

## TRADING DISPUTES REPORT

### Technical Assurance of Metering Expert Group

Date of meeting **20 January 2021**

Paper number **44/03**

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Purpose of paper **For Information**

Classification **Public**

Document version **V1.0**

Summary This report provides a summary of Trading Disputes that are currently open and Trading Disputes that have been closed in the last three months.

### 1. Open Trading Disputes

1.1 The below table contains the details of all Trading Disputes that are currently open (as of 8 January 2021).

1.2 Please note the Trading Disputes listed in the table below are still under investigation and the root cause and materiality details are not always available at this stage.

Dispute Reference	Dispute Type	Root cause	Date Raised	Error Start Date	Error End Date
DA1005	HH SVA	Other CT issue	15/07/2019	13/06/2016	15/09/2019
DA1009	HH SVA	Other CT issue	07/08/2019		
DA1027	HH SVA	Data estimation issue	30/09/2019	20/04/2018	25/09/2019
DA1035	HH SVA	CT mismatch	22/11/2019	05/11/2011	20/09/2018
DA1042	NHH SVA	Incorrect MTDs	19/12/2019	01/06/2018	12/09/2018
DA1067	HH SVA	CT mismatch	08/04/2020		
DA1068	HH SVA	Faulty Meter	08/04/2020		
DA1069	HH SVA	Faulty Meter	08/04/2020		
DA1070	HH SVA	Faulty Meter	08/04/2020		
DA1071	HH SVA	Incorrect MTDs	08/04/2020		
DA1072	HH SVA	Other CT issue	08/04/2020		
DA1074	HH SVA	Faulty Meter	08/04/2020		
DA1081	HH SVA	Other VT issue	29/04/2020	23/12/2017	
DA1094	HH SVA	Faulty Meter	25/08/2020	03/05/2018	22/06/2018
DA1095	HH SVA	Incorrect MTDs	25/08/2020		
DA1096	DF error	Incorrect MTDs	22/06/2020	11/10/2019	20/11/2019
DA1097	HH SVA	Phase failure	11/09/2020	22/01/2019	01/04/2019
DA1099	HH SVA	Phase failure	15/09/2020	27/04/2019	
DA1101	NHH SVA	Energisation status issue	04/09/2020	24/07/2019	

Dispute Reference	Dispute Type	Root cause	Date Raised	Error Start Date	Error End Date
DA1102	HH SVA	Faulty Meter	06/10/2020	20/01/2018	13/06/2019
DA1104	HH SVA	CT mismatch	21/10/2020	14/03/2019	06/09/2019
DA1105	HH SVA	Faulty Meter	23/10/2020		04/09/2019
DA1106	NHH SVA	CT mismatch	12/11/2020	17/05/2019	
DA1107	HH SVA	Phase failure	17/11/2020	05/05/2019	06/09/2019
DA1108	General	Phase failure	17/11/2020	01/09/2020	
DA1109	General	Aggregation Rule issue	20/11/2020		
DA1110	General	GSP_A Error	10/12/2020		
DA1111	HH SVA	Faulty Meter	24/12/2020	25/05/2018	13/03/2020
DA1112	HH SVA	Incorrect MTDs	04/01/2021	01/01/2019	25/04/2019

## 2. Closed Trading Disputes

2.1 The below table contains the details of all Trading Disputes that have been closed between 5 October 2020 and 8 January 2021.

Dispute Reference	Dispute Type	Root cause	Date Raised	Error Start Date	Error End Date	Materiality
DA1053	NHH SVA	Large EAC/AA	11/02/2020	11/06/2018		£0.00
DA1058	HH SVA	Other VT issue	02/03/2020	24/10/2018	01/11/2019	£0.00
DA1059	General	Faulty Meter	11/03/2020	10/01/2019	10/01/2019	£375,397
DA1062	NHH SVA	Incorrect MTDs	12/03/2020	01/11/2018	28/06/2019	£0.00
DA1064	NHH SVA	Data estimation issue	18/03/2020	28/02/2018	02/12/2018	£0.00
DA1065	NHH SVA	Large EAC/AA	18/03/2020	17/08/2018	20/10/2018	£0.00
DA1076	HH SVA	Incorrect MTDs	08/04/2020			
DA1077	General	Data Aggregation issue	09/04/2020	07/01/2019	15/02/2019	£61,399
DA1079	HH SVA	Data estimation issue	20/04/2020	15/10/2018	16/01/2019	£0.00
DA1082	HH SVA	Faulty Meter	11/05/2020	11/09/2018	05/03/2019	£8,677
DA1086	NHH SVA	Large EAC/AA	14/04/2020	01/02/2019	27/02/2019	£0.00
DA1087	NHH SVA	Large EAC/AA	18/06/2020	31/03/2019	20/04/2019	£0.00
DA1089	HH SVA	Faulty Meter	06/05/2020	08/10/2018	08/03/2019	£0.00
DA1090	HH SVA	Faulty Meter	10/08/2020	23/04/2019	23/05/2019	£56,143
DA1091	HH SVA	Incorrect MTDs	11/08/2020	17/04/2019	13/06/2019	£642,018
DA1092	HH SVA	Other CT issue	24/08/2020	24/06/2019	06/07/2019	£4,061
DA1093	HH SVA	CT mismatch	18/08/2020	14/10/2016	03/04/2019	£20,414
DA1098	NHH SVA	Large EAC/AA	14/09/2020	14/02/2019	11/06/2019	£0.00
DA1100	HH SVA	CT mismatch	18/09/2020	30/01/2018	07/08/2019	£90,179

## 3. Recommendations

3.1 We invite you to:

a) **NOTE** the Trading Disputes Report for January 2021

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## Appendices

### Appendix 1 – Root Cause Detail

Root Cause	Detail
Aggregation Rule issue	Aggregation rule not updated with the details of a new circuit.
CT mismatch	A mismatch between the CT Ratio and Meter programming.
Data Aggregation issue	Data Aggregator (DA) erroneously excluded data from the Final Reconciliation (RF) Run due to a data processing error.
Data estimation issue	Incorrect data estimation method used.
Disconnection issue	Consumption being estimated for a disconnected supply.
Energisation status issue	Consumption being estimated for a de – energised supply.
Faulty Meter	Faulty Meter causing consumption to be recorded incorrectly.
Incorrect MTDs	Incorrect Meter Technical Details (MTDs) led to consumption being under-recorded.
Large EAC/AA	Erroneously Large EAC/AA.
LLF issue	Line Loss Factors (LLFs) being calculated to an unregistered Grid Supply Point (GSP).
National Grid data issue	Bid instructions were incorrectly processed by National Grid which prevented payments from being processed.
Other CT issue	Closed CT links.
Phase Failure	Phase failure due to a blown fuse.
Unauthorised amendment at DF	DA submitted data at Post Final Settlement Run (DF) without an approved Trading Dispute.
Unregistered Metering System	Unregistered Metering System led to consumption not being recorded in Settlement.
VT mismatch	A mismatch between the VT Ratio and Meter programming.

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#### For more information, please contact:

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