

MARKET PROCESS DESIGN

MPD 03.1 - Market Process for Automated Debt Flagging

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1 Introduction

1.1 Scope

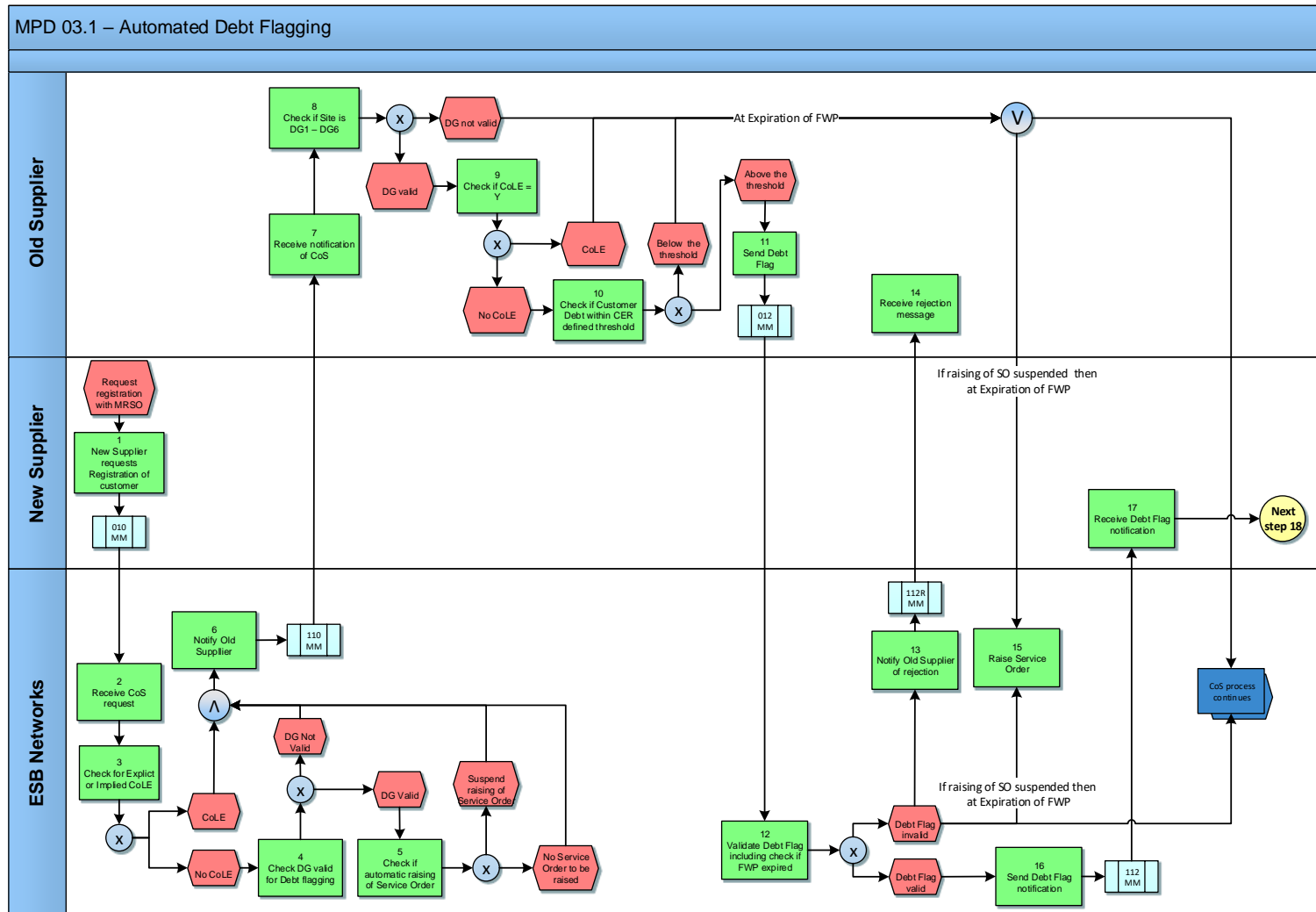
This Procedure describes the process for Automated Debt Flagging via the Objection/Cancellation process using existing Messages

1.2 History of Changes

This Procedure includes the following changes:

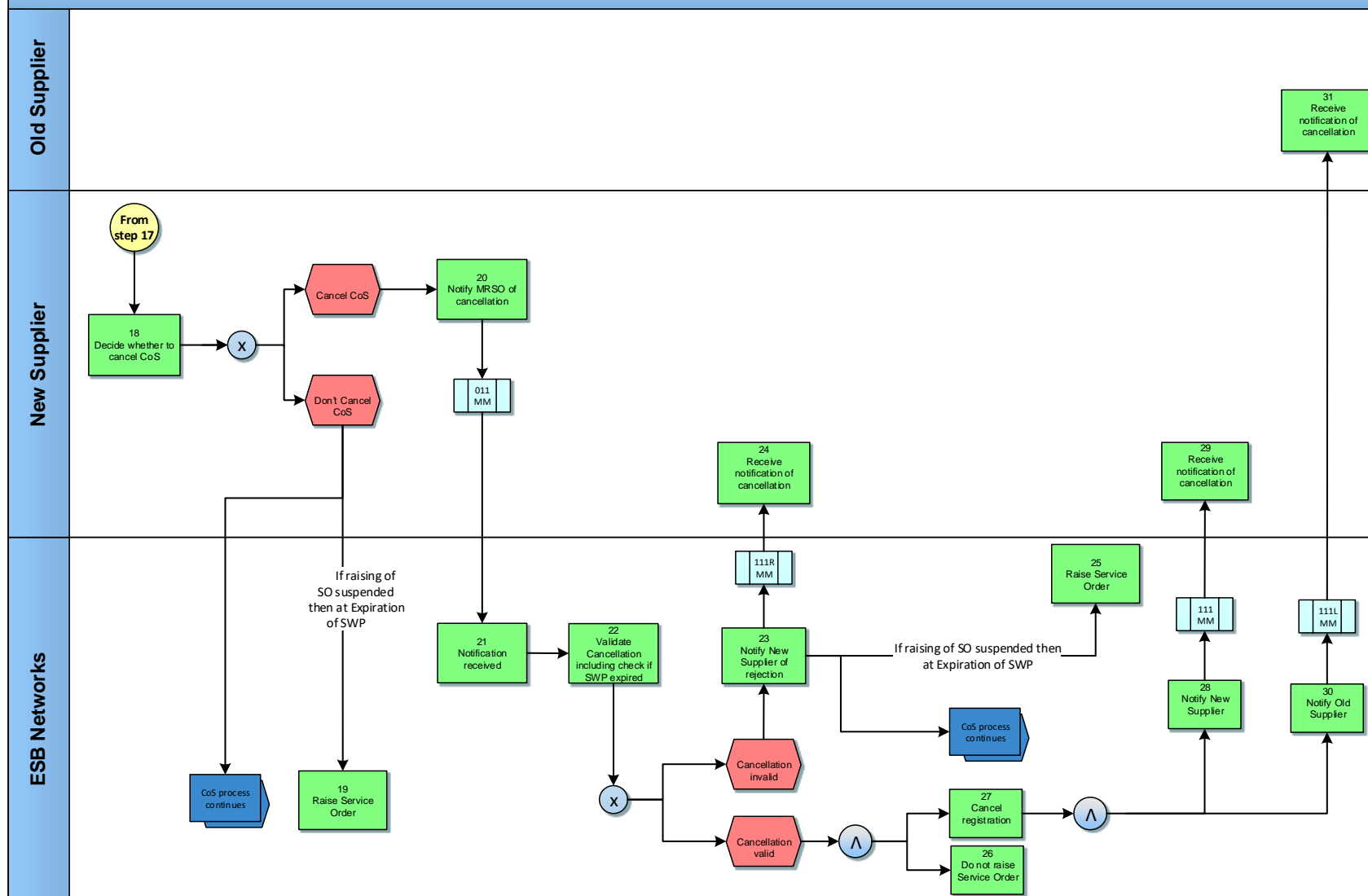
| Version in which Implemented | Source of Change | Description of Change |
|------------------------------|------------------|-------------------------------------------------------------------------------------------------------------|
| Version 11 | MCR 1111 | New MPD to describe the automated process following the introduction of MCR 1111 – Automated Debt Flagging. |
| Version 11.1 | AIQ 5990 | Page 5 - Process Map title incorrect – changed to “MPD 3.1 Automated Debt Flagging”. |
| Version 14.0 | MCR1219 | Draft updates as a result of MCR1219 re-versioning for v14.00.00 |

2. Process Map



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MPD 03.1 – Automated Debt Flagging



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2.1 Process Description

| Process Step | | Role | Process Step Description | Interface |
|--------------|-----------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1 | New Supplier requests Registration of Customer | New Supplier | The New Supplier provides a Registration Application, completed in accordance with the applicable rules, to Meter Registration System Operator (MRSO). The New Supplier may provide a customer reading to MRSO dated at, and as part of, the Registration Request. The Supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point. | 010 MM |
| 2 | Receive CoS request | ESBN | ESB Networks Ltd (ESBN) Receive Change of Supplier (CoS) Registration Request. | |
| 3 | Check for Explicit or Implied CoLE | ESBN | MRSO will check Registration for CoLE Explicit or Implied. <ul style="list-style-type: none"> • CoLE - Next Step 6 • No CoLE - Next Step 4 | |
| 4 | Check if DUoS Group (DG) is valid for Debt Flagging | ESBN | MRSO will check if DG is valid for Debt Flagging (See Supplementary Information for valid DG). <ul style="list-style-type: none"> • DUoS Group not valid - Next Step 6 • DUoS Group valid - Next Step 5 | |
| 5 | Check if Service Order is to be delayed | ESBN | In circumstances where a Service Order is required to be raised (Re-energisation of DE/NPA/Remove Token Meter) and the DG is valid for Debt Flagging the raising of a Service Order will be suspended . - Next Step 6 | |
| 6 | Notify Old Supplier | ESBN | If the Registration is not automatically rejected then MRSO will notify the Old Supplier that a Registration has been received. The First Wait Period (FWP) starts for CoS with no CoLE. For a CoS with CoLE, the CoS process continues as normal. | 110 MM |
| 7 | Receive notification of CoS | Old Supplier | Old Supplier receives notification of CoS. | |

| Process Step | | Role | Process Step Description | Interface |
|--------------|-----------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 8 | Check DUoS Group of site | Old Supplier | Old Supplier checks if the site is DG1 – DG6 (See Supplementary Information for valid DG). <ul style="list-style-type: none"> DUoS Group not valid - At expiration of FWP where the raising of a Service Order was suspended the Service Order is now raised (Step 15) and the CoS process continues as normal . DUoS Group valid - Next Step 9 | |
| 9 | Check If CoLE = Y | Old Supplier | Old Supplier will check if a CoLE is part of the CoS. <ul style="list-style-type: none"> CoLE Yes - the CoS process continues as normal . CoLE No - Next Step 10 | |
| 10 | Check if Customer Debt within CER defined threshold | Old Supplier | Old Supplier checks if the Customer debt exceeds the CER defined threshold. <ul style="list-style-type: none"> Debt less than threshold - At the expiration of FWP where the raising of a Service Order had been suspended, the Service Order is now raised (Step 15) and the CoS process continues as normal . Debt greater than threshold - Next Step 11 | |
| 11 | Send Debt Flag | Old Supplier | Where the Customer Debt exceeds the CER threshold the Old Supplier sends a Notification of Objection Market Message with 'DCN' – Debt Contact Notification - Objection Reason Code. | 012 MM |
| 12 | Validate Objection | ESBN | MRSO will validate the Debt Flag Objection including checking if the FWP has expired. <ul style="list-style-type: none"> Debt Flag invalid - Next Step 13. At expiration of FWP where the raising of a Service Order had been suspended, the Service Order is now raised (Step 15) and the CoS process continues as normal. Debt Flag valid - Next Step 16 | |
| 13 | Notify Old Supplier | ESBN | If the objection criteria are not met the MRSO will inform the Old Supplier that the objection is rejected. | 112R MM |
| 14 | Receive Notification | Old Supplier | Old Supplier receives notification of rejection. | |

| Process Step | | Role | Process Step Description | Interface |
|--------------|--------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 15 | Raise Service Order | ESBN | Following the expiration of the FWP a Service Order is raised if needed. | |
| 16 | Send Debt Flag notification | ESBN | Where the objection criteria is met, MRSO will forward the objection to the New Supplier by sending a 112 Market Message. The Second Wait Period (SWP) starts. | 112 MM |
| 17 | Receive Debt Flag notification | New Supplier | The New Supplier receives notification of the objection to the Change of Supplier on the grounds of Debt. | |
| 18 | Decide whether to cancel CoS | New Supplier | <p>The New Supplier decides whether to cancel the CoS Registration.</p> <ul style="list-style-type: none"> Do not cancel CoS - At expiration of Second Waiting Period (SWP) where the raising of a Service Order had been suspended, the Service Order is now raised (Step 19) and the CoS process continues as normal . Cancel CoS - Next Step 20 | |
| 19 | Raise Service Order | ESBN | Following the expiration of the SWP a Service Order is raised if needed. | |
| 20 | Notify MRSO of cancellation | New Supplier | The New Supplier sends an 011 Market Message to MRSO with 'DE' – Objection for Debt - cancellation code. | 011 MM |
| 21 | Receive Notification | ESBN | MRSO receive notification of the CoS cancellation from the New Supplier. | |
| 22 | Validate Cancellation | ESBN | <p>MRSO will validate the cancellation request received form the New Supplier including checking if the SWP has expired.</p> <ul style="list-style-type: none"> Cancellation invalid - Next Step 23 Cancellation valid - Next Steps 26 & 27 | |
| 23 | Notify New Supplier | ESBN | <p>If the cancellation request is rejected then the MRSO will inform the New Supplier by sending the 111R Market Message.</p> <ul style="list-style-type: none"> At expiration of SWP where the raising of a Service Order had been suspended, the Service Order is now raised (Step 25) and the CoS process continues as normal. | 111R MM |
| 24 | Receive Notification | New Supplier | The New Supplier receives notification of the rejection of the cancellation request on receipt of the 111R Market Message. | |
| 25 | Raise Service Order | ESBN | Following the expiration of the SWP a Service Order is raised if needed. | |

| Process Step | | Role | Process Step Description | Interface |
|--------------|----------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 26 | Do not raise Service Order | ESBN | Where the raising of a Service Order had been suspended and MRSO receive a valid cancellation request the Service Order is not raised. | |
| 27 | Cancel Registration | ESBN | When the Registration cancellation is completed, the cancellation will be confirmed as follows: <ul style="list-style-type: none"> To the New Supplier - Next Step 28 To the Old Supplier - Next Step 30 | |
| 28 | Notify New Supplier | ESBN | MRSO will advise the New Supplier of the cancellation of the Registration by sending a 111 Market Message. | 111 MM |
| 29 | Receive Notification | New Supplier | The New Supplier receives notification of the Registration cancellation on receipt of the 111 Market Message. | |
| 30 | Notify Old Supplier | ESBN | MRSO will advise the Old Supplier of the cancellation of the Registration by sending the a 111L Market Message. | 111L MM |
| 31 | Receive Notification | Old Supplier | The Old Supplier receives notification of the Registration cancellation on receipt of the 111L Market Message. | |

3. Supplementary Information

Objection Validation Criteria

- The objecting Supplier is registered to the Meter Point.
- The objection is received within the First Wait Period (FWP) which starts from when 110 MM is outbound from ESNB and ends a max 48hr later.
- The Meter Point may either be NQH or QH (Working Practice 23 outlines the procedure for Group Unmetered Debt Flagging)
[Working Practice 23.](#)
- DCN 'Debt Contact Notification' must be used as the objection Reason Code on the 012 MM.
- DCN 'Debt Contract Notification' will apply to Commercial as well as Domestic sites for RoI Debt Flagging.
- An 012 MM with a DCN objection reason code that is received by the CMS any time after the expiry of the FWP will be 'late' and the 112R MM with a reject reason code 'TIM' .
- MRSO will perform automated checks via the Central Market System on the 012 MM and where passed will send the Debt Flagged MPRN to the New Supplier via the 112MM Notification of Objection, DCN Objection Reason Code.
- Should these checks detect a problem then the 012 MM will be rejected and the 112R MM Notification of Objection - Rejection will be sent to the Old Supplier with the appropriate reject reason code.
- Where the Old Supplier has not sent in a valid DCN code on the 012 MM before the expiry of EWP then the ReEnergisation or Token Meter Removal Service Order is now raised, where needed.
- Changes to existing reject reason code usage for RoI 112R MM Notification of Objection Rejection
 - IRC – The Objection Reason Code is invalid (not for Erroneous Transfer) will be changed to allow for an 012 MM to be submitted with a 'DCN' Debt contact notification objection reason code.
 - QHM – An objection is not valid for an Interval Meter Point will be changed to allow for an 012 MM to be submitted for an Interval Meter Point with a 'DCN' Debt contact notification objection reason code.
 - TIM – The objection has been received more than 60 days after effective date of Change of Supplier will be changed to allow for a check against the new automated timelines where an 012 MM is submitted with a 'DCN' objection reason code, such that 'TIM' will be sent on a 112R MM to the Old Supplier where the 012 MM is received from the Old Supplier after the expiry of the FWP .
 - The present timeline that suspends the Change of Supplier process for a period of 10 working days as a result of an 'ET' Erroneous Transfer code will not apply in Debt Flagging Cases as identified by an 012 MM with a DCN objection reason code .
 - An 012 MM with a DCN objection reason code that is received by the CMS any time after the expiry of the FWP will be 'late', and is proposed to be rejected on an 112R MM with a reject reason code 'TIM' .
- Old Supplier must Debt Flag where specific conditions and thresholds, as specified by CER are met.
- New Supplier can if they chose Cancel the CoS but is not obliged to do so.
- In RoI there is no automatic cancellation of a CoS for Debt Flagging when an objection for Debt Flagging has been raised by the Old Supplier.

- Existing Rejection Reason Codes will become valid in RoI for use on the 112R MM Notification of Objection Rejection following validation of an 012 MM Notification of Objection with 'DCN' Debt contact notification.
 - COL where there is a CoLE with the CoS (COL rejection reason 'Change of Legal Entity in progress).
 - IID Reject Reason 'Invalid/Incomplete data' will apply where the DUoS Group is invalid.
- Existing Rejection Reason Codes that are valid for RoI on the 112R MM and which will be valid as a result of a 'DCN' Debt contact notification objection reason code being sent on an 012 MM:
 - AMM – The Meter Point Address on the message does not match that held by DSO for the MPRN.
 - IMP – The MPRN does not exist or is for a Grouped Un-metered site (either at GMPRN or TMPRN level) or is not valid for this jurisdiction.
 - SNR – The Supplier submitting the objection is not registered to this MPRN and is not the Old Supplier for this MPRN.
 - IA – The 012 MM received was a duplicate request. MRSO already have a valid, open objection for this MPRN - this means that the receipt in MRSO of an 012 MM which has either the same or a different objection reason code than a concurrent open 012 MM is not valid and will be replaced. In other words, an 012 MM with an objection reason code of ET cannot be in train at the same time as an 012 MM with an objection reason code of DCN. Neither can there be duplicate 012 MM with the same objection reason code.
- The Old Supplier cannot submit an 012W MM withdrawal of an 012 MM which was raised with a 'DCN' Objection.
- The 112W would normally be sent from MRSO to the New Supplier when the existing Objection expiry window has been reached but this will not apply for Debt Flagging and no 112W MM will be triggered at the expiry of FWP.

Wait Periods

There are two wait periods <<<< 48hr + 48hr >>>>

➤ First Wait Period (FWP)

∅ Second Wait Period (SWP)

- Days are Working days, and therefore Weekends and Bank Holidays are not counted within the wait period timelines.
- The start of the automated timeline will be from an identified trigger not from midnight.
- First Wait Period (FWP) starts from when 110 MM is outbound and ends a max of 48hr later.
- This is to allow the Old Supplier to carry out their own checks and where a Debt Flag is necessary then the MPRN is sent by the Old Supplier to MRSO via the 012 MM Notification of Objection with 'DCN' Objection Reason Code. Note DCN will apply to Commercial as well as Domestic sites for RoI Debt Flagging.
- The 012 MM must arrive into MRSO before expiry of 48hr First Wait Period.
- Where the Old Supplier submits a late 012 MM Notification of Objection with 'DCN' Objection Reason Code then the proposal is to reject back to the Old Supplier via 112R MM with reject reason code 'TIM'.
- Second Wait Period (SWP) starts from when the 112 MM is outbound and ends a max of 48hr later.
- This is to allow the New Supplier time to send in an 011 MM Cancellation Registration Request before Service Orders are raised.
- For all CoS, MRSO via the Central Market System will perform automated checks and where there is no CoLE either Implied or Explicit, or a DUoS Group that is valid for Debt Flagging, then there will be a further check carried out such that: If the MPRN has been De-energised for NPA or has a Token Meter that is to be removed then no Service Order will at this point be raised for Re-energisation/Removal of Token Meter.
- Where the Old Supplier has not sent in a valid DCN code on an 012 MM before the expiry of FWP then the Re-energisation or Token Meter Removal Service Order is now raised, where required.
- Where the New Supplier does not send in a valid Cancellation on 011 MM by the expiry of the SWP then the Re-energisation or Token Meter Removal Service Orders will be raised where required and the CoS process will continue as normal.

DUoS Groups

DUoS Groups applicable to Debt Flagging are: DG1, DG2, DG3, DG4, DG5, DG5A, DG5B, DG6, DG6A, DG6B.

Cancellation

- There is no cancellation of a CoS that has already completed for reasons of Debt Flagging.
- New Supplier can if they choose Cancel the CoS but is not obliged to do so: in RoI there is no automatic cancellation of a CoS when the MPRN is Debt Flagged by the Old Supplier.
- The SWP starts from when the 112 MM is outbound from SAP and ends max 48hr later This is to allow the New Supplier time to send in an 011 MM Cancellation Registration Request before Service Orders are raised.
- 'DE' Objection for Debt is proposed to become a valid Reason Code Value for RoI 011 MM Cancel Registration Request.
- The harmonisation MMGs for ROI 011 MM Cancel Registration Request states that Cancellation Reason ME denotes that the Supplier Cancellation of Registration is due to Customer above the Debt threshold with Old Supplier. The Cancellation Reason DE Objection for Debt will replace the current interim use of ME, and that ME will revert to being the code that represents the Cancellation Reason for a Meter Registration error.
- Where a Supplier submits an 011 MM, and the cancellation is for Debt Flagging there will be new validations to check if MRSO has received the 011 MM before an expiry window.
- If the New Supplier sends in an 011 MM Cancellation Registration Request with the Cancellation Reason code 'DE' Objection for Debt there will be new validations to check if MRSO has received the 011 MM either before the start of the SWP or after the SWP expiry.
- Where late, TIM is proposed to be sent on a 111R MM Change of Supplier Cancellation Rejection to the New Supplier where the 011 MM with Cancellation reason DE Objection for Debt is received from the New Supplier after the expiry of the SWP.
- The 011 MM Cancellation Registration Request with n code DE Objection for Debt will not be accepted if sent in before the start of the SWP, with a rejection sent back to the New Supplier 111R MM Notification of Objection - Rejection with the existing reject reason code IRC – The Cancellation Reason Code is invalid. In this event existing reject reason code TIM will also be populated on the 111R MM to indicate that the 011 MM has arrived too early.
- If the 011 MM Cancellation Registration Request with Cancellation Reason code DE Objection for Debt arrives from the New Supplier when there is an open objection for an Erroneous Transfer arising from an 012 MM Notification of Objection with Objection Reason Code 'ET' Erroneous Transfer sent in by the Old Supplier, then a rejection message 111R MM will be sent back to the New Supplier with reject reason codes TIM to indicate that the 011 MM has arrived but there is no open SWP and IRC - The Cancellation Reason Code is invalid. In other words, an 011 MM with a Cancellation Registration Request with Cancellation Reason code DE Objection for Debt cannot be in train at the same time as an 012 MM with an objection reason code of ET.
- For non-Debt Flagging Cancellations, Message 111A is sent to the Old Supplier if the request is for cancellation of a Change of Supplier that has been completed and is not subject to an outstanding objection; 111A MM will not be sent by MRSO as a result of a Debt Flagging Cancellation.

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- 011A MM is sent by an Old Supplier to MRSO to indicate agreement, or otherwise, to the cancellation of a New Supplier's Registration to a Meter Point. An Old Supplier should only send a 011A MM in response to receipt of 111A MM: Therefore 011A MM will not be a valid message for the Debt Flagging process, and should MRSO receive an 011A MM where there was no corresponding 111A MM then a 111R MM will not be sent to the New Supplier to indicate that the New Supplier Registration will not be cancelled.
- 111L MM is currently sent to the Old Supplier to indicate cancellation of the Registration for non-Debt Flagging Cancellation, the RoI market design will be extended to send a 111L MM to the Old Supplier for a Debt flagging cancellation with Cancellation Reason Code 'DE'.
- 111 MM is currently sent to the New Supplier to indicate cancellation of the Registration for non-Debt Flagging Cancellations, and the RoI market design will be extended to send a 111 MM to the New Supplier for a Debt flagging cancellation with Cancellation Reason Code 'DE'.
- 111 MM is also currently sent to TSO for Interval Meter Points; however it is proposed that TSO will not be sent 111 MM in cases where the CoS is cancelled by the New Supplier before completion due to Debt Flagging.
- Changes to existing reject reason code usage for RoI 111R MM Change of Supplier – Cancellation Request Rejection.
 - **TIM** – The cancellation request has been received more than 65 days after effective date of Change of Supplier will be extended to cater for where 011 MM with Objection for Debt Cancellation Reason code 'DE' is received from the new Supplier after the expiry of the SWP.
 - **IRC** – The Cancellation Reason Code is invalid will be extended to allow for cases where an 011 MM is submitted with a DE Objection for Debt Cancellation Reason code before the start of the SWP and a rejection is sent back to the New Supplier on the 111R MM Notification of Objection – Rejection.
- If the 011 MM Cancellation Registration Request with Cancellation Reason code DE Objection for Debt arrives from the New Supplier when there is an open objection for an Erroneous Transfer arising from an 012 MM Notification of Objection with Objection Reason Code 'ET' Erroneous Transfer sent in by the Old Supplier, then a rejection message 111R MM will be sent back to the New Supplier with reject reason codes TIM to indicate that the 011 MM has arrived but there is no open SWP and IRC- The Cancellation Reason Code is invalid. In other words, an 011 MM with a Cancellation Registration Request with Cancellation Reason code DE Objection for Debt cannot be in train at the same time as an 012 MM with an objection reason code of ET.
- Existing rejection reason codes that are valid for RoI on the 111R MM and which will be valid as a result of a 'DE' Objection for Debt Cancellation Reason code being sent on an 011 MM Cancel Registration Request are :
 - **IMP** – The MPRN does not exist or is for a Grouped Un-metered (either at GMPRN or TMPRN level) or is not valid for this jurisdiction.
 - **SNR** – The Supplier submitting the cancellation request is not registered to this MPRN.
 - **IA** – The 011 received was a duplicate request. . MRSO already have a valid cancellation for this MPRN
 - **TSR** – Trading Site Rejection

- Existing reject reason code usage for ROI 111R MM Change of Supplier – Cancellation Request Rejection which will not apply to 011 MM with Objection for Debt Cancellation Reason code 'DE'
 - **CAN** – The Old Supplier has not agreed to the cancellation request
 - **IMS** – A cancellation request is received for New Registration and the MPRN status is Energised

Notes. At the end of the SWP if the Gaining Supplier has not cancelled the Registration Request, the CoS process will complete.

In the specific Debt Flagging scenario where Service Orders are not being raised pending the outcome of the Debt Flagging process then Suppliers would need to be aware that the 102P will issue even though no Service Order has been raised at that point , and in cases where there is a cancellation of that CoS then no Service Order may have been raised at all even though a 102P has issued.

- ESBN SLA timelines start as normal once the Service Orders are raised.