

MARKET PROCESS DESIGN

MPD 04 – Supplier of Last Resort (SoLR)

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1. Introduction

1.1 Scope

This Procedure describes the process for the Supplier of Last Resort (SoLR).

1.2 History of Changes

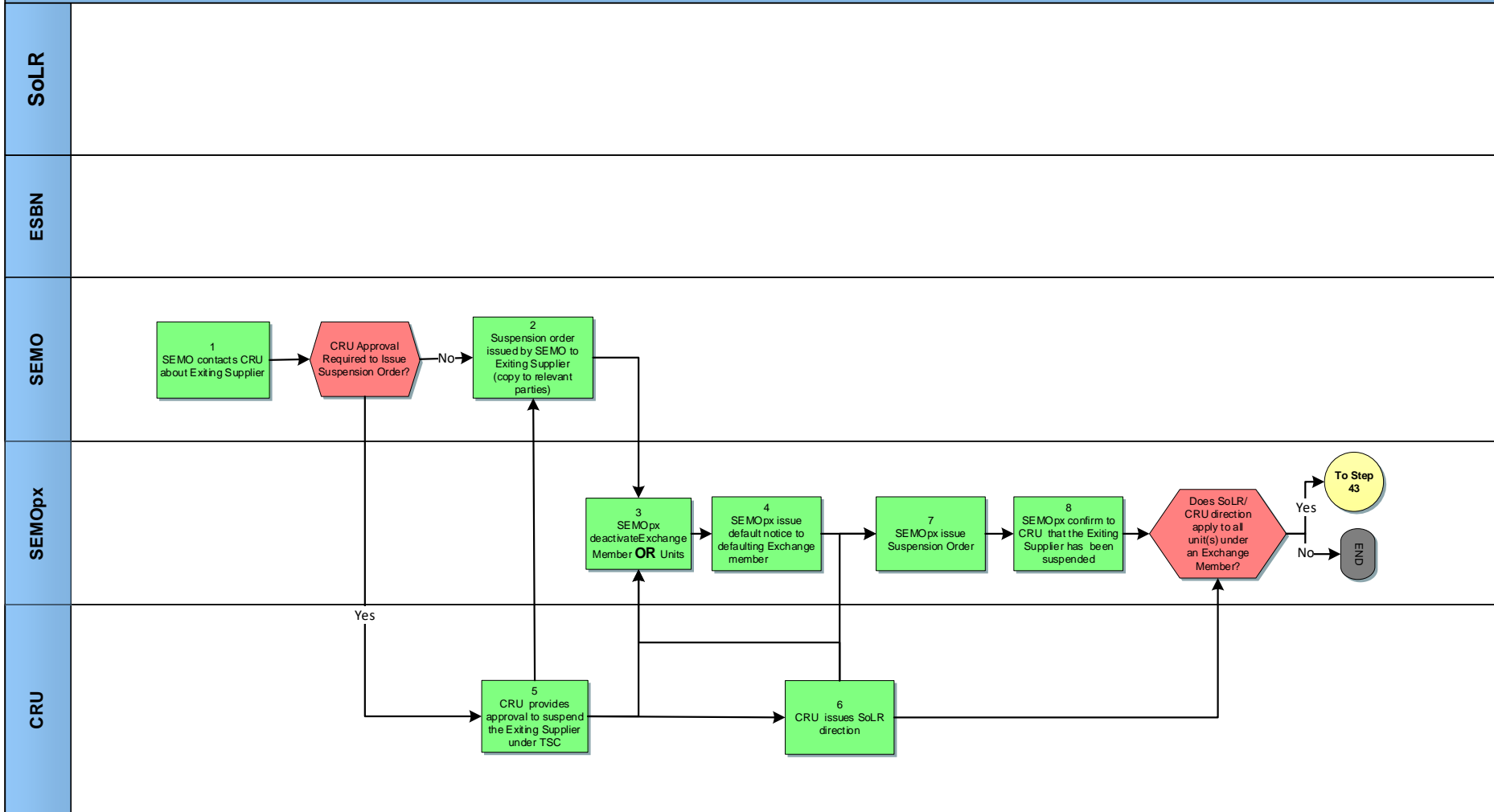
This Procedure includes the following changes

Version in which last change Implemented	Source of Change	Description of Change
Draft	MIG September 17 th	Standardised on use of QH/NQH Terminology – Change applied since Version 3.1
Draft	MIG September 17 th	Updated diagram to show 210 flow (already included in text)
		<i>Updates arising from Supplier Clarification sessions</i>
Draft	Clarification 1	Update to scope of process.
Draft	Written Supplier Clarifications	All references to Profile/Non profile replaced by QH/NQH
Version 4.2	MCR 0021	Addition of New Market Message 105L sent to the Old Supplier
Version 5.0	DRR 0087	Amendments to text to cater for Single Point Unmetered & QH Sites
Version 6.0	MCR 0116	Amendments to satisfy a new requirement of SEM implementation to inform the SEMO where there is a reversion to Supplier of Last Resort for a Trading Site. This will necessitate changes to:- ARIS Process Flow Diagram 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.

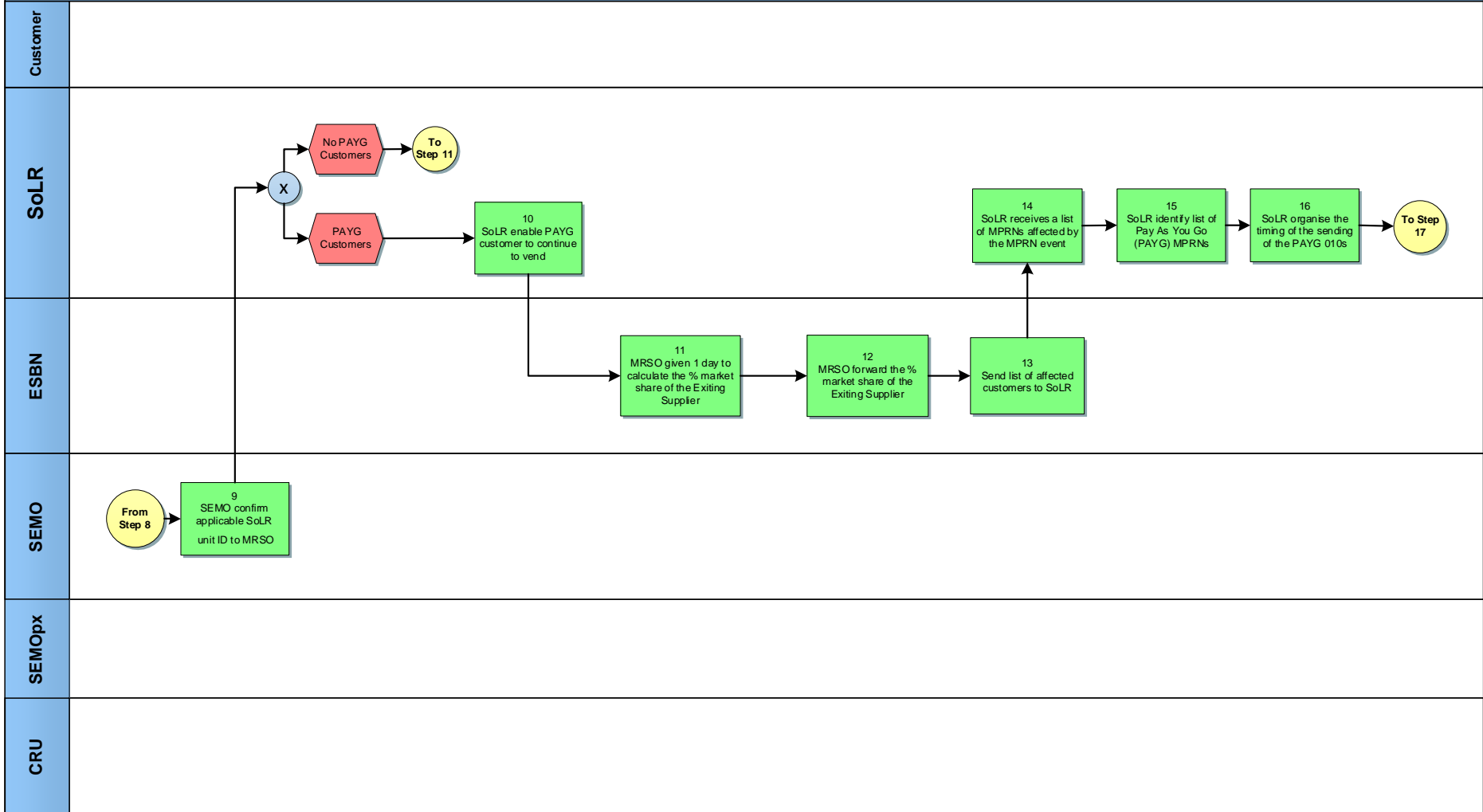
Version in which last change Implemented	Source of Change	Description of Change
Version 9.0	Non-Conformance (AIQ-1768 - Non-conformities relating to MCR 162)	MPD 04 updated to align with MCR 162 and also to reflect recent (March '11) discussions with MRSO on how the process actually operates.
Version 10.5	MCR 1155 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Swimlane name amended from Alternative Supplier to Alternative Suppliers. Changed from SMO to SEMO.
Version 12.1	DR1191 – SoLR Review	SoLR process reviewed to cater for changes in the retail market
Version 13.0	MCR 1159	SoLR process steps and visio flow updated to incorporate Smart changes: New steps 21, 27 & 28 Updated Supplementary Information
Version 13.3	MPD review/ System Separation	Removed the 105L MM from Steps 30 & 31. Section "Group Unmetered" added to Section 3. Changed RAs to CRU post system separation.
Version 14.0	MCR1216 Remote Switch	Updated with new DR status

2. Process Map

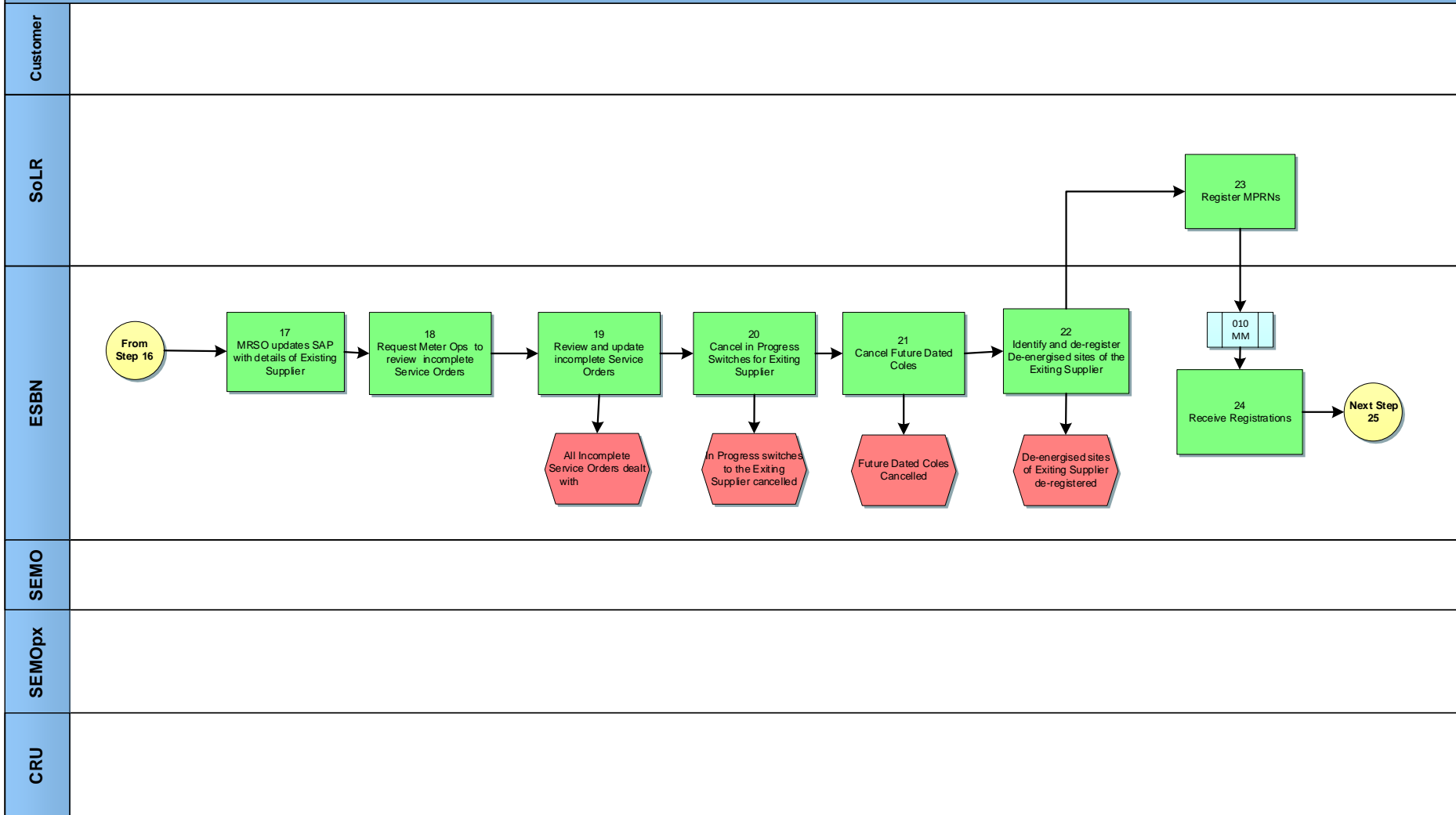
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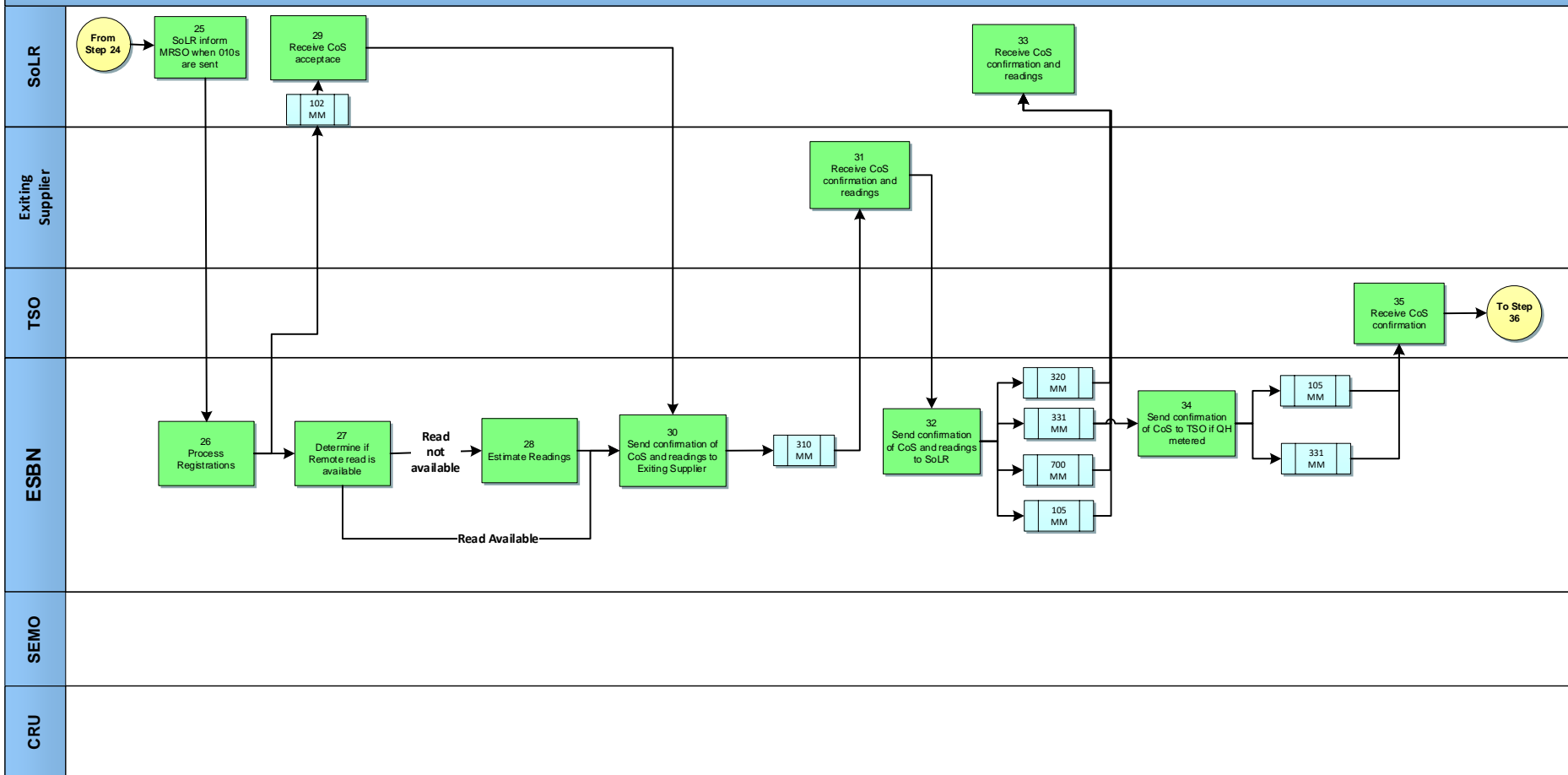
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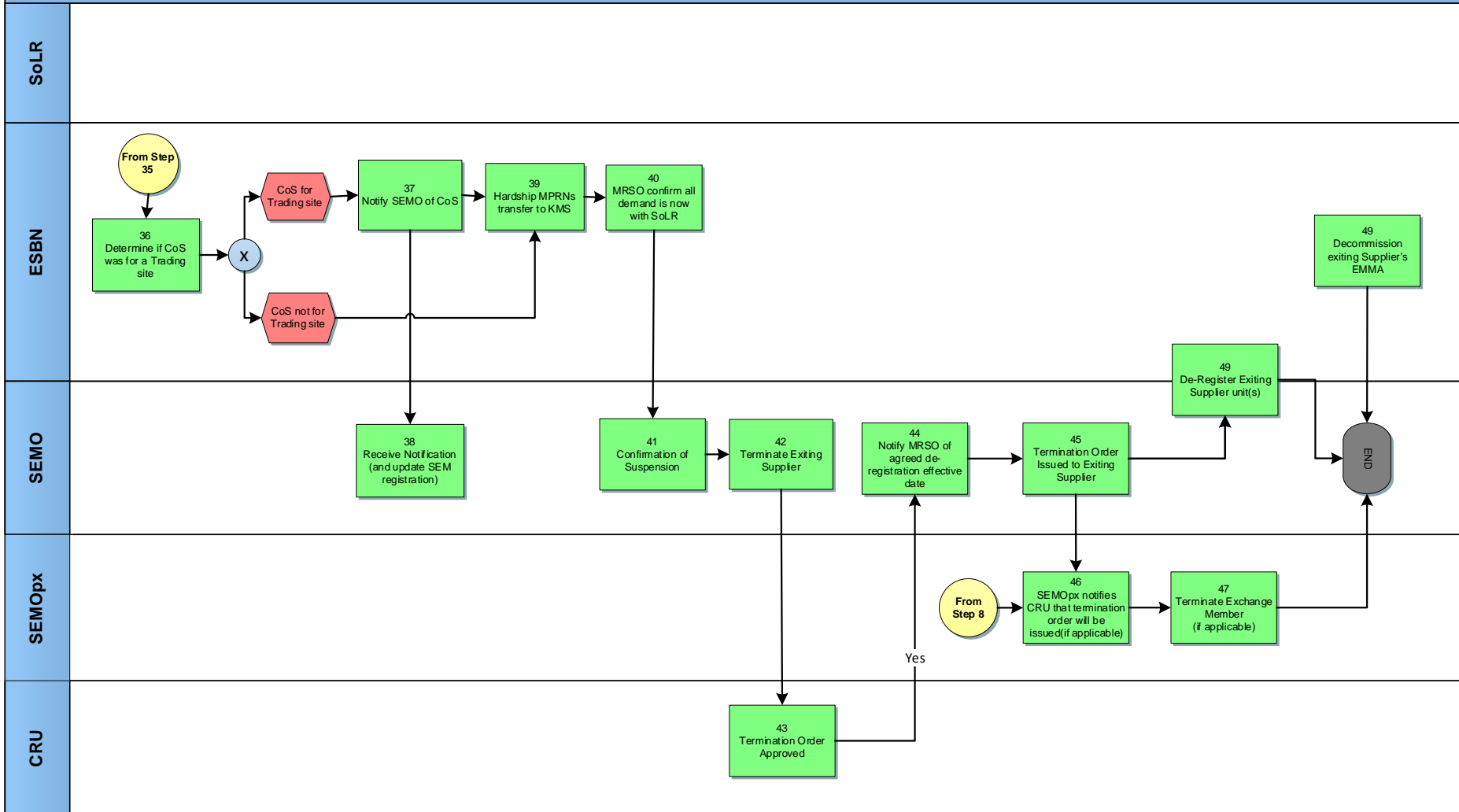
MPD04-SoLR



MPD04-SoLR



MPD04-SoLR



2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	SEMO contact CRU about Exiting Supplier	SEMO	<p>SEMO advises CRU that a Suspension Order will be issued in accordance with the Trading and Settlement Code (T&SC) B.18.3. The Supplier is then known as “Exiting Supplier” for the rest of this process.</p> <ul style="list-style-type: none"> - Is CRU approval required – yes - proceed to step 5 and then back to step 2 - Is CRU approval required – no - proceed to step 2 	
2	Suspension order issued by SEMO to Exiting Supplier(copy to relevant parties)	SEMO	<p>Following engagement with CRU, Suspension Order is issued by SEMO to Exiting Supplier. Copy of Suspension Order sent to CRU, TSO/ DSO and SEM NEMO(s). Copy published on SEMO website.</p> <ul style="list-style-type: none"> • In accordance with T&SC B.18.5.1 the Suspension Order shall specify the Units to which the Suspension Order shall apply, the date and time from which the suspension will take effect and the terms of the suspension. In accordance with T&SC B.18.4.3 the date & time at which the suspension under a Suspension Order takes effect may not be earlier than the date of the expiry of the applicable Supplier Suspension Delay Period (SSDP), and neither shall it take effect until the SSDP has expired AND until the CRU have issued the SoLR direction (that all demand represented by that Supplier unit shall be met by a SoLR) or (until MPRNs moved to other Supplier Units so that the Supplier unit to be suspended no longer represents any demand) <p>(During the period before suspension comes into effect in respect of a Supplier, CRU may instruct SEMO to issue a notice amending/lifting the Suspension Order. SEMO will issue a notification that the Suspension Order has been lifted or amended in line with Agreed Procedure 18 section 3.3 step 10)</p>	
3	SEMOpx deactivate Exchange Member OR Unit(s)	SEMOpx	<p>Upon receipt of the Suspension Order from SEMO, SEMOpx will initiate the suspension in accordance with C.2 of the SEMOpx Rules or as instruction from EC Clearing.</p> <p>SEMOpx may deactivate</p> <ul style="list-style-type: none"> (a) all of the Unit(s) under the SoLR direction; and (b) the relevant Exchange Member(s) in the case that the SoLR direction applies to all Unit(s) under an Exchange Member. 	

Process Step		Role	Process Step Description	Interface
4	SEMOpx issue Default Notice to defaulting Exchange Member	SEMOpx	Under SEMOpx Rules C.2.2.1 an Exchange Member shall be in Default where it is in material breach of any provision of these SEMOpx Rules; Under SEMOpx Rules C.2.2.3 SEMOpx shall issue to the Exchange Member responsible for the Exiting Supplier a Default Notice specifying the Default The Default Notice will include the details required under SEMOpx Rules C.2.2.4	
5	CRU provides approval to suspend the Exiting Supplier under the T&SC	CRU	CRU provides approval where required to SEMO to suspend the Exiting Supplier unit(s) under the Trading and Settlement Code.	
6	CRU issues SoLR direction	CRU	CRU issues the SoLR direction to SoLR. Copy of SoLR direction is sent to ESNB, MRSO, SEMO and SEM NEMO(s) noting that all demand represented by the Exiting Supplier shall be met by an SoLR from a specified date. CRU will provide separate assurance to these parties prior to executing the SoLR process that it can be executed with the certainty that SoLR processes cannot be undone.	
7	SEMOpx issue Suspension Order	SEMOpx	In accordance with SEMOpx Rules C.2.5. SEMOpx issue a Suspension Order to the Exchange Member either (a) in respect of all Unit(s) under the SoLR direction (b) the relevant Exchange Member(s) in the case that the SoLR direction applies to all Unit(s) under an Exchange Member The Suspension Order shall specify the details required under SEMOpx Rules C.2.5.4. A copy of the Suspension Order is sent to CRU and EC Clearing. SEMOpx will inform other Exchange Members via Market Notice	
8	SEMOpx confirm to CRU that the Exiting Supplier has been suspended	SEMOpx	SEMOpx confirms to the CRU that suspension has been given effect to (a) all Unit(s) under the SoLR direction (b) the relevant Exchange Member(s) in the case that the SoLR direction applies to all Unit(s) under an Exchange Member In the case that the SoLR direction applies to all unit(s) under an Exchange Member, SEMOpx proceed to step 43	

Process Step		Role	Process Step Description	Interface
9	SEMO confirm applicable SoLR unit ID to MRSO	SEMO	SEMO confirm wholesale market registration changes to MRSO as set out in Agreed Procedure 01 Registration. The SoLR unit has <i>already</i> been set effective in the Balancing Market System in accordance with step 2 of Agreed Procedure 01 Section 3.3 (SU_400334). AP01 section 3.3 Step 3, confirms SoLR unit ID by email to MRSO.	
10	SoLR enables PAYGcustomers to continue to vend	SoLR	SoLR contacts the PrePay system provider and RNSPs who in turn enable the customer to continue to vend. Note: The SoLR is given access to and operates the Exiting Supplier's Liberty client database(s) until such time as the PAYG MPRNs for the Exiting Supplier can be transferred to the SoLR	
11	MRSO given 1 day to calculate the % market share of the Exiting Supplier	ESBN	MRSO calculates the % market share of the Exiting Supplier.	
12	MRSO forward the % market share of the Exiting Supplier to SoLR	ESBN	MRSO advises the SoLR of the % market share of the Exiting Supplier.	
13	Send list of affected Customers to SoLR	ESBN	MRSO sends list of affected Customers to the SoLR	
14	SoLR receives a list of MPRNs affected by the SoLR event	SoLR	The SoLR receives a .CSV file containing a list of MPRN's of affected Customers.	
15	SoLR identify list of Pay As You Go (PAYG) MPRNs	SoLR	PAYG MPRNs are prioritised to be transferred to the SoLR to minimise administrative complications that could arise if there is a transfer delay. In the event that an Exiting Supplier is operating both Credit and PAYG, SoLR will help to identify the PAYG MPRNs with the support of the PrePay System Provider. SoLR sends this list of PAYG MPRNs to the MRSO. Smart PAYG MPRNs will not be included in this list as they are not visible to the Prepay System provider.	

Process Step		Role	Process Step Description	Interface
16	SoLR organise timing of the sending of PAYG 010s.	SoLR	<p>The SoLR and MRSO will co-ordinate and agree when the 010MMs for the PAYG MPRNs will start to be sent. MRSO will activate the SoLR workflow on Central Market System just before the 010MMs are due to be sent.</p> <p>If a registration is received from an alternative Supplier before the SOLR workflow is activated and the MPRN is a PAYG MPRN (MRSO will utilise the list provided by the SoLR in the previous step to identify the lifestyle choice PAYG) then MRSO will intercept this and arrange for the registration to be cancelled.</p> <p>If a registration request is received from an alternative Supplier after the SoLR workflow has been activated and the MPRN is a PAYG MPRN then MRSO/SoLR will arrange for the deactivation code to be provided to the alternative Supplier.</p> <p>If a registration request is received at any time for a Credit MPRN then this will be allowed to proceed without specific manual intervention.</p>	
17	MRSO updates SAP with details of Exiting Supplier	ESBN	The SoLR workflow is initiated	
18	Request Meter Operations to review incomplete Service Orders	ESBN	MRSO will request DSO to review all incomplete Service Orders for the MPRN's on the .CSV file.	
19	Review and update incomplete Service Orders	ESBN	DSO will review and update incomplete Service Orders. [See Supplementary Information – Incomplete Service Orders].	
20	Cancel in Progress Switches for Exiting Supplier	ESBN	MRSO will cancel all In-Progress Change of Supplier (CoS) switches to the Exiting Supplier.	
21	Cancel Future Dated COLEs	ESBN	MRSO will cancel all future dated COLE's requested by the Exiting Supplier, this will also include COLE's that require Smart Data Service changes.	

Process Step		Role	Process Step Description	Interface
22	Identify and de-register de-energised sites of the Exiting Supplier	ESBN	MRSO will identify and de-register sites that are de-energised or de-energised remotely.	
23	Register MPRNs	SoLR	The SoLR provides a registration request, completed in accordance with the applicable rules to MRSO. SoLR will prioritise the registration of the PAYG MPRNs to minimise risk of PAYG MPRNs moving to alternative Suppliers and causing additional complexity to the process.	
24	Receive Registration	ESBN	MRSO receive Change of Supplier (CoS) Registration Requests.	010 MM
25	SoLR inform MRSO when 010s are sent	SoLR	The SoLR will inform MRSO after all of the 010MMs for the Exiting Suppliers PAYG MPRNs have been sent.	
26	Process Registration (MRSO)	ESBN	MRSO will process the registration requests as they are received	
27	Determine if Remote read is available	ESBN	MRSO will determine if a remote read is available. <ul style="list-style-type: none"> • Read Not available - Next Step 28 • Read Available - Next Step 30 	
28	Estimate Readings	ESBN	MRSO will provide estimate reading for Non Interval site if required.	
29	Receive CoS Acceptance	SoLR	SoLR receives CoS Acceptance	102 MM
30	Send confirmation of CoS and readings to Exiting Supplier	ESBN	MRSO will confirm the completion of the CoS to the Exiting Supplier and will send the CoS readings.	310 MM

Process Step		Role	Process Step Description	Interface
31	Receive CoS confirmation and readings	Exiting Supplier	The Exiting Supplier will receive confirmation of CoS and readings.	310 MM
32	Send Confirmation of CoS and readings to SoLR	ESBN	MRSO will confirm the completion of the CoS to the SoLR and will send CoS readings.	105 MM 320 MM 331 MM 700 MM
33	Receive CoS confirmation and readings	SoLR	The SoLR will receive confirmation of CoS and readings.	105 MM 320 MM 331 MM 700 MM
34	Send confirmation of CoS to TSO if QH metered	ESBN	MRSO will send confirmation of CoS to TSO if site is QH metered.	105 MM 331 MM
35	Receive CoS confirmation	TSO	The TSO receive CoS confirmation of QH site.	105 MM 331 MM
36	Determine if CoS was for a Trading site	ESBN	MRSO will determine if CoS was for a Trading Site: <ul style="list-style-type: none"> • Not for Trading Site - skip to step 39 • For Trading Site - next step 37 	
37	Notify SEMO of CoS	ESBN	Where CoS is for Trading Site MRSO will notify SEMO	Email
38	Receive notification (& update SEM registration)	SEMO	SEMO receive notification of CoS for Trading Site.	
39	Hardship MPRNs transfer to Keypad Management Services (KMS)	ESBN	Hardship meter customer MPRNs will transfer from Exiting Supplier to SoLR on the KMS Liberty client.	
40	MRSO confirm all demand is now with SoLR	MRSO	MRSO confirm to SEMO that all demand represented by the Exiting Supplier unit is being met by the SoLR unit; that is, that all Exiting Supplier unit(s) subject to the Suspension Order now have zero MPRNs registered.	

Process Step		Role	Process Step Description	Interface
41	Confirmation of suspension	SEMO	SEMO confirm suspension has been given effect to CRU, DSO/TSO/MDP. SEMO publish confirmation of suspension.	
42	Terminate the Exiting Supplier	SEMO	SEMO seek approval from the CRU to issue a Termination Order in accordance with B.18.6.1 of the T&SC & directing the Deregistration of the Exiting Supplier Unit(s) in accordance with B.18.6.2.	
43	Termination Order approved	CRU	CRU approves the issuance of the Termination Order.	
44	Notify MRSO & agreed deregistration effective date	SEMO	SEMO will alert the MRSO that all Exiting Supplier units should be deregistered in accordance with B.18.9.1 of the T&SC and in line with step 7 of AP01 section 3.3 (SEMO deregisters Supplier unit(s) which are subject to the Suspension Order). As the effective date of the termination is tied with the de-registration date in the market systems, SEMO liaise with the MRSO to agree the effective date to be detailed in the Termination Order.	
45	Termination Order issued to Exiting Supplier	SEMO	SEMO issue Termination Order to Exiting Supplier; copy to CRU/DSO/TSO/MDP/SEM NEMO(s); and publish copy on website. The Termination Order shall specify (a) the Credit Cover which the Participant is required to maintain in respect of the unit(s) being deregistered pursuant to the Termination Order, in accordance with B.18.6.3 of the T&SC and (b) the time and date from which the Termination or Deregistration will take effect and the terms, in accordance with B.18.7.1 of the T&SC.	
46	SEMOpX notify CRU that Termination Order will be issued (if applicable)	SEMOpX	In the case that the SoLR direction applies to all Unit(s) under an Exchange Member, SEMOpX issue a Termination Order under C.2.7. of the SEMOpX Rules. SEMOpX shall provide notice to CRU of its intent to do so.	
47	Terminate Exchange Member (if applicable)	SEMOpX	In the case that the SoLR direction applies to all Unit(s) under an Exchange Member, in accordance with C.2.7 of the SEMOpX Rules, SEMOpX shall issue a Termination Order to the Exchange Member. The Termination Order shall specify the details required under C.2.7.4 of the SEMOpX rules. Under C.2.7.5 of the SEMOpX Rules a copy will be sent to CRU, and other Exchange Members informed via Market Notice	

Process Step		Role	Process Step Description	Interface
48	De-Register Exiting Supplier Unit(s)	SEMO MRSO	SEMO and MRSO deregister all Exiting Supplier unit(s), in accordance with step 7 of Agreed Procedure 01 section 3.3. SEMO reconfigures all Trading Site configurations where the deregistered Supplier Unit(s) were recorded as the Associated Supplier Unit so that the Supplier unit representing the SoLR is an ASU (see step 8 of AP01 section 3.3). SEMO confirms to MRSO when this is completed (step 9). MRSO deregisters the relevant Supplier unit from the retail system (step 10 of Agreed Procedure 01 section 3.3).	
49	Decommission Exiting Supplier's EMMA	ESBN	Decommission the Exiting Supplier's EMMA ensuring there are no further license payment obligations in relation to the element of the Retail Market Messaging Solution supported by ESBN. ESBN will seek to agree with the Exiting Supplier (or appointed agent) a decommissioning date between Day 0 and delivery of M+13 5 series Data Aggregation messages.	

3. Supplementary Information

Supplier of Last Resort Instructions

The 010 Message should be populated as per existing ROI Market Message Guide Meter Registration rules, the Change of Supplier will complete to the SoLR event date with the current technical configuration. This includes MPRNs with Half Hourly Interval (MCC12) or Non Interval (MCC16) Smart Data Services.

Non-Participant Generator Export

This section is being added as a placeholder pending further discussions regarding the treatment of Supplier of Last Resort for the Export Arrangements on a Non Participant Generator.

Group Unmetered

GMPRNS may need to be prioritised after PAYG depending on volumes of Grouped Unmetered sites registered to the exiting Supplier.

Due to monthly billing of TMPRNS connected to the Grouped MPRN a CoS cannot be effective on the first or last day of the month. Should Day Zero fall on the first or last day of the month the SoLR CoS for any Grouped Unmetered MPRNs will take effect no later than last day of the month minus 1 day.

SoLR Assumptions

- The SoLR process can only be initiated by CRU.
- The SoLR process can only be initiated for a Supplier and not an individual Supplier Unit.
- This process will operate on the basis that the SoLR will begin sending registration requests for the exiting suppliers MPRN immediately and there will not be a 19 day wait period as in the previous version of this document.
- On day zero all MPRNS are to be reviewed by MRSO / ESNB for any outstanding service orders.
- A .CSV data file is to be issued by MRSO.
 - The.CSV file is for the SoLR only and will consist of the following:

MPRN Level Details, the Meter Point Address, Customer Name, Customer Contact Details, Notification Address, Eircode, Technical Contact Details, Technical Contract Address, Medical Equipment Special Needs, Customer Service Special Needs, Smart Data Service, Comms Technically Feasible Smart Non Participant Details, DUoS Billing Frequency and DUoS billing Cycle where applicable

- Existing CoS to the Exiting Supplier are to be cancelled and notified by MRSO.
- A letter is to be issued by the SoLR to the Exiting Supplier's Customers explaining the SoLR scenario.
- The designated SoLR is responsible for informing the affected Customers by letter.
- Existing CoS to alternative Suppliers are processed in line with the SoLR event date and procedures
- Meter Work service orders should be analysed on case by case basis.
- MRSO will lock down Exiting Suppliers MPRNS for a period not exceeding 3 months after they have been registered to the SoLR, as directed and agreed with CRU.
- MRSO will not permit HH_PAYG De-energisation requests while the SoLR is in progress
- Registrations for Non Interval Customers will be processed to customer reads, actual reads or estimated reads (or actual reads if available) as of Day 0.
- CRU will request other suppliers to refrain from processing switch requests for the exiting suppliers MPRNs for the period referred to above.
- There will be ongoing communications/check points with all relevant stakeholders throughout the SoLR process.

Incomplete Service Orders

- The following analysis work and actions will be carried out by MRSO and ESBN with the statuses identified in the table below. This includes Meter Works for Smart meters.

MPRN Status	Service Order Status	MRSO / ESBN Action
De-energised MPRNS	Completed	De-register the MPRN - where a status of D or DR
De-energised MPRNS	In Progress	Complete the Service Order and de-register the MPRN
De-energised MPRNS	Completed not Updated	Update Central Market System and de-register the MPRN
Existing Re-energisation Service orders	In Progress	Complete the Service Order
Existing Re-energisation Service orders	Completed not Updated	Update Central Market System
Meter Works	Meter Works physically complete awaiting paper work	ESBN will work to complete these on a best endeavours basis.
Meter Works	Meter Works scheduled and underway	Suspend Meter Works and review
Meter Works	Meter Works not scheduled.	Suspend Meter Works and review

HH Interval Data

On completion of the SoLR event the new Suppliers will receive HH data back to the Event Date, the Smart HH Cumulative Register read will also be sent where available.