

Work Practice ID	Title	Type	Status
WP 0027	Procedure for supplier initiated transfer of MPRNs from one Supplier ID to another		Approved

Date Raised	20/11/2017	Implementation Date	29/08/2018
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Change History		
Version	Date	Comment
1.0	26/04/2018	Issued to Market
2..0	29/08/2018	Final Approved Version

Identification of Retail Market Design Baseline Products Impacted
These guidelines are to be used in conjunction with MPD01 Change of Supplier NQH, MPD02 Change of Supplier QH Metered, MPD03 CoS Objection and Cancellation , MPD03.1 Automated Debt Flagging

Reason for Working Practice
In the vast majority of cases switching is initiated in the market by the customer choosing to switch and actively seeking to move to another supplier. However, there have been a small number of instances where the switch had been initiated by the supplier rather than the customer. An example would be where a supplier has bought out another supplier and the supplier was amalgamating their customer base. The reason for this working practice is to detail the process and procedures to be followed in circumstances where a Change of supplier is initiated by a Supplier rather than the customer.

Applicability
This working practice is not applicable to a SoLR event. It covers all other instances where a Change of Supplier is initiated by a Supplier rather than the customer.

Working Practice
In circumstances where a Change of Supplier is initiated by a Supplier without having received a customer request, it is essential that they follow the process outlined in this Working Practice. All steps in the process must be adhered to. It is the responsibility of all suppliers involved in the transfer of customers (those receiving customers and those from whom they are moving) to ensure that they are in compliance with all market rules and all relevant requirements of the Supplier Handbook. This is in order to ensure that there is a fair, honest and transparent approach taken by the Supplier in relation to the customer and that other Market Participants are not adversely impacted.
Stage 1 - Regulatory Engagement:
Suppliers involved in a supplier initiated transfer must notify the CRU in advance before they are in a position to open discussions with MRSO around the planning/project management of the Transfer of MPRNs.

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The suppliers involved, should inform the CRU as early as possible of any such transfer. It is considered that generally this should be possible six months prior to when they would wish to begin the Transfer of MPRNs. As more than one supplier will be involved in the transfer, the supplier gaining the customers should co-ordinate this notification to the CRU.

In notifying the CRU, information must be provided on the following. Please note this list is not exhaustive but a minimum set. The CRU may request additional information dependent on the nature of the transfer.

- **Licensing:**
demonstration that the suppliers have fulfilled any relevant licence conditions (e.g. change of control or assignment)
- **Agreement between both Suppliers:**
evidence as to their agreement and involvement in the proposed mass transfer of the MPRNs
- **Description of customer group for transfer with accompanying information regarding MPRNs, type of customer (e.g. credit or prepayment), etc.**
- **Supplier Handbook:**
Demonstration as to how they will comply with all relevant aspects of the Supplier Handbook. This should include a description of how the Suppliers propose to notify the customer in advance of the transfer. The description must include how the suppliers propose to communicate to affected customers the following:
 - The tariff the customer is currently on and what changes to said tariff (if any) will occur after the customer is transferred
 - What impact will the transfer have on the customer e.g. that the customer will not be in a position to switch for 20 days during the transfer
 - How will priority / special services customers be treated
 - The right of the customer to switch to another supplier
 - Any other relevant information contained in the welcome pack to customers

The CRU will review the above information and engage with the suppliers in question. As previously mentioned, the CRU may request additional information than that outlined above. This additional information will be tailored to the specific circumstances of the transfer. It will focus on ensuring the transfer adheres to the relevant regulatory requirements and is done in a fair, honest and transparent way. Once the suppliers involved has demonstrated this to the CRU's satisfaction, the CRU the CRU will notify the Suppliers involved as well as the MRSO and RMDS.

Stage 2 – Engagement with MRSO :

Following CRU notifying MRSO of the transfer (at the end of Stage 1) the Supplier to whom the customers are being moved should contact the MRSO to agree a plan for the Transfer of the MPRNs. The MRSO may stipulate the involvement of any other Supplier involved in the transfer in this engagement. The agreed plan will cover but not be limited to the following:

- Date for start and finish for transfer of MPRNs
- Agree volume of registration messages per day
- Scheduling regular contact between all the parties during the process to track progress and address issues
- Agreement regarding read arrangement on registration message
- Review the list of MPRNs and how different statuses would be handled
- Agree arrangement for the treatment of MPRNs which are LTNA

MRSO will advise their relevant stakeholders of the detailed plan following the initial meeting with the Suppliers and will continue to keep them updated during the process.

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The Supplier must contact the following stakeholders and advise them of the proposed change:

- SEMO - registration@sem-o.com
- Eirgrid - TUoSAApplications@Eirgrid.com
- DUoS Billing & Income Unit - duosbilling.esbnetworks@esb.ie

Stage 3 Customer Engagement :

Following completion of stage 2, the supplier must ensure notice is provided to the customers informing them of the change that is taking place. This notification will be in-line with what was detailed to the CRU under Step 1.

Stage 4 – Migration of MPRNs

The transfer the MPRNs will start on the date which MRSO and the Suppliers have agreed to. The transfer will proceed at a daily rate agreed by the MRSO and the Suppliers. MRSO will monitor the rate to ensure that it is not having an adverse impact on the overall operation of the registration process in the Retail Market. If there are any adverse impacts the MRSO may change this rate at which these customers are being transferred. The MRSO will inform the suppliers involved of this. The reduction should be limited to overcoming the operational impacts that are being experienced.

MRSO will review the registration messages received as part of this process to ensure they are being generated in consistence with the conditions agreed between the relevant Suppliers and MRSO.

Scheduled meetings between MRSO and the relevant Suppliers will monitor the progress of the process and address issues.

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