

## TRADING DISPUTES REPORT

### Technical Assurance of Metering Expert Group

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Purpose of paper **For Information**

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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 30 June 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	20/02/2019
DA1009	HH SVA	Other CT issue	07/08/2019		
DA1027	HH SVA	Data estimation issue	30/09/2019	20/04/2018	02/10/2018
DA1035	HH SVA	CT mismatch	22/11/2019	05/11/2011	20/09/2018
DA1068	HH SVA	Faulty Meter	08/04/2020		
DA1069	HH SVA	Faulty Meter	08/04/2020		
DA1070	HH SVA	Faulty Meter	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	29/10/2019
DA1094	HH SVA	Faulty Meter	25/08/2020	03/05/2018	22/06/2018
DA1096	DF error	Incorrect MTDs	22/06/2020	11/10/2019	20/11/2019
DA1102	HH SVA	Faulty Meter	06/10/2020	20/01/2018	13/06/2019
DA1108	General	Data estimation issue	17/11/2020	01/09/2020	03/12/2020
DA1114	General	GSP_K Error	04/02/2021		
DA1115	General	GSP_M Error	04/02/2021		
DA1119	HH SVA	Other CT issue	09/02/2021		
DA1120	HH SVA	Faulty Meter	10/02/2021	27/03/2019	31/07/2019
DA1121	General	GSP_J Error	18/02/2021		

Dispute Reference	Dispute Type	Root cause	Date Raised	Error Start Date	Error End Date
DA1122	DF error	Unauthorised amendment at DF	22/02/2021	13/09/2018	13/09/2018
DA1123	HH SVA	Faulty Meter	08/03/2021	04/10/2019	18/01/2020
DA1125	HH SVA	Faulty Meter	15/03/2021		
DA1126	NHH SVA	Large EAC/AA	16/03/2021	11/01/2019	08/02/2019
DA1127	NHH SVA	Large EAC/AA	16/03/2021	28/04/2019	07/05/2019
DA1128	General	Faulty Meter	29/03/2021	17/11/2019	24/03/2020
DA1130	HH SVA	Disconnection issue	21/04/2021	27/08/2019	27/02/2020
DA1131	HH SVA	Phase failure	07/05/2021	25/02/2020	
DA1132	HH SVA	Data estimation issue	12/05/2021	13/12/2017	17/03/2020
DA1133	HH SVA	Incorrect MTDs	18/05/2021	06/03/2020	18/03/2020
DA1134	HH SVA	Data estimation issue	20/05/2021	22/01/2020	
DA1135	HH SVA	Data estimation issue	26/05/2021	08/11/2019	04/01/2020

## 2. Closed Trading Disputes

2.1 The below table contains the details of all Trading Disputes that have been closed between 8 April 2021 and 30 June 2021.

Dispute Reference	Dispute Type	Root cause	Date Raised	Error Start Date	Error End Date	Materiality
DA1042	NHH SVA	Incorrect MTDs	19/12/2019	01/06/2018	12/09/2018	£ -
DA1124	HH SVA	CT mismatch	15/03/2021	04/12/2019	02/02/2020	£ 102,000.00
DA1116	NHH SVA	Large EAC/AA	04/02/2021	13/10/2019	04/11/2019	£ 4,800.00
DA1106	HH SVA	CT mismatch	12/11/2020	17/05/2019	21/01/2021	£ -
DA1107	HH SVA	Phase failure	17/11/2020	05/05/2019	06/09/2019	£ 18,044.00
DA1129	HH SVA	Data estimation issue	21/04/2021	13/03/2019	18/11/2019	£ -

## 3. Recommendations

3.1 We invite you to:

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

## 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.

**For more information, please contact:**

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