

# Request for DCUSA Party feedback 01 December 2023

## DIF 69: Should suppliers be compensated if a MPAN or GSP Group needs to be corrected?

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### 1. Purpose of this Document

- 1.1 The purpose of this document is to seek Party feedback in relation to volumes of MPANs being created on the wrong network or set up on the wrong GSP group and to understand potential impacts on customers.
- 1.2 To respond to the questions posed in Section 3.1 of this document, please complete the RFI response form found in Attachment 1.

### 2. Summary

- 2.1 DIF 69 was discussed at a Standing Issues Group (SIG) meeting held on 27 October 2023. The original issues form can be found in Attachment 2 of this document.
  - 2.2 The proposer noted that DNOs and IDNOs have the ability to charge Suppliers if data items within MPAS are required to be updated retrospectively but there is no equivalent process for Suppliers if MPANs are created on the wrong network or set up on the wrong GSP Group.
  - 2.3 It was noted that moving all data (SSC, MSN, readings etc) from one MPAN to another is an onerous task and generally involves some manual intervention. It was also mentioned that MPAN and/or GSP Group can be the main driver for selecting agent appointments, billing tariffs and smart metering installations and therefore there will be impacts on customers where MPANs are created on the wrong network or GSP group.
  - 2.4 A Supplier member highlighted that the impact to customers could be large, depending on the size of the customer and the changes in prices as a result of correcting the issue. The member clarified that they had seen no such example, but that it was a possibility.
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## **Proposed Solution**

- 2.5 A response we received prior to the meeting from one industry participant was that this issue could potentially be mitigated if there was a central source of Post Codes mapped to specific DNOs regions, or if Party Members had access to Post Codes areas each DNO cover. One member mentioned that this may not fully resolve the issues as some postcodes can be over two GSP groups and IDNOs operate in multiple areas.
- 2.6 SIG members would be keen to gather industry views on the above proposed solution and views on any other solution/s you may have.

## **Volumes and understanding of issue**

- 2.7 SIG members agreed to issue an RFI asking:
- 2.7.1 for examples of the issue;
  - 2.7.2 for volumes;
  - 2.7.3 for the size of customers impacted;
  - 2.7.4 whether it is always an incorrect GSP or whether it was ever the incorrect DNO/IDNO being assigned;
  - 2.7.5 what the impacts were (to Suppliers and their customers); and
  - 2.7.6 whether a central database would provide a solution.
- 2.8 SIG members will use the responses to this RFI to aid them in determining next steps.

## **3. Feedback Request**

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- 3.1 The SIG is keen to seek DUSA Party views on the following:

### **To Suppliers**

1. How many examples of MPANs being created on the wrong network or set up on the wrong GSP Group have you had in the last 24 months (01 November 2021 to 31 October 2023 split by GSP Group?
2. Could you please provide some examples of the impact/issues caused? For example, was it due to an incorrect GSP or an incorrect DNO/ IDNO being assigned? For each example, what were the impacts on you as a Supplier and the customer involved both in cost and size of the customer? (For example, administrative tasks, impact on costs for the customer). If the impact is unknown, please state 'unknown' in the response.

### **To all respondents**

3. What are your views on the solution touched on in paragraph 2.5 of this RFI?
4. Do you have any other proposed solution?

5. Any other comments?

- 3.2 Please respond to the above questions by completing the consultation response form found in Attachment 1.