlet ID. The PPMIP shall action this request to ensure that the message is delivered to the Point of Sale Unit within one hour of receipt. The successful delivery of a message is dependent on the assistance of the Outlet.

5.12. Where the request referred to in Paragraph 5.11 is received between 09.00 and 16:30 on a Working Day, or between 09.00 and 11:30 on a Saturday for changed values via the issuing of a new Prepayment Device, or between 09.00 and 16.30 on a Saturday for changed values via a Customer Specific Message, then the following service levels will apply to the PPMIP (and for requests received after those times, the following service levels shall apply from 09.00 on the next following Working Day or Saturday):

(a) all urgent job requests will be processed within one hour of receipt;

(b) all specific Outlet, credit adjustment or replacement Prepayment Device job requests will be processed within 1 Working Day;

(c) all specific Outlet, non-gas debt and gas debt or non-urgent CSM job requests will be processed within 2 Working Days; and

(d) all non-specific Outlet ID job requests will be processed within 2 Working Days.

5.13. The following process steps apply to updating a Prepayment Device:

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Ref	When	Action	From	To	Interface	Means
5.13.1	As required, and where the Energy Supplier does not update the Prepayment Device.	Send instruction to update the Prepayment Device.	Energy Supplier	PPMIP; MEM; or other device issuer	**Gas** PP05 - Replacement Prepayment Device or Customer Specific Messages PP08 – Update Values **Electricity** D0190 for Customer Key D0174 for Customer Token	Not defined DTN
5.13.2	Following receipt of the request in 5.13.1.	Either create a Customer Specific Message and send it to the Point of Sale Unit that the Consumer uses; or send a replacement Prepayment Device.	PPMIP	PoS Unit; or Consumer	Not defined	Not defined
5.13.3	**Electricity only** Following update of the Prepayment Device where not updated by	Send instruction to update PPMIP Database.	Energy Supplier	PPMIP	D0190 For Customer Key D0174 For Customer Token	DTN

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Ref	When	Action	From	To	Interface	Means
	the PPMIP					

Change of Tariff Global Messaging (Gas Only)

5.14. Where a Gas Supplier wishes to send a message to their entire portfolio of Consumers with a Prepayment Meter, they shall request that the PPMIP issues a Global Message. This triggers a Customer Specific Message for each Consumer with a Prepayment Meter within the Gas Supplier's portfolio.

5.15. Before creating a Global Message, the PPMIP shall check to ensure the increased volume of messages will not impact the business as usual messaging process. If the volume is too high, the Global Message creation will be delayed.

5.16. The following process shall be used for sending Global Messages:

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Ref	When	Action	From	To	Interface	Means
5.16.1	As required.	Request that a Global Message is issued.	Gas Supplier	PPMIP	PP10[2] – Change of Tariff Proforma specifying the period of time that the message will remain open (between 1 and 99 days)[3]	Not defined
5.16.2	Within 2 Working Days of receipt of the request in 5.16.1[4]	Create the required Customer Specific Messages and send it to the latest PoS Unit used by each Consumer.	PPMIP	PoS Unit	Updated tariff Information specified in the request	Not defined
5.16.3	During the active period of a Customer Specific Message.	Record status of each message. The recorded status can be as follows: • Received OK - the Consumer has purchased twice at the PoS Unit with the correct Prepayment Device Reference Number within the life of the message; or • Error acknowledged – the Consumer has purchased at the PoS Unit with the correct Prepayment Device Reference Number but the message has not been actioned.	PPMIP		Internal process	N/A
5.16.4	Following expiry of the	Provide a report detailing the Consumer's message	PPMIP	Gas Supplier	Not defined	Not defined

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Ref	When	Action	From	To	Interface	Means
	Customer Specific Message period as specified by the Energy Supplier in 5.16.1	status. The reported status can be as follows: • Unacknowledged - the Consumer has not purchased at the PoS Unit where the message was sent using the correct Prepayment Device Reference Number; or • Assumed pick up - the Consumer has purchased at the PoS Unit with the correct Prepayment Device Reference Number. However, the Consumer has not purchased again within the life of the message so that the 'received OK' message has not been sent back to the PPMIP.				

[2] See Appendix 1.

[3] Where a period of time is not specified, a default setting will be used as per the bilateral agreement between the Energy Supplier and PPMIP.

[4] Provided the request is received before 15.00 on a Working Day or a Saturday, the volume of additional messages will not adversely affect the file transfer.

Removal of a Prepayment Meter from Portfolio (Gas only)

5.17. Removal of a Prepayment Meter from a Gas Supplier's portfolio may be requested for the following reasons:

(a) there is no Prepayment Meter for the RMP;

(b) the Prepayment Meter has been removed; or

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(c) the Gas Supplier is no longer the Registered Supplier for the RMP.

5.18. With regards to Paragraph 5.17(c), the Gas Supplier shall not send the notification to the PPMIP until the Objection Window relating to the Switch event has closed.

5.19. The following process shall be used to remove a Prepayment Meter from a portfolio:

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Ref	When	Action	From	To	Interface	Means
5.19.1	As required	Advise the PPMIP that the Supply Meter Point should be removed from the Gas Suppliers portfolio.	Gas Supplier	PPMIP	PP09 – Removal of Prepayment Meter	Not defined
5.19.2	Within 3 Working Days of receipt of the notification in 5.19.1.[5]	Remove the Supply Meter Point from the Gas Supplier's portfolio within the PPMIP's database and cease to provide services to that Supply Meter Point for that Gas Supplier.	PPMIP		Internal Process	N/A

[5] Provided the request is received before 16:30 on a Working Day or a Saturday.

Meter Dump Request (Gas only)

5.20. Gas Suppliers may request additional information (a Meter Dump) from the Prepayment Meter using the following process.

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Ref	When	Action	From	To	Interface	Means
5.20.1	As required.	Send request for a Meter Dump.	Gas Supplier	PPMIP	PP03 – Meter Dump Request	Not defined
5.20.2	Within 3 Working Days of receipt of the request in 5.20.1[6].	Send request that a blank Prepayment Device is inserted into the Prepayment Meter and then returned to the PPMIP. Communication to include: • blank Prepayment Device; • personalised device carrier, which includes a list of local Outlets; • user reference guide; and • pre-paid return envelope.	PPMIP	Consumer or an address provided by the Gas Supplier	Not defined	Not defined
5.20.3	Following 5.20.2 and where a Prepayment Device is returned from the Consumer.	Attempt to obtain Meter Dump from the returned Prepayment Device. Where the Meter Dump is available, progress to 5.20.4. Where the Meter Dump is not available,	PPMIP		Internal Process	N/A

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Ref	When	Action	From	To	Interface	Means
		progress to 5.20.5.				
5.20.4	Following 5.20.3 and where the Meter Dump is available.	Produce Meter Dump and send to the Gas Supplier, including as a minimum: • Prepayment Device Reference Number; • Emergency Credit Status; • Meter Serial Number; • debt register; • tariff information; • change in data dates; • accounting totals; • credit for registers; • tampers; and • status.	PPMIP	Gas Supplier	Meter Dump	Not defined
5.20.5	Following 5.20.3 and	Inform the Gas Supplier that a	PPMIP	Gas	Not defined	Not

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Ref	When	Action	From	To	Interface	Means
	where the Meter Dump is not available.	Meter Dump is not available.		Supplier		defined
5.20.6	Following 5.20.5 where the Gas Supplier is informed that the Meter Dump is not available.	Send a second request that a blank Prepayment Device is inserted into the Prepayment Meter and then returned to the PPMIP including: • blank Prepayment Device; • personalised device carrier, which includes a list of local Outlets; • user reference guide; and • pre-paid return envelope.	Gas Supplier	Consumer	Not defined	Not defined
5.20.7	Following 5.20.6 and where a Prepayment Device is returned from the Consumer.	Attempt to obtain Meter Dump from the returned Prepayment Device. Where the Meter Dump is available, progress to 5.20.4. Where the Meter Dump is not available, progress to 5.20.8.	PPMIP		Internal Process	N/A

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Ref	When	Action	From	To	Interface	Means
5.20.8	14 Working Days after 5.20.6 and where a Meter Dump is still not available.	Inform the Gas Supplier that a Meter Dump is not available.	PPMIP	Gas Supplier	Not defined	Not defined

[6] Provided the request is received before 14:00 on a Working Day.

Ad Hoc Supplier Queries

5.21. An Energy Supplier may request that the PPMIP performs the following ad-hoc activities:

(a) update or amend the Consumer records on the PPMIP Database;

(b) request a personalised Outlet List for a Consumer (gas only);

© provide an alternative Outlet ID for an existing Customer Specific Message (gas only); or

(d) any other option provided by the PPMIP.

5.22. Unless agreed bilaterally between the Energy Supplier and the PPMIP, the following process shall be used:

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Ref	When	Action	From	To	Interface	Means
5.22.1	As required.	Request the PPMIP perform an ad hoc activity.	Energy Supplier	PPMIP	**Gas** PP06 – Supplier Query Form **Electricity** D0190 for Customer Key D0174 for Customer Token	Not defined DTN
5.22.2	Within 3 Working Days of receipt of the request in 15.22.1.[7]	Perform ad hoc activity and provide details to the Energy Supplier.	PPMIP	Energy Supplier	Dependent on the activity requested	Not defined

[7] Provided the request is received before 16.00 on a Working Day and before 14.00 on a Saturday.

6 Transaction Processing Gas

6.1. Each Gas Supplier shall ensure that the PPMIP maintains a database assigning a Gas Supplier to each gas Prepayment Meter.

6.2. This database shall be updated where changes to the relevant Gas Supplier are notified to the PPMIP in accordance with the processes in Paragraph 5.

6.3. Each transaction received by the PPMIP shall be allocated to the relevant Gas Supplier, as recorded within the PPMIP Database.

7 Transaction Processing Electricity

7.1. Each Electricity Supplier shall ensure its PPMIP maintains a record of the following information to facilitate transaction processing:

(a) Meter Point Administration Number;

(b) Meter Serial Number;

(c) Electricity Supplier Market Participant Identifier;

(d) Electricity Supplier Effective From Date; and

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(e) transaction reference (Electricity Supplier / Customer identifier)

7.2. In order to determine the relevant Electricity Supplier associated with each transaction, the PPMIP shall determine the Meter Serial Number, based on the data provided by the Prepayment Network Service Provider, and submit this to the Electricity Enquiry Service for matching. Where the PPMIP cannot determine the Meter Serial Number, then the transaction will be recorded as unallocated and not submitted to the Electricity Enquiry Service.

7.3. Each transaction received by the PPMIP from the Prepayment Network Service Provider shall be allocated to the relevant Electricity Supplier, subject to Paragraph 7.2, as recorded within the Electricity Enquiry Service in accordance with the process set out in the interface table below:

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Ref	When	Action	From	To	Interface	Means
7.3.1	For each transaction received.	Include the relevant Meter Serial Number within an Electricity Prepayment Supplier file and send to the EES to enable identification of the Registered Supplier.	PPMIP	EES	Electricity Prepayment Supplier file	Secure FTP
7.3.2	Following 7.3.1 and in accordance with the timescales in the EES Service Definition.	Validate the Electricity Prepayment Supplier file.	EES		Internal process	N/A
7.3.3	Following 7.3.2.	Confirm whether the file has passed validation.	EES	PPMIP	Electricity Prepayment Supplier File Pass; or Electricity Prepayment Supplier File Fail	Secure FTP
7.3.4	Following 7.3.3.	Provide a response indicating the Registered Supplier associated with each Meter Serial Number at the point at which the transaction was made. If one or more	EES	PPMIP	Electricity Prepayment Supplier Response file	Secure FTP

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Ref	When	Action	From	To	Interface	Means
		Meter Serial Numbers in the uploaded file are not found, this should not prevent the file from being processed. The response file shall indicate those records that have not been matched.				
7.3.5	Following receipt of the file in 7.3.4 where the file identifies a single Metering Point or multiple Metering Points registered to a single Electricity Supplier.	Redirect transaction to the identified Electricity Supplier.	PPMIP	Identified Electricity Supplier	Not defined	Not defined
7.3.6	Following receipt of the file in 7.3.4 where the file indicates multiple Electricity Suppliers are assigned to a single Metering Point.	Issue a Multiple Supplier Report in accordance with Paragraph 9.6	PPMIP	Electricity Suppliers	Multiple Supplier Report	Not defined

8 PPMIP Reporting Gas

Unallocated Payment Reports

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8.1. Each Energy Supplier shall ensure that the PPMIP produces:

(a) a Closed Cash Report, identifying RMPs where an Energy Supplier has submitted a PP09 to remove a Prepayment Meter from the Energy Supplier's portfolio but no equivalent PP01 has been received by the PPMIP to add the Prepayment Meter to another Energy Supplier's portfolio; and

(b) a Gap Cash Report, identifying RMPs where payments were made in a period between the date specified in the PP09 for removal a Prepayment Meter from the Gas Supplier's portfolio and the PP01 for the addition of the Prepayment Meter to another Gas Supplier's portfolio.

8.2 Each Energy Supplier shall follow the process in the interface table below to resolve unallocated transactions:

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Ref	When	Action	From	To	Interface	Means
8.2.1	On a weekly basis.	Provide reports identifying unallocated transactions.	PPMIP	Gas Suppliers	Closed Cash Report; and Gas Cash Report	Not defined
8.2.2	On receipt of the reports referred to in 8.2.1.	Where errors are identified, the relevant Energy Supplier shall send a PP01 or PP09 (as appropriate) to the PPMIP to ensure the relevant RMP(s) is included in the correct portfolio	Gas Supplier	PPMIP	PP01 - New Prepayment Customer; or PP09 - Removal of Prepayment Meter	N/A
8.2.3	Following receipt of a PP01 or PP09 in accordance with 8.2.2.	Release all associated Unallocated Transactions to the Registered Supplier.	PPMIP	Gas Supplier	Not defined	Not defined
8.2.4	Following 8.2.3.	Allocate transactions to the relevant Electricity Supplier.	PPMIP	Electricity Supplier	Not defined	Not defined

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8.3. Where transactions remain unallocated, the PPMIP shall continue to hold Unallocated Transactions, the PPMIP shall securely retain the transaction information and money. A reconciliation of the remaining funds will be carried out in accordance with Paragraph 10.

Cash, Meter and Debt Files

8.4. Cash, meter and debt files will be sent to the relevant Gas Supplier in a bilaterally agreed format every Working Day. Files shall be sent via a virtual private network or another secure format (zipped and password protected). The PPMIP shall inform the Gas Suppliers by 12:00 (noon) of any failure relating to this process, and (where possible) the estimated resolution timescales. Where the PPMIP sends these files for Consumers with in home vending units then the PPMIP shall ensure settlement is made to the correct Gas Supplier.

Standard Prepayment Meter Transaction Data

8.5. Each Gas Supplier shall ensure that, in relation to a Consumer making an advance payment, the Prepayment Meter at each RMP for which it is the Registered Supplier is capable of returning the below set of Standard Transaction Data Items[8] to the Gas Supplier via the PPMIP:

[8] The Standard Transaction Data Items listed above have been provided based on a separate industry change required by the PPMIP and Network Service Providers.

(a) active credit;

(b) billing cycle;

(c) CV code;

(d) debt information including the amount of debt held on the Prepayment Meter, the weekly recovery rate as agreed with the Consumer, and the gas debt recovery rate and non-gas debt recovery rate as agreed with the Consumer;

(e) emergency credit provision;

(f) emergency credit threshold;

(g) fault enable;

(h) gas allocation rate;

(i) prepaid credit;

(j) Tariff Code and the page of that Tariff Code; and

(k) transaction value.

8.6. Each Gas Supplier shall use the information returned to it in the Standard Transaction Data Items to ensure that the data is correct and corresponds with its internal systems.

8.7. Discrepancies between the information returned in the Standard Transaction Data Items and the information in Gas Suppliers' internal systems can be corrected via the

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mechanisms set out in Paragraph 5.

Calorific Value Code

8.8. Each Gas Supplier shall ensure that the Calorific Value code used to calculate each of its Consumer's charges is the correct value for the Consumer's Local Distribution Zone. The Calorific Value code initially allocated may be derived from the address post code, and this may not map to the correct Local Distribution Zone.

8.9. The PPMIP shall ensure that the average calculated Calorific Value displayed on a Consumer's Prepayment Meter is made available via regional data on a weekly basis. Each Gas Supplier, via its individual commercial agreements with the PPMIP, shall ensure that the Calorific Value code returned via the Standard Transaction Data Item corresponds to the calculated Calorific Value held on the Gas Supplier's internal systems. Where the PPMIP identifies a discrepancy in the Calorific Value, the PPMIP (on behalf of the Gas Supplier shall ensure that an updated Calorific Value code is automatically sent via a Customer Specific Message.

8.10. Gas Suppliers shall not be held responsible for Consumer vend patterns and the availability and accuracy of the daily Calorific Value provided by National Grid.

Debt Management

8.11. Each Gas Supplier shall use the debt information returned to it in the Standard Transaction Data Items to ensure that the below items are correct and correspond with its internal systems:

(a) the amount of debt (and other debt related data) held on the Prepayment Meter;

(b) the weekly recovery rate, as agreed with the Consumer; and

(c) the gas debt recovery rate and non-gas debt recovery rate, as agreed with the Consumer.

8.12. The PPMIP shall report, upon request by individual Gas Suppliers via their commercial agreements, on all debt flows that are issued to Prepayment Meters for that Gas Supplier, checking that the messages have been received by the Prepayment Meters and that an acknowledgement flag has been returned. The PPMIP shall ensure that the debt information is issued to the Prepayment Meter.

Emergency Credit

8.13. The Gas Supplier shall ensure that the emergency credit threshold returned to it in the Standard Transaction Data Items aligns with the emergency credit threshold agreed with the Consumer and held on the Gas Supplier's internal systems.

Fault and Tamper Notification

8.14. The PPMIP shall, in accordance with their individual commercial agreements with each Gas Supplier, provide a report to the Gas Supplier regarding the fault and tamper notifications that have been received from the Gas Supplier's Prepayment Meters. Subject to individual commercial agreements being in place, the PPMIP may provide this report to the MAP or its appointed agents for its portfolio.

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8.15. Based on the content of such reports, the Gas Supplier shall promptly take the appropriate action in response to the events identified by the fault and tamper notifications.

Tariff

8.16. The Gas Supplier shall ensure that the Tariff Code and page returned to it in the Standard Transaction Data Items correspond to the tariff agreed with the Consumer and held on the Supplier's internal systems.

8.17. The PPMIP shall report, upon request by individual Gas Suppliers via their commercial agreements, the tariff settings that are received on a Consumer's prepayment in comparison to the last tariff flow instruction received from the Gas Supplier.

8.18. Where the reports provided under Paragraph 8.21 identify an inconsistency on three consecutive payments, the PPMIP shall (if requested by a Gas Supplier as part of its bilateral agreement with the PPMIP) issue a tariff correction message to the Prepayment Meter.

Assurance Report

8.19. The PPMIP shall provide each Gas Supplier with a monthly report detailing the corrective actions that the PPMIP has undertaken on the Gas Supplier's behalf. This report shall be based on all available data held by the PPMIP in relation to a Gas Supplier's portfolio of Prepayment Meters and shall cover the following obligations:

(a) ensuring that Standard Transaction Data Items are returned to the Gas Supplier where a Consumer makes an advanced payment, and storing Standard Transaction Data Items for a payment within the PPMIP Database;

(b) ensuring the average calculated Calorific Value is available weekly via regional data;

(c) cross checking that the Calorific Value Code returned in the Standard Transaction Data Items provided corresponds to the Calorific Value code held on the PPMIP systems;

(d) automatically updating identified discrepancies with the Calorific Value code via a Customer Specific Message;

(e) at the request of the Gas Supplier, reporting all debt flows that are issued to the Prepayment Meters for that Gas Supplier's Prepayment Meter portfolio and checking that the messages have been received by the meter and that an acknowledgement flag has been returned;

(f) ensuring that the debt information is issued to the meter;

(g) reporting to the Gas Supplier regarding any fault and tamper notifications relating to that Gas Supplier's Consumers;

(h) if requested by the Gas Supplier, ensuring that the tariff settings that are received on a Consumer's vend in comparison to the last tariff flow instruction the Gas Supplier sent; and

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(i) If requested by the Gas Suppliers, ensuring that a tariff correction message is issued to the Prepayment Meter where an inconsistency is identified on three consecutive payments.

9 PPMIP Reporting Electricity

Unallocated Transaction Report

9.1. Each Electricity Supplier shall ensure that the PPMIP produces a report on Unallocated Transactions and utilises this report as set out in the interface table below:

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Ref	When	Action	From	To	Interface	Means
9.1.1	On a weekly basis	Provide a report identifying Unallocated Transactions	PPMIP	Electricity Suppliers	Unallocated Transaction Report	Not defined
9.1.2	On receipt of the report referred to in 9.1.1.	Identify transactions for which they are/were the Registered Supplier.	Electricity Supplier		Internal process	N/A
9.1.3	Following 9.1.2, where the Electricity Supplier identifies transactions for which they are/were the Registered Supplier.	Request that the relevant MEM updates the data held by the Electricity Enquiry Service.	Electricity Supplier	MEM	In accordance with the processes set out in the Meter Data Update Schedule	
9.1.4	Following 9.1.3.	Allocate transactions to the relevant Electricity Supplier.	PPMIP	Electricity Supplier	Not defined	Not defined

9.2. Each Electricity Supplier shall take reasonable steps to initiate action to resolve entries on the Unallocated Transaction report within 20 Working Days of receipt. PPMIPs shall respond within 20 Working Days to any queries arising from the non-release of transactions after Electricity Suppliers have sent appropriate data flows. Where an Electricity Supplier makes a claim against the Unallocated Transaction report, the PPMIP shall ensure that data is updated in their database appropriately.

9.3. Where transactions remain unallocated, the PPMIP shall continue to hold Unallocated Transactions, the PPMIP shall securely retain the transaction information and money. A reconciliation of the remaining funds will be carried out in accordance with

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Paragraph 10.

Multiple Supplier Report

9.4. Each Electricity Supplier shall ensure that the PPMIP produces a Multiple Supplier Report within 1 Working Day of identifying an instance of duplicate meters. Duplicate meters are identified where multiple Metering Points are included with different Supplier IDs within the Electricity Prepayment Supplier Response file described in Paragraph 7.4.

9.5. On receipt of a Multiple Supplier Report, the affected Electricity Supplier shall investigate and attempt to resolve the error in accordance with the interface table below. Only two Electricity Suppliers are named within the Multiple Supplier Report. For instances where there are more than two affected Electricity Suppliers, the resolution process should be repeated through the subsequent Electricity Suppliers until resolved or the last Energy Supplier in the sequence believes they are not responsible.

9.6. The Electricity Supplier associated with the most recent Date of Meter Installation shall initiate the resolution process (being the Initiating Supplier).

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Ref	When	Action	From	To	Interface	Means
9.6.1	Within 1 WD of receipt of the Electricity Prepayment Supplier Response file described in Paragraph 7.4 where multiple Electricity Suppliers are associated to a single Meter Serial Number.	Provide details to both Electricity Suppliers.	PPMIP	Electricity Suppliers	Multiple Supplier Report	Not defined
9.6.2	Following receipt of the Multiple Supplier Report.	Undertake an initial investigation to determine responsibility for the prepayment transaction.	Initiating Supplier		Internal process	N/A
9.6.3	Where the Initiating Supplier determines responsibility for the prepayment transaction, within 15 Working Days.	Declare responsibility for the transaction.	Initiating Supplier	PPMIP	Not defined	Not defined
9.6.4	Where the Initiating Supplier determines no responsibility for the prepayment transaction, within	Declare no responsibility by setting the Transaction Routing Flag	Initiating Supplier		Internal process	Not defined

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Ref	When	Action	From	To	Interface	Means
	15 Working Days.	within the EES				
9.6.5	Following 9.6.4.	Undertake investigation to determine responsibility for the prepayment transaction.	Associated Supplier		Internal process	N/A
9.6.6	Where the Associated Supplier determines responsibility for the prepayment transaction, within 15 Working Days of 9.6.4.	Declare responsibility for the transaction.	Associated Supplier	PPMIP	Not defined	Not defined
9.6.7	Where the Associated Supplier determines no responsibility for the prepayment transaction.	Contact the Initiating Supplier to discuss the matter and come to an agreement on the resolution, if possible. Where agreement cannot be reached the matter can be escalated to the Code Manager.	Associated Supplier	Initiating Supplier	Not defined	Telephone or email

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Redirection Transaction Report

9.7. Each Electricity Supplier shall ensure that the PPMIP produces a Redirection To Transaction Report and a Redirection from Transaction Report within 1 Working Day of redirection, detailing each transaction that has been classified as redirected during transaction processing.

Routing Method Report

9.8. Each Electricity Supplier shall ensure that the PPMIP produces a Routing Method Report detailing all transactions a PPMIP has sent to an Electricity Supplier based on the Electricity Enquiry Service. This report shall be issued to each Electricity Supplier on a weekly basis.

10 Reconciliation of Unallocatable Transactions

10.1. In circumstances where a prepayment transaction received by a PPMIP cannot be allocated to the correct Energy Supplier in accordance with the processes described in Paragraphs 8 and 9, the prepayment transaction becomes an Unallocatable Transaction. All Unallocatable Transactions held by each PPMIP will be distributed to Energy Suppliers in a proportion determined according to the Energy Supplier's market share.

10.2. In gas, the Code Manager shall initiate an annual reconciliation in July of each year. This reconciliation will include all transactions which became Unallocatable Transactions as a result of the Backstop Date.

10.3. In electricity, the Code Manager shall determine when an Unallocatable Prepayment Allocation Run is required. This Unallocatable Prepayment Allocation Run will include all transactions which became Unallocatable Transactions as a result of the Backstop Date.

10.4. For gas, the CDSP shall calculate the market share in accordance with a methodology agreed between RECCo and the CDSP. Unallocatable Values are due only to Gas Suppliers who have contracted with the PPMIP during the period prior to the relevant Backstop Date and shall be apportioned to Gas Suppliers based on their market share during the relevant period.

10.5. For electricity, the Code Manager shall calculate the market share based on a daily electricity RMP count from all GSP Groups by Meter Type (to be provided by the EES Provider), and aggregate these to form a single value for market share for each Electricity Supplier. Unallocatable Values are due only to Electricity Suppliers that are still trading as of the date the market share is calculated. The Code Manager shall provide separate market share figures for each prepayment technology (e.g. token and key meters).

10.6. Any PPMIP costs for managing this process will be determined and applied via the individual commercial agreements between Energy Suppliers and the PPMIP.

10.7. The REC Performance Assurance Board may determine that an independent assessment of the Unallocatable Prepayment Allocation Run be undertaken by an external auditor to validate the calculations associated with the distribution of the Unallocatable Transactions. If an audit is required, it must be run in parallel with

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activities carried out by the Code Manager, PPMIPs and Energy Suppliers set out in the interface table below.

10.8. The following process applies to gas and electricity Unallocatable Prepayment Allocation Runs:

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Ref	When	Action	From	To	Interface	Means
10.8.1	At least 10 Working Days prior to commencing the Unallocatable Prepayment Allocation Run.	Send notification of the commencement of the Unallocatable Prepayment Allocation Run. Notification to include: • applicable Backstop Date; and • proposed timetable	Code Manager	REC PAB; Energy Suppliers; PPMIP; and CDSP	Not defined	Not defined
10.8.2	Within 10 Working Days of receiving the notification in 10.8.1.	Provide report detailing Unallocatable Transactions.	PPMIP	Code Manager	**Gas** Supplier Report **Electricity** Unallocatable Transaction Report	Not defined
Determination of Market Share – Gas						
10.8.3	On receipt of Unallocatable Transaction data from all PPMIPs.	Check whether all the Energy Suppliers listed in the PPMIP reports are live within the current version of Market Participant Data and resolve any discrepancies	Code Manager	PPMIP	Not defined	Not defined

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Ref	When	Action	From	To	Interface	Means
		with the PPMIP.				
10.8.4	Following 10.8.3 and within 5 Working Days of receipt of the report specified in 10.8.2.	Issue the supplier report to the Central Data Service Provider.	Code Manager	CDSP	Supplier Report[9]	Not defined
10.8.5	Following receipt of the report specified in 10.8.4 and within 2 Working Days.	Provide a report showing which, if any, Gas Supplier(s) are not recognised. Where a Gas Supplier is not recognised, provide any relevant information that it has on the identity of the Gas Supplier.	CDSP	Code Manager	Not defined	Not defined
10.8.6	Following 10.8.5 and within 2 Working Days	Confirm the relevant Gas Supplier identities, if required.	Code Manager	CDSP	Not defined	Not defined
10.8.7	Within 10 Working Days of receipt of the report specified in 10.8.4 or 10.8.6 if queries are raised.	Calculate the total number of Prepayment Meters in accordance with the market share methodology and issue a market share report.	CDSP	Code Manager	Market Share Report	Not defined

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Ref	When	Action	From	To	Interface	Means
10.8.8	Within 5 Working Days of receipt of the Market Share Report.	Use the supplier report or the market share report to calculate the individual payment values for each relevant Gas Supplier. [10]	Code Manager		Internal process	N/A
Determination of Market Share – Electricity						
10.8.9	On receipt of Unallocatable Transaction data from all PPMIPs in accordance with 10.8.2.	Produce the consolidation allocation run report based on market share data derived in accordance with Paragraph 10.5 a nd Unallocatable Transactions determined in 10.8.2 to determine total value of transactions for each Energy Supplier.	Code Manager		Internal process	N/A
Distribution of Unallocatable Values						
10.8.10	In accordance with the timetable notified in 10.8.1.	Inform each PPMIP of the Unallocatable Values to be distributed to each Energy Supplier. *NB. This will include provision of zero values if that is determined*	Code Manager	PPMIP	Unallocated Values Report	Not defined

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Ref	When	Action	From	To	Interface	Means
		to be the case.				
10.8.11	Within 5 WDs of 10.8.10.	If required, query values in the Unallocatable Values Report. If a query results in a change to calculated Unallocatable Values, then notice shall be provided to relevant PPMIPs and Energy Suppliers.	PPMIP	Code Manager	Not defined	Not defined
10.8.12	In accordance with the timetable notified in 10.8.1	Inform each Energy Supplier of the cash value they should expect to receive from each PPMIP.	Code Manager	Energy Suppliers	Not defined	Not defined
10.8.13	Where required, within 5 Working Days of receipt of the notification in 10.8.12.	Raise a dispute against the data provided within the notification in 10.8.12.	Energy Supplier	Code Manager	Not defined	Not defined
10.8.14	Within 2 Working Days of 10.8.13, where a dispute is raised.	Send notification that a dispute has been raised against one or more individual Unallocatable Values.	Code Manager	PPMIP, REC PAB; and Relevant Energy Supplier	Not defined	Not defined

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Ref	When	Action	From	To	Interface	Means
10.8.15	Following 10.8.14	Suspend payment of the Unallocated Values until such time as the dispute has been resolved subject to such suspension not exceeding a maximum of 20 Working Days, following which time the PPMIP shall proceed with step 10.8.16.	PPMIP		Internal Process	N/A
10.8.16	No earlier than 7 Working Days and no later than 15 Working Days of receipt of the notification specified in 10.8.12	Pay the Unallocated Values to relevant Energy Suppliers, subject to no disputes having been raised.	PPMIP	Energy Supplier	Not defined	Not defined
10.8.17	Following 10.8.16.	Provide confirmation that all Unallocated Values have been credited to the relevant Energy Suppliers.	PPMIP	Code Manager	Not defined	Not defined

[9] The format of communications between the CDSP and the Code Manager will be agreed bilaterally and will not be defined in the Data Specification.

[10] The Code Manager shall calculate the difference in the market share recorded for each Gas Supplier in each such report. Where the difference for each Gas Supplier's market share is less than or equal to 3%, the PPMIP shall utilise the Supplier Report for the purpose of determining the return of Unallocatable Transactions. Where the difference for one or more Gas Suppliers' market share is more than 3%, the Code Manager shall utilise the Market Share Report for the purpose of determining the return of Unallocated Transactions.

11 Process for Managing Tariff Codes (Gas Only)

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11.1. As there is a limit to the number of Tariff Codes available, the Tariff Codes will be allocated by the PPMIP amongst the Gas Suppliers based on their portfolio size. The Gas Supplier is responsible for setting all values against their allocated Tariff Codes.

11.2. The PPMIP shall allocate Unallocated Tariff Pages to a Gas Supplier where directed to do so by the Code Manager.

11.3. The PPMIP shall provide the Code Manager with a report on the first Working Day of each month setting out the following:

(a) the number of Unused Tariff Pages and a breakdown of the Unused Tariff Pages by reference to which Gas Supplier they are allocated;

(b) the number of Unallocated Tariff Pages;

(c) the number of Consumers per Tariff Code; and

(d) the number of Tariff Codes being used by each Gas Supplier.

11.4. If ever there are fewer than 10 Unallocated Tariff Pages, the PPMIP shall immediately notify the Code Manager, who will notify the REC Performance Assurance Board and the REC Contract Managers. Another notification shall immediately be issued by the PPMIP to the Code Manager if the number of Unallocated Tariff Pages drops below five.

11.5. On the first Working Day of each month, the PPMIP shall provide the Code Manager with a report setting out anonymised reporting of the Tariff Page allocations.

11.6. Gas Suppliers in each Energy Company Corporate Group shall be allocated a maximum of 12 Tariff Pages at any one time. However, Gas Suppliers in each Energy Supplier Corporate Group will be permitted to be allocated up to 14 Tariff Pages, unless and until the PPMIP gives notice that there are fewer than 10 Unallocated Tariff Pages.

11.7. The Gas Suppliers in an Energy Supplier Corporate Group that are allocated in excess of 12 Tariff Pages shall relinquish the excess Tariff Pages:

(a) by no later than 30 days following the PPMIP's notice that there are fewer than 10 Unallocated Tariff Pages, to the extent the Gas Suppliers hold Unused Tariff Pages on the date of such notice (subject to Paragraph 11.11); or

(b) by no later than 150 days following the PPMIP's notice that there are fewer than 10 Unallocated Tariff Pages, to the extent the Gas Supplier does not hold Unused Tariff Pages on the date of such notice.

11.8. Each Gas Supplier shall comply with any direction to relinquish a Tariff Page that is given by the Authority in either of the following circumstances:

(a) when the total number of Unallocated Tariff Pages is fewer than five and a Gas Supplier in the Energy Supplier Corporate Group holds one or more Unused Tariff Pages; or

(b) when there are no Unallocated Tariff Pages and a Gas Supplier which is part of an

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Energy Supplier Corporate Group which does not hold any Tariff Pages has informed the PPMIP that the Gas Supplier needs to acquire one Tariff Page in order to supply gas to one or more Domestic Premises.

11.9. The date by which a Gas Supplier must comply with a direction under Paragraph 11.8 is (subject to Paragraph 11.11):

(a) 30 days after receiving the direction in the circumstances set out in Paragraph 11.8(a); and

(b) 150 days after receiving the direction in the circumstances set out in Paragraph 11.8(b).

11.10. For the purposes of Paragraphs 11.7 and 11.8, the Gas Suppliers in each Energy Supplier Corporate Group will be deemed to hold one Unused Tariff Page for each combination of 11 Unused Tariff Codes they hold across different Tariff Pages. Where a Gas Supplier is required to relinquish a Tariff Page, the Gas Suppliers shall give appropriate instructions to the PPMIP to ensure that the Tariff Page to be relinquished contains only Unused Tariff Codes.

11.11. The following provisions apply where an Energy Supplier is required to relinquish a Tariff Page under this Paragraph 11:

(a) the Gas Supplier shall notify the PPMIP as soon as practicable of the Gas Supplier's wish to relinquish the Tariff Page within a timeframe that allows the PPMIP to give effect to the relinquishment by the date required under this Paragraph 11;

(b) if the Gas Supplier is required to relinquish a Tariff Page in the circumstances described Paragraph 11.10, then the relevant time period for compliance set out in Paragraph 11.9 (and in Paragraph 11.7(a) if the Gas Supplier has held more than 12 Tariff Pages continuously from 1 April 2017 until receipt of a notification pursuant to Paragraph 11.7(a)) will be extended by a further 90 days, and a further 15 days if the Supplier requested a direction under Paragraph 11.12; and

(c) the Gas Supplier is entitled (under and subject to its bilateral agreement with the PPMIP) to a refund of the development fee associated with any Tariff Page it relinquishes.

11.12. If an obligation to relinquish a Tariff Page arises, then:

(a) the Gas Supplier may apply to the Authority to request a direction concerning compliance with the direction under Paragraph 11.8;

(b) if the Authority considers, after consultation with the Competition and Markets Authority and having had regard to the principle of proportionality, that relinquishing a Tariff Page may cause material Consumer detriment for certain Consumers of the Gas Supplier, the Authority may give a direction requiring the Gas Supplier to comply by releasing 11 Unused Tariff Codes in lieu of a Tariff Page;

(c) if the Authority issues a direction to a Gas Supplier, the Gas Supplier shall comply with such direction within 30 days from the date the direction was issued; and

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(d) in the circumstances where a Gas Supplier relinquishes 11 Unused Tariff Codes in lieu of a Tariff Page, the Gas Supplier undertakes not to modify any of the values associated with the Tariff Pages which relate to any such Tariff Codes without the consent of the Gas Supplier(s) which hold those Tariff Codes.

11.13. The Code Manager shall provide the Competition and Markets Authority or the Authority with such information and documents as the Competition and Markets Authority or the Authority may from time to time reasonably require for the purposes of monitoring compliance and the allocation of Tariff Pages.

11.14. Any Gas Supplier can use any Tariff Code regardless of which Gas Supplier the Tariff Code is allocated to, but only the Gas Supplier to which the Tariff Code is allocated can change the values within that Tariff Code.

Appendix 1 - Change of Tariff Proforma (Gas Only)

Change of Tariff Proforma									
Company Name									
Tariff Code					**Proposed Name**				
Tariff Start Date:									
New Tariff Values:									
Daily Standing Charge:									
Allows for £ & pence therefore ensure you complete correctly (i.e. 42p enter as 0.0420)									
If you require a 2-block tariff complete blocks 4 & 5 (higher rate in block 4). If you require a 1 block tariff complete block 5 only.			**Block**	**Price**	**Width**	**Provide kWh as a daily value**			
			0			**Price: pence to 3 decimal places**			
			1			(example if tariff is 2.5/kWh enter 2.500). Width is number of kWh charged at the higher rate per day currently 12.56kWh per day.			
			2						
			3						
			4						
			5		**XXXX**	(not applicable in block 5 or if using a 1 block tariff)			

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If you require more than a 2-block tariff, start entering values at a lower numbered block. (i.e. you want a 3-block tariff start by entering higher tariff values in block 3, next highest in block 4 lowest values in block 5 (remember to include number of									
Remember to include VAT within the value of both the Tariff and Standing Charge to ensure that the meter charges correctly.									
Authorised by							**Date**		
			For the Company						
Confirmed by SMS							**Date**		
			SD Manager						
Date change will be input onto system									
Confirmation of Change							**Date**		
			SD Manager						
Confirmation of updating current values to new and start date to zero.									
							Date		
			SD Manager						

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