1　MCCP312 (Provision of Customer Billing Data to Facilitate PoLR)

UR 1 Customer Billing Data format. The CMA shall accept qualified CSV files from LPs with the following format:

Data Item	Notes
SPID	
Customer Name	Name of the company or person legally responsible for paying for water and sewerage services
Billing Address Building Name	To be completed where the building has a name, not just a number
Billing Address Line 1	Includes building number
Billing Address Line 2	
Billing Address Post Town	Postal town as recorded by the Royal Mail
Billing Address County	
Billing Address Post Code	
Billing Contact	Primary person or role responsible for responding to billing enquiries
Billing Contact email address	Must be provided where held by the LP
Customer Contact	Primary person or role responsible for any queries in relation to customer service. May be the same person as the Billing Contact.
Customer Contact email address	Must be provided where held by the LP Customer
Contact telephone number	Must be provided where held by the LP
Vacancy Status	Must be OCCUPIED or VACANT

UR 1.1 Non-CSV files. The CMA shall not accept files that are not in the CSV format and shall delete them after notifying the LP that the file supplied is not in the correct format.

UR 1.2 File naming convention. Files shall be named by LPs in the following convention:

- OrgID; followed by
- Month and year the file refers to; followed by
- Year, month and day the file was extracted from the billing system

For example, LPA_Oct2025_20251101

UR 2 File integrity tests. Once an LP has submitted a new Customer Billing Data file the CMA shall undertake the following tests on the file to check that it is consistent with the LP's obligations.

UR 2.1 Number of SPIDs. The CMA shall compare the number of SPIDs in the Customer Billing Data file with the number of SPIDs registered to that LP on the last business (?) day of the relevant month. If the number of SPIDs in the file is not within +/- 1% of the total registered to the LP then, unless the LP can supply a good reason for this[DS1], then the CMA shall not accept the file and shall delete it.

UR 2.2 Field populated test. The following fields shall be checked by the CMA to ensure that no blank or NULL values are included. If the file supplied fails any of these tests, the CMA shall not accept the file and shall delete it.

- SPID
- Customer Name
- Billing Address Line 1
- Billing Address Postal Town
- Billing Address Postcode
- Vacancy Status

UR 2.3 Field content test. The following fields shall be checked by the CMA to ensure that the content supplied is consistent with the expected content:

SPID	12-digit number that is a SPID that has had a status other than PDISC or DEREG within the past year.
Billing Address Post Code / County	Postcode in UK postcode format or associated with an overseas country entered in the Billing Address County field
Billing contact and Customer contact email addresses	If populated, must be in legitimate email format
Contact telephone number	If populated, must be in UK telephone format or associated with an overseas country entered in the Billing Address County field
Vacancy Status	Must be "OCCUPIED" or "VACANT"

UR 2.4 If the file supplied fails any of the tests specified in UR 2.3 then, unless the LP can supply a good reason for this, the CMA shall not accept the file and shall delete it

UR 3 SharePoint storage area. The CMA shall make available a SharePoint storage area for the Customer Data Files. A separate storage folder shall be created for each LP that has SPIDs registered.

UR 3.1 Access rights for LPs.

UR 3.1.1 Each LP shall have access only to their own storage folder.

UR 3.1.2 Each LP shall be able to nominate two individuals from their organisation to be able to upload files to the folder and view files in the folder.

UR 3.1.3 The CMA Administrator will grant and maintain user access for LPs. The CMA Administrator may authorise other CMA staff to act on their behalf to ensure the CMA always has a suitably authorised user available to manage user access.

UR 3.2 File retention and deletion. For each LP, the CMA shall retain the two most recent Customer Billing Data files that have passed the file integrity tests set out in UR 2. Once a third monthly Customer Billing Data file has passed the file integrity tests, the CMA shall delete the oldest Customer Billing Data file for that LP.

UR 3.3 CMA Access Control. The CMA shall ensure that all Users authorised to access the files understand that access is only permitted:

- to undertake the file integrity tests set out in UR 2;
- in a PoLR event, to process the relevant LP's most recent files and provide relevant data to the Incoming LPs allocated SPIDs through PoLR;
- to delete files that have failed integrity tests or which are deleted in accordance with UR 3.2
- as part of the CMA's Audit activities.