

NDM CSEPs Issue Log

	Issue	Raised By	Status	Priority
1	We would find it nearly impossible to submit complete read data for old IGT sites (~pre 2008). Although consumption data could be submitted (without read data), it would be very time consuming for us to do this on the older sites (~pre 2008).	Shipper	Ongoing	
2	Date mismatch between IGT and Xoserve - Reads being sent to IGT who send Rec file to Xoserve but this is updated due to either start or end date mismatches between IGT and Xoserve dates.	Shipper	Ongoing	
3	Threshold crosser no read - AQ for MPR changes to LSP so can then be reconciled. No start read obtained for this new LSP AQ so one needs to be estimated, who does this? Also the IGT start date for threshold crossers always seems to differ to Xoserve's by 2-3 weeks resulting in a date mismatch.	Shipper	Ongoing	
4	Incorrect EUC banding - GT sending valid Recs to Xoserve but populating the EUC with banding of 01 not the correct one.	Shipper	Ongoing	
5	Shipper short code mismatch - Rec sent to Xoserve by IGT is rejected due to differing shippers short code.	Shipper	Ongoing	
6	Linking LMN and MPR - Shipper has difficulty tracking if reads have been obtained and sent to the IGT as we can't establish the MPR that the LMN relates to (often the LMN is not quoted in the invoice or portfolio so we have no other way of finding it).	Shipper	Ongoing	
7	Asset details mismatch - Reads obtained by shipper and sent to IGT but rejected due to asset mismatch i.e. MSN mismatch, no of dials mismatch.	Shipper	Ongoing	
8	Incorrect transfer read - We are new supplier and obtain valid opening and subsequent reads but these are rejected by IGT due to the losing shipper issuing an erroneous closing read and the IGT accepting this erroneous read	Shipper	Ongoing	
9	Difficulty in obtaining an LMN / MPR match for some LMN's – means we are unable to search for reads	Shipper	Ongoing	
10	IGT's unable to trace LMN's on their systems although Xoserve have them with the supply	Shipper	Ongoing	
11	Ability to communicate and get information from some IGT's	Shipper	Ongoing	
12	Poor address data quality means unable to find site to gain a read	Shipper	Ongoing	
13	Lack of availability of reads for old unreconciled periods	Shipper	Ongoing	
14	Confusion over who does what – have been passed back and forth between Xoserve and IGT	Shipper	Ongoing	
15	Late setup of LMN start date which is effecting reconciliation	xoserve	Ongoing	
16	Inaccurate date ranges used when sending in rec resulting in periods with no reconciliation.	xoserve	Ongoing	

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17	Lack of visibility of information passed from IGT to Xoserve and subsequent responses	Shipper	Ongoing	
18	lack of control over energy allocation passed from the IGT to xoserve	Shipper	Ongoing	
19	Estimated readings being utilised	Shipper	Ongoing	
20	Withdrawn mprns not being notified to the shipper or Xoserve LMNs	Shipper	Ongoing	
21	concern over dummy lmn's being populated, and the impact this will have on reconciliation	Shipper	Ongoing	
22	lmn's not being provided on portfolios (where service is live)	Shipper	Ongoing	
23	The volume of nested cseps: How many LMN updates files are rejected due to the DNO Ref not being populated. Does the Lead pro-actively advise the downstream nest of this information? How many Rec files are rejected from Lead iGt? How many are subsequently resolved? How many Rec files are received from Nests? How many are rejected? How many are subsequently resolved?	Shipper	Ongoing	

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