

# Unworkable Exceptions

The majority of exceptions are resolved via a technical or business solution and have no impact to customers as they are resolved before they are needed in the next step of the process. However, there are three outstanding exceptions which we are unable to resolve. Details of these are below and an industry communication was issued on 27<sup>th</sup> April 2020.

Exception Type	SAP Message Text	Count at 15/04	Avg. Growth Per Month	Unique MPRN Count at 15/04	Customer Impact	Permanent Resolution Solution Target Deployment Date *	Backlog Clearance Date	Comments / Status
MN09	NDM Recn-Prevailing Volume is zero	83,659	9,308	82,624	Reconciliation charges are not being invoiced to the Shipper for the period that is being held due to the exception and subsequent periods	TBC (Perm Solution)	Indicative July / August	Small scale PoC for a tactical solution (no customer engagement required) is under-going UAT and assurance. The fix is complex and the indicative plan suggests June implementation and corrected Invoice sent July at the earliest but more likely Aug
BI49	Variance value for isolation period has non-zero value	10,035	231	10,035	<p>1. If the site is consuming but the meter point remains as 'isolated' on UKLink, the energy consumed is not being billed and will therefore be picked up in UIG.</p> <p>2. When the isolation status is updated, following acceptance of a read, any reconciliations for periods after the status update will not be processed</p>	Mid Feb 2021	TBC [Indicative July]	Team will evaluate what resources are required to accelerate deployment of the permanent solution or a tactical solution.
BI29	Change to group characteristics for installation	233	9	233	No Rec periods are being invoiced to the Shippers for the period that is being held due to the exception and subsequent periods.	Linked to main P&S CR	June	Tactical solution established, requires manual input of meter reads on a case by case basis, initial assessment is it will take 4 weeks