

# P272 - FAQs

## 1. What is P272?

P272 is the industry name of the mandatory regulatory change for electricity meters in classes 05-08, classes 01 to 04 are currently excluded. From 1<sup>st</sup> April 2017, all AMR meters in classes 05 to 08 will be billed as Half Hourly supplies.

Going forward, a 05 to 08 meter will be automatically read every half hour, over the full year, giving SmartestEnergy as supplier the actual consumption from 17,520 reads. As such bills will become more accurate but also include more detailed elements and new charges.

Moving to HH Settlement could involve unavoidable cost increases for our customers. However, some customers may see a decrease in their bills, depending on patterns of usage. These new charges will appear as line items on the customer's bill: DUoS and TNUoS.

## 2. What is P322?

P322 has been introduced to help implement P272 with a phased approach, effective from 5<sup>th</sup> November 2015. This requires suppliers to half-hourly settle businesses, with meter profile class 05 to 08, within 45 days of contract renewal or signing a new customer.

## 3. Am I affected by P272 or P322?

If you have an advanced meter installed on profile class 05-08, this will need to be set up to provide HH readings. If you do not have an advanced meter you are not affected.

## 4. How will it affect my business?

Alongside providing more cost reflective pricing and the opportunity to reduce energy costs via load management, it will improve the accuracy of your bills as you will be billed on your actual energy consumption.

Moving from NHH settlement to HH settlement means your meters will be read remotely and billed accordingly.

Depending on your meter type (i.e. Current Transformer (CT) meter or Whole Current (WC) meter), you may be contacted by your distribution company to agree your supply capacity per MPAN, an agreed supply capacity is required for all HH settled meters.

You may also be contacted directly by your meter agent if your meter is not managed by SmartestEnergy, should this cause any confusion please feel free to contact us and we will support you.

## 5. When will I be moved from NHH to HH settlement?

We are currently changing our customers' supplies from NHH settled to HH settled by the industry wide deadline date of 1<sup>st</sup> April 2017.

For existing customers this must be completed before the contract renewal date or sooner if that date is beyond April 2017. For new customers we will complete this within 45 days of the supply start date we will contact you directly to confirm a date.



## 6. Will it affect my bill?

The P272 modification will significantly improve the accuracy of your business electricity bill, as it will be based on actual HH meter readings.

In the future you may see a change in your costs based on your energy consumption, fundamentally HH settled customers will allow us to use historical HH data to determine an accurate unit price based on your energy consumption.

P272 may also impact some non-energy charges on your bill, mainly the system and network charges TNUoS (Transmission Network Use of System) and DUoS (Distribution Use of System). For more information on the movement in these costs please [register for our quarterly Informer Series webinars](#) covering both wholesale and non-energy costs.

## 7. What if I have a meter Profile Class 05 to 08 but do not yet have an advanced AMR meter installed?

We are aware there are a few of our customers' sites that do not yet have an AMR meter installed and we have contacted those customers directly. If you have not heard from us or have any queries or concerns about your meter please contact your account manager.

### More information...

Please contact your account manager with any further questions regarding P272, we will work with our energy experts to provide you with the answers you need and offer the support you need from your energy partner.

> [Read more from Ofgem](#)

