



A GUIDE TO

UNDERSTANDING YOUR CHANGE TO HALF HOURLY METERING

All electricity supply companies have a regulatory obligation (P272) directed by Ofgem to change the way customers with Profile Classes of 05-08* are billed. This change must be made by April 2017.

What is changing?

As you may be aware, by April 2014, most large non-domestic electricity consumers across the UK were converted to Automated Meter Reading (AMR) meters capable of recording half hourly (HH) consumption.

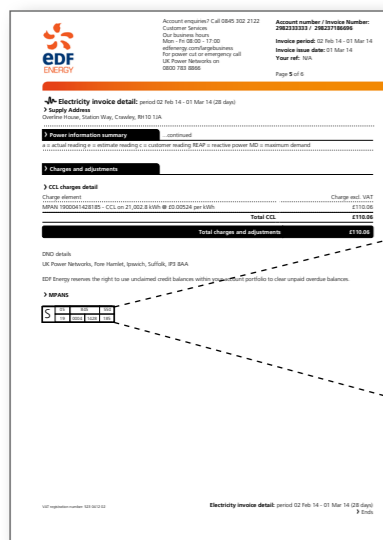
The P272 industry-wide regulatory change requires that meters with Profile Classes of 05-08 and an AMR installed should be converted to HH meters (Profile Class 00). This is a requirement on all suppliers.

AMR - more precise data

By recording HH data, AMR meters can provide an accurate profile shape of usage for each meter as well as measuring total consumption. Currently the profile shape is estimated.

Why this is happening

- Ofgem is the governing body which ensures that the electricity industry is as open, transparent and cost reflective as it can be.
- They are committed to converting or reprogramming all electricity meters to allow them be read remotely and measured on a HH basis.
- This will ensure that costs are reconciled accurately between customers and suppliers and between suppliers and generators, a process known as 'settlement'.
- HH data improves the accuracy of the settlement process and helps remove cross-subsidisation caused by estimating consumption profiles.
- This change doesn't affect quarterly billed customers with Profile Classes 01, 02 (domestic) or 03 and 04 (smaller business).



S	05	845	550
	19	0004	1428
			185

* Your meter Profile Class can be found from your MPAN number on your electricity bill. It's usually the first 2 digits after the 'S' in the top row of boxes.



[Read more about P272](#)

How does it impact me?

In most cases there's no need for you to do anything, the update will be activated remotely and your supply will not be disrupted.* Your charges may change due to new cost elements that will be shown on your bill.

In future

- Meters with a Profile Class of 05-08 will be converted to HH settled by April 2017.
- All meters with a contract end date after the 5th November 2015 must be changed to HH metering.
- The change to HH settled meters will result in some new cost elements which will make up your charges. The impact will be meter specific based on how you use your electricity and the geographical location of the meter.
- Any cost variations will be mainly dependent on site location, individual consumption shapes and the ability you have to switch consumption load to other times of the day.
- HH data that is available will be used to create new prices based on your actual consumption pattern. This means your new charges will more accurately reflect the actual cost of your energy usage.

The new charge elements which will be detailed on your bills and quotations are:

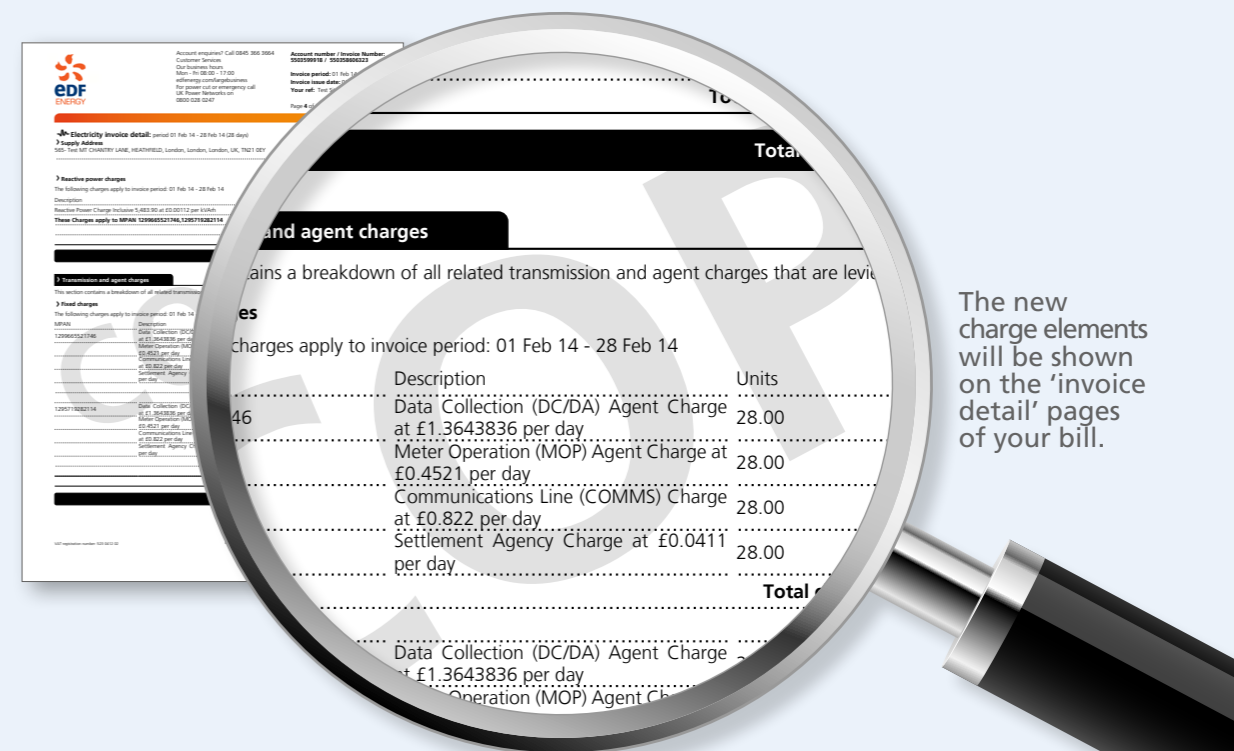
HH Meter Operator charges - charges associated with maintaining the HH metering for each site.

HH Data Collection Charges - are charges associated with the collection of HH data.

Settlement Agency Fee - is a charge levied by Elexon for maintaining HH settlements.

These charges will replace any existing metering charges you are already paying.

Service Capacity (Availability) Charge - is the charge by Distribution Network Operators (DNOs) for providing electricity supply connections up to a maximum agreed electrical load, where applicable.



The new charge elements will be shown on the 'invoice detail' pages of your bill.

* In some cases your current meter operator may not be able to support this change. If this is the case you can appoint your own meter operator or request us to do this for you. Please contact us if you would like to know more.

How we can help you

We're committed to helping our customers innovate to achieve efficient use of energy. Here are three ways to help your business.

energyview Online energy reporting for business

Using Energy View, our well-established energy management software, will give you the extra insight needed to measure and manage consumption more effectively. With more detail available on when you are using electricity, Energy View can help take advantage of this information to find ways of improving your profile, or moving consumption peaks to cheaper price times.

Energy View will help you understand your electricity consumption better and improve the performance of your business. Contact your sales adviser to find out more about how you can get access to Energy View.

- **Pass-through** Some of the costs for distribution (DUoS) and transmission (TNUoS) are factored into the unit rates. These can be made visible by opting for a pass-through contract, which shows these elements separately on your invoice.

With a fully inclusive contract, EDF Energy has to forecast these costs and build them into the unit rates. This fixes the costs across the period of the contract protecting you from any increase. With pass-through these costs are applied to the bill as they are charged to us. You will benefit from any reductions in charges, but will also have to pay any increases. This sort of contract may suit you if you can control how and when you use electricity.

- **Triad Warnings** If you choose pass-through you can manage transmission charges by reducing consumption at the peak times of the year (TRIADs). We have free TRIAD warning services through a number of platforms including Market **Insight**, our free online energy market intelligence service. The warnings, which aim to predict the likely TRIAD events, can be sent by text or email. If customers minimise their load at these times they will avoid high charges.

Here to help ...

If you would like more information on P272 or any of these services please contact:

B2Bcustomerexperience@edfenergy.com



Frequently asked questions



What is P272?

A mandatory change which requires certain meters to use HH data rather than the current estimated industry profile shape.

Why is this happening?

HH data is used in a process called settlement which is a more accurate mechanism for ensuring usage is allocated correctly to customers and suppliers.

What does 'settlement' mean?

Settlement is the process by which consumption used by customers is allocated to suppliers, HH settlement is more accurate than using an estimated profile shape as is currently the case for these meters.

How will I know which meters are affected?

Only AMR compliant meters with a Profile Class of 05-08 will be impacted by P272. Profile Class can be found from your MPAN number. It is usually the first 2 digits after the S in the top row of boxes.

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When will this happen?

The aim is for all affected meters to be changed by April 2017. We will undertake this change at the point that your contract is renewed in order to minimise any disruption.

Will my supply be disrupted?

No, amendments to metering specifications will be made remotely. There may however be some instances where access to sites may be required but we will contact you in advance if this is required.

Will I be charged more?

That will depend on a number of factors. Whilst there are new charge elements you will see, there may be a reduction in your unit rate. The net impact will depend on how and when you are using your electricity and the geographical location of the meter.

What about quarterly billed meters / Unmetered supplies?

These are not affected at this time, though there is an aim to have all meters settled on a HH basis in time.

Will customers be subject to HH Volume Tolerance charges?

Not if you are currently on our Peace of Mind product. If you are on a flexible contract then this will depend on the terms of that contract.

Are other suppliers doing this?

All suppliers have the same obligation and must change qualifying meters to HH from the 5th November 2015. If you are unsure, please make sure you ask other suppliers about their plans to implement P272.

What if my AMR meter is not connected / working properly?

Until the connections is working, these meters will be excluded.

How will the capacity be set?

Your Distribution Network Operator will determine the necessary capacity for your site(s). Please contact them to find out.

How will TRIAD be charged if on pass-through contracts?

This will be based on 85% of the maximum demand, mid year contracts will be pro-rated as per the T&Cs.

Will meter operator agreements be required?

You must have a meter operator that can handle HH metering. If you do not you can appoint one or we can do this on your behalf.



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