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# Resolution of Consumer Facing Switching and Billing Issues

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**SCHEDULE 30**

**Resolution of Consumer-Facing Switching and Billing Problems**

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	<b>Section A: General Obligations</b>	<b>Section B: <a href="#">Erroneou s Switches</a></b>	<b>Section C: Switch Meter Read Problems</b>	<b>Section D:<a href="#">Crossed Meters</a></b>	<b>Section E: <a href="#">Duplicate RMPs</a></b>	<b>Section F:<a href="#">Misdirected Payments</a></b>	<b>Section G: Debt Assignment</b>
<a href="#">Domestic Suppliers</a>	Mandatory	Mandatory	Mandatory for NHH Electricity <sup>1</sup> and for Gas	Mandatory	Mandatory	Mandatory	Mandatory
Gas Non- Domestic Suppliers	Mandatory	Voluntary	Voluntary	Voluntary	Voluntary	Voluntary	N/A
Electricity Non- Domestic Suppliers	Mandatory	Mandatory for NHH <sup>1</sup>	Mandatory for NHH <sup>1</sup>	Mandatory	Mandatory	Mandatory	N/A
<a href="#">Gas Transporters</a>	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
<a href="#">Distribution Network Operators</a>	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
<a href="#">DCC</a>	Mandatory	N/A	N/A	N/A	N/A	N/A	N/A
Meter Equipment	N/A	N/A	N/A	Mandatory	Mandatory	N/A	N/A

Managers							
<a href="#">Non-Party REC Service Users</a>	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> This process is [Voluntary](#) for [HH](#) and [Unmetered Supply](#).

Version Number	Implementation Date	Reason for Change
0.1	N/A	Draft agreed for June 2019 consultation
0.2	XX 2020	Draft agreed for November 2020 re-baselining
0.3	N/A	Updated draft for Spring 2021 Switching Consultation
1.0	18 July 2022	Switching SCR Modification R0041 R0045
1.1	4 November 2022	R0036
2.0	30 June 2023	R0030
2.1	03 November 2023	R0138

## Section A: General Obligations

### 1 Introduction

- 1.1. This REC Schedule sets out the rules and operational procedures for resolving Consumer-facing problems that may impact a Consumer's experience of switching or the accuracy of their energy bill. The operational procedures cover Consumer-facing problems that have been identified by an Energy Supplier or notified by a Consumer or a third party.
- 1.2. The objective of this [REC Schedule](#) is to provide the framework for:
  - (a) affected parties to cooperate in a timely manner to resolve the problems covered by this [REC Schedule](#) with the minimum negative impact on [Consumers](#); and
  - (b) resolving disputed or delayed resolutions between Energy Suppliers.
- 1.3. All messages, initiations and responses sent between [Market Participants](#) under this [REC Schedule](#), excluding general operational and escalation communications referred to within Paragraph 3, shall be structured and communicated in accordance with the [Data Specification](#).
- 1.4. Each [Party](#) shall ensure that all rejected messages are monitored. Where rejection messages are received, the recipient shall identify the cause of the rejection and ensure appropriate actions are taken in accordance with the relevant process and the [Data Specification](#).
- 1.5. Each [Energy Supplier](#) (excluding Non-Domestic Gas Suppliers) and each [Distribution Network Operator](#) shall ensure that, where personal data relating to a [Consumer](#) is exchanged in any operational or escalation communications referred to within this [REC Schedule](#) and where that personal data is not required by this [REC Schedule](#) to be sent via another secure means, that such personal data is sent using the [Secure Data Exchange Service](#).

### 2 [Consumer Principles and Outcomes](#)

- 2.1. If a [Consumer](#) identifies or suspects a problem with their energy supply, they may contact any of the [Energy Suppliers](#) involved for a resolution. The [Energy Supplier](#) contacted by a [Consumer](#) or a third party shall take the necessary steps to investigate the problem in a timely manner, and where applicable, initiate a resolution on the [Consumer's](#) behalf (that [Energy Supplier](#) shall be the [Initiating Supplier](#)).
- 2.2. Before initiating any of the processes in this [REC Schedule](#) involving one or more other affected [Energy Suppliers](#), the [Energy Supplier](#) shall check whether another

of the affected [Energy Suppliers](#) has already initiated the relevant process, to avoid dual initiation.

- 2.3. All affected [Energy Suppliers](#) (the [Initiating Supplier](#) and [Associated Supplier\(s\)](#)) and any third parties as specified in this [REC Schedule](#), shall work together to ensure each problem is investigated and resolved efficiently and effectively with minimal negative impact to [Consumers](#).
- 2.4. Each [Energy Supplier](#) shall follow the process set out in this [REC Schedule](#) to resolve a problem, unless an alternative resolution process is agreed between the relevant [Energy Suppliers](#) on a bilateral basis. Such alternative processes may only be made where in all reasonable likelihood they will facilitate a better outcome for the impacted [Consumer\(s\)](#).
- 2.5. When resolving a problem, each affected [Energy Supplier](#) shall:
  - (a) consider which Energy Supplier the Consumer believes they have an Energy Contract with;
  - (b) not use the resolution of an issue as an opportunity to enter into a new Energy Contract with the Consumer; and
  - (c) take into account the needs of Vulnerable Consumers.
- 2.6. Each [Energy Supplier](#) shall ensure that:
  - (a) all Consumer queries are received, handled and processed in an efficient and timely manner;
  - (b) all information is complete, accurate, and not misleading;
  - (c) Consumers are only charged once for each unit of energy consumed; and
  - (d) any over payment made by the Consumer during the period of the problem shall be refunded in a timely manner and that the approach to recovering any under-payment is proportionate.
- 2.7. As soon as reasonably practicable after the initial contact, and to the extent relevant, the [Initiating Supplier](#) shall provide the [Consumer](#) with sufficient information, in a form that takes account of the needs of the [Consumer](#), to enable them to understand:
  - (a) what has happened, what action will be taken to resolve the problem, and indicative timescales for resolution;
  - (b) how the [Consumer](#) will be kept informed of progress towards resolution, including who they should contact if they have any further questions or concerns; and

- (c) on request, how complaints will be resolved and, where appropriate, compensation claims will be dealt with
- 2.8. Where applicable, compensation claims shall be dealt with in accordance with the Electricity and Gas Standards of Performance (Suppliers) Regulations 2015.
- 2.9. Taking into account the timescales specified in the interface table for each problem resolution, the [Initiating Supplier](#) (and, where applicable, the [Associated Supplier\(s\)](#)) shall provide prompt confirmation in writing to the [Consumer](#) that a problem has been resolved. If no problem was identified, the [Initiating Supplier](#) shall promptly provide the [Consumer](#) with a statement of the outcome of their investigation.
- 2.10. Each [Energy Supplier](#) shall ensure that any incorrect data associated with the [Consumer](#) and/or their premises (including incorrect settlement data) is corrected and updated in the [Central Switching Service](#), [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and / or [Electricity Registration Data Service](#) (as applicable), in a timely manner to ensure that these do not cause any detriment to the [Consumer](#) in the future.
- 2.11. The [CSS Provider](#) and each other [Switching Data Service Provider](#) shall provide reports as requested by the [Code Manager](#) and / or the [REC Performance Assurance Board](#) to support monitoring of [Energy Suppliers'](#) performance in meeting their obligations under this [REC Schedule](#).

### Gas Transporter Payments to Consumers

- 2.12. Where a [Gas Supplier](#) receives a payment from a [Gas Transporter](#) which is intended for onward transmission to a [Consumer](#), the [Gas Supplier](#) shall, within 10 [Working Days](#) of receipt, pay or set-off an equal sum in accordance with standard licence condition 19 of the [Gas Supply Licence](#).
- 2.13. Paragraph 2.12 shall apply whether the payment is received directly from the [Gas Transporter](#) or via the [Shipper](#) and shall apply whether the payment is a statutory payment or a voluntary payment.

### 3 Escalation of Delayed and Disputed Resolutions

- 3.1. The escalation procedures in this Paragraph 3 shall only apply to [Parties](#) where they are mandated under this [REC Schedule](#) to comply with the relevant operational procedures in Sections B to G.
- 3.2. In accordance with Clause 24 of the main body of this [Code](#), each [Party](#) shall provide [Operational Contacts](#) to the [Code Manager](#), to support resolution of issues covered by this [REC Schedule](#). This must include a point of contact for escalation

of delayed or disputed problem resolutions where messages shall be sent using the [Secure Data Exchange Service](#).

- 3.3. Each [Energy Supplier](#) shall provide a telephone service for managing operational and escalation queries from other [Energy Suppliers](#). As a minimum, the telephone service shall be operated within [Working Hours](#). This shall include all operational issues covered by this [REC Schedule](#) and queries relating to Annulments.
- 3.4. Each [Energy Supplier](#) shall progress problem resolution without undue delay and shall take all reasonable steps to come to an agreement that respects the [Consumer](#)'s reasonable requirements.
- 3.5. Each [Energy Supplier](#) shall ensure that they keep evidence for at least 12 months for any decisions that they make in respect to the resolution of problems under this [REC Schedule](#).
- 3.6. If an [Energy Supplier](#) involved in resolving a problem has not received a response from another [Energy Supplier](#) within the maximum timescale for any given step described in an interface table for the specific problem resolution (or within the required timescale of any bilateral process as described in Paragraph 2.4), then the [Energy Supplier](#) may escalate the issue to the [Operational Contact](#) of the other [Energy Supplier](#).
- 3.7. If a response has been received in respect of a problem covered by this [REC Schedule](#), but an [Energy Supplier](#) is not satisfied with the response received or is otherwise not satisfied with the steps taken to resolve the problem, then the [Energy Supplier](#) may escalate the issue to the [Operational Contact](#) of the other [Energy Supplier](#)(s) involved.
- 3.8. If in the resolution of an [Erroneous Switch](#), the [Losing Supplier](#) has not re-registered the [Registrable Measurement Point \(RMP\)](#) within the timescales set out in the relevant interface table then the other [Energy Supplier](#) may escalate the issue to the [Operational Contact](#) of the [Losing Supplier](#).
- 3.9. If the dispute is not resolved within five [Working Days](#) after the issue is escalated under Paragraph 3.6, 3.7 or 3.8, the affected [Energy Supplier](#) may escalate the issue to the [Contract Manager](#). If no resolution can be reached within five [Working Days](#) after the issue is escalated to the [Contract Manager](#), then the affected [Energy Supplier](#) may escalate the issue to the [Code Manager](#) for consideration. Where appropriate, the [Code Manager](#) may escalate the issue to the [REC Performance Assurance Board](#) for review.
- 3.10. The table below provides a summary of the escalation processes for how delayed or disputed resolutions shall be managed between [Energy Suppliers](#).



Escalation Route	Pre-Conditions
<a href="#">Operational Contact</a>	Response not received, or other required step not taken, within the timescales provided for in this <a href="#">REC Schedule</a> .
<a href="#">Contract Manager</a>	After five <a href="#">Working Days</a> of escalating the issue to the <a href="#">Operational Contact</a> .
<a href="#">Code Manager</a>	The <a href="#">Party</a> may notify the <a href="#">Code Manager</a> after five <a href="#">Working Days</a> of escalating the issue to the <a href="#">Contract Manager</a> .
<a href="#">REC Performance Assurance Board</a>	As agreed between the <a href="#">Code Manager</a> and the <a href="#">REC PAB</a> .

## Section B: Erroneous Switch

### 4 Description of the Problem

- 4.1. An Erroneous Switch occurs where a Consumer has been switched to an Energy Supplier which does not have an Energy Contract in place. An Erroneous Switch only occurs once the Registration Status of the erroneous Energy Supplier's Registration has become Secured Active or Active.
- 4.2. The Energy Supplier that is notified of, or otherwise identifies, a potential Erroneous Switch (which will be the Initiating Supplier) shall initiate a resolution process to switch the RMP's Registration back to the Energy Supplier that holds the Energy Contract for the RMP. The Initiating Supplier shall do this by sending an Initial Request to the Associated Supplier. The Initiating Supplier shall use the Enquiry Services to establish the identity of the Associated Supplier.
- 4.3. Where a proposed Switch which would become an Erroneous Switch is identified before the Gaining Supplier's Registration Status becomes Secured Active or Active, then the Gaining Supplier or Losing Supplier (whichever first becomes aware) shall take the necessary steps to prevent the Switch, for example by sending a Withdrawal Request or Annulment Request (as applicable) in accordance with the Registration Services Schedule.
- 4.4. The procedure in this Section B may also be used in circumstances where the Gaining Supplier agrees to return a Consumer to the Losing Supplier on a goodwill basis (referred to as a Customer Service Returner). However, for reporting purposes, a Customer Service Returner is not categorised as an Erroneous Switch.
- 4.5. This Section B shall only be used in the period of 24 months following the suspected Erroneous Switch. Beyond this point, Energy Suppliers shall seek to agree bilaterally how to treat a potential Erroneous Switch.
- 4.6. Where an Erroneous Switch has taken place which involves more than two Energy Suppliers, and they are in agreement that an Erroneous Switch has taken place, then the Erroneous Switch shall be resolved between the Energy Suppliers via telephone. Following this, a confirmation can be sent via the Secure Data Exchange Portal (SDEP) to the first escalation point.
- 4.7. In the event of an Erroneous Switch where the Losing Supplier ceases to trade prior to being re-registered as the Registered Supplier in accordance with Paragraph 6.9.3, then the Gaining Supplier shall cancel the Erroneous Switch request.
- 4.8. In the event of an Erroneous Switch where the Gaining Supplier ceases to trade before the Erroneous Switch has been resolved, then the Losing Supplier shall cancel the Erroneous Switch request and discuss options with the Consumer

(including the [Losing Supplier](#)'s re-registration as the [Registered Supplier](#)).

- 4.9. In the event of an [Erroneous Switch](#) where a [Change of Occupier](#) occurs such that the [Gaining Supplier](#) has entered into an [Energy Contract](#) with the new occupier (including by way of a deemed contract) before the [Losing Supplier](#) has been re-registered as the [Registered Supplier](#) in accordance with Paragraph 6.9.3, then the [Gaining Supplier](#) may cancel the [Erroneous Switch](#) request.

## 5 Resolution Outcomes

- 5.1. In addition to the relevant requirements of Paragraph 2, the resolution of [Erroneous Switches](#) needs to deliver the following minimum outcomes to be considered complete:
- (a) the [Energy Supplier](#) that holds the [Energy Contract](#) has requested to be re-registered as the [Registered Supplier](#) on the [CSS](#) and its [Registration Status](#) is [Secured Active](#) or [Active](#); and
  - (b) in circumstances where a [Gaining Supplier](#) has switched the wrong [Consumer](#), the [Consumer](#) that is waiting to be switched must be informed of the problem and agree (where they wish to do so) a new [Supply Effective From Date](#).
  - (c) For the avoidance of the doubt the [Gaining Supplier](#) must not bill the consumer for any energy taken over any period for which they have been erroneously switched.
- 5.2. If the [Gaining Supplier](#) identifies that an [Erroneous Switch](#) has occurred for a [Consumer](#) that the [Losing Supplier](#) has already re-registered or is in the process of re-registering, the [Erroneous Switch](#) request takes precedence. This means that a [Losing Supplier](#) cannot reject an [Erroneous Switch](#) request if they are already in the process of re-registering. In this situation, the [Losing Supplier](#) shall accept responsibility for billing during the period that the [Consumer](#) was being supplied by the [Gaining Supplier](#), although the decision on whether to bill the [Consumer](#) for any energy taken over this period will remain at the discretion of the [Losing Supplier](#).
- 5.3. The [Gaining Supplier](#) shall take reasonable steps to stop collecting data from the meter once a potential [Erroneous Switch](#) has been identified. Once both [Energy Suppliers](#) have agreed that an [Erroneous Switch](#) has taken place, the [Gaining Supplier](#) shall delete any data that it may have collected from the meter during the period for which it was erroneously registered.
- 5.4. In addition to the resolution of the [Erroneous Switch](#), each [Gaining Supplier](#) also has to comply with the [Guaranteed Standards of Performance](#) (GSOP) Regulation 6ZB and make a payment to the [Consumer](#) where the standard is failed. However, the [Gaining Supplier](#) may not always have the [Consumer](#) details to make the payment. The steps detailed below allow the [Gaining Supplier](#) to request the

information from the [Losing Supplier](#):

- (a) The [Gaining Supplier](#) shall send a [Market Message](#), via the [SDEP](#), to the [Losing Supplier](#) providing the [MPAN](#) for the relevant [Metering Point](#).
- (b) Within 5 [Working Days](#) the [Losing Supplier](#) shall respond either providing the [Consumer](#) name, where available; or providing confirmation that no details are available (i.e. the site is vacant or a change of tenancy has occurred since the [Losing Supplier](#)'s supply period so new details are not available). In this latter instance the [Losing Supplier](#) shall provide any additional information it has available to help the [Gaining Supplier](#) identify the [Consumer](#).

5.5. The process in Paragraph 5.4 only applies where:

- (a) the supply relates to a [Domestic Premises](#) so the [Consumer](#) is entitled to [Guaranteed Standards of Performance](#) (GSOP) Regulation 6ZB compensation payment;
- (b) an [Erroneous Switch](#) has been agreed between [Energy Supplier](#)'s in accordance with this Section B;
- (c) the electricity [D0301](#) (Erroneous Transfer Communication) / gas RET Flow Market Message does not contain the [Consumer](#)'s name;
- (d) the electricity Reason for Return ([J1671](#)) [Data Item](#) is D (Incorrect MPAN Selected) / gas Reason for Return ([DI40212](#)) [Data Item](#) is I (Incorrect MPXN Selected) in the agreed [D0301](#) / RET Flow Market Message; and
- (e) the [Gaining Supplier](#)'s [Supply Effective From Date](#) is on or after 1st May 2020.

5.6. If an [Erroneous Switch](#) is cancelled in accordance with Paragraphs 4.7 to 4.9, the [Gaining Supplier](#) will remain responsible for the [RMP](#).

5.7. The valid cancellation of an [Erroneous Switch](#) in accordance with Paragraphs 4.7 to 4.9 does not determine whether compliance with the [Guaranteed Standards of Performance](#) (or any other requirement of [Law](#) or [Energy Licences](#)) has been achieved, or whether payments or damages are due to the [Consumer](#) as a result. Each [Party](#) shall make its own assessment of compliance with any statutory provision required outside of this [Code](#).

5.8. Where an [Erroneous Switch](#) is cancelled in accordance with Paragraphs 4.7 to 4.9, the [Energy Supplier](#) who cancels the [Erroneous Switch](#) shall write to the [Consumer](#) within 5 [Working Days](#) setting out:

- (a) the reasons for the cancellation; and

- (b) the [Consumer's](#) rights to [Switch](#) to another [Energy Supplier](#).

## 6 Resolution Process

- 6.1. Prior to sending an [Initial Request](#), the [Energy Supplier](#) shall confirm if an electricity [RMP](#) is associated to a [Green Deal Plan](#). If so, the [Electricity Supplier](#) shall comply with the relevant requirements in the [Green Deal Arrangements Schedule](#).
- 6.2. The [Initiating Supplier](#) should issue a separate [Initial Request Market Message](#) in relation to each impacted [RMP](#), even in the case of electricity [Related Metering Points](#). Where it is identified through this process that the [Related Metering Points](#) have been erroneously linked, the [Registered Supplier](#) shall correct the [Related Metering Point](#) relationship before the [Switch Request](#) is initiated to resolve the [Erroneous Switch](#).
- 6.3. If two or more [Energy Suppliers](#) have sent an [Initial Request](#) in relation to the same problem under this Section B (referred to as a [Dual Initiation](#)), the following actions shall be taken:
- (a) if a [Dual Initiation](#) has taken place on the same day - the [Gaining Supplier](#) shall be the [Initiating Supplier](#) and shall reject the [Initial Request](#) from the [Losing Supplier](#) (which shall become the [Associated Supplier](#)), and within the rejection reason the [Gaining Supplier](#) shall state that a [Dual Initiation](#) has occurred, and that it will take the role of the [Initiating Supplier](#); or
- (b) if a [Dual Initiation](#) has not taken place on the same day - the [Energy Supplier](#) which sent the earlier [Initial Request](#) shall be the [Initiating Supplier](#) and shall reject the [Initial Request](#) from the other [Energy Supplier](#) (which shall become the [Associated Supplier](#)). The [Energy Supplier](#) which sent the earlier [Initial Request](#) shall use a rejection code to state that a [Dual Initiation](#) has occurred, and that it will take the role of the [Initiating Supplier](#).
- 6.4. Upon receipt of the [Initial Request](#) from the [Initiating Supplier](#), the [Associated Supplier](#) shall either accept or reject the [Initial Request](#). Where the [Initiating Supplier](#) is the [Gaining Supplier](#), the [Associated Supplier](#) may only reject the [Initial Request](#) for an [Erroneous Switch](#) in circumstances where:
- (a) the [Associated Supplier](#) is not the [Losing Supplier](#) and has been contacted in error;
- (b) the [Consumer](#) has decided to cancel the [Erroneous Switch](#); or
- (c) a [Dual Initiation](#) has taken place in accordance with Paragraph 6.2.
- 6.5. The following factors shall not be used as a reason for rejecting an [Initial Request](#) regarding an [Erroneous Switch](#):

- (a) disparity between the [Losing Supplier](#) and [Gaining Supplier](#) records of the [Meter Serial Numbers](#);
  - (b) disparity between the [Losing Supplier](#) and [Gaining Supplier](#) records of the [Consumer's](#) name;
  - (c) missing data flows, for example a loss notification has not been received in relation to a [Switch](#); or
  - (d) no valid [Energy Contract](#).
- 6.6. Following receipt by the [Initiating Supplier](#) of a rejection response where the [Associated Supplier](#) responds that it is not the [Losing Supplier](#), the [Initiating Supplier](#) shall establish the identity of the correct [Losing Supplier](#) and re-send the [Initial Request](#) accordingly.
- 6.7. If the [Associated Supplier](#) receives a further [Initial Request](#) for the same [RMP](#) from the same [Initiating Supplier](#), and the request is still believed to be invalid, prior to sending a second rejection response, the [Associated Supplier](#) shall contact the [Initiating Supplier](#) by telephone to discuss the [Initial Request](#) and the reason for rejection. The [Associated Supplier](#) shall seek to come to a conclusion with the [Initiating Supplier](#) as to whether the [Initial Request](#) is valid or invalid. Where the [Associated Supplier](#) continues to dispute the [Initial Request](#), the escalation process in Paragraph 3 shall apply.
- 6.8. Where the [Associated Supplier](#) agrees that the [Initial Request](#) is valid, the [Associated Supplier](#) shall accept the [Initial Request](#) and the [Losing Supplier](#) shall re-register the [RMP](#).
- 6.9. The following interface table sets out the process and maximum timelines for resolving an [Erroneous Switch](#).

Ref	When	Action	From	To	Interface	Means
6.9.1	No later than the end of the:  a) 2 <sup>nd</sup> <a href="#">WD</a> if it is the <a href="#">Losing Supplier</a> ; or b) 8 <sup>th</sup> <a href="#">WD</a> if it is the <a href="#">Gaining Supplier</a> ,  of initial <a href="#">Consumer</a> contact or of receiving information from a third party, indicating a potential <a href="#">Erroneous Switch</a> .	Send <a href="#">Initial Request</a> .	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	For Gas RMP(s)  RET Flow  <u>For Electricity RMP(s)</u>  Erroneous Transfer Communication <sup>2</sup>	<a href="#">DTN</a>
6.9.2	No later than the end of the:  a) 2 <sup>nd</sup> <a href="#">WD</a> if it is the <a href="#">Losing Supplier</a> ; or b) 8 <sup>th</sup> <a href="#">WD</a> if it is the <a href="#">Gaining Supplier</a> ,  of receiving an <a href="#">Initial Request</a> .	Return the <a href="#">Initial Request</a> with confirmation of:  a) Acceptance – proceed to 6.9.3; or b) Rejection – proceed to 6.9.6.	<a href="#">Associated Supplier</a>	<a href="#">Initiating Supplier</a>	For Gas RMP(s)  RET Flow  Erroneous Transfer Communication <sup>3</sup>	<a href="#">DTN</a>
6.9.3	Following 6.9.2 and within 2 <a href="#">WDs</a> , where the <a href="#">Initial Request</a> is accepted by the <a href="#">Initiating Supplier</a> and <a href="#">Associated Supplier</a> .	Send a Valid Switch Request to re-register the erroneously switched RMP(s) on the <a href="#">CSS</a> with the Erroneous Switch Flag indicator set to true.	<a href="#">Losing Supplier</a>	<a href="#">CSS Provider</a>	<i>As set out in the <a href="#">Registration Services Schedule</a></i>	CSS API
6.9.4	Following 6.9.3 and within the timings defined in the <a href="#">Registration Services Schedule</a> .	Progress the <a href="#">Switch Request</a> as specified in the <a href="#">Registration Services</a>	<a href="#">CSS Provider</a>		<i>As set out in the <a href="#">Registration Services Schedule</a></i>	

		<a href="#">Schedule.</a>				
6.9.5	Following 6.9.4, but no later than 20 <a href="#">WDs</a> of an <a href="#">Erroneous Switch</a> first being suspected (either through initial <a href="#">Consumer</a> contact or an <a href="#">Energy Supplier</a> otherwise becoming aware that an <a href="#">Erroneous Switch</a> may have occurred).	Provide written confirmation to the <a href="#">Consumer</a> that resolution has been agreed and they will be returned to their <a href="#">Losing Supplier</a> .	<a href="#">Initiating Supplier</a>	<a href="#">Consumer</a>		Not Defined
6.9.6	Following 6.9.2, if the <a href="#">Initial Request</a> was rejected by the <a href="#">Associated Supplier</a> .	Correct the request and restart the process at 6.9.1, or progress to 6.9.7	<a href="#">Initiating Supplier</a>		Internal process	N/A
6.9.7	Following 6.9.2, if the <a href="#">Initiating Supplier</a> disagrees with the rejection response.	Follow the escalation procedure in Paragraph 3.	<a href="#">Initiating Supplier</a>			<i>As described in Section A3</i>
6.9.8	As soon as reasonably practicable following 6.9.2, if the <a href="#">Initiating Supplier</a> agrees with the rejection response.	Provide written communication to the <a href="#">Consumer</a> informing them that the <a href="#">Erroneous Switch</a> request has been rejected and the reasons for the rejection.	<a href="#">Initiating Supplier</a>	<a href="#">Consumer</a>		Not defined
6.9.9	Where the criteria in Paragraphs 4.7 to 4.9 applies	Send an <a href="#">Erroneous Switch</a> cancellation request	Cancelling <a href="#">Energy Supplier</a>	Other <a href="#">Energy Supplier</a>	For Gas RMP(s) RET Flow For Electricity RMP(s)	



					Erroneous Transfer Communication	
6.9.10	Within 5 <a href="#">Working Days</a> of 6.9.9	Provide written communication to the <a href="#">Consumer</a> as per Paragraph 5.8.	Cancelling <a href="#">Energy Supplier</a>	<a href="#">Consumer</a>	-	Not Defined

<sup>2</sup> [D301](#)

<sup>3</sup> [D301](#)

## Section C: Switch Meter Reading Problems

### 7 Description of the Problem

- 7.1. As part of a [Switch](#), a [Switch Meter Reading](#) must be determined to ensure that the [Consumer](#) receives an accurate opening and closing bill. The [Switch Meter Reading](#) will also establish a single point at which responsibility for the consumption at the [RMP](#) transfers from the [Losing Supplier](#) to the [Gaining Supplier](#).
- 7.2. The arrangements for obtaining gas and electricity [Switch Meter Readings](#) are detailed in the [UNC/IGT UNC](#) and [BSC](#) respectively.
- 7.3. The resolution of [Switch Meter Reading](#) problems covers the following scenarios:
  - (a) the proposed [Switch Meter Reading](#) is disputed by the [Consumer](#), [Losing Supplier](#) or [Gaining Supplier](#) (referred to as a [Disputed Switch Meter Reading](#)), and 12 months have not passed since the [Supply Effective From Date](#) (or later, where the [Energy Suppliers](#) have bilaterally agreed to follow this process);
  - (b) for a gas [RMP](#), where an actual or estimated [Switch Meter Reading](#) has not been received from the gas [Central Data Service Provider \(CDSP\)](#) by the [Losing Supplier](#) (via the [Shipper](#)) within 15 [Working Days](#) of its [Supply Effective Through Date](#), or by the [Gaining Supplier](#) within 17 [Working Days](#) of its [Supply Effective From Date](#);
  - (c) for an electricity [RMP](#) where supply is measured by a meter that is not a [DCC Enrolled Meter](#), where an actual or estimated [Switch Meter Reading](#) has not been received from the [Data Collector](#) by the [Losing Supplier](#) within 15 [Working Days](#) of its [Supply Effective Through Date](#), or by the [Gaining Supplier](#) within 17 [Working Days](#) of its [Supply Effective From Date](#); or
  - (d) for an electricity [RMP](#) where supply is measured by a [DCC Enrolled Meter](#), where the [Losing Supplier](#) has been able to obtain a Meter Reading from the [DCC Enrolled Meter](#) but has not received a proposed [Switch Meter Reading](#) from the [Gaining Supplier](#) within 10 [Working Days](#) of the [Gaining Supplier's Supply Effective From Date](#).

### 8 Resolution Outcomes

- 8.1. In addition to the relevant requirements in Paragraph 2, the resolution of [Switch Meter Reading](#) problems needs to deliver the following minimum outcomes to be considered complete:
  - (a) the [Gaining Supplier](#) and [Losing Supplier](#) have respectively opened and closed the [Consumer's](#) account details on the same [Switch Meter Reading](#) (or agreed otherwise);

- (b) where appropriate, the [Consumer](#) has been sent amended opening and / or closing bills; and
- (c) both the [Gaining Supplier](#) and [Losing Supplier](#) have received a [Switch Meter Reading](#)<sup>4</sup> in accordance with the [UNC](#) / [IGT UNC](#) or [BSC](#) (as applicable).

<sup>4</sup> In the case of [Gas Suppliers](#), the [Switch Meter Reading](#) will be received via the [Shipper](#).

## 9 Resolution Process

- 9.1. The procedure in this Section C shall only be initiated where one of the scenarios described in Paragraph 7.3 applies. The procedure in this Section C shall not be used in relation to a [RMP](#) where an [Erroneous Switch](#) is in progress.
- 9.2. Where the requirements of Paragraph 9.1 are met, the [Energy Supplier](#) may initiate the procedure in this [REC Schedule](#) with the objective to:
  - (a) agree a [Switch Meter Reading](#) where no actual or estimated [Switch Meter Reading](#) has been obtained; or
  - (b) agree an alternative [Switch Meter Reading](#) where the original [Switch Meter Reading](#) is being disputed.
- 9.3. Where the [Consumer](#) is disputing the [Switch Meter Reading](#), the [Energy Supplier](#) shall endeavour to reach an agreement with the [Consumer](#) without invoking this disputes process.
- 9.4. The [Energy Supplier](#) contacted by the [Consumer](#) shall consider the specific circumstances as detailed below:
  - (a) where the difference between the [Energy Supplier](#)'s view of consumption and that derived from the initial [Switch Meter Reading](#) is 1,200 kWh or less for a gas [RMP](#) or 250 kWh or less for an electricity [RMP](#), then the [Energy Supplier](#) shall not dispute the [Switch Meter Reading](#) unless the [Consumer](#) specifically requests a new [Switch Meter Reading](#), but shall instead attempt to resolve the dispute with an accommodation (e.g. cash allowance to the [Consumer](#)), thus retaining the initial proposed [Switch Meter Reading](#), so that no further action is then required; or
  - (b) where the [Consumer](#) is unwilling to accept an accommodation, or the difference between the [Energy Supplier](#)'s view of consumption and that derived from the [Switch Meter Reading](#) is more than 1,200 kWh for a gas [RMP](#) or more than 250 kWh for an electricity [RMP](#), then the [Energy Supplier](#) shall initiate a dispute.
- 9.5. The [Consumer](#) is not obliged to provide information on the identity of either their [Gaining Supplier](#) or [Losing Supplier](#). Therefore, the [Initiating Supplier](#) shall use the

[Enquiry Services](#) to establish the identity of the [Associated Supplier](#).

- 9.6. Each [Energy Supplier](#) shall ensure they use the active settlement registers of the meter as part of the procedure for resolving missing [Switch Meter Readings](#) under this Section C.
- 9.7. If two or more [Energy Suppliers](#) have sent an [Initial Request](#) in relation to the same problem under this Section C (referred to as a [Dual Initiation](#)), then the [Gaining Supplier](#)'s [Initial Request](#) shall take precedence (and it will take on the role of the [Initiating Supplier](#)).
- 9.8. When responding to the [Initial Request](#), the [Associated Supplier](#) shall consider the specific circumstances and determine whether a more suitable [Switch Meter Reading](#) is available. The [Associated Supplier](#) shall either accept the proposed read, negotiate the outcome by proposing a more suitable reading, or request an [Actual Meter Reading](#). Where an alternative read is provided justification should be provided.
- 9.9. Following agreement of the [Switch Meter Reading](#):
  - (a) for a gas [RMP](#), the [Gaining Supplier](#) shall submit the agreed [Switch Meter Reading](#) to the gas [CDSP](#), via its [Shipper](#), in accordance with the [UNC](#) / [IGT UNC](#);
  - (b) for an electricity [RMP](#), where supply is measured by a meter that is not a [DCC Enrolled Meter](#), the [Gaining Supplier](#) shall submit the agreed [Switch Meter Reading](#) to its [Data Collector](#), in accordance with the [BSC](#); or
  - (c) for an electricity [RMP](#), where supply is measured by a meter that is a [DCC Enrolled Meter](#), both the [Gaining Supplier](#) and [Losing Supplier](#) shall submit the agreed [Switch Meter Reading](#) to their respective [Data Collector](#)'s in accordance with the [BSC](#).
- 9.10. If the [Switch Meter Reading](#) submitted under Paragraph 9.9 is not accepted under the [UNC](#) / [IGT UNC](#) or [BSC](#) (as applicable), then the [Energy Suppliers](#) may either initiate the process described in Paragraph 3 or agree between themselves that the agreed [Switch Meter Reading](#) shall be used only for the purposes of [Consumer](#) billing.
- 9.11. The interface table below sets out the process and maximum timelines for resolving [Switch Meter Reading](#) problems.

Ref	When	Action	From	To	Interface	Means
9.11.1	Within 5 <a href="#">WDs</a> of either:  a) a <a href="#">Switch Meter Reading</a> being disputed; or b) a <a href="#">Switch Meter Reading</a> not being obtained.	Send an Initial Request to:  <ul style="list-style-type: none"> <li>agree a <a href="#">Switch Meter Reading</a> where no actual or estimated <a href="#">Switch Meter Reading</a> has been obtained; or</li> <li>agree an alternative <a href="#">Switch Meter Reading</a> where the original <a href="#">Switch Meter Reading</a> is being disputed.</li> </ul>	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	For Gas RMP(s)  SAR Flow ( <a href="#">Initial Request</a> )  <u>For Electricity RMP(s)</u>  Disputed Readings or Missing Readings on Change of Supplier <sup>5</sup>	<a href="#">DTN</a>
9.11.2	Following 9.11.1	Determine whether to agree the proposed read (if a proposed read was provided).	<a href="#">Associated Supplier</a>		Internal process	N/A
9.11.3	Within 5 <a href="#">WDs</a> of 9.11.1; where the <a href="#">Associated Supplier</a> agrees the proposed read.	Provide a response accepting the proposed read and progress to 9.11.12.	<a href="#">Associated Supplier</a>	<a href="#">Initiating Supplier</a>	For Gas RMP(s)  SAR Flow (Switch Meter Reading Acceptance)  <u>For Electricity RMP(s)</u>  Disputed Readings or Missing Readings on Change of Supplier <sup>6</sup>	<a href="#">DTN</a>
9.11.4	Within 5 <a href="#">WDs</a> of 9.11.1; where the <a href="#">Associated Supplier</a> does not agree the proposed read or no	Provide a response to the initial request either:  a) proposing a proposed read and	<a href="#">Associated Supplier</a>	<a href="#">Initiating Supplier</a>	For Gas RMP(s)  SAR Flow (Initial Response)	<a href="#">DTN</a>

	proposed read was sent.	progressing to 9.11.5 (where a proposed read was not included in the initial request); b) proposing an alternative read and progressing to 9.11.5; or c) indicating that there is no alternative read available (progress to 9.11.9).			<u>For Electricity RMP(s)</u>  Disputed Readings or Missing Readings on Change of Supplier <sup>7</sup>	
9.11.5	Following 9.11.4; where the <a href="#">Associated Supplier</a> provided a proposed or alternative read.	Determine whether to agree the proposed or alternative read.	<a href="#">Initiating Supplier</a>		Internal process	N/A
9.11.6	Within 5 <a href="#">WDs</a> of 9.11.4; where the <a href="#">Initiating Supplier</a> agrees the proposed or alternative read.	Provide a response accepting the proposed or alternative read and progress to 9.11.12.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	<u>For Gas RMP(s)</u>  SAR Flow (Switch Meter Read Acceptance)  <u>For Electricity RMP(s)</u>  Disputed Readings or Missing Readings on Change of Supplier <sup>8</sup>	<a href="#">DTN</a>
9.11.7	Within 5 <a href="#">WDs</a> of 9.11.4; where the <a href="#">Initiating Supplier</a> does not agree the proposed or alternative read.	Contact the <a href="#">Associated Supplier</a> to agree the <a href="#">Switch Meter Reading</a> by telephone.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	Agreed <a href="#">Switch Meter Reading</a>	Telephone
9.11.8	Within 5 <a href="#">WDs</a> of 9.11.7;	Provide a response accepting the	<a href="#">Initiating</a>	<a href="#">Associated</a>	<u>For Gas RMP(s)</u>	<a href="#">DTN</a>

	where a <a href="#">Switch Meter Reading</a> is agreed by telephone.	read agreed by telephone and progress to 9.11.12.	<a href="#">Supplier</a>	<a href="#">Supplier</a>	SAR Flow (Telephone Read Acceptance)  <u>For Electricity RMP(s)</u>  Disputed Readings or Missing Readings on Change of Supplier <sup>9</sup>	
9.11.9	Where the <a href="#">Initiating Supplier</a> , <a href="#">Associated Supplier</a> and <a href="#">Consumer</a> cannot agree a mutually acceptable <a href="#">Switch Meter Reading</a> , or no alternative <a href="#">Switch Meter Reading</a> is available.	Ask the <a href="#">Consumer</a> to provide a <a href="#">Customer Own Read</a> (if the <a href="#">Consumer</a> has not already done so), instruct the meter reading agent to obtain an <a href="#">Actual Meter Reading</a> within 10 <a href="#">Working Days</a> , or obtain a meter reading directly from the <a href="#">Smart Metering System</a> .	<a href="#">Gaining Supplier</a>	<a href="#">Consumer</a> ; or  Meter Reading Agent	<a href="#">Customer Own Read request</a> , or <a href="#">Actual Meter Reading request explicitly stating that the Meter Reading is required to settle a <a href="#">Switch Meter Reading dispute</a></a>	Not Defined
9.11.10	Within 10 <a href="#">WDs</a> of 9.11.9; where the <a href="#">Gaining Supplier</a> has obtained an <a href="#">Actual Meter Reading</a> or a <a href="#">Customer Own Read</a> .	Contact the <a href="#">Losing Supplier</a> to agree the <a href="#">Switch Meter Reading</a> by telephone.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	Agreed <a href="#">Switch Meter Reading</a>	Telephone
9.11.11	Following 9.11.10; where a <a href="#">Switch Meter Reading</a> is agreed by telephone.	Provide a response accepting the read agreed by telephone and progress to 9.11.12.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a>	<u>For Gas RMP(s)</u>  SAR Flow (Telephone Read Acceptance)  <u>For Electricity RMP(s)</u>	<a href="#">DTN</a>

					Disputed Readings or Missing Readings on Change of Supplier <sup>10</sup>	
9.11.12	At any time, where the Initiating or Associated Supplier has accepted a proposed or alternative <a href="#">Switch Meter Reading</a> via the data flows outlined in this table.	Submit the agreed <a href="#">Switch Meter Reading</a> .	<a href="#">Gaining Supplier</a> ; and <a href="#">Losing Supplier</a> , where applicable	<a href="#">Shipper</a> ; or Electricity Data Collector	In accordance with the <a href="#">BSC</a> and <a href="#">UNC / IGT UNC</a>	N/A
9.11.13	For gas only, following 9.11.12 if the agreed <a href="#">Switch Meter Reading</a> is not accepted by the gas <a href="#">CDSP</a> .	Request replacement of the Meter Reading(s) that are preventing the agreed Switch Metering Reading from being accepted.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	Gas Replacement Readings	<a href="#">SDES</a>
9.11.14	For gas only, where 9.11.13 applies and within 5 <a href="#">WDs</a> .	Submit the replacement Meter Reading(s).	<a href="#">Losing Supplier</a>	<a href="#">Shipper</a>	In accordance with the <a href="#">UNC/IGT UNC</a>	N/A

<sup>5</sup> [D300](#)

<sup>6</sup> [D300](#)

<sup>7</sup> [D300](#)

<sup>8</sup> [D300](#)

<sup>9</sup> [D300](#)

<sup>10</sup> [D300](#)



## Section D: Crossed Meters

### 10 Description of the Problem

- 10.1. A Crossed Meter occurs where a meter installed at a Consumer's premises is associated to another RMP, which can result in the Consumer being billed for the energy consumption at another premises. This may be identified in the following scenarios:
- (a) a Consumer contacts their Energy Supplier, stating they are being charged incorrectly for their energy consumption;
  - (b) (b) a Consumer informs their Energy Supplier that the meter details on their bill are different to those on the actual meter;
  - (c) (c) a Consumer or Metering Equipment Manager notifies the Energy Supplier that the data associated with the meter and / or premises does not match the Energy Supplier's records; or
  - (d) (d) the Distribution Network Operator or Gas Transporter receives a Consumer enquiry via their help desks.
- 10.2. Where a Crossed Meter is suspected, it is likely that more than one premises is affected, and that different Energy Suppliers and Meter Equipment Managers may be responsible for the different RMPs.
- 10.3. Where a Switch occurs during a Crossed Meter investigation, the Losing Supplier shall inform the Gaining Supplier of the ongoing investigation and give all reasonable assistance to the Gaining Supplier to ensure minimal disruption to the resolution.
- 10.4. Where a change of Supplier Agent(s) occurs during a Crossed Meter investigation, the Energy Supplier shall ensure that both its outgoing and incoming Supplier Agents progress the resolution of the Crossed Meter with minimum disruption to the resolution.
- 10.5. Where the Energy Supplier becomes aware that a new Consumer has moved into the premises before an identified Crossed Meter issue has been resolved, the Energy Supplier shall ensure that the new Consumer is informed, and updated as to the progress, of the relevant resolution process.

### 11 Resolution Outcomes

- 11.1. In addition to the relevant requirements in Paragraph 2, the resolution of a Crossed

[Meter](#) needs to deliver the following minimum outcomes to be considered complete:

- (a) the [Consumer](#)'s energy consumption has been corrected, explained and reconciled using available meter reading history;
- (b) relevant [Energy Supplier](#) / [Supplier Agent](#) records have been updated; and
- (c) The [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and/or [Electricity Registration Data Service](#) (as applicable) have been updated, based on the agreed dates and meter readings.

## 12 Resolution Process

- 12.1. Where an [Energy Supplier](#) suspects or is notified of a [Crossed Meter](#), it shall take all reasonable steps to investigate the issue in a timely and efficient manner with minimal impact to the [Consumer](#). This could include contacting the [Consumer](#), Meter Equipment Manager and [Distribution Network Operator](#) / [Gas Transporter](#), reviewing data held in the [Enquiry Services](#) or performing a site visit to confirm data associated with the meter installed at the premises.
- 12.2. [Electricity Suppliers](#) shall use the [Crossed Meter Resolution Portal](#) functionality which forms part of the [Secure Data Exchange Service](#) to support resolution of issues, whereas [Gas Suppliers](#) shall use the [Secure Data Exchange Portal](#) functionality within the [Secure Data Exchange Service](#).
- 12.3. If, after investigation, the [Energy Supplier](#) determines that there is no [Crossed Meter](#), then the [Energy Supplier](#) shall ensure relevant internal records and those of its [Supplier Agents](#) are accurate and updated where required. The [Energy Supplier](#) shall also ensure the [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and / or [Electricity Registration Data Service](#) (as applicable) are updated where required, in accordance with the relevant standard industry process.
- 12.4. If, after investigation, the [Energy Supplier](#) identifies that a [Crossed Meter](#) has occurred, and:
  - (a) if the [Energy Supplier](#) is the [Registered Supplier](#) for all affected [RMPs](#), it shall ensure that the [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and / or [Electricity Registration Data Service](#) (as applicable) are updated with any changes to data associated with the [RMP](#); or
  - (b) if the [Energy Supplier](#) determines that it is not the [Registered Supplier](#) for one or more of the affected [RMPs](#), then it shall initiate the resolution process for [Crossed Meters](#).

- 12.5. It is the responsibility of the [Registered Supplier](#) of each affected [RMP](#) to ensure that its Meter Equipment Manager corrects the meter data with any agreed changes and such changes are notified to the [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and / or [Electricity Registration Data Service](#) (as applicable).
- 12.6. Where there is a suspected [Crossed Meter](#), [Energy Suppliers](#) shall co-ordinate the booking of appointment dates and times for site visits at [RMPs](#) which have the same Meter Equipment Manager; or use reasonable endeavours to co-ordinate site visits where the [RMPs](#) are in close proximity.
- 12.7. Where a [Gas Transporter](#) or [Distribution Network Operator](#) becomes aware of a [Crossed Meter](#), it shall investigate the issue to determine all the affected [RMPs](#) within its portfolio. Following the investigation, it shall notify the [Registered Supplier](#)s of any and all affected [RMPs](#). In the case of gas, this notification shall be communicated to the [Registered Supplier](#) via the [Shipper](#). Each such [Registered Supplier](#) shall then investigate the issue as referred to in Paragraph 12.1.
- 12.8. The Registered Supplier shall confirm whether the asset details reflect the Metering Equipment installed at the location. Where the asset details are deemed to be correct, the Registered Supplier shall consider whether the MPL Address requires updating. In circumstances where a change to the MPL Address is required, the Registered Supplier shall follow the process detailed in the Address Management Schedule.
- 12.9. If a [Consumer](#)'s supply has been interrupted in error whilst a [Crossed Meter](#) investigation is underway, the [Energy Supplier](#) that initiated the supply interruption shall ensure the supply is restored as soon as possible and no later than within 24 hours after the start of the interruption.
- 12.10. The interface table below sets out the process and maximum timelines for resolving Crossed Meters.

Ref	When	Action	From	To	Interface	Means
12.10.1	Where the <a href="#">Initiating Supplier</a> believes a <a href="#">Crossed Meter</a> has occurred and within 2 <a href="#">WDs</a> of establishing the identity of the <a href="#">Associated Supplier(s)</a> .	Send an <a href="#">Initial Request</a> .	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier(s)</a>	Crossed Meter General Query	<a href="#">SDES</a>
12.10.2	Within 2 <a href="#">WDs</a> of 12.10.1.	Acknowledge notification of the suspected <a href="#">Crossed Meter</a>	<a href="#">Associated Supplier(s)</a>	<a href="#">Initiating Supplier</a>	Crossed Meter General Query	<a href="#">SDES</a>
12.10.3	No later than the 5 <a href="#">WD</a> of receiving the <a href="#">Initial Request</a> .	Return <a href="#">Initial Request</a> with confirmation of:  a) <i>Acceptance</i> – proceed to 12.10.5 or b) <i>Rejection</i> – proceed to 12.10.4.	<a href="#">Associated Supplier(s)</a>	<a href="#">Initiating Supplier</a>	Crossed Meter General Query	<a href="#">SDES</a>
12.10.4	Following 12.10.3, if the <a href="#">Associated Supplier(s)</a> rejects the <a href="#">Initial Request</a> .	Consider the rejection and determine the appropriate resolution steps:  a) if the <a href="#">Initiating Supplier</a> agrees there is no <a href="#">Crossed Meter</a> , cease the procedure and take other corrective action; or b) contact the Associated supplier and if no agreement can be reached that a <a href="#">Crossed Meter</a> has occurred, follow the procedure for escalations in	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier(s)</a>	Not defined	Telephone or <a href="#">SDES</a>

		Paragraph 3; or c) contact the <a href="#">Associated Supplier</a> and if an agreement can be reached that a <a href="#">Crossed Meter</a> has occurred, proceed to 12.10.5.				
12.10.5	Following 12.10.3 or 12.10.4; if the <a href="#">Initiating Supplier</a> and <a href="#">Associated Supplier</a> agree that a site visit is required to resolve the <a href="#">Crossed Meter</a> problem.	Request site visit to confirm address and meter details.	<a href="#">Initiating Supplier</a> and / or <a href="#">Associated Supplier</a> s(s)	<a href="#">Metering Equipment Manager</a> (s)	<a href="#">For Gas RMP</a> (s)  Request Metering Job  <a href="#">For Electricity RMP</a> (s)  Instruction on Action <sup>11</sup>	Email, IX, <a href="#">DTN</a>  <a href="#">DTN</a>
12.10.6	Following 12.10.5 and within the timescales agreed with the Consumer.	Carry out site visit and report findings to the relevant <a href="#">Energy Supplier</a> .	<a href="#">Metering Equipment Manager</a> (s)	<a href="#">Initiating Supplier</a> and/ or <a href="#">Associated Supplier</a> s(s)	As set out in the <a href="#">Metering Operations Schedule</a>	
12.10.7	No later than 5 <a href="#">WD</a> of receiving the results of the site visit or otherwise completing their investigation.	Share the results of site visit.	<a href="#">Initiating Supplier</a> and / or <a href="#">Associated Supplier</a> (s)	<a href="#">Initiating Supplier</a> and / or <a href="#">Associated Supplier</a> (s)	Agreed bilaterally	<a href="#">SDES</a>
12.10.8	As soon as possible, following 12.10.7.	Agree changes to <a href="#">RMP</a> data.	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier</a> (s)		Not defined
12.10.9	As soon as reasonably practicable following	Request that the data associated with the address or meter is updated.	<a href="#">Initiating Supplier</a> and	<a href="#">Metering Equipment</a>	Using standard industry	

	agreement of the required changes to the <a href="#">RMP</a> data.	Note – where multiple <a href="#">RMP</a> are impacted, all affected <a href="#">Energy Suppliers</a> do not need to complete their investigations for data to be corrected.	/ or <a href="#">Associated Supplier(s)</a> <sup>12</sup>	<a href="#">Manager(s)</a> <a href="#">CDSP</a> ; <a href="#">SMRA</a> , <a href="#">ERDA</a> .	processes as set out in the <a href="#">Metering Operations Schedule</a> or the <a href="#">Address Management Schedule</a>	
12.10.10	As soon as reasonably practicable after receiving confirmation that the data has been updated.	The <a href="#">Registered Supplier</a> for each <a href="#">RMP</a> to provide confirmation that the problem has been resolved, including any other information that may be required by Paragraph 2.	<a href="#">Initiating Supplier</a> and / or <a href="#">Associated Supplier(s)</a> where applicable	<a href="#">Consumer</a>		Not defined

<sup>11</sup> [D0005](#)

<sup>12</sup> In the case of [Gas Suppliers](#), the update will be provided via the [Shipper](#).

## Section E: Duplicate RMPs

### 13 Description of the Problem

- 13.1. A Duplicate RMP refers to an erroneous RMP that relates to the same gas or electricity supply as another valid RMP, resulting in the same consumption being billed against more than one RMP.
- 13.2. An Energy Supplier may first become aware of a potential Duplicate RMP when contacted by a Consumer, explaining that two or more Energy Suppliers are trying to charge them for the same fuel in the same period. The Consumer may or may not believe they have a relationship with one or more of the Energy Suppliers who are seeking to charge them.
- 13.3. Where a Switch occurs during a Duplicate RMP investigation, the Losing Supplier shall inform the Gaining Supplier of the ongoing investigation and give all reasonable assistance to the Gaining Supplier to ensure minimal disruption to the resolution.
- 13.4. Where a change of Supplier Agent(s) occurs during a Duplicate RMP investigation, the Energy Supplier shall ensure that both its outgoing and incoming Supplier Agents progress the resolution of the Duplicate RMP with minimum disruption to the resolution.
- 13.5. Where the Energy Supplier becomes aware that a new Consumer has moved into the premises before an identified metering issue has been resolved, the Energy Supplier shall ensure that the new Consumer is informed, and updated as to the progress, of the relevant resolution process.

### 14 Resolution Outcomes

- 14.1. In addition to the relevant requirements in Paragraph 2, the resolution of Duplicate RMPs needs to deliver the following minimum outcomes to be considered complete:
  - (a) the Duplicate RMP has been terminated within the Central Switching Service in accordance with the Switching Data Management Schedule;
  - (b) the Registration of the relevant Energy Supplier for the Duplicate RMP has been deactivated in accordance with the Registration Services Schedule; and
  - (c) the Energy Supplier with which the Consumer does wish to remain has been registered to the valid RMP in accordance with the Registration Services Schedule, where this is not already the case.

## 15 Resolution Process

- 15.1. When an [Energy Supplier](#) suspects or is notified of a potential [Duplicate RMP](#), it shall take all reasonable steps to investigate the issue in a timely manner with minimal negative impact to the [Consumer](#).
- 15.2. As part of its investigation, the [Energy Supplier](#) shall carry out the following checks:
- (a) confirm the [Consumer](#)'s preferred [Energy Supplier](#);
  - (b) identify the [Consumer](#)'s [Energy Contracts](#), and whether they contain fees linked to early termination;
  - (c) assess any meter exchange information;
  - (d) determine the location of the meter;
  - (e) confirm the asset details;
  - (f) identify the associated Meter Equipment Manager and [Meter Asset Provider](#);
  - (g) determine the current [Actual Meter Reading](#);
  - (h) confirm whether a new service has been installed or any changes have been made to the service at the premises; and
  - (i) confirm the address and whether there are any ambiguous mailing addresses.
- 15.3. The [Energy Supplier](#) may also:
- (a) confirm the address and asset details held by the Meter Equipment Manager(s) for both [RMPs](#);
  - (b) confirm whether the [Meter Serial Number](#) relates to any other premises within the [Enquiry Services](#); and
  - (c) carry out a site visit to confirm any uncertain details.
- 15.4. If, after investigation, the [Energy Supplier](#) determines that the [RMPs](#) relate to separate energy supplies and the issue is based on erroneous data held within the [Gas Central Data Service](#), [Supplier Meter Registration Service](#) and / or [Electricity Registration Data Service](#), then the [Energy Supplier](#) shall ensure the data is updated. This may require an update to the [MPL Address](#) to be progressed in accordance with the [Address Management Schedule](#).



- 15.5. If, after investigation, the [Energy Supplier](#) determines that a [Duplicate RMP](#) exists, then it shall initiate the resolution process for [Duplicate RMPs](#) by raising an [Initial Request](#) in accordance with the interface table set out below.
- 15.6. The [Associated Supplier\(s\)](#) shall assist where possible in the investigation, providing all available information on the [MPL Address](#), [Metering Asset](#) and [Consumer](#). The [Associated Supplier](#) shall make it clear to the [Initiating Supplier](#) if it is charging the [Consumer](#) and if these bills are being paid by the [Consumer](#).
- 15.7. All relevant historical meter readings shall be exchanged between the [Initiating Supplier](#) and [Associated Supplier\(s\)](#) with the aim of providing the [Consumer](#) with the best and most accurate bill or reconciliation of bills that may have already been paid by the [Consumer](#).
- 15.8. The [Initiating Supplier](#) and each [Associated Supplier](#) shall provide each other with any other information that may aid resolution of the problem.
- 15.9. For gas [RMPs](#), the following categorisation of [Duplicate RMPs](#) is used to facilitate resolution:
- (a) [Supply Meter Points](#) with a status of 'dead' (as envisaged under processes within the [UNC](#));
  - (b) new services;
  - (c) liquid petroleum gas ([LPG](#)) development;
  - (d) address errors (specifically plot to postal addresses);
  - (e) [Consumer](#)-owned secondary meters; and
  - (f) unrecognised errors.
- 15.10. Where a gas [Duplicate RMP](#) is identified and categorised in accordance with Paragraph 15.9, the following additional information may help to determine which [RMP](#) is the valid [RMP](#) and which is the [Duplicate RMP](#):
- (a) [Supply Meter Points](#) with a status of 'dead' - confirm the status of each [RMP](#) on the [Gas Enquiry Service](#); a status of dead may indicate historical activities by the [Gas Transporter](#) involving removal of supply;
  - (b) new services (including demolished / rebuilt or refurbished properties) - contact the [Consumer](#) to establish property history and carry out the following checks:
    - i. confirm with the previous [Energy Supplier](#) (address, asset, meter readings,

[Consumer](#) name, [Meter Point Reference Number](#));

- ii. confirm with the gas CDSP how the [RMP](#) was loaded onto the [Gas Enquiry Service](#);
  - iii. check council tax websites ([http://www.voa.gov.uk/council\\_tax/](http://www.voa.gov.uk/council_tax/)) (<http://www.saa.gov.uk/>) (<http://ratinglists.vao.gov.uk/>) for evidence of ended or suspended payments; and
  - iv. check if the new service is on an [IGT](#) network;
- (c) [IGT](#) network - confirm directly with the [IGT](#) using available websites and [Energy Supplier](#) contacts;
- (d) [LPG](#) development - confirm if the site resides within an [LPG](#) area. These developments can be confirmed by the gas [CDSP](#). Also contact the [Consumer](#) to confirm the gas supplies to neighbouring premises and check billing details;
- (e) address errors - confirm with the gas [CDSP](#) if any address amendments have been carried out and check the postal address file to see what address is held and if this matches any of the [RMPs](#) in question. Also contact the [Consumer](#) to confirm any known mailing addresses for the site; and
- (f) [Consumer](#)-owned secondary meters – contact the [Consumer](#) or carry out a site visit to confirm the following:
- i. Is the meter a crimson colour?
  - ii. Is there a regulator / governor in place?
  - iii. Is the year of manufacture later than 2002?
  - iv. Does the [Meter Serial Number](#) follow recognised configuration rules (confirm with manufacturer if unsure)?

15.11. For gas [RMPs](#), following investigation, the relevant [Gas Transporter](#) shall determine which [RMP](#) is valid and which is the [Duplicate RMP](#). In doing so, the [Gas Transporter](#) may take account of the factors described in Paragraph 15.10.

15.12. The interface table below sets out the process and maximum timelines for resolving [Duplicate RMPs](#).

Ref	When	Action	From	To	Interface	Means
15.12.1	Where the <a href="#">Initiating Supplier</a> believes a <a href="#">Duplicate RMP</a> has been created.	Establish the identity of the <a href="#">Associated Supplier(s)</a> and send an <a href="#">Initial Request(s)</a> .	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier(s)</a>	Duplicate RMP General Query	<a href="#">SDES</a>
15.12.2	No later than 10 <a href="#">WDs</a> after receiving the <a href="#">Initial Request</a> .	Return the <a href="#">Initial Request</a> with confirmation of:  a) <i>Acceptance</i> – proceed to 15.12.4 or 15.12.9 for electricity or gas <a href="#">RMPs</a> respectively; or b) <i>Rejection</i> – proceed to 15.12.3.	<a href="#">Associated Supplier(s)</a>	<a href="#">Initiating Supplier</a>	Duplicate RMP General Query	<a href="#">SDES</a>
15.12.3	Following 15.12.2, if the <a href="#">Associated Supplier(s)</a> rejects the <a href="#">Initial Request</a> .	Consider the rejection and determine the appropriate resolution steps:  a) if the <a href="#">Initiating Supplier</a> agrees there is no <a href="#">Duplicate RMP</a> , cease the procedure and take other corrective action; or b) contact the <a href="#">Associated Supplier</a> , and if no agreement can be reached that a <a href="#">Duplicate RMP</a> has occurred, follow the procedure for escalations in Paragraph 3; or c) contact the Associated Supplier, and if an agreement can be reached that a <a href="#">Duplicate RMP</a> has occurred, proceed to 15.12.4 or	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier(s)</a>	Not defined	Telephone or <a href="#">SDES</a>

		15.12.9 for an electricity or gas <a href="#">RMP</a> respectively.				
<b>For Electricity RMPs</b>						
15.12.4	Following 15.12.2 or 15.12.3, if the <a href="#">Associated Supplier(s)</a> accepts the <a href="#">Initial Request</a> .	Instruct <a href="#">MEM</a> to logically remove the meter and de-energise.	Duplicate Supplier(s)	<a href="#">MEM</a>	As set out in the <a href="#">Metering Operations Schedule</a>	<a href="#">DTN</a>
15.12.5	Following 15.12.4.	Submit request for logical disconnection of <a href="#">Duplicate RMP(s)</a> .	Duplicate Supplier(s)	<a href="#">DNO</a>	Details of Disconnection of Supply <sup>13</sup>	<a href="#">DTN</a>
15.12.6	Following 15.12.5.	Confirm whether a <a href="#">Duplicate RMP</a> exists and which <a href="#">RMPs</a> are the Valid / <a href="#">Duplicate RMPs</a> .	<a href="#">DNO</a>	Duplicate Supplier(s)	Details of Disconnection of Supply <sup>14</sup>	<a href="#">DTN</a>
15.12.7	Following 15.12.6, if the <a href="#">DNO</a> determines that there is a <a href="#">Duplicate RMP</a> .	Terminate the <a href="#">Duplicate RMP</a> within <a href="#">CSS</a> .	<a href="#">ERDS</a>	<a href="#">CSS</a> Duplicate Supplier(s)	As set out in the <a href="#">Switching Data Management Schedule</a>	
15.12.8	Following 15.12.6 if the <a href="#">DNO</a> determines that there is a <a href="#">Duplicate RMP</a> .	Undertake relevant activities including deactivation of <a href="#">Registration</a> in relation to the <a href="#">Duplicate RMPs</a> , to ensure the relevant <a href="#">Electricity Supplier</a> is registered at the Valid <a href="#">RMP</a> .	Relevant Supplier	<a href="#">CSS</a>	As set out in the <a href="#">Registration Services Schedule</a>	
<b>For Gas RMPs</b>						
15.12.9	Following 15.12.2 or 15.12.3, if the <a href="#">Associated Supplier(s)</a> accepts the <a href="#">Initial</a>	Request that the relevant <a href="#">Shipper</a> raises a <a href="#">Duplicate RMP</a> with the gas <a href="#">CDSP</a> .	Duplicate Supplier(s)	Relevant Shipper(s)		Not defined

	<a href="#">Request.</a>					
15.12.10	Following 15.12.9.	Assess whether a <a href="#">Duplicate RMP</a> exists. <a href="#">Gas Suppliers</a> and <a href="#">Shippers</a> may make a recommendation on which <a href="#">RMPs</a> are the Valid / <a href="#">Duplicate RMPs</a> . Where required, the Shipper will seek resolution of the <a href="#">Duplicate RMP</a> in accordance with the <a href="#">UNC</a> .	Relevant Shipper(s)	Relevant Supplier(s)		Not defined
15.12.11	Following 15.12.10, if the gas <a href="#">CDSP</a> determines that there is a <a href="#">Duplicate RMP(s)</a>	Determine the Valid / <a href="#">Duplicate RMP</a> and terminate the <a href="#">Duplicate RMP</a> within <a href="#">CSS</a> .	<a href="#">GRDS</a>	<a href="#">CSS</a>	As set out in the <a href="#">Switching Data Management Schedule</a>	
15.12.12	Following 15.12.11	Undertake relevant activities including deactivation of <a href="#">Registration</a> in relation to the <a href="#">Duplicate RMPs</a> , to ensure the relevant <a href="#">Gas Supplier</a> is registered at the Valid RMP.	Relevant Supplier	<a href="#">CSS</a>	As set out in the <a href="#">Registration Services Schedule</a>	

<sup>13</sup> Note this message only applies to gas, therefore a change to the [SDES](#) is required to add the electricity message

<sup>13</sup> [D0132](#)

<sup>14</sup> [D0132](#)

## Section F: [Misdirected Payments](#)

### 16 Description of the Problem

- 16.1. This Section F describes requirements and processes for resolving [Misdirected Payments](#) in relation to [Prepayment Meters](#). The requirements described in this Section F do not apply to [Smart Meters](#) operating in prepayment mode.
- 16.2. A [Misdirected Payment](#) occurs when a [Consumer](#)'s payment is assigned to an [Energy Supplier](#) that does not have an [Energy Contract](#) for the relevant [RMP](#). As part of a [Switch](#), the [Gaining Supplier](#) shall provide a new [Prepayment Device](#) to the [Consumer](#) in accordance with the [Prepayment Arrangements Schedule](#). However, it is possible that the [Consumer](#) continues to use the [Prepayment Device](#) issued by the [Losing Supplier](#), a previous [Energy Supplier](#), or that they use a [Prepayment Device](#) issued for a different [RMP](#). [Misdirected Payments](#) may also occur due to incorrect data being held on [Systems](#).
- 16.3. Each [Energy Supplier](#) shall ensure that its contracted [Prepayment Meter Infrastructure Providers](#) ([PPMIPs](#)) meet the requirements of this Section F.
- 16.4. The [PPMIP](#) shall allocate [Consumer](#) payments received to the [Registered Supplier](#) to the [RMP](#) at the time of the credit purchase. For gas, the [PPMIP](#) shall allocate such payments using information held in its databases and for electricity, the [PPMIP](#) shall allocate payments using information held in the [Electricity Enquiry Service](#). Where the [PPMIP](#) cannot allocate such payments, these shall be unallocated. The process for managing [Unallocated Transactions](#) and contractual [PPMIP](#) obligations is set out in the [Prepayment Arrangements Schedule](#).

### 17 Resolution Outcomes

- 17.1. In addition to the relevant requirements in Paragraph 2, the resolution of [Misdirected Payments](#) must deliver the following minimum outcomes to be considered complete:
- (a) the [Consumer](#) has been issued with, or has confirmed that they have, the correct [Prepayment Device](#) for the [Energy Supplier](#) with the [Energy Contract](#);
  - (b) the [Gaining Supplier](#) has explained to the [Consumer](#) the implications of using the incorrect [Prepayment Device](#);
  - (c) [Misdirected Payments](#) having been reconciled between the [Initiating Supplier](#) and [Associated Supplier\(s\)](#); and
  - (d) where applicable, relevant records and systems have been updated with the correct data by the [Registered Supplier](#).

## 18 Resolution Process

- 18.1. It is the [Gaining Supplier](#)'s responsibility to manage the income received from its [Consumers](#) and as such it shall be able to identify when no payments or insufficient payments have been received from a [Consumer](#) with a [Prepayment Meter](#). When the [Gaining Supplier](#) believes that payments are missing, it shall contact the [Consumer](#) and initiate the resolution process for [Misdirected Payments](#).
- 18.2. A [Gaining Supplier](#) shall only make a claim in relation to a [Consumer](#) once. Therefore, the process should only be initiated once the [Gaining Supplier](#) is confident that the [Consumer](#) is correctly using the new [Prepayment Device](#).
- 18.3. Each [Energy Supplier](#) shall take reasonable steps to make a claim for any period of [Misdirected Payments](#) within two months of:
- (a) the [Consumer](#) commencing use of the correct [Prepayment Device](#);
  - (b) there being a change of [Metering Equipment](#) following which the old [Prepayment Device](#) is no longer used;
  - (c) the [Gaining Supplier](#) losing the [Consumer](#) via a subsequent [Switch](#) event;
  - (d) there being a [Change of Occupier](#);
  - (e) there being an [Erroneous Switch](#) agreed by the [Gaining Supplier](#) and [Losing Supplier](#), as described in Section B above; or
  - (f) there being a [Prepayment Device](#) issued in relation to a [Switch Request](#) that did not complete due to the [Registration Status](#) of the proposed [Registration](#) being [Cancelled](#).
- 18.4. Each [Energy Supplier](#) shall issue claims for [Misdirected Payments](#) on at least a monthly basis (or at the frequency agreed bilaterally between the [Initiating Supplier](#) and [Associated Supplier](#) for such claims).
- 18.5. If the [Initiating Supplier](#) requests there to be a change in the frequency of issuing claims, the [Initiating Supplier](#) shall provide the [Associated Supplier](#) with 20 [Working Days](#)' notice of the change.
- 18.6. A substantial increase is one where the number of claims in a period is expected to increase by more than 50% compared to the last period or if the total number of claims is to increase by more than 1,000 in any given month (or 250 in any given week if claims are made on a weekly basis). Where there is a substantial increase, the [Initiating Supplier](#) and [Gaining Supplier](#) shall enter a bilateral agreement for the handling of the excess. Under normal circumstances the [Associated Supplier](#) shall

not charge for passing [Misdirected Payments](#) to the [Initiating Supplier](#). However, where a subsequent claim is made for a [RMP](#) where there has already been a successful claim covering part of the same registration period, it is permitted for the [Associated Supplier](#) to charge a reasonable fee for passing-on any further [Misdirected Payments](#).

- 18.7. The [Gaining Supplier](#) shall not initiate the [Misdirected Payments](#) process:
- (a) if the [Misdirected Payments](#) cover less than 14 days' supply; or
  - (b) if the [Misdirected Payments](#) relate to the period prior to the [Misdirected Payment](#) backstop. On 30 June each year, the [Misdirected Payments](#) backstop date will change to 30 June three years earlier for electricity and gas.
- 18.8. The [Initiating Supplier](#) shall ensure the claim only includes periods for which the [Associated Supplier](#) was registered to the [RMP](#). The [Associated Supplier](#) may reject any claims where the 'Claim Request From Date' or the 'Claim Request To Date' is not included.
- 18.9. Provided that the 'Claim Request From Date' of the claim period contained in the claim form is after the Supply End Date of the [Associated Supplier](#)'s registration, then the [Associated Supplier](#) shall process the claim form. The [Initiating Supplier](#) shall ensure that the claim form only includes claims for periods for which that Supplier was the [Registered Supplier](#) for the [Metering Points](#) concerned.
- 18.10. If there is no payment to be returned or only part payment, the 'Previous Supplier ID' field shall be completed where possible. This information will enable the [Initiating Supplier](#) to contact the previous [Energy Supplier](#), as the [Consumer](#) may be still using the [Prepayment Device](#) of that [Energy Supplier](#). The [Energy Supplier](#) receiving the money can then correctly allocate it to the appropriate [Consumer](#) accounts.
- 18.11. The [Losing Supplier](#) shall record and retain all payments received from a [Consumer](#) on or after the [Supply Effective From Date](#) of the [Gaining Supplier](#). The [Losing Supplier](#) shall not automatically refund any payments received after the [Supply Effective From Date](#) to the [Consumer](#) but shall instead allocate all such payments to the [Gaining Supplier](#) once requested to do so by the [Gaining Supplier](#) and refer all enquiries to the [Gaining Supplier](#).
- 18.12. In exceptional circumstances, if required, the [Gaining Supplier](#) can request an individual breakdown of payments, subsequent to the return of the claim form.
- 18.13. The interface table below sets out the process and maximum timelines for resolving [Misdirected Payments](#).



Ref	When	Action	From	To	Interface	Means
18.13.1	Where the <a href="#">Initiating Supplier</a> determines that a <a href="#">Misdirected Payment</a> has occurred.	Send completed claim form for the <a href="#">Misdirected Payment(s)</a> .	<a href="#">Initiating Supplier</a>	<a href="#">Associated Supplier(s)</a>	Claim Form provided on the <a href="#">REC Portal</a> sent as part of Misdirected Payment General Query	<a href="#">SDES</a>
18.13.2	Within 20 <a href="#">WDs</a> of receiving the claim form.	Return the claim form with the reason codes, amount to be returned and any additional information included.	<a href="#">Associated Supplier(s)</a>	<a href="#">Initiating Supplier</a>	Claim Form provided on the <a href="#">REC Portal</a> sent as part of Misdirected Payment General Query	<a href="#">SDES</a>
18.13.3	Within 10 <a href="#">WDs</a> of 18.13.2.	Return the <a href="#">Misdirected Payment</a> as specified in the returned claim form.	<a href="#">Associated Supplier(s)</a>	<a href="#">Initiating Supplier</a>	Not defined	Not defined

## Section G: Debt Assignment

### 19 Description of the Problem

- 19.1. This Section G describes the requirements and process to be followed when assigning [Outstanding Charges](#) from the [Losing Supplier](#) to the [Gaining Supplier](#) in the event of a [Switch](#).
- 19.2. The scope of this section is limited to assignment of debt in relation to [Domestic Premises](#) and shall only be applicable where:
- (a) the [Consumer](#) has a debt and the repayment of which is scheduled on a [Prepayment Meter](#);
  - (b) the [Consumer](#) has an [Energy Contract](#) with the [Gaining Supplier](#);
  - (c) the [Gaining Supplier](#) has submitted a [Switch Request](#) in accordance with the [Registration Services Schedule](#);
  - (d) the [Losing Supplier](#) has raised an [Objection](#) in accordance with the [Registration Services Schedule](#); and
  - (e) the estimated value of the [Outstanding Charge](#) for assignment is between £20 and £500 (inclusive), including VAT.
- 19.3. The following are specifically excluded from the scope of this Section:
- (a) [RMPs](#) where a [Consumer](#)'s debt has been identified as [Complex Debt](#);
  - (b) [RMPs](#) relating to [Non-Domestic Premises](#);
  - (c) debt in relation to a [Consumer](#)'s account to which the applicable rate of VAT indicates that the [Consumer](#) is a [Non-Domestic Consumer](#);
  - (d) [RMPs](#) where the debt is not being recovered via a [Prepayment Meter](#); and
  - (e) assignment of estimated debt values below £20 or above £500 (inclusive of VAT).
- 19.4. The assignment of [Outstanding Charges](#) to the [Gaining Supplier](#) will include [Green Deal Charges](#) where relevant.
- 19.5. Nothing in this Section G shall preclude [Energy Suppliers](#) agreeing bilaterally to an assignment of:

- (a) [Complex Debt](#); or
  - (b) debt outside the thresholds defined in Paragraph 19.2(e).
- 19.6. Where [Energy Suppliers](#) agree bilaterally to assign debt as described in Paragraph 19.5, they shall use the process set out under this Section G.

## 20 Resolution Outcomes

- 20.1. In addition to the relevant requirements in Paragraph 2, the [Gaining Supplier](#) and [Losing Supplier](#) shall ensure that:
- (a) the provisions of the relevant [Data Protection Legislation](#) are satisfied;
  - (b) the VAT requirements in respect of bad debt relief are satisfied; and
  - (c) all reasonable steps are taken to ensure that the [Consumer](#) does not experience any undue interruption or disruption to their expected repayment schedule.

## 21 Resolution Process

- 21.1. The debt assignment is initiated when a [Gaining Supplier](#) issues a Request for Debt Information Market Message. The [Losing Supplier](#) will issue the Debt Information Market Message in response, indicating where applicable if the debt is [Complex Debt](#). Where the [Losing Supplier](#) identifies that the debt is [Complex Debt](#), the [Losing Supplier](#) shall keep a record of the reasons why a debt assignment request has been refused on the grounds of [Complex Debt](#) to support any follow up action on behalf of the [Consumer](#).
- 21.2. The [Gaining Supplier](#) should issue a separate Request for Debt Information Market Message in relation to each impacted [RMP](#), even in the case of electricity [Related Metering Points](#).
- 21.3. Where a debt assignment is agreed, the [Gaining Supplier](#) will issue a Confirmation of Customer Debt Transfer Market Message. Where the [Gaining Supplier's Registration](#) becomes [Active](#), then details of the [Total Debt Outstanding](#) are transferred to the [Gaining Supplier](#).
- 21.4. Where a [Losing Supplier](#) does not pay the [Factored Total Payment](#) in accordance with this Section G, the [Losing Supplier](#) may charge interest at LIBOR (for one-month GBP) plus two percentage points (without prejudice to other rights and remedies under this [Code](#)).
- 21.5. If at any point during the process, the [Switch Request](#) is cancelled, the debt

assignment process will cease and the [Gaining Supplier](#) will inform the [Losing Supplier](#).

21.6. The interface table below sets out the process and maximum timelines for initiating the debt assignment process.

Ref	When	Action	From	To	Interface	Means
21.6.1	At the <a href="#">Point of Acquisition</a> and as soon as reasonably practicable.	Provide <a href="#">DAP Privacy Notice</a> to the <a href="#">Consumer</a> , and inform the <a href="#">Consumer</a> :  a) that initiating the <a href="#">DAP</a> is not a guarantee that debt assignment will be agreed; and b) that debt assignment requires the exchange of account information, including debt information, between the <a href="#">Energy Suppliers</a> concerned.	<a href="#">Gaining Supplier</a>	<a href="#">Consumer</a>	Not defined	Not defined
21.6.2	Where the <a href="#">Losing Supplier</a> has raised an <a href="#">Objection</a> in accordance with the <a href="#">Registration Services Schedule</a> and as soon as reasonably practicable.	Provide a <a href="#">DAP Privacy Notice</a> to the <a href="#">Consumer</a> where this has not previously been provided, and inform the <a href="#">Consumer</a> :  a) of the reason(s) for such <a href="#">Objection</a> ; b) that the <a href="#">Consumer</a> may apply for the assignment of <a href="#">Outstanding Charges</a> to the <a href="#">Gaining Supplier</a> to prevent future <a href="#">Objections</a> ; and c) that the <a href="#">DAP</a> will progress if this has been agreed with the <a href="#">Gaining Supplier</a> .	<a href="#">Losing Supplier</a>	<a href="#">Consumer</a>	Not defined	Not defined
21.6.3	Within 4 <a href="#">WDs</a> of receipt of the notice of <a href="#">Objection</a> from the <a href="#">CSS</a>	Issue a request for debt information.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<a href="#">For Gas RMP(s)</a>  Request for Debt	<a href="#">DTN</a>

	<a href="#">Provider.</a>				Information <sup>15</sup>  <u>For Electricity RMP(s)</u>  Request for Debt Information <sup>16</sup>	
21.6.4	Within 4 WDs of 21.7.3 or 21.7.6.	Validate the <a href="#">Market Message</a> and proceed as follows:  a) Acceptance (as set out in 21.7.1); or b) Rejection (as set out in 21.7.5).	<a href="#">Losing Supplier</a>		<u>Internal process</u>	
21.6.5	Within 4 <a href="#">WDs</a> of receipt of the request for debt information under 21.7.3 (or 21.7.6) and where the request is rejected.	Provide rejection flow.	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<u>For Gas RMP(s)</u>  Request for Debt Information <sup>17</sup>  <u>For Electricity RMP(s)</u>  Request for Debt Information <sup>18</sup>	<a href="#">DTN</a>
21.6.6	Within 3 <a href="#">WDs</a> of receipt of the rejection as described in 21.7.5.	Send corrected request for debt information and proceed to step 21.7.4.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<u>For Gas RMP(s)</u>  Request for Debt Information <sup>19</sup>  <u>For Electricity</u>	<a href="#">DTN</a>

					<u>RMP(s)</u> Request for Debt Information <sup>20</sup>	
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<sup>15</sup> [G0806](#)

<sup>16</sup> [D0306](#)

<sup>17</sup> [G0806](#)

<sup>18</sup> [D0306](#)

<sup>19</sup> [G0806](#)

<sup>20</sup> [D0306](#)

21.7. The interface table below sets out the process and maximum timelines for the provision of debt information.

Ref	When	Action	From	To	Information Required	Method
21.7.1	Within 4 <a href="#">WDs</a> of receipt of the request for debt information under 21.7.3 (or paragraph 21.7.6) and where the request was not rejected under paragraph 21.7.4.	Send debt information, including estimate of likely <a href="#">Total Debt Outstanding</a> .	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<u>For Gas RMP(s)</u> Return of Debt Information <sup>21</sup>  <u>For Electricity RMP(s)</u> Return of Debt Information <sup>22</sup>	<a href="#">DTN</a>
21.7.2	Following 21.8.1 or 21.8.4.	Validate the <a href="#">Market Message</a> and proceed as follows:  a) Acceptance (as set out in 21.9.1); or b) Rejection (as set out in 21.8.3).	<a href="#">Gaining Supplier</a>		<u>Internal process</u>	N/A
21.7.3	Within 3 <a href="#">WDs</a> of receipt of debt information as described in 21.8.1 or 21.8.4.	Provide rejection flow.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<u>For Gas RMP(s)</u> Return of Debt Information <sup>23</sup>  <u>For Electricity RMP(s)</u> Return of Debt Information <sup>24</sup>	<a href="#">DTN</a>
21.7.4	Within 3 <a href="#">WDs</a> after receipt of any debt information rejection as described in 21.8.3.	Send corrected debt information.	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<u>For Gas RMP(s)</u> Return of Debt Information <sup>25</sup>  <u>For Electricity RMP(s)</u>	<a href="#">DTN</a>

					Return of Debt Information <sup>26</sup>	
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<sup>21</sup> [G0807](#)

<sup>22</sup> [D0307](#)

<sup>23</sup> [G0807](#)

<sup>24</sup> [D0307](#)

<sup>25</sup> [G0807](#)

<sup>26</sup> [D0307](#)

21.8. The interface table below sets out the process and maximum timelines for confirmation of debt assignment progression.

Ref	When	Action	From	To	Information Required	Method
21.8.1	Following 21.8.1 or 21.8.4 and where the request was not rejected under paragraph 21.8.3.	Review the information regarding the <a href="#">Outstanding Charges</a> provided by the <a href="#">Losing Supplier</a> and determine whether to progress with debt assignment under this Section.	<a href="#">Gaining Supplier</a>		Internal process	N/A
21.8.2	As soon as reasonably practicable following paragraph 21.9.1, where the <a href="#">Gaining Supplier</a> declines to undertake debt assignment.	Inform the <a href="#">Consumer</a> that the <a href="#">Switch</a> will not take place <sup>27</sup> .	<a href="#">Gaining Supplier</a>	<a href="#">Consumer</a>	Reason for not progressing the <a href="#">Switch</a>	Not defined
21.8.3	Within 5 <a href="#">WDs</a> of 21.9.1, where	Provide confirmation of the debt to be	<a href="#">Gaining</a>	<a href="#">Losing</a>	<a href="#">For Gas RMP(s)</a>	<a href="#">DTN</a>



	the <a href="#">Gaining Supplier</a> decides to progress with the debt assignment.	transferred.	<a href="#">Supplier</a>	<a href="#">Supplier</a>	Confirmation of Customer Debt Transfer <sup>28</sup>  <u>For Electricity RMP(s)</u>  Confirmation of Customer Debt Transfer <sup>29</sup>	
21.8.4	Following 21.9.3 or 21.9.6.	Validate the <a href="#">Market Message</a> and proceed as follows:  a) Acceptance (as set out in 21.10.1); or b) Rejection (as set out in 21.9.5).	<a href="#">Losing Supplier</a>		<u>Internal process</u>	N/A
21.8.5	Within 3 <a href="#">WDs</a> of receipt of debt confirmation as described in 21.9.3 or 21.9.6.	Provide rejection flow.	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<u>For Gas RMP(s)</u>  Confirmation of Customer Debt Transfer <sup>30</sup>  <u>For Electricity RMP(s)</u>  Confirmation of Customer Debt Transfer <sup>31</sup>	<a href="#">DTN</a>
21.8.6	Within 5 <a href="#">WDs</a> of receipt of any debt confirmation rejection as described in 21.9.5.	Send corrected debt confirmation.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<u>For Gas RMP(s)</u>  Confirmation of	<a href="#">DTN</a>

					Customer Debt Transfer <sup>32</sup>	
					<u>For Electricity RMP(s)</u>	
					Confirmation of Customer Debt Transfer <sup>33</sup>	

<sup>27</sup> The [Gaining Supplier](#) is not required to send a response to the debt information data flow ([G0807](#) and/or [D0307](#)) to the [Losing Supplier](#) if it decides not to progress with the [Switch](#). Where a response is not received by the [Losing Supplier](#) within 5 [Working Days](#) after 29.3.1 applying, the debt assignment process will end.

<sup>28</sup> [G0808](#) [SV40005]

<sup>29</sup> [D0308](#) [SV00250]

<sup>30</sup> [G0808](#) [SV40005]

<sup>31</sup> [D0308](#) [SV00250]

<sup>32</sup> [G0808](#) [SV40005]

<sup>33</sup> [D0308](#) [SV00250]

21.9. The interface table below sets out the process and maximum timelines for re-submission of [Switch Request](#).

Ref	When	Action	From	To	Information Required	Method
21.9.1	Following 21.9.3 or 21.9.6, and where the request was not rejected under paragraph 21.9.5.	Provide <a href="#">Earliest Switch Request Re-submission Date</a> .	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	For Gas RMP(s)  Confirmation of Customer Debt Transfer <sup>34</sup>  For Electricity RMP(s)  Confirmation of Customer Debt Transfer <sup>35</sup>	<a href="#">DTN</a>
21.9.2	On, or no later than 2 <a href="#">WDs</a> after, the Earliest Switching Request Re-Submission Date specified in accordance with 21.10.1.	Submit new <a href="#">Switch Request</a> in accordance with <a href="#">Registration Services Schedule</a> .	<a href="#">Gaining Supplier</a>	<a href="#">CSS Provider</a>	As set out on the <a href="#">Registration Services Schedule</a> .	
21.9.3	If <a href="#">Switch Request</a> has completed <a href="#">Validation</a> and the CSS Message 'Invitation to Intervene' has been received by the <a href="#">Losing Supplier</a> .	Do not raise an <a href="#">Objection</a> in respect of the <a href="#">Switch Request</a> .	<a href="#">Losing Supplier</a>		Internal process	Not defined
21.9.4	If <a href="#">Switch Request</a> is <a href="#">Rejected</a> by the <a href="#">CSS</a> .	Take reasonable steps to resolve the rejection and re-submit the <a href="#">Switch Request</a> by no later than 2 <a href="#">Working Days</a> after the <a href="#">Earliest Switch Request Re-submission</a>	<a href="#">Gaining Supplier</a>	<a href="#">CSS Provider</a>	As set out on the <a href="#">Registration Services Schedule</a> .	

		<a href="#">Date</a> <sup>36</sup> .				
21.9.5	Directly following a <a href="#">Switch Request</a> rejection that cannot be resolved as described in 21.10.4.	Issue notification that <a href="#">Switch</a> cannot be completed.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a> ; and <a href="#">Consumer</a>	Reason for not progressing <a href="#">Switch</a>	Not defined

<sup>34</sup> [G0808](#)

<sup>35</sup> [D0308](#)

<sup>36</sup> The [Losing Supplier](#) and [Gaining Supplier](#) may agree to extend the re-submission timescale bilaterally.

21.10. The interface table below sets out the process and maximum timelines for transfer of debt.

Ref	When	Action	From	To	Information Required	Method
21.10.1	Within 3 <a href="#">WDs</a> of issuing the final bill to the <a href="#">Consumer</a> notifying them of the <a href="#">Total Debt Outstanding</a> .	Send notification of <a href="#">Total Debt Outstanding</a> .	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<a href="#">For Gas RMP(s)</a> Final Debt Details <sup>37</sup>  <a href="#">For Electricity RMP(s)</a> Final Debt Details <sup>38</sup>	<a href="#">DTN</a>
21.10.2	Within 3 <a href="#">WDs</a> of receipt of the confirmation of debt assigned data flow, as described 21.11.1 or 21.11.4.	Validate the <a href="#">Market Message</a> and proceed as follows: a) Acceptance in 21.11.5; or b) Rejection in 21.11.3.	<a href="#">Gaining Supplier</a>		<a href="#">Internal process</a>	N/A

21.10.3	Within 3 <a href="#">WDs</a> of receipt of the confirmation of debt assigned as described in 21.11.2 or 21.11.4.	Provide rejection flow.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<u>For Gas RMP(s)</u> Final Debt Details <sup>39</sup>  <u>For Electricity RMP(s)</u>  Final Debt Details <sup>40</sup>	<a href="#">DTN</a>
21.10.4	Within 3 <a href="#">WDs</a> of receipt of any confirmation of debt assigned rejection as described in 21.11.3.	Send corrected confirmation of debt assigned data flow.	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	<u>For Gas RMP(s)</u> Final Debt Details <sup>41</sup>  <u>For Electricity RMP(s)</u>  Final Debt Details <sup>42</sup>	<a href="#">DTN</a>
21.10.5	Within 3 <a href="#">WDs</a> of receipt of the confirmation of debt assigned data flow, as described in 21.11.2 or 21.11.4, and where it has not been rejected as described in 21.11.3.	Issue acceptance of the confirmation of debt assigned, which has the effect of transferring the debt from the <a href="#">Losing Supplier</a> to the <a href="#">Gaining Supplier</a> .	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	<u>For Gas RMP(s)</u> Final Debt Details <sup>43</sup> <u>For Electricity RMP(s)</u> Final Debt Details <sup>44</sup>	<a href="#">DTN</a>

<sup>37</sup> [G0809](#)

<sup>38</sup> [D0309](#)

<sup>39</sup> [G0809](#)

40 [D0309](#)

41 [G0809](#)

42 [D0309](#)

43 [G0809](#)

44 [D0309](#)

21.11. The interface table below sets out the process and maximum timelines for payment of the [Factored Total Payment](#).

Ref	When	Action	From	To	Information Required	Method
21.11.1	Following acceptance of confirmation of debt assigned data flow as described in 21.11.5.	Calculate <a href="#">Factored Total Payment</a> based on the <a href="#">Total Debt Outstanding</a> .	<a href="#">Losing Supplier</a>		Internal process	N/A
21.11.2	On or after the 12th <a href="#">WD</a> of each month, but no earlier than a period of at least 10 <a href="#">WDs</a> has elapsed since the issue of any given assigned debt data flow as described in 21.11.5.	Issue consolidated invoice for all <a href="#">RMPs</a> for which the <a href="#">Losing Supplier</a> received a confirmation of debt assigned data flow during the previous month.	<a href="#">Losing Supplier</a>	<a href="#">Gaining Supplier</a>	Consolidated invoice and supporting electronic spreadsheet or CSV file in the format set out in the annex to this Section G.	Secure encrypted means
21.11.3	Within 5 <a href="#">WDs</a> following receipt of consolidated invoice as described in	Validate consolidated invoice and raise a query / dispute in accordance with	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>	Debt Assignment Protocol General Enquiry	<a href="#">SDES</a>

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	21.12.2.	Paragraph 3.				
21.11.4	Within 28 days of 21.12.2	Make payment.	<a href="#">Gaining Supplier</a>	<a href="#">Losing Supplier</a>		Not defined

**Section G, Annex - Format of DAP Spreadsheet to Support Invoicing**

DAP Invoice Reference	Invoice Month/Year	Supplier Name (who is being invoiced)						
XXXXXX	XX/XXXX	XXXXXX						
	MPAN/MPRN	Customer Name	Total Debt Outstanding (£)	VAT element (£)	Total amount excluding VAT (£)	90% of excluded VAT element (£)	Factored Total Payment (90% of excluding VAT total plus VAT) (£)	Factored Total Payment entered manually (£)
Example:	1234567890	Mr John Smith	£20.00	£0.95	£19.05	£17.14	£18.10	
	Totals			£0.95	£19.05	£17.14	£18.10	