ETs Between Non-Domestic and Domestic Suppliers

Clarity or change needed?

Issue:

Under the CFSB Schedule 30, Section B "Erroneous Switches" is:

1. Mandatory for Domestic Suppliers; but
2. Voluntary for Non-Domestic Gas; and
3. Mandatory for NHH for Non-Domestic Elec.

We are having issues with a non-domestic supplier not sending flows for domestic gas customers. Impact is we are required to load ETs manually slowing the process for the customer, ultimately leading to customer detriment. Also, makes it questionable as to whether there's appropriate control available for non-dom gas ESs.

Question:

1. Is this already a compliance issue, as non-domestic gas suppliers should be sending flows for dom customers; or
2. Should a change be made to the CFSB schedule so that:
   a. Non-domestic Gas Suppliers are mandated to use the ETs process; or
   b. Non-domestic Gas Suppliers are mandated to use the ETs process for domestic customers; or
   c. "*Means*" section of 6.9.1 should be changed to "*DTN and bilateral messaging*"

	Section A: General Obligations	Section B: Erroneous Switches	Section C: Switch Meter Read Problems	Section D: Crossed Meters	Section E: Duplicate RMPs	Section F: Misdirected Payments	Section G: Debt Assignment
Domestic Suppliers	Mandatory	Mandatory	Mandatory for NHH Electricity[1] and for Gas	Mandatory	Mandatory	Mandatory	Mandatory
Gas Non-Domestic Suppliers	Mandatory	Voluntary	Voluntary	Voluntary	Voluntary	Voluntary	N/A
Electricity Non-Domestic Suppliers	Mandatory	Mandatory for NHH[1]	Mandatory for NHH[1]	Mandatory	Mandatory	Mandatory	N/A
Gas Transporters	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
Distribution Network Operators	Mandatory	N/A	N/A	Mandatory	Mandatory	N/A	N/A
DCC	Mandatory	N/A	N/A	N/A	N/A	N/A	N/A
Meter Equipment	N/A	N/A	N/A	Mandatory	Mandatory	N/A	N/A

Ref	When	Action	From	To	Interface	Means
6.9.1	No later than the end of the: a) 2nd WD if it is the Losing Supplier; or b) 8th WD if it is the Gaining Supplier, of initial Consumer contact or of receiving information from a third party, indicating a potential Erroneous Switch.	Send Initial Request.	Initiating Supplier	Associated Supplier	For Gas RMP(s) RET Flow For Electricity RMP(s) Erroneous Transfer Communication[2]	DTN