

# Orsted

## P272

This compulsory, industry wide change introduced by Ofgem, follows on from the April 2014 roll out of Automated Meter Reader (AMR) for all meters in profile class 5-8.

**These profile classes include commercial meters with variable peak load weighting.**

The AMR programme made sure that meters within this category could be read remotely and could record half-hourly (HH) consumption. Now that this has been completed, P272 requires suppliers to use this half-hourly data to settle consumption accurately on a half-hourly basis. As a result, invoices will reflect your half-hourly consumption, rather than an assumed profile.

**How do I know if my meter is in profile class 5-8?**

- Suppliers must complete the transition from non-half-hourly to half-hourly settlements by April 2017. However, if your contract is renewed between 29th October 2014 and 4th November 2015, the transition must be completed by 1st April 2016.
- For existing customers, suppliers must complete the transition from non-half-hourly to half-hourly settlement as part of your contract renewal. We can then offer you the product best suited to your requirements.
- If your contract renewal date is after April 2017, suppliers are required to carry out this transition mid-contract.

For new customers, suppliers must complete the transition within 45 business days of the supply start date. This includes the registration of new sites for existing customers. After 1 April 2017, this 45 day period will not apply and suppliers must complete the transition as soon as possible after the supply start date.

**What do I need to do?**

If you already have a direct half-hourly contract with a meter operator and/or a data collector/data aggregator, you can extend this to your 5-8 meters.

If you are an Ørsted customer, please agree terms with your agents, and let us know when this has been done. We can then review your contract terms, and liaise with your agents to initiate the transition.

If you do not inform us that you have made arrangements with an agent, we will appoint one on your behalf and pass associated costs to you. These will appear on your monthly invoice.

To help facilitate this transition, please make sure your AMR meters are capable of being read remotely and recording half-hourly consumption. If you are aware of any issues with AMR on any of your meters, please let us know as soon as possible.

If you would like to benefit from receiving half-hourly charges sooner than your renewal date, this can be arranged. Please contact us to let us know.

**What will happen next?**

Once the half-hourly agents have been appointed, your meter will be remotely reconfigured to a fully compliant half-hourly meter. We will obtain consumption readings for every half-hourly period (from the data collector) and these same readings will be used for settlement. If the remote reconfiguration is unsuccessful, a site visit may be required and you will be contacted to arrange a suitable date and time to access your meter.

Following the switch to half-hourly settlement, you will notice that your electricity invoice looks slightly different. It will include additional lines of data and some charges will be based on your half-hourly consumption. We will provide information with your first invoice to explain the changes.

**Get in touch**

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