8.1 Business processes and mitigating controls

Question	Guidance	Response	Evidence
8.1.1 How do you ensure that data flows are received and processed completely, accurately and in a timely manner, in line with the requirements of BSCP504 and PSL100[P225]?	The NHHDC agent receives a number of key inputs, including the following: 1. Appointment and termination notifications on D0155 and D0151 data flows (including read frequency requests) from Supplier (BSCP504 3.2, 3.3 & 3.4). 2. Metering System Settlement detail affirmations on a D0052 data flow (including D0052 received for Unmetered Supply Metering Systems) from Suppliers (BSCP504 3.2 & 3.3). 3. Notification of mapping details and Non Half Hourly Meter Technical Details on D0149 and D0150 data flows from Meter Operator Agents (BSCP504 3.2 & 3.3). 4. Confirmation or rejection of energisation status change on a D0139 data flow from Meter Operator Agents (BSCP504 3.3.3, 3.3.4, 3.3.5). 5. Notification of change to other Parties from Suppliers on a D0148 data flow (BSCP504 3.2, 3.3 & 3.4). 6. Market Domain Data on D0269 and D0270 data flows and Daily Profile Coefficients on a D0039 file from SVAA. (BSCP504 3.1).		

Question	Guidance	Response	Evidence
	The response should address the following areas: (a) The identification, review and authorisation of all flows prior to processing. (b) Controls in place to ensure that all data required or expected is received. This may be through controls within the update routines or through manual controls. (c) The validation of data for formats and lengths, e.g. the MSID is valid. (d) The validation of standing data received against the latest version of MDD, data items and combinations such as Profile Class, Standard Settlement Configuration, Data Aggregator ID, Data Collector ID, Meter Operator Agent ID, Supplier ID, GSP Group or energisation status. (e) The validation of data for its internal consistency. (f) The controls over the completeness and accuracy of MDD in line with the go-live dates as published in the MDD circulars, including controls to ensure that where MDD items are selectively applied to the database, that the appropriate items are selected and that all are applied completely and accurately. Please specify whether this process will require manual intervention.		
8.1.2 How do you ensure that Meter reads are scheduled in line	Please provide a response for all types of Metering Systems for which you operate as NHHDC, e.g. standard cyclic		

Question	Guidance	Response	Evidence
with BSCP504 and PSL100[P225]?	Metering Systems, remote pre-payment Metering Systems, de-energised Metering Systems, Automated Metering Systems etc.		
8.1.3 Where your retrieval system is separate from your data processing system, what controls do you have in place to ensure that Meter readings collected by one system are transferred completely and accurately to the other?	This question is only relevant to Agents operating separate data retrieval and data processing systems. Where this is not relevant please state "not applicable".		
8.1.4 How do you ensure that all appropriate Meter readings are collected, to satisfy BSCP504 and PSL100[P225]?	The response should address the following areas: 1. The controls in place to ensure the completeness of Meter read collection and upload onto the system. This should include both manual and electronic Meter reads including the following read types: (a) Hand held unit. (b) D0010 – from Supplier or Meter Operator Agent. (c) Other electronic files. (d) Interactive voice recognition system. (e) Operator phone conversation.		

Question	Guidance	Response	Evidence
	(f) Read sheet or read card. (g) Automated Meter Readings. 2. When visiting a site or remotely contacting a site the checks are performed as detailed in BSCP504 Appendix 4.1. 2.3. The processes to ensure that any consumption for Metering Systems recorded as de-energised on your Agency Service is identified and processed to Settlement. 3.4. The controls in place to check that all scheduled reads have been performed.		
8.1.5 How do you ensure that Meter readings are validated to satisfy BSCP504 and PSL100[P225]?	The response should address the type and level of validation undertaken against each of the read types, including those defined in question 8.1.4 above. The minimum validation requirements for Meter readings are set out in BSCP504 Appendix 4.2. The response should specify where the validation is performed (may be split between different parts of the system). Controls should be in place to ensure that the validation is performed on all Meter read types – reads may be input by different methods. (Question 8.2.1 relates to how you would deal with reads		

Question	Guidance	Response	Evidence
	that have failed validation)		