

Modification proposal:	<b>Supply Point Administration Agreement (SPAA) Change Proposals (CP): 10/185 – Duplicate Meter Points Schedule</b>		
Decision:	The Authority <sup>1</sup> consents to these changes being made		
Target audience:	SPAA Parties and other interested parties		
Date of publication:	04/02/2011	Implementation Date:	February 2011 SPAA release

## Background to the change proposals

It has been identified that there are several situations where duplicate meter points can be created. This is where two records for the same meter point are created. This can ultimately lead to a customer being billed by two different suppliers for the same meter point. There is currently no set process that suppliers can follow to resolve duplicate meter point errors. This results in an inconsistency in how duplicate meter points are dealt with, including the timescales for resolving them.

## The change proposals

CP10/185 has been raised in order to introduce a mandatory schedule, that will set out the procedures and processes for the resolution of duplicate meter points. The schedule will be a mandatory schedule governed under SPAA processes. The schedule sets out what each of the relevant suppliers shall do in the event that a duplicate meter point is identified and what steps should be taken to resolve it, including a standard timetable.

## Respondent's views

CP 10/185 was considered at the SPAA Change Board on 18 November 2010.

All voting members, six of whom represented Domestic Suppliers, six represented I&C Suppliers and 1 Transporter representative were in favour of CP10/185 being implemented. This equated to 100 per cent of the weighted votes cast by relevant parties.

The threshold for a change proposal being accepted by relevant SPAA parties is 65 per cent<sup>2</sup>.

There was unanimous support for the proposed implementation dates.

## The Authority's view

We note the unanimous support from those who voted on the proposal and the majority support of those who responded to the consultation. While the proposer considered that this change would further facilitate relevant object (c), neither they nor any of the parties who responded to the change proposal provide any explanation of why they did or did not

<sup>1</sup> The terms 'the Authority', 'Ofgem' and 'we' are used interchangeably in this document. Ofgem is the Office of the Gas and Electricity Markets Authority.

<sup>2</sup> The SPAA change control procedures are set out in clause 9 of the agreement.

consider the relevant objectives would be furthered. The substantive comments which were submitted were limited to the detail of the proposed schedule, and were subsequently incorporated into the modified version which was unanimously approved by the SPAA change board.

***Relevant objective (c) – Promotion of efficiency in the implementation and administration of the supply point administration arrangements***

Despite the sparsity of information on this proposal, we consider that it is largely self evident that a process which requires co-operation between suppliers would be enhanced by a degree of standardisation. We consider that CP10/185 both improves the certainty around this process, and in mandating that it be followed by all suppliers who have acceded to the SPAA, will ensure that the benefits of a more efficient process to resolve duplicate meter points will be enjoyed by all consumers who find themselves in such a situation.

**Decision notice**

For the reasons set out above, and in accordance with Standard Condition 30 of the Gas Suppliers Licence, the Authority consents to change proposal CP10/185: 'Duplicate Meter Points Schedule' being made.

**Mark Cox**

**Associate Partner, Industry Codes and Licensing**

Signed on behalf of the Authority and authorised for that purpose.