

## **SCHEDULE 25 - THEFT RISK ASSESSMENT SERVICE**

### **1. GOVERNANCE**

- 1.1 The Panel shall establish a Working Group to oversee the Theft Risk Assessment Service Arrangements. Such Working Group shall work in collaboration with the equivalent sub-committee constituted under the SPAA.
- 1.2 It is the intention of the Parties that DCUSA Ltd contracts with a TRAS Service Provider for provision of services consistent with the description set out in Appendix 1. Where necessary, DCUSA Ltd shall seek to make changes to the TRAS Contract to ensure it remains consistent with Appendix 1 from time to time. For the avoidance of doubt, no Party shall have any obligation under Appendix 1.

### **2. FUNDING**

- 2.1 Subject to Paragraph 2.3, all TRAS Liabilities incurred by DCUSA Ltd (howsoever arising) shall constitute Recoverable Costs to be paid by Supplier Parties pursuant to Clause 8.9A of the main body of this Agreement.
- 2.2 Where DCUSA Ltd contracts with the TRAS Service Provider under a common arrangement with SPAA Ltd:
- (a) DCUSA Ltd may agree to be liable to the TRAS Service Provider for up to 59% of the TRAS Liabilities that arise in relation to electricity and gas (and to be responsible for 100% of the TRAS Liabilities that relate exclusively to electricity); and
  - (b) notwithstanding Paragraph 2.2(a), DCUSA Ltd may agree to be jointly and severally liable with SPAA Ltd to the TRAS Service Provider for the TRAS Liabilities of SPAA Ltd; provided that SPAA Ltd agrees to reimburse DCUSA Ltd for the TRAS Liabilities of SPAA Ltd to the extent funded by DCUSA Ltd.
- 2.3 Paragraph 2.1 shall not apply in respect of TRAS Liabilities to the extent that DCUSA Ltd has a claim against another person in respect of such TRAS Liabilities. Such other persons may include one or more of the TRAS Service Provider, SPAA Ltd, the

Supplier Parties and the Secretariat. Such a claim may include a claim for payment by a Supplier Party under Paragraph 9. In the case of any such claim against any such person, DCUSA Ltd shall take all reasonable steps and proceedings to pursue and recover any amounts to which it is entitled from such other persons, unless and until the Panel determines (in consultation with Supplier Parties) that there is no reasonable prospect of success.

2.4 Notwithstanding Paragraph 2.3 and the existence of any claim referred to therein, pending the recovery of amounts pursuant to Paragraph 2.3, the TRAS Liability in question shall constitute a Recoverable Cost (to be paid by Supplier Parties pursuant to Clause 8.9A), subject to subsequent reconciliation once any amount is recovered pursuant to Paragraph 2.3.

2.5 DCUSA Ltd shall take all reasonable steps to mitigate its TRAS Liabilities.

### **3. PERFORMANCE ASSURANCE**

3.1 The Panel shall appoint a person that is reasonably independent of Supplier Parties and of the TRAS Service Provider to produce a performance assurance report in respect of the Theft Risk Assessment Service Arrangements. Such report shall be undertaken in accordance with the relevant requirements stipulated in the Supply Licences. For the avoidance of doubt, the costs incurred by the Panel in so doing will constitute TRAS Liabilities.

### **4. DATA PROTECTION**

4.1 The words and expressions in this Paragraph 4 that are not otherwise defined in this Agreement shall be interpreted in accordance with the Data Protection Legislation.

4.2 In respect of each Supplier Party's Supplier Data insofar as it constitutes Personal Data:

- (a) DCUSA Ltd undertakes to that Supplier Party to only Process that Personal Data in accordance with Good Industry Practice and the principles of the Data Protection Legislation and for the purposes of procuring the Theft Risk Assessment Service Arrangements;
- (b) DCUSA Ltd undertakes to that Supplier Party to ensure that the TRAS Service Provider shall only Process that Personal Data for the purposes of providing services pursuant to the Theft Risk Assessment Service Arrangements, and in accordance with the TRAS Contract; and
- (c) that Supplier Party shall ensure that provisions are included in its supply contract terms and conditions in respect of such Personal Data and the Processing of such Personal Data for the purposes of the Theft Risk Assessment Service Arrangements (such provisions to be drafted in accordance with Good Industry Practice).

4.3 Each Supplier Party, in respect of the TRAS Service Data and the Supplier Data of the other Supplier Parties, undertakes to only Process that data:

- (a) in accordance with Good Industry Practice, this Agreement, and, insofar as it constitutes Personal Data, the Data Protection Legislation; and
- (b) for the purposes of receiving services pursuant to the TRAS Contract and/or discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements.

## **5. DATA SHARING**

5.1 DCUSA Ltd has agreed to procure that each Supplier Party grants the TRAS Service Provider a licence as described in this Paragraph 5.1. Each Supplier Party, in respect of its Supplier Data, hereby grants to the TRAS Service Provider a royalty-free, non-exclusive, non-transferable licence to use that Supplier Data for the sole purpose of providing services pursuant to the Theft Risk Assessment Service Arrangements.

Each such licence includes the right of the TRAS Service Provider to grant a royalty-free, non-exclusive, non-transferable sub-licence to its sub-contractors for the same purpose.

- 5.2 Each Supplier Party, in respect of its Supplier Data, shall ensure that the TRAS Service Provider can use and sub-licence that Supplier Data in the manner envisaged by Paragraph 5.1 without infringing any Intellectual Property.
- 5.3 Each Supplier Party, in respect of its Supplier Data, hereby grants to each other Supplier Party a royalty-free, non-exclusive, non-transferable licence to use that Supplier Data for the sole purpose of receiving services pursuant to the TRAS Contract and/or discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements.
- 5.4 Each Supplier Party, in respect of its Supplier Data, shall ensure that each other Supplier Party can use that Supplier Data in the manner envisaged by Paragraph 5.3 without infringing any Intellectual Property.
- 5.5 Without prejudice to the generality of Paragraphs 5.1 and 5.3, it is agreed that:
- (a) the Supplier Data of each Supplier Party will be used for the purposes of detecting theft of electricity and/or gas (not just electricity) at premises throughout Great Britain (not just the premises supplied from time to time by the Supplier Party);
  - (b) the Supplier Data of each Supplier Party relating to a particular premises can continue to be used notwithstanding that the Supplier Party no longer supplies that premises; and
  - (c) the Supplier Data of each Supplier Party can continue to be used notwithstanding that the Supplier Party has ceased to be a Party.
- 5.6 Each Supplier Party undertakes to only use the TRAS Service Data for the purposes of receiving services pursuant to the TRAS Contract and/or discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements; and to only use such data in accordance with law.

5.7 The licences granted by each Supplier Party under this Paragraph 5 represent the only rights of the TRAS Service Provider and the other Supplier Parties in respect of that Supplier Party's Supplier Data. Nothing in this Schedule grants the TRAS Service Provider or the other Supplier Parties any rights to use, transfer or sub-licence a Supplier Party's Supplier Data otherwise than in accordance with this Paragraph 5. All Intellectual Property in each Supplier Party's Supplier Data shall remain vested in that Supplier Party (or its relevant licensors). To the extent that any Intellectual Property in a Supplier Party's Supplier Data vests in the TRAS Service Provider or another Supplier Party by operation of law, the TRAS Service Provider or such other Supplier Party hereby assigns such Intellectual Property vested in it to the first Supplier Party referred to in this sentence.

## **6. CONFIDENTIALITY**

6.1 Subject to Paragraphs 6.3 and 6.4, DCUSA Ltd undertakes to each Supplier Party to treat that Supplier Party's Supplier Data as confidential and to safeguard it in accordance with Good Industry Practice.

6.2 Subject to Paragraphs 6.3 and 6.5, each Supplier Party undertakes to treat the TRAS Service Data as confidential and to safeguard it in accordance with Good Industry Practice.

6.3 The obligations of confidentiality in this Paragraph 6 shall not apply to the extent that:

- (a) disclosure is required in accordance with the Relevant Instruments or any other law or by a court of competent jurisdiction or any regulatory body;
- (b) such information was separately created or obtained by the Party seeking to make a disclosure without an obligation of confidentiality; and/or
- (c) such information is already in the public domain at the time of disclosure otherwise than by a breach of this Agreement.

6.4 DCUSA Ltd may disclose each Supplier Party's Supplier Data to the Secretariat, the TRAS Service Provider and/or the TRAS Contract Manager (in each case) insofar as is necessary for the purposes of the Theft Risk Assessment Service Arrangements.

DCUSA Ltd shall be responsible for any disclosure of such data by the Secretariat or the TRAS Contract Manager otherwise than in accordance with this Paragraph 6. DCUSA Ltd shall have no obligations in respect of disclosure by the TRAS Service Provider. The TRAS Service Provider's right to disclose the Supplier Data shall be subject to the TRAS Contract, in respect of which the Supplier Parties are intended to have directly enforceable rights (as set out in Paragraph 7.4).

- 6.5 Each Supplier Party may disclose the TRAS Service Data to its agents and contractors insofar as is necessary for the purposes of receiving services pursuant to the TRAS Contract and/or discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements. Each Supplier Party shall contract with its agents and contractors on provisions equivalent to this Paragraph 6 and reflecting the licences described in Paragraphs 7.4(b) and (c), and shall be responsible for any disclosure and use of such data by any such persons otherwise than in accordance with this Paragraph 6 and the licences described in Paragraphs 7.4(b) and (c).

## **7. LIABILITIES AND CLAIMS**

- 7.1 Subject to Paragraph 7.2, each Supplier Party hereby indemnifies DCUSA Ltd against any TRAS Liabilities incurred by DCUSA Ltd as a result of a breach by that Supplier Party of this Agreement.
- 7.2 The limitations of liability set out in Clause 53 of the main body of this Agreement shall not apply in respect of any breach by a Party of this Schedule 25, but the following shall instead apply in respect of such breaches:
- (a) nothing in this Paragraph 7.2 shall limit a Party's liability for death or personal injury caused by its negligence, or for fraud or fraudulent misrepresentation;
  - (b) no Supplier Party shall be liable for any inaccuracy in its Supplier Data;
  - (c) the Party in breach shall be liable for the losses that were reasonably foreseeable as likely to arise as a result of the breach (to be assessed at the time of the breach, and not at the time at which the Party became a Party); and

- (d) the Party in breach shall not be liable for the losses that were not reasonably foreseeable as likely to arise as a result of the breach (to be assessed at the time of the breach).

7.3 For the purposes of Paragraph 7.2, it is acknowledged and agreed that a breach of this Schedule 25 by a Supplier Party may cause DCUSA Ltd to incur a TRAS Liability to the TRAS Service Provider and/or may cause another Supplier Party to incur a TRAS Liability.

7.4 DCUSA Ltd shall contract with the TRAS Service Provider on the basis that each Supplier Party has a directly enforceable contractual right against the TRAS Service Provider in respect of (as a minimum) the following (subject to and in accordance with the terms and conditions set out in the TRAS Contract):

- (a) an obligation on the TRAS Service Provider equivalent to the obligation set out in Paragraph 4.2;
- (b) a non-exclusive, non-transferable, royalty free licence from the TRAS Service Provider to use the TRAS Service Data (excluding the TRAS Service Scorecard) for the duration of the TRAS Contract for the purposes of receiving services pursuant to the TRAS Contract and/or discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements solely for its own benefit (and the right to sub-licence and use such TRAS Service Data for such purposes without infringing any Intellectual Property);
- (c) a non-exclusive, non-transferable, perpetual, irrevocable, royalty free licence from the TRAS Service Provider to use the TRAS Service Scorecard for the purpose of discharging its obligations pursuant to the Theft Risk Assessment Service Arrangements solely for its own benefit (and the right to sub-licence and use the TRAS Services Scorecard for such purpose without infringing any Intellectual Property);
- (d) an obligation on the TRAS Service Provider equivalent to the obligation set out in Paragraph 6; and
- (e) (only for so long as the TRAS Service Provider has the benefit of the directly

enforceable rights set out in Paragraph 7.7) a waiver by the TRAS Service Provider equivalent to the waiver by the Supplier Parties set out in Paragraph 7.6.

7.5 Each Supplier Party hereby agrees with DCUSA Ltd:

- (a) in respect of any claim that the Supplier Party may have against the TRAS Service Provider in respect of the TRAS Contract, to:
  - (i) notify DCUSA Ltd of any such claim;
  - (ii) irrevocably appoint and use DCUSA Ltd as the Supplier Party's exclusive agent (to the exclusion of itself and all other persons) to pursue, negotiate and conduct any such claims (which role DCUSA Ltd may choose to delegate);
  - (iii) provide DCUSA Ltd with all reasonable assistance requested by DCUSA Ltd in respect of the conduct of such claims;
  - (iv) take all reasonable steps to mitigate any TRAS Liabilities; and
  - (v) where the Supplier Party's claim relates to a claim by a third party against the Supplier Party, not make any admission, settlement or payment in respect of such claim without first obtaining DCUSA Ltd's consent (such consent not to be unreasonably withheld or delayed); and
- (b) in respect of any claim that the TRAS Service Provider may have against the Supplier Party in respect of the TRAS Contract, to:
  - (i) on being notified by DCUSA Ltd of the breach that has given rise to such claim, promptly take such steps as may be required to cure and/or avoid such breach;
  - (ii) irrevocably appoint and use DCUSA Ltd as the Supplier Party's exclusive agent (to the exclusion of itself and all other persons) to defend, negotiate and conduct any such claims by the TRAS Service Provider (which role DCUSA Ltd may choose to delegate); and
  - (iii) provide DCUSA Ltd with all reasonable assistance requested by DCUSA



Ltd in respect of the conduct of such claims.

7.6 Without prejudice to any contractual rights that a Supplier Party may have (whether under this Agreement, pursuant to the Contracts (Rights of Third Parties) Act 1999, or otherwise), each Supplier Party hereby irrevocably waives and releases (to the fullest extent permissible by law) all tortious rights and remedies and claims for breach of statutory duty that it might otherwise have against the TRAS Service Provider arising under or in connection with the Theft Risk Assessment Service Arrangements.

7.7 Notwithstanding Clause 60.8 of the main body of this Agreement, the TRAS Service Provider shall be entitled to enforce the following paragraphs in accordance with the Contracts (Rights of Third Parties) Act 1999:

- (a) Paragraphs 4.2(c) and 4.3;
- (b) Paragraphs 5.1, 5.2 and 5.6;
- (c) Paragraph 6; and
- (d) Paragraphs 7.5, 7.6 and 7.9,

provided that this Agreement (including those paragraphs) shall remain subject to amendment and termination in accordance with its provisions (and without the consent of the TRAS Service Provider).

7.8 It is acknowledged that the TRAS Contract may contain change control, dispute resolution, compensation and/or termination provisions linked to the amendment of the paragraphs referred to in Paragraph 7.7, and that DCUSA Ltd may incur TRAS Liabilities in the event of any changes to those paragraphs. DCUSA Ltd shall give notice to the TRAS Service Provider of any proposed changes to any of Paragraphs 2.1, 2.4, 5.3, 5.5 and/or 7.7, and/or to any of the paragraphs referred to in Paragraph 7.7.

7.9 Without prejudice to the licences in the TRAS Contract referred to in Paragraphs 7.4(b) and (c), no Supplier Party is granted any licence rights in the TRAS Service Data by this Agreement. No Supplier Party will have any right to transfer or sub-licence the TRAS Service Data otherwise than in accordance with Paragraph 6.5 and

the licences referred to in Paragraphs 7.4(b) and (c). All Intellectual Property in the TRAS Service Data shall remain vested in the TRAS Service Provider (or its relevant licensors) and to the extent that any Intellectual Property in the TRAS Service Data vests in a Supplier Party by operation of law, each Supplier Party hereby assigns such Intellectual Property vested in it to the TRAS Service Provider.

- 7.10 Each Supplier Party acknowledges that the TRAS Service Provider is not a party to, and does not have any obligations or liabilities under, this Agreement.

## **8. SUPPLIER DATA**

- 8.0 The Secretariat shall monitor the number of Metering Points Registered to each Supplier Party based on the data received pursuant to Clause 12.12.1. Once a Supplier Party is Registered for its first Metering Point:

- (a) the Secretariat shall notify the Supplier Party and the TRAS Service Provider;
- (b) the Supplier Party shall take all reasonable steps necessary to fulfil the preliminary steps required under the TRAS Contract so that the Supplier Party can submit data in accordance with this Paragraph 8 (as notified to the Supplier Party by the TRAS Contract Manager); and
- (c) the Supplier Party shall commence its compliance with the remainder of this Paragraph 8 within 3 months after it is Registered for its first Metering Point.

- 8.1 Each Supplier Party shall take all reasonable steps to obtain a copy of the TRAS Service Provider's detailed programming manual from time to time and agree with the TRAS Service Provider a specification and computer readable format for the data fields listed in Appendix 2. The data fields listed in Appendix 2 fall into two categories (as further described in Appendix 2), which comprise:

- (a) information in respect of residential premises and commercial premises supplied by the Supplier Party; and
- (b) information in respect of theft investigations by or on behalf of the Supplier Party,

data files containing such data fields, in the specification and format so agreed, being for each Supplier Party the "**Consumption File**" and the "**Outcome File**", respectively.

8.2 Not used.

8.3 The data fields which constitute the Consumption File and Outcome File are described in Appendix 2 as 'mandatory' or 'conditional'. When a Supplier Party populates data fields under Paragraph 8.5 ('mandatory' data fields must be populated: whereas, in the case of 'conditional' data fields, the Supplier Party:

- (a) must use all reasonable endeavours to provide the data it holds in respect of those data fields (but need not provide the data where it does not hold the required data in a readily accessible and extractable electronic format);
- (b) must, where the Supplier Party does not hold the required data in a readily accessible and extractable electronic format, use all reasonable endeavours to provide any comparable alternative data that the Supplier Party does hold in such format; and
- (c) is not otherwise obliged to provide the data.

8.4 Not used.

8.5 By 17.00 hours on the 5<sup>th</sup> Working Day after the 5<sup>th</sup> calendar day of each calendar month starting with November 2015, each Supplier Party shall provide to the TRAS Service Provider:

- (a) the Supplier Party's Consumption File populated with the data for all the Metering Points for which it is Registered as at the end of the 5th calendar day of the month (to be provided via the STS agreed between that Supplier Party and the TRAS Service Provider); and
- (b) the Supplier Party's updates to the data in the Outcome File populated with updates to the end of the 5th calendar day of the month (to either be provided via the STS agreed between that Supplier Party and the TRAS Service Provider, or via the Hunter System).

- 8.6 Once the specification and format of each Supplier Party's Consumption File and/or Outcome File has been agreed with the TRAS Service Provider pursuant to this Paragraph 8, the specification and format may not be changed without the TRAS Service Provider's consent (such consent to be obtained by DCUSA Ltd pursuant to the TRAS Contract).
- 8.7 Each Supplier Party shall provide sufficient staff as reasonably required by the TRAS Service Provider from time to time in compliance with the TRAS Contract with the objective of ensuring successful requirements definition, configuration, testing and implementation of the Theft Risk Assessment Service Arrangements in accordance with the TRAS Contract.
- 8.8 Each Supplier Party shall provide a single point of contact for the TRAS Service Provider to manage the day-to-day interactions between the TRAS Service Provider and that Supplier Party (excluding only those matters that are subject to Paragraph 8.8A).
- 8.8A Each Supplier Party shall provide details of a single information security point of contact (including their email address and/or phone number) to enable the TRAS Service Provider to communicate details of information security breaches (which may be communicated 24 hours a day, 7 days a week). Supplier Parties shall determine for themselves what action to take following any such notification.
- 8.9 Each Supplier Party shall report any faults and issues with respect to the TRAS Contract via the help desk established by the TRAS Service Provider for that purpose under the TRAS Contract in the format agreed pursuant to the TRAS Contract.
- 8.10 Each Supplier Party shall provide the TRAS Service Provider with any information or assistance reasonably requested by the TRAS Service Provider from time to time in relation to the provision of the Theft Risk Assessment Service Arrangements by the TRAS Service Provider in accordance with the TRAS Contract.

## **9. ADDITIONAL TRAS SERVICES**

- 9.1 A Supplier Party may, from time to time, request the provision of additional services or functionality pursuant to the TRAS Contract; provided that the Supplier Party pays the additional charges applicable to the additional services or functionality.
- 9.2 The additional services or functionality that can be requested, and the charges applicable to such additional services or functionality, are described in Appendix 4 to this Schedule 25.
- 9.3 A Supplier Party that wishes to obtain any of the additional services or functionality provided for in Appendix 4 of this Schedule 25 shall submit its request to the TRAS Contract Manager. As soon as reasonably practicable following receipt of each such request, DCUSA Ltd shall procure that the TRAS Service Provider provides the Supplier Party with such additional services or functionality; subject to and in accordance with the provisions of the TRAS Contract, and subject to payment by the Supplier Party of the applicable charges.

DCUSA Ltd shall invoice each Supplier Party for the charges (if any) incurred by that Supplier Party pursuant to this Paragraph 9 on or around the same date as it submits invoices under Clause 8 of the main body of this Agreement. Each Supplier Party to which such an invoice is addressed shall pay that invoice within the same time period as applies under Clause 8 (and interest as provided for under Clause 8.14 shall apply to late payments).

**APPENDIX 1 TO SCHEDULE 25 – DESCRIPTION OF THE SERVICES TO BE  
PROCURED PURSUANT TO THE TRAS CONTRACT**

**Description of the Services to be Procured Pursuant to the TRAS Contract**

The text of this service description is intended to be the same in both the SPAA and the DCUSA. In this text, references to "**Suppliers**" are references to licensed electricity suppliers and licensed gas suppliers collectively (and references to a "**Supplier**" are to one of them).

**1. THEFT RISK ASSESSMENT METHODOLOGY OVERVIEW**

1.1 The TRAS Service Provider's Theft Risk Assessment Methodology (TRAM) is a two stage process established in accordance with the TRAS Contract.

- **Stage 1:** Identifies low consumption customers (referred to as **Outliers**) by comparing actual consumption at a supply point against a modelled consumption for that property/customer type (referred to as **classification**). Classifications will be constructed based on the TRAS Service Provider's data sets covering property type and occupant information. The TRAS Service Provider will use its data to calculate expected consumption for each classification. By processing actual consumption data compared to expected consumption data pertaining to a given classification per Supply/Metering Point, this will generate the low consumption Outlier file.
- **Stage 2:** Qualification of Outliers by looking for markers which indicate a motivation and propensity for a customer to perpetrate theft. Such qualification will be undertaken using the TRAM decision engine which will apply scorecards based on customer and property variables from both Supplier and TRAS Service Provider data sources such as property, credit and fraud. Such scorecards will rank Outliers based on their propensity to be committing theft, which will subsequently be provided to relevant Suppliers (referred to as **Qualified Outliers**).

1.2 The TRAS Service Provider will refine those aspects of the TRAM which are within its control based on:

- actual data gathered in year 1 of operation; and

- analysis performed on Qualified Outliers and associated outcomes across all Suppliers; and
  - publicly available industry data where appropriate.
- 1.3 The TRAS Service Provider will use the data recorded in its theft alert and case management system (referred to as the **Hunter System**) to see a consolidated cross Supplier perspective on theft trends in a way that will not compromise security of Supplier Data between Suppliers. The TRAS Service Provider will use this to identify theft hotspots enabling further refinement of the TRAM.
- 1.4 The TRAS Service Provider will analyse the theft trends and patterns to enable evaluation and fine-tuning of the detection rules.
- 1.5 The TRAS Service Provider will use the Hunter System tools to analyse the comparative performance of each Supplier's theft investigations to identify areas of best practice.

## **2. THEFT TARGET OVERVIEW**

The TRAS Service Provider will use a data and analytics driven approach to establishing the Theft Target.

- 2.1 Within 12 months of the services start date (as defined in the TRAS Contract) using the theft target methodology developed during the initial 9 months after go-live date under the TRAS Contract, the TRAS Service Provider will establish separate annual targets for the detection of theft of gas and electricity for the gas and electricity supply markets (referred to as the **Theft Target**).
- 2.2 The TRAS Service Provider will recalculate the Theft Target every twelve months thereafter using the theft target methodology (and making any refinements required to the methodology based on operational experience) and deliver this to SPAA Ltd and DCUSA Ltd for their agreement recognising the expectation that any revised Theft Target supports further reductions in theft of gas or electricity when compared to the existing Theft Target.

### **3. TRAS SERVICE PROVIDER SOLUTION OVERVIEW**

- 3.1 The TRAS Service Provider solution will accumulate energy usage and customer information, creating a history of activity for each meter point in Great Britain. The primary sources for such data will be the Consumption Files, input from the Energy Theft Tip-Off Service and investigation results data from Suppliers.
- 3.2 Data standardisation and quality check routines developed pursuant to the TRAS Contract convert and verify the Consumption Files, provided in computer readable formats, agreed separately with each Supplier.
- 3.3 Consumption Files will be sent to the TRAS Service Provider via the Secure Transfer System in a format agreed individually with each Supplier. The data will be standardised. The TRAS Service Provider will provide Supplier management information reports regarding the success of each Consumption File load.
- 3.4 The initial Consumption File (to be provided between 30 June and 31 July 2015) will be used in conjunction with the TRAS Service Provider Data to create commercial and residential peer group classifications which the TRAS Service Provider will use to calculate normalised consumption figures for each classification.
- 3.5 The TRAS Service Provider solution will utilise data matching and comparison algorithms which will compare consumption figures contained within Supplier Data files to an expected consumption model. If a statistically significant variation is detected, such variation will be identified by the TRAS Service Provider as consumption and written to the Outliers file for further processing against the scorecards by the TRAM decision engine.
- 3.6 The TRAS Service Provider will develop service outputs from both the data contained in Consumption Files and TRAS Service Provider data. Service outputs will contain that information required to assign Qualified Outliers to the correct Supplier. The TRAS Service Provider will provide a summary of the components, rationale and resulting data variables used to create Qualified Outliers.



- 3.7 The TRAS Service Provider will deliver service outputs to Suppliers via its Hunter System or via the Secure Transfer Service interface. The method of delivery will be agreed with SPAA Ltd and DCUSA Ltd.

#### 4. OPERATION OF TRAS SERVICE PROVIDER SOLUTION

- 4.1 Key interaction points between Suppliers and the TRAS Service Provider shall be measured from an agreed cut-off point each month. The key interaction points between The TRAS Service Provider and each Supplier are identified in table 1 below:

**Table 1** (Supplier and TRAS Service Provider Key Interaction Points)

Calendar Day	Outline Service Level Definition
Supplier Data Cut-Off Point	The point at which all Suppliers will set their data extracts being fifth calendar day of each month for electricity and the fifth gas day of every month for gas.
Data File Delivery Date (DFDD)	The latest date each month by when the Suppliers must submit their Consumption Files to the TRAS Service Provider's STS which is defined as 17:00 hours on the fifth working day following the Supplier Data Cut-Off Point.
DFDD+1 to DFDD+8	TRAS Service Provider validates, converts, undertakes quality checks and loads Consumption Files into the TRAS Service Provider solution.
DFDD+9	TRAS Service Provider makes available the monthly management information data file to the Supplier STS instances and notifies nominated Supplier contacts via email.
DFDD+9 to DFDD+26	Theft lead processing – Outliers identified, TRAS Service Provider data introduced, TRAM process completed.
DFDD+27	Qualified Outliers delivered to Suppliers via the Hunter System or STS interface.
DFDD+29	Monthly output service level report provided to SPAA Ltd and DCUSA Ltd.

- 4.2 The TRAS Service Provider will host the infrastructure required to operate TRAS architecture within its data centre.

4.3 The TRAS Service Provider will provide a frontline help desk to receive calls, log them and handle issue escalation as identified in the TRAS Contract.

4.4 The TRAS Service Provider will provide a dedicated team who will undertake the following activities:

- receipt of Consumption Files;
- conversion;
- quality checks and loads;
- monthly Consumption File reports;
- management of second line support;
- database maintenance and fixes;
- data queries;
- minor upgrades; and
- amendments.

4.5 The TRAS Service Provider will provide specialist resource to undertake the following activities:

- analytic activities to annually refresh theft propensity scorecards;
- annual refresh of the residential and commercial segmentation;
- assess performance improvement recommendations;
- perform benchmarking activities; and
- Theft Target definition.

## **5. DATA PROTECTION AND PRIVACY**

The TRAS Service Provider will take steps to ensure that all personal data provided by the Suppliers and held in the TRAS Service Provider's data warehouse is accurate and up to date and additionally:

- 5.1 The TRAS Service Provider's compliance team will perform regular reviews of the Supplier data in the TRAS Service Provider's data warehouse to ensure the data is amended or deleted when it is no longer necessary for the purposes of TRAS and this will also be communicated to SPAA Ltd and DCUSA Ltd.
- 5.2 The TRAS Service Provider will receive Consumption Files and will load these to the TRAS Service Provider's data warehouse in accordance with paragraph 3.1 above.
- 5.3 The TRAS Service Provider will validate Supplier data before being loaded to the TRAS Service Provider's data wWarehouse to ensure the data is correctly associated with the correct individual.
- 5.4 The TRAS Service Provider will ensure that sensitive personal data will not be shared between Suppliers; this information will only be available to view by the Supplier who originates the record.
- 5.5 For the TRAS services, appropriate retention periods and justifications will be agreed between Suppliers and the TRAS Service Provider prior to the submission of on-going monthly data feeds, and a documented retention schedule will be developed covering Supplier data items.

## **6. RESILIENCE AND AVAILABILITY**

- 6.1 The TRAS Service Provider solution shall be deployed in such a way as to ensure that the failure of any single hardware component does not affect the availability of any of the services or result in loss of or loss of access to, the services or data.
  - a. The TRAS Service Provider shall configure the TRAS Service Provider solution and implement backup procedures so as to ensure that no more than one day's on-line data will be lost as a result of any failure of the TRAS Service Provider solution or services. Any lost Supplier Data shall be recovered or

recreated and where required retransmitted to the Suppliers.

- b. The TRAS Service Provider shall implement all necessary measures to ensure that there is no permanent loss of Supplier Data.

## **7. INFRASTRUCTURE MONITORING**

- 7.1 The TRAS Service Provider shall demonstrate that all parts of the infrastructure used to provide the service are proactively monitored.
- 7.2 Without prejudice to the generality of paragraph 7.1, the TRAS Service Provider shall:
  - a. use an industry recognised proactive monitoring system for both system and network infrastructures;
  - b. provide procedures for undertaking trend analysis, problems escalation and capacity management in accordance with the Information Technology Infrastructure Library (ITIL) guidelines;
  - c. demonstrate the use of appropriate thresholds depending on the device being monitored and the service being provided; and
  - d. configure automatic notification, logging and escalation of potential issues ensuring sufficient time to rectify any problem before it impacts the provision of the services.

## **8. SYSTEM AND DATA BACKUP**

- 8.1 The TRAS Service Provider shall run, and record successful completion within a backup log of, daily backup procedures for all on-line databases. SPAA Ltd and DCUSA Ltd shall be entitled to check on a random basis, subject to a process and frequency agreed with the TRAS Service Provider, that all back-ups are completed and that a backup log is being maintained.
- 8.2 The TRAS Service Provider shall identify each backup and ensure that all backups are held on appropriate media, labelled accurately and clearly, in line with media manufacturer's recommendations and in accordance with the TRAS Contract.

- 8.3 The TRAS Service Provider shall ensure that all backups are secured in offsite locations in fire proof and flood proof, safe environments, appropriate to the type of backup, and in accordance with any recommendations by the media manufacturer.
- 8.4 The TRAS Service Provider shall ensure that all data stored on external media is encrypted.
- 8.5 The TRAS Service Provider shall ensure that backup and recovery procedures do not prejudice achievement of the service levels under the TRAS Contract, and are timed to minimise the risks of loss of data.
- 8.6 The TRAS Service Provider shall ensure that back up recovery times are compatible with service availability requirements.
- 8.7 The TRAS Service Provider shall ensure that all data and software necessary to support the services are backed up at regular intervals in accordance with the requirements of the TRAS Contract.
- 8.8 The TRAS Service Provider shall, at regular intervals, not exceeding three months, test to ensure that, the backup files could be restored if required.
- 8.9 The TRAS Service Provider shall ensure that the system data, including operating system, RDBMS and application software, is backed up at the regular intervals detailed in the disaster recovery plan established under the TRAS Contract to support disaster recovery and archive retrieval procedures.
- 8.10 The TRAS Service Provider shall ensure a full backup is made immediately prior to the installation of a new operating system, RDBMS or application software. A check shall be made as soon as reasonably practical to ensure that the backup files can be restored if required before any changes are made.
- 8.11 The TRAS Service Provider shall operate appropriate library and configuration management systems for the control and management of backups and archives.

## **9. HARDWARE AND SYSTEM**

- 9.1 The TRAS Service Provider shall use hardware which meets the requirements of the TRAS Service Provider solution as set out in the TRAS Contract and the requirements of this Schedule.
- 9.2 Without prejudice to paragraph 9.1, the TRAS Service Provider shall ensure that the system architecture is scalable. The system architecture shall be designed such that from the operational services commencement date the service levels specified in TRAS Contract Schedule 3 (Service Levels and Performance) will be met after the baseline volumes are increased by up to 40% without the need for an upgrade.
- 9.3 At the time of selection the TRAS Service Provider shall:
- (a) use commercially available hardware wherever possible and shall use the latest stable release of the hardware product; and
  - (b) ensure that there is a demonstrable commitment to the hardware product from the supplier.

## **10. SOFTWARE**

- 10.1 Subject to TRAS Contract Schedule 17 (Change Management Procedure), the TRAS Service Provider shall use the third party software listed in TRAS Contract Schedule 8 (Software & Escrow).
- 10.2 The TRAS Service Provider shall:
- (a) use widely available software languages in respect of software development tools;
  - (b) remain within the support window of third-party software;
  - (c) use commercially available software from an established supplier at the time of selection wherever possible;
  - (d) use the latest stable release of the software at the time of selection; and
  - (e) ensure there is, at the time of selection, a demonstrable commitment to the

software product from the supplier.

## **11. THIRD PARTY SOFTWARE**

If the TRAS Service Provider wishes to use third-party software not listed in the TRAS Contract at the time of its selection, it shall provide to SPAA Ltd and DCUSA Ltd information on the third-party supplier, including their licensing and maintenance arrangements, their product development plans and any restrictions inherent in the usage of the product.

## **12. PHYSICAL HOSTING AND INFRASTRUCTURE ENVIRONMENT**

12.1 The TRAS Service Provider shall provide data centre sites.

12.2 The TRAS Service Provider shall ensure that each data centre site:

- (a) is located within the European Economic Area;
- (b) satisfies the Tier III Data Centres standards for the TRAS Service;
- (c) is located so as to reduce the potential impact of an external incident;
- (d) is protected against fire - the TRAS Service Provider shall demonstrate that the fire suppression used is maintained regularly and conforms to the TRAS Service Provider's health and safety policy;
- (e) is protected against flood - the TRAS Service Provider shall demonstrate that the flood detection system used is maintained regularly and conforms to the TRAS Service Provider's health and safety policy; and
- (f) is maintained in a climate controlled environment - the TRAS Service Provider shall ensure that there is sufficient capacity to maintain the environment within the systems operating temperatures at all times including times of preventative maintenance and failure of any single air conditioning device.

12.3 The TRAS Service Provider shall ensure that shared communication infrastructure either internally or externally is monitored and secure.

- 12.4 The TRAS Service Provider shall ensure that appropriate procedures are in place to allow preventative maintenance of the system to be carried out without affecting the provision of the services subject to the service levels under the TRAS Contract.
- 12.5 The TRAS Service Provider shall ensure that all hardware in use in the delivery of the hosting and infrastructure services are clearly labelled enabling easy identification of components.

### **13. PROVISION OF THE COMMUNICATIONS INFRASTRUCTURE**

- 13.1 The TRAS Service Provider shall provide and use an appropriate network communications infrastructure to support external interfaces to enable the secure transfer of information from the Suppliers.
- 13.2 The TRAS Service Provider shall in respect of the Suppliers specified by SPAA Ltd and/or DCUSA Ltd:
- (a) provide any software, other than commercially-available off-the-shelf software, necessary to be resident on a computer on the Supplier's site to support access to the services;
  - (b) provide the ability to configure the network allowing for testing for upgrades, outages and disaster recovery tests to take place whilst not affecting the running of the live service in accordance with the service levels under the TRAS Contract; and
  - (c) if the TRAS Service Provider uses a common network provider, then the boundaries between the TRAS Service Provider and the common network provider shall be clearly defined and documented; and the TRAS Service Provider shall not be relieved of its obligations under the TRAS Contract.
- 13.3 If the TRAS Service Provider shares a common network provider with other service providers, the TRAS Service Provider shall remain responsible for its own data transmission.
- 13.4 The network communications infrastructure shall adhere to good industry practice and not use proprietary standards.



- 13.5 The network communications infrastructure shall:
- (a) support automatic retry and time out facilities; and
  - (b) meet the security requirements as set out in the TRAS Contract.
- 13.6 Any networking product used shall be a fully supported release of a commercially-available off-the-shelf product.
- 13.7 The TRAS Service Provider shall ensure that there is an audit trail of modifications to all hardware and communications infrastructure.
- 13.8 The TRAS Service Provider shall ensure that all output files and reports produced are uniquely identifiable and time stamped.

## APPENDIX 2 TO SCHEDULE 25

## COMMERCIAL CONSUMPTION FILE

Data Block	Field Name	Mandatory (M)/ Conditional (C)	Electricity J Code As per MRA	Gas RGMA/Other Codes As per SPAA	Type	Length	Description/Permitted Value
<b>Supply Block</b>	Record Type	M				3	
	MPAN / MPRN	M	J0003		Char	20	
	Multiple MPAN	M			Char	1	
	Supplier Start date (SSD)	M	J0049		yyyymmdd	8	
	Supply Address line 1	C	J1036		Char	40	
	Supply Address line 2	C	J1037		Char	40	
	Supply Address line 3	C	J1038		Char	40	
	Supply Address line 4	C	J1039		Char	40	
	Supply Address line 5	C	J1040		Char	40	
	Supply Address line 6	C	J1041		Char	40	
	Supply Address line 7	C	J1042		Char	40	
	Supply Address line 8	C	J1043		Char	40	
	Supply Address line 9	C	J1044		Char	40	
Supply Postcode	M	J0263		Char	8		
<b>Customer Block</b>	Supplier's Customer Number	M			Char	50	
	Customer Name	M			Char	80	
	Customer Company Registration Number	C			Char	20	
	"Trading As" Company Name	C			Char	80	
	Customer Address line 1	M			Char	40	
	Customer Address line 2	C			Char	40	
	Customer Address line 3	C			Char	40	
	Customer Address line 4	C			Char	40	
	Customer Address line 5	C			Char	40	
	Customer Address line 6	C			Char	40	
	Customer Address line 7	C			Char	40	
Customer Address line 8	C			Char	40		

	Customer Address line 9	C			Char	40	
	Customer Postcode	M			Char	8	
	Customer email address	C			Char	50	
	Customer Telephone Number	C			Char	20	
<b>Account Block</b>	Supplier's Account Number	M			Char	20	
	Account holders name 1	M			Char	39	
	Account holders name 2	C			Char	39	
	Account holders Date of birth 1	C			yyyymmdd	8	
	Account holders Date of birth 2	C			yyyymmdd	8	
	Email address 1	C			Char	50	
	Email address 2	C			Char	50	
	Telephone Number 1	C			Char	20	
	Telephone Number 2	C			Char	20	
	Billing Company Name	M			Char	80	
	Billing Company Registration Number	C			Char	20	
	"Trading As" Account Company Name	C			Char	80	
	Billing Address line 1	C			Char	40	
	Billing Address line 2	C			Char	40	
	Billing Address line 3	C			Char	40	
	Billing Address line 4	C			Char	40	
	Billing Address line 5	C			Char	40	
	Billing Address line 6	C			Char	40	
	Billing Address line 7	C			Char	40	
	Billing Address line 8	C			Char	40	
	Billing Address line 9	C			Char	40	
Billing Postcode	M			Char	8		
Account start date	M			yyyymmdd	8		
Billing Frequency	C			Char	1		
Normal payment method	C			Char	1		

	Date of last bill	C			yyyymmdd	8	
	Arrears Flag status	C			Char	1	
	Current Contract start date	C			yyyymmdd	8	NO LONGER REQUIRED - Leave as 'null' (blank/empty)
	Contract Status	C			Char	1	
<b>Consumption</b>	Annual Consumption bill to date	M			yyyymmdd	8	
<b>Details</b>	Annual Consumption	M	-	-	Numeric	14	
	HH - Monthly Consumption T	C	-	-	Numeric	14	
	HH - Monthly Consumption T -1	C	-	-	Numeric	14	
	HH - Monthly Consumption T -2	C	-	-	Numeric	14	
	HH - Monthly Consumption T -3	C	-	-	Numeric	14	
	HH - Monthly Consumption T -4	C	-	-	Numeric	14	
	HH - Monthly Consumption T -5	C	-	-	Numeric	14	
	HH - Monthly Consumption T -6	C	-	-	Numeric	14	
	HH - Monthly Consumption T -7	C	-	-	Numeric	14	
	HH - Monthly Consumption T -8	C	-	-	Numeric	14	
	HH - Monthly Consumption T -9	C	-	-	Numeric	14	
	HH - Monthly Consumption T -10	C	-	-	Numeric	14	
	HH - Monthly Consumption T -11	C	-	-	Numeric	14	
	Latest Meter read date	C			yyyymmdd	8	
	Latest Meter read type	C	J0171		Char	1	
	Long term vacant	C			Char	1	
<b>Meter Block</b>	Meter Serial Number	C	J0004		Char	20	
	Meter type	C	J0483	A0085	Char	5	
	Last Meter inspection date	C			yyyymmdd	8	
	Meter installation date	C	J0848		yyyymmdd	8	
	Meter location code	C	J0419	K0586	Char	2	
	Meter Status	C	J0080	A0077	Char	2	

## COMMERCIAL OUTCOME FILE

Data Block	Field Name	Mandatory (M)/ Conditional (C)	Electricity J Code As per MRA	Gas RGMA/Other Codes As per SPAA	Type	Length	Description/Permitted Value
<b>Supply Block</b>	Record Type	M			Char	3	
	MPAN / MPRN	M	J0003		Char	20	
	Supply Address line 1	C	J1036		Char	40	
	Supply Address line 2	C	J1037		Char	40	
	Supply Address line 3	C	J1038		Char	40	
	Supply Address line 4	C	J1039		Char	40	
	Supply Address line 5	C	J1040		Char	40	
	Supply Address line 6	C	J1041		Char	40	
	Supply Address line 7	C	J1042		Char	40	
	Supply Address line 8	C	J1043		Char	40	
	Supply Address line 9	C	J1044		Char	40	
	Supply Postcode	M	J0263		Char	8	
<b>Customer Block</b>	Supplier's Customer Number	M			Char	50	
	Customer Name	M			Char	80	
	Customer Company Registration Number	C			Char	20	
	"Trading As" Company Name	C			Char	80	
	Customer Address line 1	M			Char	40	
	Customer Address line 2	C			Char	40	
	Customer Address line 3	C			Char	40	
	Customer Address line 4	C			Char	40	
	Customer Address line 5	C			Char	40	
	Customer Address line 6	C			Char	40	
	Customer Address line 7	C			Char	40	
	Customer Address line 8	C			Char	40	
	Customer Address line 9	C			Char	40	
	Customer Postcode	M			Char	8	
	Customer email address	C			Char	50	
Customer Telephone Number	C			Char	20		
<b>Account Block</b>	Supplier's Account Number	M			Char	20	

	Account holders name 1	M			Char	39	
	Account holders Date of birth 1	C			yyyymmdd	8	
	Billing Company Name	M			Char	80	
	Billing Company Registration Number	C			Char	20	
	"Trading As" Account Company Name	C			Char	80	
	Billing Address line 1	M			Char	40	
	Billing Address line 2	C			Char	40	
	Billing Address line 3	C			Char	40	
	Billing Address line 4	C			Char	40	
	Billing Address line 5	C			Char	40	
	Billing Address line 6	C			Char	40	
	Billing Address line 7	C			Char	40	
	Billing Address line 8	C			Char	40	
	Billing Address line 9	C			Char	40	
	Billing Postcode	M			Char	8	
<b>Meter Block</b>	Meter Serial Number	C	J0004		Char	20	
<b>Investigation Outcome Block</b>	Supplier Investigation ID No	M			Char	20	
	Theft lead source	M			Char	1	
	Date Investigation Closed	C			yyyymmdd	8	
	Investigation status code	M			Char	2	
	Type of theft	C			Char	1	
	Crime reference no	C			Char	20	NO LONGER REQUIRED - Leave as 'null' (blank/empty)
	Assessed start date for theft	C			yyyymmdd	8	
	Assessed end date for theft	C			yyyymmdd	8	
	Assessed losses	C			Numeric	19	
	Tampering Code	C	J0451		Char	2	
	Tampering Report Date	C	J0822		yyyymmdd	8	
	Tampering Report Source	C	J0841		Char	2	
	Security devices fitted	C			Char	1	

## RESIDENTIAL CONSUMPTION FILE

Data Block	Field Name	Mandatory (M) / Conditional (C)	Electricity J Code As per MRA	Gas RGMA/ Other Codes As per SPAA	Type	Length	Description/Permitted Value
<b>Supply Block</b>	Record Type	M			Char	3	
	MPAN / MPRN	M			Char	20	
	Multiple MPAN	M			Char	1	
	Supplier Start date	M	J0049		yyyymmdd	8	
	Supply Address line 1	C	J1036		Char	40	
	Supply Address line 2	C	J1037		Char	40	
	Supply Address line 3	C	J1038		Char	40	
	Supply Address line 4	C	J1039		Char	40	
	Supply Address line 5	C	J1040		Char	40	
	Supply Address line 6	C	J1041		Char	40	
	Supply Address line 7	C	J1042		Char	40	
	Supply Address line 8	C	J1043		Char	40	
	Supply Address line 9	C	J1044		Char	40	
Supply Postcode	M	J0263		Char	8		
<b>Account Block</b>	Supplier Account Number	M			Char	40	
	Account holders name 1	M			Char	39	
	Account holders name 2	C			Char	39	
	Account holders name 3	C			Char	39	
	Account holders name 4	C			Char	39	
	Account holders name 5	C			Char	39	
	Account holders name 6	C			Char	39	
	Account holders name 7	C			Char	39	
	Account holders Date of birth 1	C			yyyymmdd	8	
	Account holders Date of birth 2	C			yyyymmdd	8	
	Account holders Date of birth 3	C			yyyymmdd	8	
	Account holders Date of birth 4	C			yyyymmdd	8	
	Account holders Date of birth 5	C			yyyymmdd	8	
	Account holders Date of birth 6	C			yyyymmdd	8	
	Account holders Date of birth 7	C			yyyymmdd	8	
	Email address 1	C			Char	50	
	Email address 2	C			Char	50	
	Email address 3	C			Char	50	
	Telephone Number 1 - Home	C			Char	14	
	Telephone Number 2 - Mobile	C			Char	14	
	Telephone Number 3 - Work	C			Char	20	
	Billing Address line 1	M			Char	40	
	Billing Address line 2	C			Char	40	
	Billing Address line 3	C			Char	40	
	Billing Address line 4	C			Char	40	
Billing Address line 5	C			Char	40		

	Billing Address line 6	C			Char	40	
	Billing Address line 7	C			Char	40	
	Billing Address line 8	C			Char	40	
	Billing Address line 9	C			Char	40	
	Billing Postcode	M			Char	8	
	Account start date	M			yyyymmdd	8	
	Billing Frequency	M			char	1	
	Normal Payment method	M			char	1	
	Date of last bill	C			yyyymmdd	8	
	Arrears Flag status	C			char	1	
	Current Tariff start date	C			yyyymmdd	8	NO LONGER REQUIRED - Leave as 'null' (blank/empty)
<b>Landlord Block</b>	Landlords Name	C			Char	39	
	Landlords Date of Birth	C			yyyymmdd	8	
	Company Name	C			Char	80	
	Landlord Address line 1	C			Char	40	
	Landlord Address line 2	C			Char	40	
	Landlord Address line 3	C			Char	40	
	Landlord Address line 4	C			Char	40	
	Landlord Address line 5	C			Char	40	
	Landlord Address line 6	C			Char	40	
	Landlord Address line 7	C			Char	40	
	Landlord Address line 8	C			Char	40	
	Landlord Address line 9	C			Char	40	
	Landlord Postcode	C			Char	8	
	Email address	C			Char	50	
	Landline telephone number	C			Char	20	
	Mobile telephone number	C			Char	14	
<b>Consumption Block</b>	Annual Consumption Bill to Date	M			yyyymmdd	8	
	Annual Consumption	M	-	-	Numeric	14	
	Latest Meter read date	C			yyyymmdd	8	
	Latest Meter read type	C	j0171		char	1	
	Long term vacant	C			Char	1	
<b>Meter Block</b>	Meter Serial Number	C	J0004		char	20	
	Meter type	C	J0483	A0085	char	5	
	Last Meter inspection date	C			yyyymmdd	8	
	Meter installation date	C	J0848		yyyymmdd	8	
	Meter location code	C	J0419	K0586	char	2	
	Meter Status	C	J0080	A0077	char	2	



## RESIDENTIAL OUTCOME FILE

Data Block	Field Name	Mandatory (M) / Conditional (C)	Electricity J Code As per MRA	Gas RGMA/Other Codes As per SPAA	Type	Length	Description/Permitted Value
<b>Supply Block</b>	Record Type	M				3	
	MPAN / MPRN	M	J0003		Char	20	
	Supply Address line 1	C	J1036		Char	40	
	Supply Address line 2	C	J1037		Char	40	
	Supply Address line 3	C	J1038		Char	40	
	Supply Address line 4	C	J1039		Char	40	
	Supply Address line 5	C	J1040		Char	40	
	Supply Address line 6	C	J1041		Char	40	
	Supply Address line 7	C	J1042		Char	40	
	Supply Address line 8	C	J1043		Char	40	
	Supply Address line 9	C	J1044		Char	40	
	Supply Postcode	M	J0263		Char	8	
<b>Account Block</b>	Supplier Account Number	M			Char	40	
	Account holders name 1	M			Char	39	
	Account holders Date of birth 1	C			yyyymmdd	8	
	Billing Address line 1	M			Char	40	
	Billing Address line 2	C			Char	40	
	Billing Address line 3	C			Char	40	
	Billing Address line 4	C			Char	40	
	Billing Address line 5	C			Char	40	
	Billing Address line 6	C			Char	40	
	Billing Address line 7	C			Char	40	
	Billing Address line 8	C			Char	40	
	Billing Address line 9	C			Char	40	
	Billing Postcode	M			Char	8	
<b>Meter Block</b>	Meter Serial Number	C	J0004		char	20	
<b>Investigation Outcome Block</b>	Supplier Investigation ID No	M			cha	20	
	Theft lead source	M			char	20	
	Date Investigation Closed	C			yyyymmdd	8	
	Current_investigation_code	M			char	2	
	Type of theft	C			char	50	
	Crime reference no	C			char	20	NO LONGER REQUIRED - Leave as 'null' (blank/empty)
	Assessed start date for theft	C			yyyymmdd	8	
	Assessed end date for theft	C			yyyymmdd	8	
	Assessed losses	C			numeric	19	
	Tampering Code	C	J0451		char	2	
	Tampering Report Date	C	J0822		yyyymmdd	8	
	Tampering Report Source	C	J0841		char	2	
Security devices fitted	C			char	1		

**APPENDIX 3 TO SCHEDULE 25 – TRAS DISPUTE ARRANGEMENTS****1. INTRODUCTION**

- 1.1 This Appendix provides for the management of disputes raised by Supplier Parties against the TRAS Service Provider and of those disputes raised by the TRAS Service Provider against Supplier Parties.
- 1.2 In particular, paragraph 7.5 of Schedule 34 sets out certain requirements in respect of such disputes, and this Appendix sets out the processes to be followed in order to meet those requirements.
- 1.3 This Appendix only applies to disputes between Supplier Parties and the TRAS Service Provider (see the definitions of TRAS Provider Breach and TRAS User Breach). It does not apply to disputes between the Parties. It does not apply to disputes between the TRAS Service Provider and DCUSA Ltd.
- 1.4 This Appendix cannot (and does not) impose obligations on, or grant rights to, the TRAS Service Provider. The rights and obligations of the TRAS Service Provider in respect of disputes are set out in the TRAS Contract. In order for the process in this Appendix to work as set out, the provisions of this Appendix must remain consistent with the corresponding provisions of the TRAS Contract.
- 1.5 The SPAA contains an appendix equivalent to this Appendix which assigns duties to SPAA Ltd and the SPAA executive committee equivalent to the duties assigned under this Appendix to DCUSA Ltd and the Panel. The Panel will establish joint working arrangements with the SPAA executive committee in respect of such duties, which may include the same individual representing both DCUSA Ltd and SPAA Ltd on a committee which comprises both a TRAS Dispute Committee and its equivalent under the SPAA.

**2. DEFINITIONS**

- 2.1 In this Appendix, the following expressions shall have the following meanings (unless the context otherwise requires):

<b>CEDR</b>	means the Centre for Effective Dispute Resolution of International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU.
<b>Dispute Notice</b>	has the meaning given to that expression in Paragraph 3.3 (or means a corresponding notice under the TRAS Contract).
<b>Expedited Dispute Timetable</b>	means the shortened timetable for disputes under the TRAS Contract set out in paragraph 2.5 of schedule 18 to the TRAS Contract (it being acknowledged that such timetable can only apply where agreed under the TRAS Contract).
<b>Mediation Notice</b>	has the meaning given to that expression in Paragraph 6.6 (or means a corresponding notice under the TRAS Contract).
<b>Reporting Party</b>	has the meaning given to that expression in Paragraph 3.1.
<b>Responding Party</b>	has the meaning given to that expression in Paragraph 4.1.
<b>TRAS Contract Manager</b>	means one or more persons appointed under contract from time to time by DCUSA Ltd (potentially jointly with SPAA Ltd) to administer and manage some or all of the TRAS Contract on behalf of DCUSA Ltd.
<b>TRAS Dispute Committee</b>	has the meaning given to that expression in Paragraph 5.1.
<b>TRAS Provider Breach</b>	means any claim, allegation or dispute raised by a Supplier Party in respect of a breach of the TRAS Contract by the TRAS Service Provider (and, where the context requires, may include an equivalent claim, allegation or dispute raised under the SPAA).

**TRAS User Breach** means any claim, allegation or dispute raised by the TRAS Service Provider in respect of a breach of Schedule 25 by a Supplier Party (and, where the context requires, may include an equivalent claim, allegation or dispute raised under the SPAA).

- 2.2 In this Appendix, references to Paragraphs are to the paragraphs of this Appendix.
- 2.3 Save as otherwise provided in this Paragraph 2, this Appendix shall be interpreted in accordance with Clause 1.1 (Definitions and Interpretation).

### **3. TRAS PROVIDER BREACH DISPUTES**

#### **Initial Notification**

- 3.1 Where a Supplier Party is required to notify DCUSA Ltd of a TRAS Provider Breach under paragraph 7.5(a)(i) of Schedule 25, the Supplier Party (the "**Reporting Party**") shall:
- (a) provide that notification to the Panel;
  - (b) use any reporting proforma made available for such purpose on the Website; and
  - (c) provide reasonable details of the alleged breach.
- 3.2 Where the Panel receives such a notification of a TRAS Provider Breach, the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) as soon as is reasonably practicable:
- (a) notify the TRAS Service Provider of the breach; and
  - (b) initiate good faith negotiations to find a resolution to the dispute between the Reporting Party and the TRAS Service Provider.

#### **Formal Dispute Notice**

- 3.3 Where the Reporting Party is not satisfied with progress in reaching a resolution to a TRAS Provider Breach within a reasonable period of time, the Reporting Party may send a formal dispute notice (a "**Dispute Notice**") to the Panel, which shall:
- (a) be in the format of any proforma made available for such purpose on the Website; and
  - (b) set out reasonable details of the alleged breach, reasonable evidence to support the allegation, and whether the Reporting Party would like the Expedited Dispute Timetable to be invoked.
- 3.4 Where the Panel receives a Dispute Notice from the Reporting Party, the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) as soon as is reasonably practicable:
- (a) serve a corresponding Dispute Notice on the TRAS Service Provider under the TRAS Contract;
  - (b) where requested by the Reporting Party, seek to invoke the Expedited Dispute Timetable; and
  - (c) follow the process in Paragraph 5 to establish whether the dispute should be joined with any other disputes, and to establish a TRAS Dispute Committee for the dispute.
- 3.5 It is also possible for the TRAS Service Provider to serve a Dispute Notice under the TRAS Contract in order to resolve a TRAS Provider Breach. Where the Panel receives a Dispute Notice from the TRAS Service Provider, the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) follow the process in Paragraph 5 to establish whether the dispute should be joined with any other disputes, and to establish a TRAS Dispute Committee for the dispute.

#### 4. TRAS USER BREACH DISPUTES

##### **Initial Notification**

- 4.1 Where DCUSA Ltd is notified under the TRAS Contract of a TRAS User Breach by one or more Supplier Parties (each a "**Responding Party**"), then the Panel shall, as soon as is reasonably practicable:
- (a) notify the Responding Parties of the TRAS User Breach; and
  - (b) provide each Responding Party with a copy of the information provided by the TRAS Service Provider in respect of the TRAS User Breach and that Responding Party.
- 4.2 Where a Responding Party receives such a notification, it shall respond to the Panel within 15 Working Days after notification, setting out the following information:
- (a) a statement confirming or contesting that the Responding Party is or was in breach of the TRAS Contract;
  - (b) where the Responding Party is contesting the allegation, further information to support its position, including evidence (such as system screen shots, business processes or system design documentation, transcripts of recorded telephone conversations, or correspondence) and/or its interpretation of the relevant clauses of the TRAS Contract; and
  - (c) whether more time is required to compile a complete response and/or to collect further evidence.
- 4.3 Following receipt of the relevant information under Paragraph 4.2, the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall), as soon as is reasonably practicable, send that information to the TRAS Service Provider, and initiate good faith negotiations to find a resolution to the dispute between the TRAS Service Provider and the Responding Party.

### **Formal Dispute Notice**

- 4.4 Where the TRAS Service Provider is not satisfied with progress in reaching a resolution to a TRAS User Breach within a reasonable period of time, the TRAS Service Provider may serve a Dispute Notice under the TRAS Contract. Where a Responding Party is not satisfied with progress in reaching a resolution to a TRAS User Breach within a

reasonable period of time, the Responding Party may request that the Panel serves a Dispute Notice under the TRAS Contract (in which case, the Panel shall do so, as soon as is reasonably practicable).

- 4.5 On service of a Dispute Notice as referred to in Paragraph 4.4, the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) follow the process in Paragraph 5 to establish whether the dispute should be joined with any other disputes, and to establish a TRAS Dispute Committee for the dispute.

## **5. TRAS DISPUTE COMMITTEES**

- 5.1 Where this Paragraph 5 applies to a TRAS Provider Breach or a TRAS User Breach (as set out in Paragraph 3, 4 or 7), DCUSA Ltd shall delegate its role under paragraph 7.5(a)(ii) or 7.5(b)(ii) (as applicable) of Schedule 25 (insofar as relating to the dispute) to a committee established for that purpose (such committee being, in respect of that dispute, the "**TRAS Dispute Committee**").

- 5.2 Each TRAS Dispute Committee shall comprise:

- (a) such individual or individuals as the Panel may determine (who shall act in accordance with the Panel terms of reference); and
- (b) such individual or individuals as the Reporting Party (for TRAS Provider Breaches) or Responding Party (for TRAS User Breaches) may determine (who shall act in accordance with the wishes of the relevant Supplier Party).

- 5.3 Each:

- (a) TRAS Provider Breach raised by a Supplier Party; and
- (b) TRAS User Breach raised against a Supplier Party,

shall have its own TRAS Dispute Committee, unless that Supplier Party agrees that the dispute can be combined with one or more other disputes raised by or against it or by or against another Supplier Party (in either which case the disputes shall be managed collectively by a single TRAS Dispute Committee including an individual or individuals determined by the relevant Supplier Parties). In agreeing to the joint

management of disputes, the relevant Supplier Parties should agree how the costs referred to in Paragraph 5.10 are to be shared.

- 5.4 Where a TRAS Dispute Committee is established for more than one dispute, any Supplier Party on behalf of which the TRAS Dispute Committee is acting may (by notice to the Panel) require that a separate TRAS Dispute Committee is established for its dispute.
- 5.5 Each decision of a TRAS Dispute Committee shall require the unanimous agreement of the individuals comprising that TRAS Dispute Committee. No TRAS Dispute Committee is authorised to legally bind DCUSA Ltd without the written approval of the Panel, and/or to bind the Supplier Party(ies) represented by the TRAS Dispute Committee without the written approval of those Supplier Party(ies). The TRAS Service Provider is hereby given notice of this limitation of the TRAS Dispute Committee's authority.
- 5.6 Subject to the requirements of this Appendix, each TRAS Dispute Committee shall regulate its conduct as it sees fit. Subject to the requirements of this Appendix, each TRAS Dispute Committee shall have the power to negotiate and settle the dispute(s) in respect of which it was established, and to appoint professional advisers in respect of the same.
- 5.7 In the event of disagreement between the individuals comprising that TRAS Dispute Committee, any of those individuals may refer a matter to be determined by the Panel. Regardless of the decision of the Panel, no TRAS Dispute Committee is authorised to legally bind the Supplier Party(ies) represented by the TRAS Dispute Committee without the written approval of the Supplier Party(ies).
- 5.8 Each TRAS Dispute Committee shall determine whether details of a dispute should be shared with Supplier Parties other than those Supplier Parties which the TRAS Dispute Committee represents (and no such details shall be shared with other Supplier Parties without the TRAS Dispute Committee's agreement). The Parties in any event agree to keep details of a TRAS Provider Breach or a TRAS User Breach confidential in accordance with paragraph 6 of Schedule 25.



- 5.9 The Supplier Party(ies) represented by a TRAS Dispute Committee shall meet the costs of the TRAS Dispute Committee. Such costs shall include costs of DCUSA Ltd and/or the TRAS Contract Manager relating exclusively to that TRAS Dispute Committee, and any mediation costs, expert advisor costs, arbitration costs, court costs, costs of external legal or other professional advisors, and costs of any settlement payment to the TRAS Service Provider. The Supplier Party(ies) shall pay such costs of DCUSA Ltd and/or the TRAS Contract Manager to DCUSA Ltd (or as otherwise directed by the Panel). All other such costs shall be paid directly by the Supplier Party(ies).
- 5.10 Where a TRAS Dispute Committee represents more than one Supplier Party, the relevant Supplier Parties shall agree how the costs referred to in Paragraph 5.9 should be shared between themselves. The relevant Supplier Parties shall be jointly and severally liable for the relevant costs of DCUSA Ltd and/or the TRAS Contract Manager to the extent not paid (and shall pay such costs where required by the Panel).
- 5.11 Any money that the TRAS Service Provider agrees or is required to pay in respect of a dispute shall be paid directly to the relevant Supplier Party(ies).

## **6. DISPUTE RESOLUTION PROCEDURE**

### **General**

- 6.1 Following service of a Dispute Notice, the TRAS Dispute Committee shall seek to resolve the dispute:
- (a) first by commercial negotiation;
  - (b) then by mediation; and
  - (c) lastly by recourse to arbitration or litigation.
- 6.2 Specific issues may be referred or expert determination as set out below.
- 6.3 Where the use of the timescales specified in this Appendix would be unreasonable (including where a person would be materially disadvantaged by a delay in resolving the dispute), the TRAS Dispute Committee and the TRAS Service Provider may agree to use the Expedited Dispute Timetable. Where use of the Expedited Dispute Timetable

is not agreed within 5 Working Days after the issue of the Dispute Notice under the TRAS Contract, the normal timescales shall apply. This Paragraph 6.3 is without prejudice to Paragraph 7.

- 6.4 If at any point it becomes clear that a deadline cannot be met or has passed, the TRAS Dispute Committee and the TRAS Service Provider may (but shall be under no obligation to) agree in writing to extend the deadline. Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.

### **Commercial Negotiation**

- 6.5 Following the service of a Dispute Notice, the TRAS Dispute Committee shall use reasonable endeavours to resolve the dispute as soon as possible, by commercial negotiation.
- 6.6 Either of the TRAS Dispute Committee or the TRAS Service Provider may serve a written notice (a "**Mediation Notice**") to proceed to mediation, if:
- (a) either of them is of the reasonable opinion that the resolution of the dispute by commercial negotiation, or the continuance of commercial negotiations, will not result in an appropriate solution;
  - (b) they have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiations; or
  - (c) they have not settled the dispute within 30 Working Days after service of the Dispute Notice (or 10 Working Days where the Expedited Dispute Timetable applies).

### **Mediation**

- 6.7 If a Mediation Notice is served, the TRAS Dispute Committee shall attempt to resolve the dispute in accordance with the CEDR model mediation agreement, which shall be deemed to be incorporated by reference into this Paragraph 6.7.

- 6.8 The TRAS Dispute Committee shall seek to agree with the TRAS Service Provider on the joint appointment of a mediator within 30 Working Days after service of the Mediation Notice (or 10 Working Days where the Expedited Dispute Timetable applies). If they cannot agree on a mediator, then either of them may apply to CEDR to nominate the mediator.
- 6.9 If the TRAS Dispute Committee is unable to reach a settlement of the dispute with the TRAS Service Provider at the mediation, then (where they and the mediator agree) the mediator shall produce a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the mediator suggests are appropriate settlement terms in all of the circumstances.
- 6.10 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the TRAS Dispute Committee and the TRAS Service Provider. The mediator shall assist in recording the outcome of the mediation.
- 6.11 Any fees arising from the mediation shall be shared equally between the TRAS Dispute Committee (see Paragraph 5) and the TRAS Service Provider.

### **Expert Determination**

- 6.12 If a dispute relates to any aspect of the technology underlying the provision of the service under the TRAS Contract or otherwise relates to an IT technical, financial technical or other aspect of a technical nature (as the TRAS Dispute Committee and TRAS Service Provider may agree) and the dispute has not been resolved by mediation, then either of TRAS Dispute Committee or the TRAS Service Provider may request by written notice to the other that the dispute is referred to an expert for determination (agreement to such request not to be unreasonably withheld or delayed).
- 6.13 Where expert determination is agreed, the TRAS Dispute Committee and the TRAS Service Provider shall seek to agree the identity of the expert to be appointed within 10 Working Days (or 5 Working Days in the case of an Expedited Dispute Timetable). If they cannot agree (or the chosen person is unable or unwilling to act), then the expert shall be appointed on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society).

- 6.14 The expert shall act on the following basis:
- (a) the expert shall act as an expert and not as an arbitrator and shall act fairly and impartially;
  - (b) the expert's determination shall (in the absence of a material failure to follow the agreed procedures) be final and binding on the Reporting Party(ies) or the Responding Party(ies) (as applicable);
  - (c) the expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within 30 Working Days of his/her appointment (or as soon as reasonably practicable thereafter), and the Reporting Party(ies) or the Responding Party(ies) (as applicable) shall assist and provide the documentation that the expert requires for the purpose of the determination;
  - (d) any amount payable by or to Reporting Party(ies) or the Responding Party(ies) (as applicable) as a result of the expert's determination shall be due and payable within 20 Working Days of the expert's determination;
  - (e) the process shall be conducted in private and shall be confidential to the Panel, the TRAS Dispute Committee, the TRAS Service Provider and the Reporting Party(ies) or the Responding Party(ies) (as applicable); and
  - (f) the expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid (see Paragraph 5 for TRAS Dispute Committee costs).

### **Arbitration**

6.15 The TRAS Dispute Committee may, at any time before court proceedings are commenced in respect of a dispute, refer the dispute to arbitration in accordance with the provisions in the TRAS Contract.

6.16 The TRAS Contract requires the TRAS Service Provider to provide notice before it commences court proceedings or arbitration. The TRAS Dispute Committee shall determine the response to be given in respect of such a notice (it being acknowledged

that the TRAS Contract allows the TRAS Service Provider to choose either arbitration or court proceedings in the absence of a response).

- 6.17 In the event that any arbitration proceedings are commenced in accordance with the TRAS Contract:
- (a) the dispute shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration (“LCIA”);
  - (b) any fees arising from arbitration shall be shared equally between the TRAS Dispute Committee and the TRAS Service Provider unless otherwise agreed in accordance with the LCIA rules (see Paragraph 5 for TRAS Dispute Committee costs);
  - (c) the arbitration shall be administered by the LCIA;
  - (d) the LCIA procedural rules in force at the date that the dispute was referred to arbitration shall be applied and the decision of the arbitrator shall (in the absence of any material failure to comply with such rules) be binding on the Reporting Party(ies) or the Responding Party(ies) (as applicable);
  - (e) if the TRAS Dispute Committee and the TRAS Service Provider fail to agree the appointment of the arbitrator within 10 Working Days from the date on which arbitration proceedings are commenced (or if the person appointed is unable or unwilling to act), the arbitrator shall be appointed by the LCIA;
  - (f) the arbitration proceedings shall take place in London and in the English language; and
  - (g) the seat of the arbitration shall be London.

### **Courts**

- 6.18 Where arbitration does not apply in accordance with the TRAS Contract, the courts of England and Wales shall have exclusive jurisdiction in respect of the dispute.

## **7. URGENT RELIEF**

- 7.1 Notwithstanding any other provision of this Appendix, a Supplier Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction in respect of a TRAS Provider Breach:
- (a) for interim or interlocutory remedies or infringement of Intellectual Property Rights; and/or
  - (b) where compliance with the timescales prescribed by this Appendix may leave insufficient time for that Supplier Party to commence proceedings before the expiry of the limitation period.
- 7.2 Where Paragraph 7.1 applies, the Supplier Party will notify the Panel of the TRAS Provider Breach, and the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) follow the process in Paragraph 5 to establish whether the dispute should be joined with any other disputes, and to establish a TRAS Dispute Committee for the dispute. Pending the establishment of the TRAS Dispute Committee, the Supplier Party shall act as the TRAS Dispute Committee (as DCUSA Ltd's delegate for the purposes of paragraph 7.5(a) of Schedule 25).
- 7.3 It is acknowledged that the TRAS Contract contains a provision equivalent to Paragraph 7.1 in favour of the TRAS Service Provider, which the TRAS Service Provider may seek to rely upon.
- 7.4 Where Paragraph 7.3 applies, the Panel shall notify the relevant Supplier Party of the TRAS User Breach, and the Panel shall instruct the TRAS Contract Manager to (and the TRAS Contract Manager shall) follow the process in Paragraph 5 to establish whether the dispute should be joined with any other disputes, and to establish a TRAS Dispute Committee for the dispute. Pending the establishment of the TRAS Dispute Committee, the relevant Supplier Party shall act as the TRAS Dispute Committee (as DCUSA Ltd's delegate for the purposes of paragraph 7.5(b) of Schedule 25).

**APPENDIX 4 TO SCHEDULE 25 – DESCRIPTION OF ADDITIONAL TRAS  
SERVICES AND APPLICABLE CHARGES**

**1. ADDITIONAL HUNTER USER LICENCES**

- (a) The TRAS Contract provides that each Supplier Party is entitled (as standard) to a maximum number of user licences to access the Hunter System. The Hunter System is described in Appendix 1 to this Schedule 25.
- (b) A Supplier Party may request provision of additional user licences under Paragraph 9 of this Schedule 25.
- (c) Additional user licences will be charged at the following rates (per Financial Year):
  - (i) £6,000 for a block of 10 additional user licences configured for a single Supplier Party at the same time; or
  - (ii) £4,000 for a block of 5 additional user licences configured for a single Supplier Party at the same time; or
  - (iii) £900 for each single additional user licence,

which rates shall be adjusted with effect from 1 April each year to reflect any increase in the UK retail price index (all items) between [April 2016] and the mostly recently published figures prior to such 1 April.

- (d) The rates set out in paragraph (c) above shall apply pro-rata in the case of additional user licences issued part way through a Financial Year.
- (e) DCUSA Ltd shall ensure that, on the first Working Day of February each year, the TRAS Service Provider calculates the number of additional user licences held by each Supplier Party (i.e. the number of user licences held by a Supplier Party in excess of the number to which a Supplier Party is entitled as standard), and notifies the Supplier Party's contract manager of that number.
- (f) By the 10th Working Day of March each year, each Supplier Party shall inform

the TRAS Contract Manager of the number and the details of the additional user licences that the Supplier Party wants for the following Financial Year.

- (g) The charge for additional user licences requested in accordance with paragraph (f) above shall be invoiced in April, the first month of the Financial Year. Additional user licences requested in respect of a Financial Year after the date required by paragraph (f) above shall be invoiced in the first month following issue of the additional user licences. There is no refund for cancelling additional user licences, or in the event that the standard number of user licences to which a Supplier Party is entitled increases.