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# Data Cleanse Plan Supplier Exception Resolution Declaration Requirements

- In the last DCWG, the Programme received a number of queries from Participants regarding the expectations for activities within the Data Cleanse Plan – in particular with regards to the exception resolution work being carried out by Suppliers.
- This documents sets out the expectations for Suppliers to investigate and resolve exceptions for:
  - ESME ID by **Friday 20 December 2024** and details the self-declarations expected from Suppliers.
  - Meter Location and Number of Displayed Register Digits by **Friday 24 January 2025** and details the self-declarations expected from Suppliers.
- The minimum expectation is that all exceptions raised by LDSOs have been reviewed by Suppliers, and where the Supplier is able to resolve the issue, they have done so or have set out a clear plan to do so.
- If resolution is not possible, Suppliers are expected to provide an explanation for why they have not been able to resolve the exceptions raised to them.



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# ESME ID

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- Each Supplier is expected to investigate and resolve exceptions by **Friday 20 December 2024**. If any exceptions are unable to be resolved, Suppliers should record this.
- Suppliers are required to provide a self-declaration to the Operational Readiness team, at [OpReadiness@mhhsprogramme.co.uk](mailto:OpReadiness@mhhsprogramme.co.uk) on **Friday 10 January 2025**, confirming the completion of this activity.
- The self-declaration should include:
  - The total number of exceptions raised to the Supplier
  - A breakdown of the exceptions investigated by the Supplier, categorised by exception reason
  - A breakdown of the number of exceptions resolved, along with the actions taken to resolve them, categorised by exception reason
  - A breakdown of the number of exceptions that remain unresolved, along with the reasons for not taking action, categorised by exception reason
- The Programme has provided a template for Suppliers to complete and share this information with the Programme as part of their declaration. Suppliers must use this template for their declaration.
- An FAQs document for ESME ID exceptions, based on common Supplier questions, has been created and will be updated regularly.



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# Meter Location and Number of Displayed Register Digits

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- Each Supplier is expected to investigate and resolve exceptions by **Friday 24 January 2025**. If any exceptions are unable to be resolved, Suppliers should record this.
- Suppliers are required to provide a self-declaration to the Operational Readiness team, at [OpReadiness@mhhsprogramme.co.uk](mailto:OpReadiness@mhhsprogramme.co.uk) on **Monday 27 January 2025**, confirming the completion of this activity.
- The self-declaration should include:
  - The total number of exceptions raised to the Supplier
  - A breakdown of the exceptions investigated by the Supplier, categorised by exception reason
  - A breakdown of the number of exceptions resolved, along with the actions taken to resolve them, categorised by exception reason
  - A breakdown of the number of exceptions that remain unresolved, along with the reasons for not taking action, categorised by exception reason
- The Programme has provided a template for Suppliers to complete and share this information with the Programme as part of their declaration. Suppliers must use this template for their declaration.
- An FAQs document for ESME ID exceptions, based on common Supplier questions, has been created and will be updated regularly.

- Following the population of Meter Location and Number of Displayed Register Digits, a total of 2,009,487 exceptions were raised for the exception reason 'Meter Type does not match value held in MPRS'.
- Suppliers are required by regulatory obligation to ensure that meter type data aligns with the information in MPRS.
- Suppliers will need to investigate these exceptions and, if necessary, send a D0312 to correct these issues by **Friday 24 January 2025**. Given the large number of exceptions, it may not be possible to resolve all exceptions by the deadline. In this case, Suppliers should develop a plan to share with the Programme, outlining their actions and timelines.
- Details of unresolved exceptions should be included in the template the Programme has provided.