



The Single Electricity Market (SEM)

Agreed Procedure 13 Query Generation

Version 10.0

21 October 2011

SEM Agreed Procedure

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Table of Contents

Table of Contents	3
1. Introduction.....	6
1.1 Background & Purpose.....	6
1.2 Scope Of Agreed Procedure	6
1.3 Definitions	6
1.4 Compliance With Agreed Procedure	6
2. Descriptive Overview.....	7
2.1 Data Queries	7
2.2 Settlement Queries	10
3. Procedural Steps	13
3.1 Data Query.....	13
3.2 Settlement Query.....	19
4. Swimlanes	2724
4.1 Data Query – Swim Lane.....	2825
4.2 Settlement Query – Swim Lane.....	2926
APPENDIX 1: Definitions and Abbreviations	3127
Definitions	3127
Abbreviations	3228
APPENDIX 2: Forms	3329
Query Form.....	3329
Affected Participant Notification Form.....	3634
External Data Provider Notification Form.....	3732
APPENDIX 3: Query Form Validation	3833

DOCUMENT HISTORY

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3.0d	21/05/2007		Data Query resolution period altered plus other minor corrections
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RELATED DOCUMENTS

Document Title	Version	Date	By
Trading and Settlement Code	V10.0	21/10/2011	SEMO
Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support"			
Agreed Procedure 14 "Disputes"			

1. INTRODUCTION

1.1 BACKGROUND & PURPOSE

This Agreed Procedure sets out the specific procedures governing Query generation, with which Parties to the Trading and Settlement Code (the "Code") must comply.

1.2 SCOPE OF AGREED PROCEDURE

This Agreed Procedure defines the process for the raising and processing Data Queries ~~and~~, Settlement Queries [and Required Credit Cover Queries](#).

It forms an annexe to, and is governed by, the Code. This document is a statement of process and procedure. Parties' rights and obligations are set out in the Code.

1.3 DEFINITIONS

Save as expressly defined, words and expressions defined in the Code shall have the same meanings when used in this Agreed Procedure.

References to particular sections relate internally to this Agreed Procedure unless specifically noted.

1.4 COMPLIANCE WITH AGREED PROCEDURE

Compliance with this Agreed Procedure is required under the terms as set out in the Code.

2. DESCRIPTIVE OVERVIEW

Section 2 provides an overview of the procedure provided for in the main Sections of the Code for explanatory purposes and to set the context for this Agreed Procedure. The overview contained in this section is not legally binding and is not intended to create rights or impose obligations on any Party.

2.1 DATA QUERIES

2.1.1 Raising Data Queries

Where a Party identifies an issue within the Ex-Post Indicative Settlement Statements, it can raise a Data Query within the Data Verification Period.

This Party (the "Raising Party") shall submit the Data Query via the Market Operator's Help Desk.

Data Queries must be submitted on the standard Query form included at Appendix 2 of this Agreed Procedure, and may be submitted by registered overnight mail, fax or email. Data Queries will not be accepted by telephone. The Data Query shall specify the data being queried together with the reasons why it is being queried and any supporting evidence. Each Data Query can include more than one data item but can only be in relation to a single Ex-Post Indicative Settlement Statement. Ex-Post Indicative Settlement Statements for Trading Charges and Trading Payments are for each Settlement Day. Ex-Post Indicative Settlement Statements for Capacity Charges and Capacity Payments are for a Capacity Period (which is one calendar month). The data being queried may be Market Operator calculated data or input data from Participants, System Operators, Interconnector Administrator and/or Meter Data Providers.

Data Queries must be raised with the Market Operator in the Data Verification Period. The Data Verification Period for Trading Payments and Trading Charges for a Settlement Day commences at the time of issue of the Market Schedule Quantity from the Ex-Post Indicative Market Schedule and ends at 17:00 on Settlement Day plus four Working Days. The Data Verification Period for Capacity Payments and Capacity Charges for a Capacity Period is up to four Working Days after the Capacity Period (i.e. CP+4WD).

Parties should make reasonable endeavours to raise Data Queries as soon as possible to facilitate resolution in advance of the publication of Initial Settlement Statement.

2.1.2 Processing Data Queries

The Market Operator has ten Working Days from the date of the Data Query being filed in which to resolve the Data Query. If the Data Query is not resolved within this time, the Raising Party may extend this time, giving the Market Operator up to 10 Working Days' extra time from the end of the initial ten-day period to resolve the Data Query. The Market Operator may request this extra time. The Raising Party may give this additional time in writing by fax during the initial ten-day period.

If the Data Query is not resolved during the initial ten Working Days after the Data Query is filed, or during the extended 10WD period (if approved), the Data Query becomes a Settlement Dispute.

The Market Operator will log all Data Queries and validate that the Data Query has all mandatory information complete (see Appendix 3 for validation rules) and has been submitted within the Data Verification Period and by a person authorised under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" to submit Data Queries on behalf of the Raising Party. The Market Operator will confirm the validity or otherwise of the Data Query to the Raising Party underneath the timelines set out in this Agreed Procedure.

- Where the data being queried is from or affects the data of another Participant (the "Affected Participant(s)"), the Market Operator shall inform the Affected Participant(s). The Affected Participant(s) shall assist the Market Operator in a timely manner, dealing with the Data Query concerned.
- Where the Data Query is valid and is querying data from an External Data Provider (System Operator, Interconnector Administrator or Meter Data Provider) then the Market Operator shall pass the details to such External Data Provider to examine the queried data for an error. In this case or where the Raising Party is an External Data Provider, the External Data Provider shall inform the Market Operator of its discoveries and provide any revised data under the timescales indicated by the Market Operator to fulfil the Data Query resolution deadline. Where possible, any revised data should be provided in time for inclusion in the Initial Settlement Statement.
- Where data is being queried because the calculation is incorrect or concerns data from an Affected Participant(s), then the Market Operator shall progress the examination of the queried data.

2.1.3 Determinations of Data Query Materiality

Where the corrections are not included in the Initial Settlement Statements, the Data Query will be placed into one of the two following categories:

1. Change to Settlement Item with Low Materiality, i.e. Settlement change estimated to be under €50,000
2. Change to Settlement Item with High Materiality, i.e. Settlement change estimated to be equal to or over €50,000

The Market Operator may utilise reasonable manual methods to determine the materiality of any changes to Settlement Items, using information and data provided manually from Participants, System Operators, Interconnector Administrator and/or Meter Data Providers.

The Market Operator shall inform the Raising Party and the Affected Participant(s) (if any) of the determination and of an estimate of the materiality within the timescales specified in section 2.1.2.

If the Raising Party disagrees with the determination and/or the estimate of materiality then it may dispute this finding within five Working Days of being informed and may raise a Settlement Dispute in accordance with Agreed Procedure 14 "Disputes".

In the event that there is a change to Settlement Items with Low Materiality, the Market Operator shall procure that the revised corrected input data shall be used for the relevant Settlement Period, and Settlement shall take place on the next Timetabled Settlement Rerun. Two Timetabled Settlement Reruns exist for each given Billing Period and Capacity

Period; the first taking place within the fourth month and the second within 13 months after the relevant Billing Period or Capacity Period.

In the event that there is a change to Settlement Items with High Materiality, the Market Operator shall procure that the revised corrected input data shall be used for the relevant Settlement Period and a dedicated Settlement Rerun shall be performed

Should revised data from External Data Providers be required for this purpose, the Market Operator shall notify, within one Working Day, the External Data Providers required to submit the revised corrected data. Such revised data shall be successfully submitted into the Central Market Systems by the External Data Provider within 10 Working Days of the notification.

The Market Operator shall complete the dedicated Settlement Rerun within 20 Working Days of the date of successful submission of revised data from the External Data Providers.

2.1.4 Corrective Actions

The Market Operator will procure that SMP and Market Schedule Quantities will be recalculated, and a Settlement Rerun will then be undertaken, in the event that the Market Operator in resolving a Data Query determines that:

1. Commercial Offer Data or Technical Offer Data has been applied incorrectly, or incorrect data was provided;
2. Actual Availability or Dispatch Quantity has been calculated incorrectly (or incorrect source data for these calculations provided).
3. Metered Generation has been applied or provided incorrectly; or
4. Market Schedule Quantity has been calculated incorrectly,

and that the correct application or calculation of any such amount would require it to change by more than the Settlement Recalculation Threshold for Metered Generation or Market Schedule Quantity.

The Market Operator will procure that the Ex-Post Loss of Load Probability Φ will be recalculated in the event that the Market Operator in resolving a Data Query determines that Metered Generation has been applied incorrectly and that the correct application would require a change by more than the Settlement Recalculation Threshold.

The Market Operator will procure that Capacity Payments and Capacity Charges will be recalculated in the event that the Market Operator in resolving a Data Query determines that:

1. Commercial Offer Data or Technical Offer Data has been applied incorrectly; or
2. any of Eligible Availability, Dispatch Quantity, Market Schedule Quantity, SMP or Ex-Post Loss of Load Probability Φ has been calculated incorrectly.

Where the resolution of a Data Query requires a Settlement Rerun, such Settlement Rerun will only be carried out in relation to the Settlement Day(s) that are the subject of the Data Query.

Where a Raising Party is not satisfied with the Market Operator's determination in respect of a Data Query, the Raising Party may raise a Settlement Dispute under Agreed Procedure 14 "Disputes" within 5 Working Days of receipt of the Market Operator's determination.

2.2 SETTLEMENT QUERIES

2.2.1 Raising Settlement Queries

A Settlement Query is a query in respect of the correctness of Metered Generation, Metered Demand, Net Demand, Eligible Availability or Actual Availability on an Initial Settlement Statement and on a Settlement Rerun Statement, on an Invoice or on a Self Billing Invoice. Each Settlement Query can include many data items and may span a number of Settlement Days (e.g. a metering fault affecting a number of meters over an extended period). Settlement Queries must be submitted on the standard Query form included at Appendix 2 of this Agreed Procedure, and may be submitted by registered overnight mail, fax or email. Settlement Queries will not be accepted by telephone. This Party (the "Raising Party") shall submit the Settlement Query via the Market Operator's Help Desk. The Settlement Query shall specify the data being queried together with the reasons why it is being queried and any supporting evidence. The reasons for the Settlement Query may be a concern with a calculation by the Market Operator or data provided from Participants, System Operators, Interconnector Administrator and/or Meter Data Providers.

The Settlement Query must be raised prior to 20 Working Days after the last Timetabled Settlement Rerun for that Billing Period or other Settlement rerun whichever is the later.

2.2.2 Processing Settlement Queries

The Market Operator has one month in which to resolve the Settlement Query. The Raising Party may extend this time, giving the Market Operator up to 10 Working Days' extra time from the end of the initial month period to resolve the Settlement Query. The Market Operator may request this extra time. The Raising Party may give this additional time in writing by fax during the initial month.

If the Settlement Query is not resolved during the initial one month period, or during the extended 10WD period (if approved), the Settlement Query becomes a Settlement Dispute.

The Market Operator will log all Settlement Queries and validate that the Settlement Query has all mandatory information complete (see Appendix 3 for validation rules) and has been submitted within the correct timescales by a person authorised under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" to submit Settlement Queries on behalf of the Raising Party. The Market Operator will confirm the validity or otherwise of the Settlement Query to the Raising Party under the timelines in this Agreed Procedure.

Where the data being queried is from or effects the data of another Participant (the "Affected Participant(s)"), the Market Operator shall also inform the Affected Participant(s). The Affected Participant(s) shall assist the Market Operator in a timely manner, dealing with the Settlement Query concerned.

Where the Settlement Query is valid and is as a result of data from an External Data Provider (System Operator, Interconnector Administrator or Meter Data Provider) then the Market Operator shall pass the details to such External Data Provider. In this case or where the Raising Party is an External Data Provider, the External Data Provider shall provide any revised data within 15 Working Days of the Market Operators receipt of the Settlement Query.

2.2.3 Determinations of Settlement Query Materiality

Changes to Settlement resulting from the resolution by the Market Operator of a Settlement Query will be placed into one of the two following categories:

1. Change to Settlement Item with Low Materiality, i.e. Settlement change estimated to be under €50,000
2. Change to Settlement Item with High Materiality, i.e. Settlement change estimated to be equal to or over €50,000

The Market Operator may utilise reasonable manual methods to determine the materiality of any changes to Settlement Items, using information and data provided manually from Participants, System Operators, Interconnector Administrator and/or Meter Data Providers. The Market Operator shall inform the Raising Party and the Affected Participant(s) (if any) of the determination and of an estimate of the materiality within the timescales specified in section 2.2.2.

If the Raising Party disagrees with the determination and/or the estimate of materiality then it may dispute this finding within five Working Days of being informed and may raise a Settlement Dispute in accordance with Agreed Procedure 14 "Disputes".

In the event that there is a change to Settlement Items with Low Materiality, the Market Operator shall procure that the revised corrected input data shall be used for the relevant Settlement Period for which Final Settlement has not occurred, and Settlement shall then take place on the next Timetabled Settlement Rerun. Two Timetabled Settlement Reruns exist for each given Billing Period and Capacity Period; the first taking place within the fourth month and the second within 13 months after the relevant Billing Period or Capacity Period.

In the event that there is a change to Settlement Items with Low Materiality resolved after the final Timetabled Settlement Rerun, or there is a change to Settlement Items with High Materiality, the Market Operator will procure that an additional Settlement Rerun for the relevant Settlement Period will then be performed.

Should revised data from External Data Providers be required for this purpose, the Market Operator shall notify, within one Working Day, the External Data Providers required to submit the revised corrected data. Such revised data shall be successfully submitted into the Central Market Systems by the External Data Provider within 10 Working Days of the notification.

The Market Operator shall complete the dedicated Settlement Rerun within 20 Working Days of the date of successful submission of revised data from the External Data Providers.

2.2.4 Corrective Actions

Where the resolution of a Settlement Query requires a Settlement Rerun and an issue of an Invoice or Self-Billing Invoice, such Settlement Rerun will only be carried out in relation to the Settlement Day(s) that are the subject of the Settlement Query and within the scope of

the Invoice or Self-Billing Invoice as appropriate. The result of that Settlement Rerun will be applied to all Participants.

In the event that the Raising Party is not satisfied with the Market Operator's determination of a Settlement Query, the Raising Party may raise a Settlement Dispute under Agreed Procedure 14 "Disputes" within 5 Working Days of receipt of the Market Operator's determination.

2.3 REQUIRED CREDIT COVER QUERIES

2.3.1 Raising Required Credit Cover Queries

Where a Party identifies an issue with the calculation of Required Credit Cover, it may raise a Required Credit Cover Query within one hour of the later of the defined Required Credit Cover publication time and the actual time at which the Required Credit Cover report is issued. This Party (the "Raising Party") shall submit the Required Credit Cover Query using the form as set out in Appendix 2. Each Required Credit Cover Query shall specify the Participant to which the query relates, along with reasons for the query and any supporting evidence.

2.3.2 Processing Required Credit Cover Queries

Each Required Credit Cover Query shall be raised in respect of a single Participant by a person authorised under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" to submit Required Credit Cover Queries on behalf of the Raising Party. The Participant shall provide all of the information as required by the Market Operator, in order for a Required Credit Cover Query to be considered as complete and valid.

If the Market Operator identifies that a Required Credit Cover Query is not complete and valid, it shall reject the Required Credit Cover Query and shall notify the Raising Party in a standard format of such rejection. The Raising Party may then raise a new Required Credit Cover Query in respect of the affected Participant, in accordance with the required timescales as set out in section 2.3.1.

2.3.3 Corrective Actions

Upon receipt of a valid and complete Required Credit Cover Query, the Market Operator shall use reasonable endeavours to undertake each of the following activities within 90 minutes of the issue of the relevant Required Credit Cover report:

- investigate the Required Credit Cover Query;
- identify whether the Required Credit Cover Query should be upheld and, if so, the resolution;
- notify the Raising Party whether the Required Credit Cover Query is upheld; and
- where an Required Credit Cover Query is upheld, resolve the issue(s) identified in accordance with the remedial actions set out in 6.77E of the Code.

Where the Required Credit Cover Query has not be resolved within 90 minutes of the issue of the relevant Required Credit Cover report, it will be resolved in the timescales as set out in paragraphs 6.77C and 6.77D of the Code.

3. PROCEDURAL STEPS

3.1 DATA QUERY

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
1	Raise Data Query (see form in Appendix 2)	Within Data Verification Period (For Trading Payments and Trading Charges: between TD+1D and SD+4WD; for Capacity Payments and Capacity Charges between CP+3WD and CP+6WD)	Email / Fax / registered overnight mail	Raising Party	Market Operator	
2	Log Data Query in accordance with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support". Validate Data Query for completeness and from authorised person as set out in Appendix 3 <ul style="list-style-type: none"> If valid continue from step 5 If invalid continue from step 3 	Within 1 WD	-	Market Operator	-	
3	Close log in accordance with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" and inform Raising Party of reasons for invalidity	Immediately	Email / Fax / registered overnight mail	Market Operator	Raising Party	
4	Review invalidity reasons <ul style="list-style-type: none"> Correct and resubmit – Continue from step 1 Do not resubmit – and continue from step 34 	As required		Raising Party		
5	Inform Raising Party of completeness of Data Query	Immediately	Email / Fax / registered overnight mail	Market Operator	Raising Party	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
6	Establish whose data is being queried <ul style="list-style-type: none"> If it is a Meter Data Provider, a System Operator or the Interconnector Administrator (an External Data Provider) continue from step 14 If it is another Participant's data (The Affected Participant(s)) continue from step 7 If it is regarding the calculation of a data item continue from step 13 If the Raising Party is an External Data Provider continue from step 17 	Within 1 WD of receiving the Data Query		Market Operator		
7	Inform the Affected Participant(s) of the Data Query requesting its comment on the validity	Within 1 WD of receiving the Data Query	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s)	
8	Process Data Query request If Query can be processed within requested timescales continue from step 12 otherwise continue from step 9	Within timescales specified by MO	Email / Fax / registered overnight mail	Affected Participant(s)		
9	Notify inability to process Data Query request	Within timescales specified by MO	Email / Fax / registered overnight mail	Affected Participant(s)	Market Operator	
10	If Market Operator can make a determination without the Affected Participant information continue from step 13 otherwise continue from step 11	Within timescales agreed with Raising Party	-	Market Operator		
11	Raise a Settlement Dispute in accordance with Agreed Procedure 14 "Disputes" because of inability to make determination within required timescales. Continue from step 34	After lapse of timescales agreed with Raising Party	In accordance with Agreed Procedure 14 "Disputes"	Market Operator		
12	Provide comments to Market Operator	Within timescales specified by MO	Email / Fax / registered overnight mail	Affected Participant(s)	Market Operator	
13	Make a determination on the Data Query, including estimation of Materiality of any change to Settlement Items taking into account any comments from the Affected Participant(s). If determination can be made within the timescales agreed with the Raising Party continue from step 18 otherwise continue from Step 11	Within timescales agreed with Raising Party		Market Operator	-	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
14	Send Data Query to External Data Provider. Note that the Market Operator may request a manual communication of the estimation of the change to data items which are being queried, or may request a full formal update of all data from the External Data Provider over Communication Channel Type 2 or Type 3.	Within 1 WD of receiving the Data Query	Email / Fax / registered overnight mail	Market Operator	External Data Provider	
15	Process Data Query request If Query can be processed within requested timescales continue from step 17 otherwise continue from step 16	Within timescales specified by MO	Email / Fax / registered overnight mail	External Data Provider	-	
16	Notify inability to process Data Query request Continue from step 11	Within timescales specified by MO	Email / Fax / registered overnight mail	External Data Provider	Market Operator	
17	Process the Data Query and inform Market Operator of findings, if relevant. Reissue any corrected data.	Within timescales specified by MO	Email / Fax / registered overnight mail (notification of determination)	External Data Provider	Market Operator	Potentially AP16 (for ad hoc Meter Data file send)
18	If Market Operator completes the examination of the Data Query within timeframe, inform the Raising Party and the Affected Participant(s) of the Market Operator's determination, including any estimate of Materiality and the method of estimating that Materiality. Go to step 22 If not, go to step 19 If the Raising Party is an External Data Provider continue from step 27	Within 10 WD	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
19	Market Operator requests more time (up to 10 Working Days) from the Raising Party to resolve the Data Query	Within one Working Day of known non-completion of Data Query by Market Operator	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
20	Respond to request from Market Operator	Within 1WD	Email / Fax / registered overnight mail	Raising Party	Market Operator	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
21	Notify Affected Party/External Data Provider of any changes to agreed timeline	Within 1WD	Email / Fax / registered overnight mail	Market Operator	Affected Party/External Data Provider	
22	Inform the Raising Party and the Affected Participant(s) of the Market Operator's determination, including any estimate of Materiality and the method of estimating that Materiality Continue from step 23 and step 25	Within timescales agreed with Raising Party	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
23	Receive and review the determination <ul style="list-style-type: none"> If not disputing the determination – do nothing and continue from Step 26 If disputing with the determination (including the Market Operator's estimation of Materiality) continue from Step 24 	Within 5WD of receipt of determination	-	Raising Party	-	
24	Raise a Settlement Dispute under Agreed Procedure 14 "Disputes" and inform the Market Operator and continue from Step 34	Within 5WD of receipt of determination	In accordance with Agreed Procedure 14 "Disputes"	Raising Party	Market Operator	
25	If the Data Query has resulted in revised data which has all been included in the Initial Settlement Statement (including where necessary the recalculation of SMP and MSQs) continue from step 34 otherwise continue from step 26	-	-	Market Operator	-	
26	If the Data Query has resulted in revised data which has not been included in the Initial Settlement Statement and the Raising Party is not disputing the determination and if the Materiality is High then continue from step 27 otherwise continue from step 33		-	Market Operator	-	
27	Inform External Data Provider of determination and send a further External Data Provider Notification Form (see Appendix 2) to the External Data Provider if there are further data requirements.	Within 1 WD of determination	Email / Fax / registered overnight mail	Market Operator	External Data Providers	AP16 (for ad hoc Meter Data file send)
28	Provide revised data.	Within 10 WD of notification		External Data Providers	Market Operator	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
29	Schedule a dedicated Settlement Rerun.	Within 20 Working Days of the date of successful submission of revised data from External Data Providers	-Various	Market Operator		AP15 (for Settlement Rerun)
30	If Commercial Offer Data, Technical Offer Data, Actual Availability, Dispatch Quantity, Metered Generation or Market Schedule Quantity has been determined to be incorrect arising from the Data Query, subject to the Settlement Recalculation Threshold, SMP and MSQ shall be recalculated prior to the Settlement Rerun.	Within 20 Working Days of the date of successful submission of revised data from External Data Providers	-Various	Market Operator		
31	If Metered Generation has been determined to be in error arising from the Data Query subject to the Settlement Recalculation Threshold, the Ex-Post Loss of Load Probability shall be recalculated prior to the Settlement Rerun.	Within 20 Working of the date of successful submission of revised data from External Data Providers	- Various	Market Operator		
32	If Commercial Offer Data, Technical Offer Data, Eligible Availability, Dispatch Quantity, Market Schedule Quantity, SMP or Ex-Post Loss of Load Probability have been determined to be in error arising from the Data Query, the Capacity Payments and Capacity Charges shall be recalculated prior to the Settlement Rerun.	Within 20 Working Days of the date of successful submission of revised data from External Data Providers	- Various	- Market Operator		

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
33	Ensure revised data is used in next Timetabled Settlement Rerun Statement (including where necessary the recalculation of SMP and MSQs).	Prior to next Timetabled Settlement Rerun		Market Operator		
34	End process					

3.2 SETTLEMENT QUERY

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
1	Raise Settlement Query (see form in Appendix 2)	Prior to last Timetabled Settlement Rerun + 5 WD	Email / Fax / registered overnight mail	Raising Party	Market Operator	
2	Log Settlement Query in accordance with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support". Validate Settlement Query for completeness and from authorised person as set out in Appendix 3 <ul style="list-style-type: none"> If valid continue from step 5 If invalid continue from step 3 	Within 1 WD		Market Operator		
3	Close log in accordance with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" and inform Raising Party of reasons for invalidity	Immediately	Email / Fax / registered overnight mail	Market Operator	Raising Party	
4	Review invalidity reasons <ul style="list-style-type: none"> Correct and resubmit – Continue from step 1 Do not resubmit – and continue from step 30 			Market Operator		
5	Inform Raising Party of completeness of Settlement Query Continue from step 6	Immediately	Email / Fax / registered overnight mail	Market Operator	Raising Party	
6	Establish whose data is being queried <ul style="list-style-type: none"> If it is a Meter Data Provider, a System Operator or the Interconnector Administrator (an External Data Provider) continue from step 14 If it is another Participant's data (The Affected Participant(s)) continue from step 7 If it is regarding the calculation of a data item continue from step 13 If the Raising Party is an External Data Provider continue from Step 13 	Within 1 WD of receiving the Settlement Query		Market Operator		

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
7	Inform the Affected Participant(s) of the Settlement Query requesting its comment on the validity	Within 1 WD of receiving the Settlement Query	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s)	
8	Process Settlement Query request If Query can be processed within requested timescales continue from step 12 otherwise continue from step 9	Within timescales specified by the MO	Email / Fax / registered overnight mail	Affected Participant(s)		
9	Notify inability to process Settlement Query request	Within timescales specified by the MO		Affected Participant(s)	Market Operator	
10	If Market Operator can make a determination without the Affected Participant information continue from step 13 otherwise continue from step 11	Within timescales agreed with Raising Party	Email / Fax / registered overnight mail	Market Operator		
11	Raise a Settlement Dispute in accordance with Agreed Procedure 14 "Disputes" because of inability to make determination within required timescales. Continue from step 30	After lapse of timescales agreed with Raising Party	In accordance with Agreed Procedure 14 "Disputes"			
12	Provide comments to Market Operator	Within 15 WD of receipt from MO	Email / Fax / registered overnight mail	Affected Participant(s)	Market Operator	
13	Make a determination on the Settlement Query, including estimation of Materiality of any change to Settlement Items taking into account any comments from the Affected Participant(s). If determination can be made within the timescales agreed with the Raising Party continue from step 18 otherwise continue from Step 11 If Raising Party is an External Data Provider continue from step 17	Within timescales agreed with Raising Party		Market Operator	-	
14	Send Settlement Query to External Data Provider. Note that the Market Operator may request a manual communication of the estimation of the change to data items which are being queried, or may request a full formal update of all data from the External Data Provider over Communication Channel Type 2 or Type 3.	Within 1 WD of receiving the Settlement Query	Email / Fax / registered overnight mail	Market Operator	External Data Provider	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
15	Process Settlement Query request If Query can be processed within requested timescales continue from step 17 otherwise continue from step 16	Within timescales specified by MO	Email / Fax / registered overnight mail	External Data Provider	-	
16	Notify inability to process Settlement Query request Continue from step 11	Within timescales specified by MO	Email / Fax / registered overnight mail	External Data Provider	Market Operator	
17	Process the Settlement Query. Inform Market Operator of findings and potentially reissue any corrected data	Within timescales specified by MO	Email / Fax / registered overnight mail (notification of determination) Communication Channel (revised data)	External Data Provider	Market Operator	Potentially AP16 (for ad hoc Meter Data file send)
18	If Market Operator completes the examination of the Settlement Query within timeframe, inform the Raising Party and the Affected Participant(s) of the Market Operator's determination, including any estimate of Materiality and the method of estimating that Materiality. Go to step 22 If not, go to step 19	Within one Month	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
19	Market Operator requests more time (up to 10 Working Days) from the Raising Party to resolve the Settlement Query	Within one Working Day of known non-completion of Settlement Query by Market Operator	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
20	Respond to request from Market Operator	Within 1WD	Email / Fax / registered overnight mail	Raising Party	Market Operator	

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
21	Notify Affected Party/External Data Provider of any changes to agreed timeline	Within 1 WD	Email / Fax / registered overnight mail	Market Operator	Affected Party/External Data Provider	
22	Inform the Raising Party and the Affected Participant(s) of the Market Operator's determination, including any estimate of Materiality and the method of estimating that Materiality	Within timescales agreed with Raising Party	Email / Fax / registered overnight mail	Market Operator	Affected Participant(s) Raising Party	
23	Receive and review the determination <ul style="list-style-type: none"> If not disputing the determination – do nothing and continue from Step 25 If disputing with the determination continue from Step 24 	Within 5WD of receipt of determination	-	Raising Party	-	
24	Raise a Settlement Dispute under Agreed Procedure 14 "Disputes" and inform the Market Operator and continue from Step 30	Within 5WD of receipt of determination	In accordance with Agreed Procedure 14 "Disputes"	Raising Party	Market Operator	
25	If the Materiality is High or it is after the last Timetabled Settlement Rerun then continue from step 26 otherwise continue from step 29		-	Market Operator	-	
26	Inform External Data Provider of determination and Send a further External Data Provider Notification Form (see Appendix 2) to the External Data Provider if there are further data requirements.	Within 1 WD of determination	Email / Fax / registered overnight mail	Market Operator	External Data Provider	AP16 (for ad hoc Meter Data file send)
27	Provide revised data.	Within 10 WD of notification	-	External Data Providers	- Market Operator	
28	Schedule a dedicated Settlement Rerun and continue from step 30	Within 20 Working Days of the date of successful submission of revised data from External Data Providers	Various	Market Operator		AP15 (for Settlement Rerun)

#	Procedural Step	Timing	Mechanism	By / From	To	Linkage
29	Ensure revised data is used in next Timetabled Settlement Rerun Statement (including where necessary the recalculation of SMP and MSQs).	Prior to next Timetabled Settlement Rerun		Market Operator		
30	End process					

3.3 REQUIRED CREDIT COVER QUERY

#	Procedural Step	Timing	Method	By/From	To	Linkage
<u>1</u>	<u>Raise Required Credit Cover Query</u>	<u>Within one hour of the later of the defined Required Credit Cover report publication time and the actual time at which the Required Credit Cover report is issued.</u>	<u>Form as set out in Appendix 2</u>	<u>Raising Party, in respect of a specific Participant</u>	<u>Market Operator</u>	
<u>2</u>	<u>Log Required Credit Cover Query and confirm successful receipt.</u> <u>If Required Credit Cover Query is valid, continue from step 4.</u> <u>If Required Credit Cover Query is invalid, continue from step 3.</u>	<u>Within three hours of issue of the Required Credit Cover report</u>	<u>Email / Fax / registered overnight mail</u>	<u>Market Operator</u>	<u>Raising Party</u>	
<u>3</u>	<u>Close log in accordance with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support" and inform Raising Party of reasons for invalidity.</u> <u>End Process.</u>	<u>Within three hours of issue of the Required Credit Cover report</u>	<u>Email / Fax / registered overnight mail</u>	<u>Market Operator</u>	<u>Raising Party</u>	

#	Procedural Step	Timing	Method	By/From	To	Linkage
4	Investigate Required Credit Cover Query, to identify resolution: <ul style="list-style-type: none"> If resolution is identified and the Required Credit Cover Query is upheld, continue from step 9. If resolution is identified and the Required Credit Cover Query not upheld, continue from step 10. If resolution is not identified, continue from step 5. 	Within 90 minutes of logging of the complete Required Credit Cover Query.	Email / Fax / registered overnight mail	Market Operator	Raising Party	
5	Continue to investigate Required Credit Cover Query, to identify resolution. <ul style="list-style-type: none"> If resolution not identified within 4 Working Days and the Market Operator does not expect the Required Credit Cover Query to be resolved within a further one Working Day, continue from step 6. If resolution is identified and the Required Credit Cover Query is upheld, continue from step 9. If resolution is identified and the Required Credit Cover Query not upheld, continue from step 10. If resolution is not identified, continue from step 11. 	Within 5 Working Days of logging of the Required Credit Cover Query.	-	Market Operator	-	
6	Market Operator requests more time (up to 5 Working Days) from the Raising Party to resolve the Required Credit Cover Query.	As identified	Email / Fax / registered overnight mail	Market Operator	Raising Party	
7	Respond to request from Market Operator. <ul style="list-style-type: none"> If an extension is agreed, continue from step 8. If an extension is not agreed, but resolution is identified and the Required Credit Cover upheld within the required timescales, continue from step 9. If an extension is not agreed but resolution is identified and the Required Credit Cover is not upheld within the required timescales, continue from step 10. Otherwise, continue from step 11. 	Within one Working Day of request from Market Operator for more time to resolve Query.	Email / Fax / registered overnight mail	Raising Party	Market Operator	

#	Procedural Step	Timing	Method	By/From	To	Linkage
8	<u>Continue to investigate Required Credit Cover Query, to identify resolution.</u> <ul style="list-style-type: none"> <u>If resolution is identified and the Required Credit Cover Query is upheld, continue from step 9.</u> <u>If resolution is identified and the Required Credit Cover Query not upheld, continue from step 10.</u> <u>If not resolved, continue from step 11.</u> 	<u>Within 10 Working Days of logging of the Required Credit Cover Query.</u>	-	<u>Market Operator</u>	-	
9	<u>Resolve (including recalculation of Required Credit Cover and re-issue of the Required Credit Cover Report as required) and inform the affected Party that the Required Credit Cover Query was upheld and resolution has been completed.</u> <ul style="list-style-type: none"> <u>If Raising Party is not satisfied with the resolution, continue from step 12.</u> <u>Otherwise, End Process.</u> 	<u>Within 5 Working Days of logging of the Required Credit Cover Query, or where an extension is agreed, within 10 Working Days of logging of the Required Credit Cover Query.</u>	<u>Email / Fax / registered overnight mail</u>	<u>Market Operator</u>	<u>Raising Party</u>	
10	<u>Inform the affected Party that the Required Credit Cover Query was not upheld.</u> <ul style="list-style-type: none"> <u>If Raising Party is not satisfied with the resolution, continue from step 12.</u> <u>Otherwise, End Process.</u> 	<u>Where possible, within 90 minutes of logging of the relevant Required Credit Cover Query; or within 5 Working Days of logging of the Required Credit Cover Query; or where an extension is agreed, within 10 Working Days of logging of the Required Credit Cover Query.</u>	<u>Email / Fax / registered overnight mail</u>	<u>Market Operator</u>	<u>Raising Party</u>	
11	<u>Deem the issue as a Dispute and progress as set out in the Code. End Process.</u>	<u>As identified</u>	-	<u>Market Operator</u>	<u>Raising Party</u>	

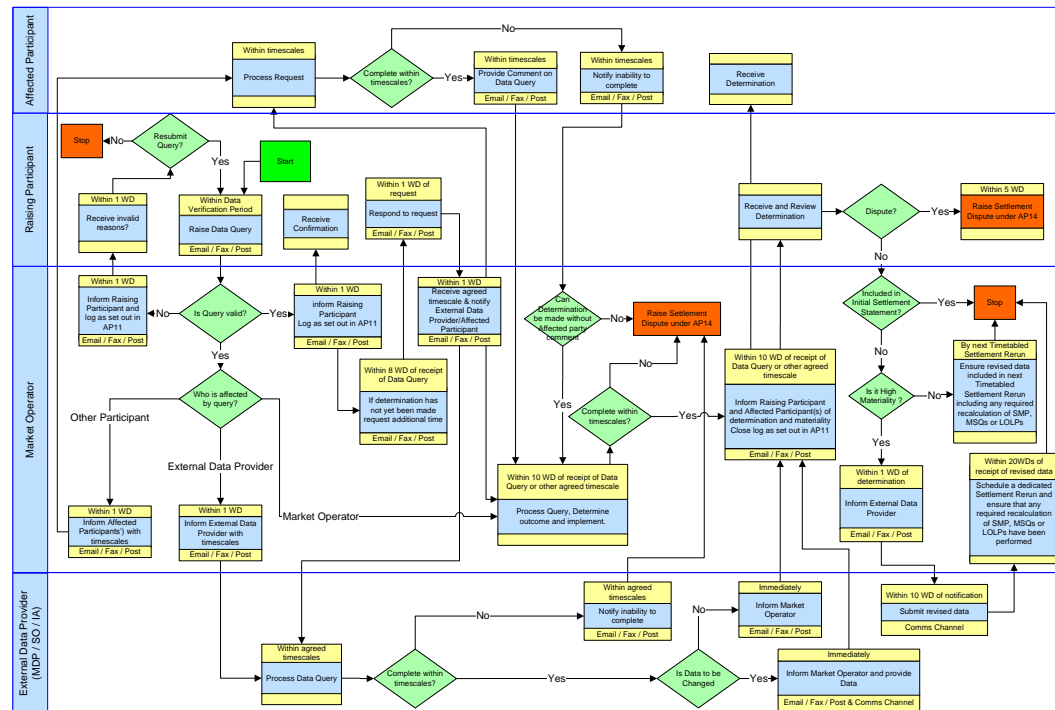
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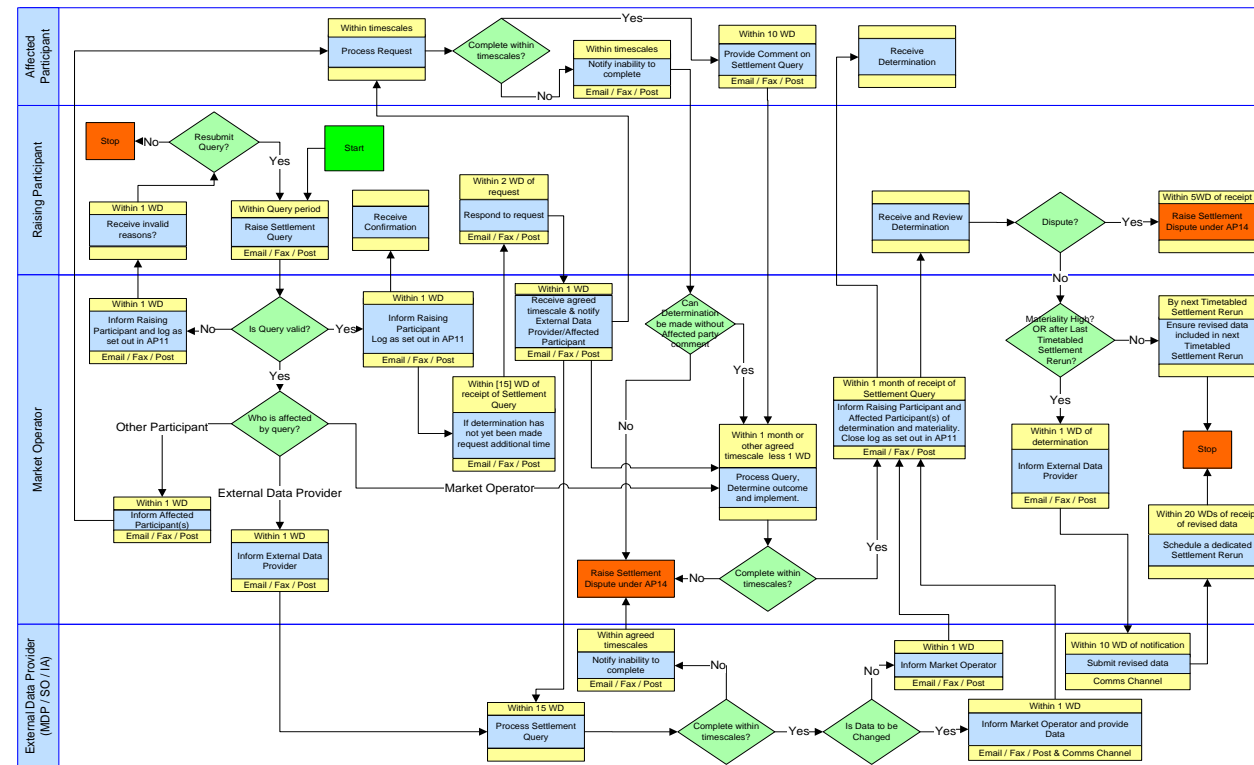
#	Procedural Step	Timing	Method	By/From	To	Linkage
12	Raise the issue as a Dispute, as set out in the Code. End Process.	As identified	-	Raising Party	Market Operator	

4. SWIMLANES

Note: Swimlanes are provided as an illustration of the Procedural Steps. The Procedural Steps take precedence, in the event of conflict.

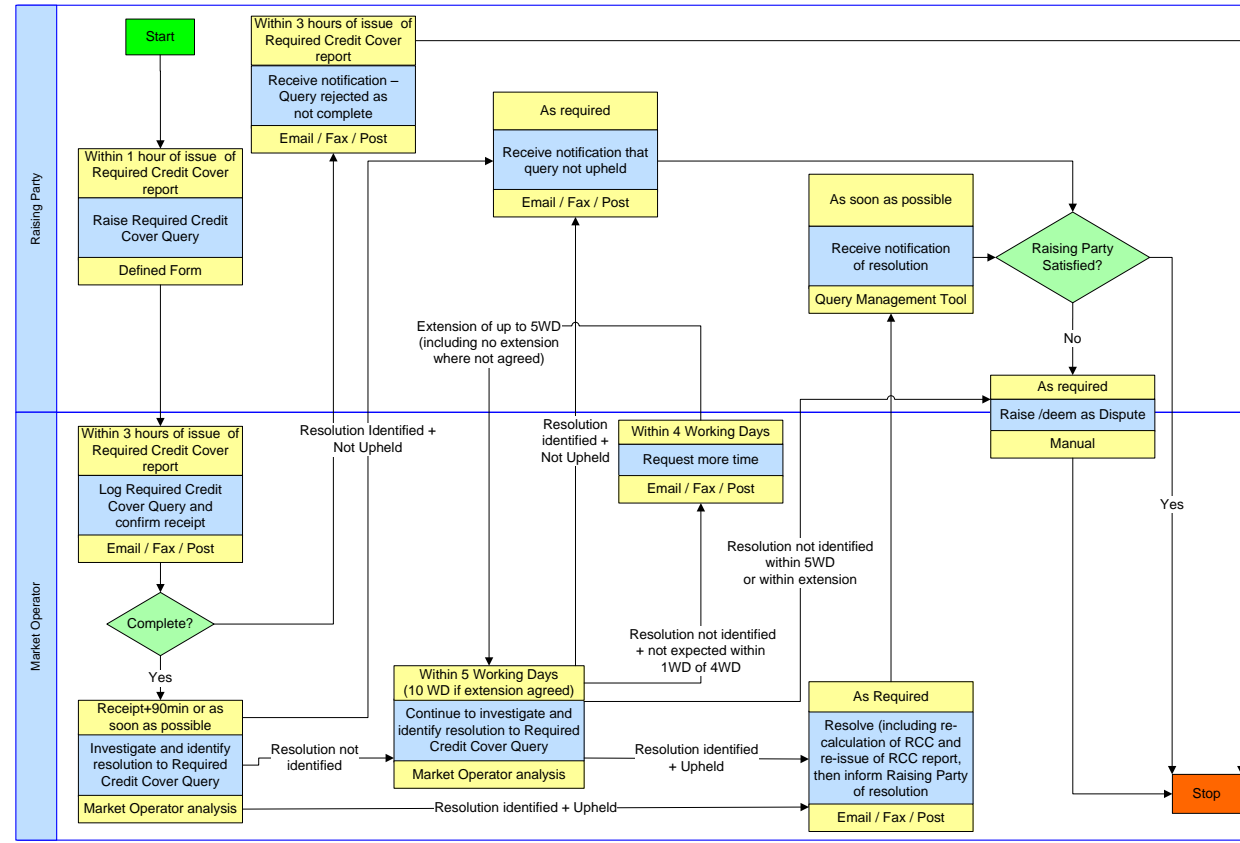


4.2 SETTLEMENT QUERY – SWIM LANE



4.3 REQUIRED CREDIT COVER QUERY – SWIM LANE

RAISING AND RESOLUTION OF REQUIRED CREDIT COVER QUERIES



APPENDIX 1: DEFINITIONS AND ABBREVIATIONS

DEFINITIONS

Actual Availability	As defined in the Code
Affected Participant	The Participant, not being the Raising Party, who has provided the data being queried or whose data is affected by the data being queried. (This is normally the Participant who has registered the Unit whose data is being queried (if not the Raising Party) and the Participant that registered an Error Supplier Unit in the Jurisdiction where the affected Unit is registered).
Billing Period	As defined in the Code
Capacity Charge	As defined in the Code
Capacity Payment	As defined in the Code
Capacity Period	As defined in the Code
Code	As defined in the Code
Commercial Offer Data	As defined in the Code
Communication Channel	As defined in the Code
Data Query	As defined in the Code
Data Verification Period	As defined in the Code
Dispatch Quantity	As defined in the Code
Dispute	As defined in the Code
Eligible Availability	As defined in the Code
Error Supplier Unit	As defined in the Code
Ex-Post Loss of Load Probability	As defined in the Code
External Data Provider	A Meter Data Provider, System Operator or Interconnector Administrator
Help Desk	As defined in Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support"
High Materiality	As defined in the Code
Initial Settlement Statement	As defined in the Code
Interconnector Administrator	As defined in the Code
Jurisdiction	As defined in the Code
Low Materiality	As defined in the Code
Market Operator	As defined in the Code
<u>Market Operator Performance Report</u>	As defined in the Code
Market Schedule Quantity	As defined in the Code
Meter Data Provider	As defined in the Code
Metered Demand	As defined in the Code
Metered Generation	As defined in the Code
Net Demand	As defined in the Code
Participant	As defined in the Code
Query	A generic reference to a Settlement Query and a Data Query
Raising Party	The Party who raises the Query
Regulatory Authorities	As defined in the Code
<u>Required Credit Cover Query</u>	As defined in the Code

Settlement	As defined in the Code
Settlement Day	As defined in the Code
Settlement Dispute	As defined in the Code
Settlement Item	As defined in the Code
Settlement Query	As defined in the Code
Settlement Rerun	As defined in the Code
Settlement Recalculation Threshold	As defined in the Code
System Operator	As defined in the Code
System Marginal Price	As defined in the Code
Technical Offer Data	As defined in the Code
Trading Charges	As defined in the Code
Trading Payments	As defined in the Code
Timetabled Settlement Rerun	As defined in the Code
Unit	As defined in the Code
Working Day	As defined in the Code

ABBREVIATIONS

CP	Capacity Period
MO	Market Operator
MSQ	Market Schedule Quantity
SD	Settlement Day
SMP	System Marginal Price
WD	Working Day

APPENDIX 2: FORMS

QUERY FORM

This section contains the Query Forms [relating to formal queries](#). ~~It is~~[They are](#) presented on the subsequent pages.

SETTLEMENT / DATA QUERY FORM**Type of Query
SETTLEMENT / DATA**
*Delete as appropriate**To be completed by Market Operator*

Market Operator's Query Ref _____

Date Received _____

Form Checked _____ Accepted / Rejected
(delete as appropriate)*To be completed by Participant*

Participant's Query Ref _____

Date Sent _____

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PARTICIPANT INFORMATION

Participant Name _____

Participant id _____

SETTLEMENT STATEMENT DETAILSSettlement Statement Number _____ Run Type Initial / Rerun 1 / Rerun 2 / Adhoc
(Only for Settlement Query – Delete as appropriate)Settlement Days in Statement _____
For Capacity month/year; For Energy dd/mm/yy to dd/mm/yy ; For Data Query dd/mm/yy**Descriptive Overview of Query***(Provide a description of what the issue is e.g. the Units affected, the data items concerned, the incorrect charges, whether it is input data or the calculation, the basis of the query(the evidence)***Query Details***(Provide specific details of the items in the Settlement Statement being queried including where appropriate the Supplier/ Generator Unit, the meter ids, the half hours (day and half hour ending time), the specific charge item affected)***Additional Supporting Documents provided:***Specify Title and number of pages for each supporting document***Title****No of Pages****Authorised Representative (on behalf of Participant)**

Date _____

Name _____

Signature _____

Password _____

REQUIRED CREDIT COVER QUERY FORM

REQUIRED CREDIT COVER QUERY FORM

To be completed by Market Operator

Market Operator's Query Ref _____

Date Received _____

Form Checked _____

Accepted / Rejected
(delete as appropriate)

To be completed by Participant

Participant's Query Ref _____

Date Sent _____

PARTICIPANT INFORMATION

Participant Name _____

Participant ID _____

REQUIRED CREDIT COVER REPORT DETAIL

Required Credit Cover Report Reference _____

Date of Required Credit Cover Report _____

Descriptive Overview of Query

(Provide a description of what the issue is e.g. the data items affected, whether it is input data or the calculation, the basis of the query(the evidence))

Additional Supporting Documents provided:

Specify Title and number of pages for each supporting document

Title

No of Pages

Authorised Representative (on behalf of Participant)

Date _____

Name _____

Signature _____

Password _____

AFFECTED PARTICIPANT NOTIFICATION FORM

Affected Party Query Notification Form

PART A – QUERY REFERENCE *(to be completed by Market Operator)*

MO Reference: _____ **Type of Query**
Date: _____ **DATA / SETTLEMENT**

Name *(MO Staff):* _____ **Signature:** _____

PART B - AFFECTED PARTICIPANT DETAILS *(To be completed by Market Operator)*

Participant id: _____
Participant Name: _____

A Data/Settlement Query has been raised by another Party which has a direct affect on the data for your Unit. The Details of the Query are attached. Please submit any comments or views on the query, together with any evidence to support your comments, by the indicated date below.

Date Comments due: _____

PART C - AFFECTED PARTICIPANT RESPONSE *(To be completed by Participant)*
(Provide Comments here or on a separate paper document. Whether using a separate paper/document or including comments here, please complete name /authorisation details below)

Attachments: <i>Specify Title and number of pages for each attachment</i>	Title	No. of Pages
Authorised Representative (On behalf of Affected Participant)		
_____		<i>Date</i> _____
_____	_____	_____
<i>Name</i>	<i>Signature</i>	<i>Password</i>

EXTERNAL DATA PROVIDER NOTIFICATION FORM

EXTERNAL DATA PROVIDER NOTIFICATION

PART A – QUERY REFERENCE *(to be completed by Market Operator)*

MO Reference:

Date:

Data Query Timescale:

(Note settlement query is 15 days max)

Name (MO Staff):

Type of Query

DATA / SETTLEMENT

Signature:

PART B – EXTERNAL DATA PROVIDER DETAILS *(To be completed by Market Operator)*

Party id:

Party Name:

Party role: System Operator / Meter Data Provider / Interconnector Administrator

A Data/Settlement Query has been raised by another Party against the data that you have provided. The Details of the Query are attached. Please review the Query and if necessary resubmit any amended data. Please respond with the results of your analysis, together with any evidence to support your analysis if it is not in agreement with the raised Query.

The update is requested in the following format:

Manual Communication of Change to Specific Items

Type 2 or Type 3 Communication Channel full resend of all Specific Items (as per Agreed Procedure 16 for Meter Data Providers)

☐☐

Date Comments due:

PART C - EXTERNAL DATA PROVIDER RESPONSE *(To be completed by External Data Provider)*

(Provide response here or on a separate paper document. If data is being resubmitted please indicate when this is expected to be sent using the normal communication channels whether using a separate paper/document or including comments here, please complete name /authorisation details below)

Attachments:

Specify Title and number of pages for each attachment

Title

No. of Pages

Authorised Representative

(on behalf of External Data Provider)

Date

Name

Signature

Password

APPENDIX 3: QUERY FORM VALIDATION

The Query Form will have the follow items completed satisfactorily:

Item	Validation
Type of Query	One and only one of Settlement or Data should be struck out.
Participant Name	Must be a registered Participant
Participant id	Must be a registered Participant which aligns with the Participant Name
Settlement Statement Number	Must be valid Settlement Statement Number
Run Type	Where it is a Settlement Query then only one of the items must not be struck out. The Run Type must also align with the Settlement Statement Number.
Settlement Days in Statement	Must be completed as indicated depending on whether it is a Settlement Query for a Capacity Period (month/year) or Billing Period (dd/mm/yy to dd/mm/yy) or a Data Query (dd/mm/yy). The days must align with the Settlement Statement Number.
Descriptive Overview	This must provide information about what is being queried
Query Details	This must provide the specific data items being queried. This should be in sufficient detail to unambiguously allow the data being queried to be identified and where necessary allow a Meter Data Provider to identify the data.
Additional Supporting Documents	The list must align with the additional documents provided in terms of title. If the Query is being sent by fax or post then the number of pages for each document must also be correct. Where it is being emailed the number of pages in each document may be left blank.
Authorised Representative Details: Name	This must be a name of a person from the Participant who is authorised to submit the Form. (Authorisation is provided under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support")
Authorised Representative Details: Signature	If this form is being sent by post or Fax then this must contain the signature of the Authorised Person as registered under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support". If it is being emailed then this should be left blank.
Authorised Representative Details: Password	This must contain the password of the Authorised Person as registered under Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support".
Authorised Representative Details: Date	This must be a valid date within the timescales allowed for raising the Query.

In addition the following will be checked

1. The date the form is received by the Market Operator must be within the timescales allowed for raising the Query