

MARKET PROCESS DESIGN

MPD 02 – Change of Supplier interval

TABLE OF CONTENTS

1. INTRODUCTION.....	3
1.1 SCOPE.....	3
1.2 HISTORY OF CHANGES.....	3
2. PROCESS MAP.....	5
2.1 PROCESS DESCRIPTION.....	6
3. SUPPLEMENTARY INFORMATION	11

1. Introduction

1.1 Scope

2 This Procedure describes the Change of Supplier for QH and Half Hourly.

MPD 02 also caters for a CoS that starts as Half Hourly Interval but either completes as Half Hourly Interval or Non Interval

2.1 History of Changes

This Procedure includes the following changes:-

Version in which last change Implemented	Source of Change	Description of Change
Draft	235	Changes to Provisional Acceptance criteria for Change of legal entity
Draft	B037	Message 010 is used for Registrations
Draft	B041	Removal of customer type
Draft	B041	Removal of 103 flow to New Supplier to inform of delay in processing due to need for additional information
		<i>Further Changes since version 3.1</i>
Draft	MIG September 3rd	Standardisation of use of QH/NQH Terminology
Draft	Written Supplier Clarifications 4	Updated text on page 6 to Provisionally Accepted rather than Registration
Draft	Written Supplier Clarifications 2	Updated section on MPRN assignment (Page 4)
		Changes applied after version 4.1
Version 4.2	MCR 0010	Update to include business rules re: provision of EAI code. The validation of EAI on 010 Message is included

MPD 02 Change of Supplier QH
Market Design V14.0 SMART

Version in which last change Implemented	Source of Change	Description of Change
Version 6.0	MCR 0094	<p>Amendments to MDP2 to satisfy new requirements of SEM implementation regarding the Supplier Unit ID and additional validation rules and processing required surrounding Trading Sites.</p> <p>This will necessitate changes to :-</p> <ul style="list-style-type: none"> ARIS Process Flow Diagram (ARIS screenshot) ARIS Process Flow Diagram – Supporting Text Supplementary Information Market Messages Web-Form
Version 6.1	MCR 0145	Update to the validation rules within MPD 2 – QH CoS
		Supplementary Information
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 8.0a	MCR 0161	Updated to reflect implementation of "MCR 0161 - Increasing the threshold for connection agreement return". Changed references of threshold from "100 kVA" to "MV (Medium Voltage)" in Supplementary Information for this MPD. Updated description of the step 'Check if prov. Acceptance is required'.
Version 10.2	MCR 1019	Supplementary Information only updated with section for Processing of outstanding Meter Works Requests. This section has been updated to include process where initial MRSO check shows an open Service Order for De-Energisation and where the 010MM has a CoLE (either Explicit or Implicit).

Version in which last change Implemented	Source of Change	Description of Change
Version 10.5	MCR 1165 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. AIQ 2930 - Supplementary Information reference to MIC replaced with Connection Voltage
Version 11.0	MCR 1111	Updated Supplementary information regarding Automated Debt Flagging Solution. Amended Visio format to include reference to MPD 03 Objection & Cancellation & MPD 3.1 Automated Debt Flagging Solution. Referenced MPD 03 & MPD 3.1 in Step Table (Step 7) – Process Description
V1.0 Draft V13.0 SMART	MCR Reversioning Workshops	Process Step and process Step description updated.
V2.0 Draft V13.0 SMART	MCR 0176	Smart MCR Re-versioning Exercise November 2019
V3 V13.0 Smart	MCR1159	Final updates as part of V13.00.00 Retail Market Release February 2021
Version 14.0	Smart Phase 2 Initial Version	Updated to include PAYG Remote Re-Energisation and De-Energisation requests
Version 14.0	Smart Phase 2 – MCR1219	Updated to include MCR1219
Version 14.0	Smart Phase 2 – MCR1219	Updated to reflect MCR1219 reversioning post v14.00 detailed design.

3. 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 Supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	010MM
2	Receive CoS request	ESBN	MRSO receive Change of Supplier (CoS) Registration request.	
3	Inform MRSO of updated Wholesale Market Registration details	SEMO	Single Electricity Market Operator (SEMO) informs MRSO of updated Wholesale Market Registration details per Agreed Procedure 1.	
4	Receive Updated Wholesale Market Registration details	ESBN	ESB Networks Ltd (ESBN)) receives updated Wholesale Market Registration Details from SEMO.	
5	Validate Registration	ESBN	MRSO will validate the Registration in accordance with the applicable validation rules (see section Supplementary Information). <ul style="list-style-type: none"> • If Registration Invalid - Next Step 6 • If Registration is Valid - Next Step 8 & 10 	
6	Send rejection to New Supplier	ESBN	Where the Registration is rejected the requesting Supplier is informed of the Rejection with the reasons.	102R MM
7	Receive rejection Message	New Supplier	New Supplier receives Rejection Message.	
8	Notify Old Supplier	ESBN	If the Registration is not automatically rejected then MRSO will notify the old Supplier that a Registration has been received.	110 MM
9	Receive notification of CoS	Old Supplier	Old Supplier receives notification of a CoS. At this stage in the process the Old Supplier may object to the CoS. Refer to MPD 03 - Objection & Cancellation or MPD 03.1 - Automated Debt Flagging if the objection is on the grounds of debt.	
10	Check if Provisional Acceptance required	ESBN	MRSO will check to see if Provisional Acceptance is needed to progress the CoS. (See Supplementary Information for more details of validation checks). <ul style="list-style-type: none"> • If Provisional Acceptance is not required - Next Step 16 • If Provisional Acceptance is required - Next Step 11 	

Process Step		Role	Process Step Description	Interface
11	Refer Provisional Acceptance to DSO	ESBN	<p>If the Registration is Provisionally Accepted then MRSO will make available the Registration details to Distribution System Operator (DSO) and notify New Supplier.</p> <ul style="list-style-type: none"> • Notify New Supplier - Next Step 12 • Refer Provisional Acceptance to DSO - Next Step 14 	
12	Send notification to New Supplier of Provisional Acceptance	ESBN	If the Registration is Provisionally Accepted the New Supplier will be informed of the Provisional Acceptance, with reasons.	102P MM
13	Receive Provisional Acceptance	New Supplier	New Supplier receives Provisional Acceptance Notification.	
14	Get Connection Agreement if required	ESBN	<p>DSO will get a Connection Agreement for QH MV and above customers if required.</p> <p>Where a connection agreement hasn't been returned within the permitted period MRSO will initiate CoS cancellation after 40 working days Next Step 18.2</p> <p>Where a connection Agreement isn't required or has been returned Next Step 15</p>	
15	Determine if Meter works required for CoS completion	ESBN	<p>ESBN will Determine if Meter works required:</p> <p>Where the site is de-energised Or Where Meter works are required when Smart Non-Interval Data Service (02) is requested. ESBN will initiate a Change of Smart Data Services from Interval to Non-Interval and on completion update the Customer record</p> <p>Where a Registration is Provisionally Accepted pending energisation, and providing a Connection Agreement has been agreed, then DSO will energise the site.</p> <p>If there is a reconfigure to Non Half Hourly as part of the Re-Energisation, the CoS will complete to the Re-Energisation date</p> <p>* Where the CoS does not have an explicit, or implied, CoLE and the DUoS Group is applicable to Debt Flagging, the automated raising of the Service Order will be suspended until the Debt Flagging process has run its course for the MPRN. Refer to MPD03.1 - Automated Debt Flagging.</p> <p>If Meter works not required for CoS completion next step 16</p> <p>If Meter works required for CoS completion next step 18.1</p>	

Process Step		Role	Process Step Description	Interface
16	Update CoS Registration as Accepted	ESBN	MRSO will update CoS Registration as Accepted.	
17	Send Acceptance to Supplier	ESBN	If the Registration is accepted the New Supplier will be informed of the Acceptance. The Registration request will not be fully accepted until all conditions for Provisional Acceptance have been met. Next step 19	102 MM
18	Receives CoS Registration Acceptance	New Supplier	New Supplier receives CoS Registration Acceptance.	
18.1	Determine if Meter works Successful	ESBN	If Meter Works successful, next step 16 If Meter Works unsuccessful, next step 18.2	
18.2	Initiate CoS Cancellation	ESBN	MRSO will initiate CoS cancellation where meter works as requested cannot be completed. Or Where a connection agreement hasn't been returned within the permitted period MRSO will initiate the CoS cancellation No further action	
18.3	Send cancellation notification to new Supplier	ESBN		111 MM
18.4	Receives CoS Cancellation Notification	New Supplier	New Supplier will receive the CoS cancellation notification.	
18.5	Send cancellation notification to old Supplier	ESBN		111L MM
18.6	Receives CoS Cancellation Notification	Old Supplier	Old Supplier will receive the CoS cancellation notification.	
19	Register MPRN with New Supplier	ESBN	MRSO will complete the CoS, within the permitted period, when all the following are satisfied: - <ul style="list-style-type: none"> The Debt Flagging First Wait Period, where applicable, has elapsed without the raising of a Debt Flag by the Old Supplier Where a valid Debt Flag has been raised within the First Wait Period, the Second Wait Period has elapsed without the cancellation of the CoS by the New Supplier 	

MPD 02 Change of Supplier QH
Market Design V14.0 SMART

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> Metering and communications are in place and the details are recorded sufficient to allow Interval data processing and aggregation to take place Any necessary connection agreement is in place. <p>Next Steps 19.1 & 21 & 25</p>	
19.1	Determine if Site is Interval	ESBN	<p>If site is Non interval next step 19.2</p> <p>If site is Interval next step 20</p>	
19.2	Send readings to new Supplier	ESBN	MRSO will send CoS Opening Readings to New Supplier.	MM320
19.3	Receive Reading details and meter point details	New Supplier	New Supplier receives the CoS opening readings	

Process Step		Role	Process Step Description	Interface
20	Determine if CoS was for a Trading Site	ESBN	<p>MRSO will determine if CoS was for a Trading Site.</p> <ul style="list-style-type: none"> • If CoS is not for a Trading Site - Next Step 20.1 & 23 & 27 • If CoS is for a Trading Site - Next Step 20.1 & 23 & 29 	
20.1	Determine if HH or QH		<p>Determine if HH or QH If QH –Next step 27 If HH – no further action</p>	
21	Send Confirmation of CoS to Old Supplier	ESBN	MRSO will confirm the completion of the CoS to the Old Supplier and New Supplier.	105L MM
22	Receives CoS confirmation	Old Supplier	Old Supplier receives CoS Confirmation.	
23	Send Meter Technical details to New Supplier	ESBN	MRSO will send Meter Technical details to New Supplier.	331 MM
24	Receive Meter details	New Supplier	New Supplier receives meter details.	
25	Send Confirmation of new CoS to New Supplier	ESBN	MRSO will send confirmation of new CoS to New Supplier.	105 MM
26	Receives CoS Confirmation	New Supplier	New Supplier receives confirmation of new CoS.	
27	Send Confirmation of CoS to TSO	ESBN	MRSO will send Confirmation of CoS to TSO.	105 MM
28	Receives CoS Confirmation	ESBN	TSO receives confirmation of CoS.	
29	Send Confirmation of CoS to SEMO	ESBN	MRSO send Confirmation of CoS, via email, to SEMO.	Email
30	Receive CoS confirmation	ESBN	SEMO will receive an email Confirmation of new CoS.	

4.0 Supplementary Information

Registration Validation Rules for a Change of Supplier (Interval Metered)

For a CoS that starts as Interval, the Interval Validations apply.

Failure of the following validations will cause the Registration to be rejected.

- The Supplier must have provided all mandatory information.
- The MPRN must have been assigned and not terminated.
- The Supplier Id is a valid one and the Supplier has a DUoS agreement.
- The Supplier must be entitled to register a Meter Point under the legislation and in accordance with the Trading and Settlement Code.
- The Supplier must warrant that a supply agreement exists with the customer at the Meter Point being registered.
- The Supplier must provide a Supplier Unit that is valid for the Supplier.
- The Supplier must provide a sub-aggregation code (SSAC) that is valid for the Supplier Unit and for the class of metering.
- Where the CoS contains a Trading Site the Registration Request must be consistent with the Wholesale Market Registration details.
- If Half Hourly, the Supplier Unit must not be a Trading Site Supplier Unit
- For QH the required date must be no less than five and no more than forty days after the Registration receipt date.
- For Half Hourly the required date must not be less than one calendar day and no more than forty working days after the registration receipt date
- The Supplier may not provide a read arrangement.
- A separate Change of Supplier may not be in progress for this meter point.
- A Change of Supplier was completed with an effective date less than 20 days before the required date for the requested Change of Supplier. This rule does not apply if the Change of Supplier includes a change of tenancy or legal entity.
- Meter point is listed as eligible to change Supplier only if QH metering is installed and QH metering and communications have not yet been installed. In this instance DSO will be requested to prioritise QH meter and communications installation and, following this, the Supplier will be asked to re-submit the Registration as a QH Metered Registration.
- EAI must be valid and not blank for sites over 30kVA.
- Where the Medical Institution code 0005 is submitted on a 010 message for a DG1 or DG2
- Where the CustomerServiceDetailsCode 0010 Other is submitted on an 010
- Where an invalid email address has been submitted on a 010 message

- Where a change to the Smart Data Service is requested. In this case the CoS will be affected using the readings on the reconfiguration date.

- A CoS with a request for a change to Smart Data Services will be rejected where the CTF values do not support the requested Smart Data Service
- A CoS with a request for a change to Smart Data Services will be rejected where the requested MCC is invalid for the Smart Data Service requested.

Failure of the following validations will cause the Registration to be rejected unless the new information is approved by the Distribution System Operator: -

- Meter Point Address advised by Supplier is materially inconsistent with Meter Point Address known to MRSO. DSO may accept or reject the new address submitted by the Supplier.

The following validations will cause the Registration to be Provisionally Accepted, unless rejected above, pending approval by the DSO:-

- The Meter Point is de-energised (Meter Point Status of D or DR). In this case, the Change of Supplier will be effected upon re-energisation.
- The MIC is equal to or exceeds MV (Medium Voltage) and there is no Connection Agreement in place or there is a change of customer name or registered company number. In this case the DSO must confirm the existence of a signed Connection Agreement before the Registration is accepted.
- Where a change to the Smart Data Services is requested. In this case the CoS will be effected using the readings on the reconfiguration date.
- Where a Site visit is required.

Smart Data Services Details

An Interval CoS which requests Smart Non Interval Data Service (02) to an existing customer or a CoS with CoLE and the new customer is requesting Smart Non Interval Data Service(02) will initiate a Smart meter reconfiguration to Non Half Hourly where a Smart meter is installed and Comms Technically Feasible. This CoS will complete to the Smart meter reconfiguration to Non-Half Hourly date. The Non-Interval opening read will be the End of Day (EoD) read and will be sent to the gaining supplier on the Market Message 320. The losing Supplier will receive confirmation of the loss of the site via the 105L.

Treatment of De-Energised Sites

Where the site is De-Energised and Comms Technically Feasible and the existing customer requests Smart Non Interval Data Service(02) or a CoS with a CoLE and the new customer is requesting Smart Non Interval Data Service (02) then ESNB will re-energise and re-configure to Non Half Hourly.

Treatment of Medical Equipment Special Needs (DG1 and DG2 only)

a) Management of Medical Equipment Special Needs (MESN) flags during COS operations

Special arrangements are in place for the management of Medical Equipment Special Needs (MESN) flags during COS operations which are not also COLE. These arrangements include the restoration of previous MESN flags in cases where completed COS operations are

MPD 02 Change of Supplier QH
Market Design V14.0 SMART

subsequently cancelled and MESN details could otherwise have been lost. These arrangements relate only to the two Medical Equipment Special Needs (MESN) flags of Life Support (0003) and Non-Life Support (0004) and do not affect Customer Service Special Needs (CSSN) flags.

Specifically: -

1. Where there is an MESN associated with an existing Customer and the 010 MM submitted includes an MESN, the existing MESN will be deleted and replaced with the submitted MESN value and VCAttributeDeleted=" false" will appear on the 102 MM.
2. Where there is an MESN associated with an existing Customer and the 010 MM submitted does not include an MESN, the existing MESN will be deleted and VCAttributeDelete=" true" will appear on the 102 MM.
3. The presence or absence of CSSN flags, either associated with an existing Customer or submitted on the 010 MM, will not impact in any way on the processing of MESNs above. For example, if an MESN is associated with an existing Customer and only CSSN flags are submitted on the 010, then a warning message will issue as in point 2 above.

In summary,

- The deletion of an MESN will always be flagged where no Replacement MESN has been submitted on the 010 MM.
- The deletion of CSSNs is done without warning.

The deletion of MESN flags is effective only when the CoS completes. If the CoS is subsequently cancelled after completion, the previous MESN value, if any, is restored.

b) Management of Medical Equipment Special Needs (MESN) flag 0005 and MM010 rejection

Where the code Medical Institution code 0005 (under MESN above) comes in a 010 message for a DG1 and DG2 reject the message in its entirety.

CoS for Generators

The market process as detailed for Change of Supplier Quarter Hourly sites can also be applied to Participant and Non Participant Generators.

De-energisation/Re-energisation for reason of HH PAYG where CoS is in Progress

Valid Supplier requests to De-energise for reason of De-energise (HH PAYG) and Re-energise for reason of Re-energise (HH PAYG) are permitted during the CoS process

- De-energisation for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS is in progress. ESNB will action the request for De-Energisation for reason HH PAYG within the allowed De-Energisation period up to the date of CoS processing.
- De-energisation requests for reason of De-energise (HH PAYG) requested by the Old Supplier on the date of CoS processing will be rejected on MM117R with Reject Reason CIP - CoS in progress.
- De-energisation for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS with CoLE and/or MCC Change is in progress. ESNB will action the request for De-Energisation for reason HH PAYG within the allowed De-Energisation period up to the date of CoS processing.
- De-energisation requests for reason of De-energise (HH PAYG) requested by the Old Supplier on MM017 on the date prior to of CoS with CoLE and/or MCC Change processing will be rejected on MM117R with Reject Reason CIP - CoS in progress
- Changes to Vulnerable Customer attributes included on the MM010 will not be effected until completion of the CoS request. Therefore, a De-energisation request for reason of De-energise (HH PAYG) may still be requested by the Old Supplier where a CoS is in progress within the allowed De-energisation period up to the date of CoS processing.
- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS is in progress. ESNB will action the request for Re-Energisation for reason HH PAYG up until Re-energisation required to complete the Change of Supplier process has been initiated by ESNB
- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 received after Re-energisation required to complete the Change of Supplier process has been initiated by ESNB, will be rejected on MM117R with Reject Reason CIP - CoS in progress

- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS with CoLE and/or MCC Change is in progress. ESNB will action the request for Re-Energisation for reason HH PAYG up until Re-energisation required to complete the Change of Supplier process has been initiated by ESNB.
- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 received after Re-energisation required to complete the Change of Supplier with CoLE and/or MCC Change process has been initiated by ESNB, will be rejected on MM117R with Reject Reason CIP - CoS in progress

De-energisation/Re-energisation for reason of HH PAYG and Acceptance/Provisional Acceptance

Where De-energisation for reason of De-energise (HH PAYG) is initiated by the Old Supplier during the CoS process, the New Supplier will receive MM102P with reason ENA to advise where De-energisation has occurred during the CoS process and Re-energisation is now required to complete the CoS process.

Where Re-energisation for reason of Re-energise (HH PAYG) is initiated by the Old Supplier during the CoS process, the New Supplier will receive MM102 with MPRN Status of 'E' (Energised) to advise where Re-energisation has occurred during the CoS process and no further pre-conditions are required to complete the CoS.

Where Re-energisation for reason of Re-energise (HH PAYG) is initiated by the Old Supplier during the CoS process, the New Supplier will receive MM102P to advise where Re-energisation has occurred during the CoS process and there are further pre-conditions that must be met before a final acceptance can be sent such as:

- Where a Connection Agreement is awaited (MM102P Code: CAA – Connection Agreement is awaited)
- Where a Site Visit is required (MM102P Code: SIR – Site Visit is Required)
- Where a change to Smart Data Services is outstanding as part of MM010 request (MM102P Code: SDS – Smart Data Services)

Re-energisation of Half Hourly Sites and Required Date

- For a Half Hourly site, where the Required Date is less than the most recent Re-Energisation date, the CoS effective date will be the Re-Energisation Date

- For a Half Hourly site, where the Required Date is greater than the most recent Re-Energisation date, the CoS effective date will be the Required Date

Remote Re-Energisation required to complete a Change of Supplier request

- For a Half Hourly site with a current Meter Point Status of 'DR', where the Required Date falls on a non-working day, ESNB will attempt to remotely re-energise the site as part of a CoS request on the Required Date between 9am and 5pm.
- For a Half Hourly site moving to Non Half Hourly with a current Meter Point Status of 'DR', where the Required Date falls on a non-working day, ESNB will attempt to remotely re-energise the site as part of a CoS request on the Required Date between 9am and 5pm. Reading Messages will be triggered on next working day.
- In both instances above where the remote Re-Energisation fails, a site visit will be scheduled to complete the request on the next working day.

Objection & Cancellation

MPD 03 - Market Process for Objection & Cancellation

This Procedure describes the process for the objections to and cancellations to registrations for a meter point.

This process applies to NQH Meter Points and Single Point Unmetered sites. The process to handle Objections and Cancellations for Group Unmetered sites will be a manual one.

The Objection Process needs to be read in conjunction with Working Practice 24 'Guidelines for Handling Objections to Change of Supplier'.

[Refer to MPD 03.](#)

[Refer to Working Practice 24.](#)

MPD 03.1 - Market Process for Automated Debt Flagging

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

MPD 02 Change of Supplier QH
Market Design V14.0 SMART

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

The introduction of two automated timelines to monitor the sending of a Debt Flag by the losing supplier and the sending of a corresponding cancellation of the CoS by the new supplier. There are two '48' hour wait periods.

- First Wait Period (FWP) starts from when the 110 MM is outbound and ends a max. of 48hrs later.
- Second Wait Period (SWP) starts from when the 112 MM is outbound and ends a max. of 48hrs later.

Days are Working days and therefore Weekends and Bank Holidays are not counted within the wait period timelines

At the end of the SWP, unless the Gaining Supplier has cancelled the Registration Request, the CoS process will complete

[Refer to MPD 03.1.](#)