

# Glossary of Terms

This document lists the most used abbreviations and terminology specific to Broker 360 and the energy sector.

Abbreviation	What is it?
CRM	Broker 360
Company	The entity setup which holds the sites
Site	The actual location of the meter. Each meter is setup as a site within broker 360
Deal/contract/sale	Used interchangeably to reflect a submission
CAPILite	Connected API functionality that connects broker 360 to the supplier portal when you decide to use a quote for a deal
Quotes	Prices generated within broker 360
Portal	Supplier portal
Submission	A contract that has been submitted on the supplier portal
Objection	An objection raised by the supplier on a submitted contract
NSC	None standing charge
VPP	Variable price plan
EAC	Estimate annual consumption
COT	Change of tenancy
LOA	Letter of authority
I&C	Industrial and commercial
HH	Half hourly
IDNO	Independent distribution network operator
Related meters	Two or more metering points that are connected to the same supply
SLA	Service level agreement- approximate time frame before we get a response
MHHS	Market-wide half hourly settlement- new electricity market arrangements that will enable the flexibility to support transition to Net Zero. A shorter and more accurate Settlement timetable using Half Hourly meter readings for settled energy will support a cost-effective electricity system, encourage flexible use of energy and help Consumers lower bills.
Profile class	The first 2 digits of the topline of a mpan
MTC	Meter time switch- medium digits on the mpan topline- Indicates how many registers (set of meter reads or dials) your electricity meter has and what times they will operate during the day
LLF	Line loss factor- last digits of the topline of an mpan- stipulates the expected costs the distribution company will charge the supplier for using the cables and network in your region
Sales force	BG's internal system
Ensek	BGL internal system
REGO	Renewable energy guarantees of origin- percentage of electricity the supplier provides was generated from renewable sources
Objection	Current supplier has a reason to stop the transfer- you need to contact the current supplier and resolve before asking us to re-apply
POA	Proof of address
DD	Direct debit
AQ	Annual Quantity- Estimated gas usage
CCL	Climate change levy- a fee added by the government to encourage reduced emission
KVA	Kilovolt Amperes - measure of apparent power in an electrical system. It represents the total power supplied; it calculates volts and amp in a circuit.

REC	Renewable energy certificate
MOP	Meter operator service- MOP contracts are a legal requirement for those with a half-hourly (HH) meter
BOT	Powwr bot service on hub spot used to log LOA's/ obtain information
DC	Data collection – Used for HH meters for collecting and processing energy consumption data
DA	Data Aggregator – Used for HH- ensuring accuracy and compliance
Disconnected	Meter not connected to the national grid
De-energised meter	Meter fuse has been removed which stops the flow of electricity to the property
AMR	Automated meter reading