

RMDS Working Practice 23 – Grouped Unmetered Debt Flagging

Work Practice ID	Title	Type	Status
WP 0023	Debt Flagging	WA	Draft

Date Raised	18 <sup>th</sup> April 2013	Implementation Date	19 <sup>th</sup> October 2013
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Change History		
Version	Date	Comment
1.0	29/05/2013	Issue to Market
2.0	06.01.2016	Minor changes in WP 23 to File Naming Convention(Steps 3 and 8) Minor clarification where the Supplier needs to resend due to a correction (Step 8)

Identification of Retail Market Design Baseline Products Impacted
This is a manual debt flagging process that will be used with the existing MPD 29 CoS Grouped Unmetered process & MPD 03 Objection & Cancellation process.

Reason for Working Practice
<p>The Commission published a number of consultation and decision papers which include <b>CER/04/044</b> – Management of Customer Arrears, <b>CER/05/060</b> – Management of Customer Payment &amp; Arrears, <b>CER/09/136</b> – Debt Blocking Consultation, <b>CER/11/044</b> – Customer Bad Debt in Electricity &amp; Markets.</p> <p>In June 2011 the Commission published a proposed Decision, <b>CER/11/106</b> - Customer Bad Debt in Electricity &amp; Gas Markets, on the issue of Customer Bad Debt. Following careful consideration of the options and taking account of the views of all respondents to the paper, CER has approved the implementation of a debt flagging facility into the Change of Supplier processes (MPD01) for both domestic and small/medium businesses in the electricity and gas markets. The original decision paper did not refer to the inclusion of Debt Flagging for Unmetered but this was subsequently raised at an Industry Forum and CER agreed that unmetered electricity business connections (DG3 &amp; DG4) are to be formally included under the debt flagging process, with the debt thresholds for small businesses (DG5) to be applied. The CER further ruled on the key dates for implementation, as follows:</p> <ul style="list-style-type: none"> <li>▪ Interim Debt Flagging solution for implementation by 17th Oct 2011</li> <li>▪ Automated Debt Flagging solution for implementation by 1st Jan 2013</li> </ul> <p>The Interim Debt Flagging solution was implemented in 2011 and the Automated Solution will be implemented in the October Market Release. The Working Practice 20 - Procedure to be used in the Change of Supplier process to flag a Customer who is within the Debt Threshold will be retired at this time. Single Point Unmetered will be included in the Automated Solution. Grouped Unmetered MPRNs due for a Change of Supplier cannot be part of the Automated Solution as the CoS process is manual so therefore the Interim Debt Flagging solution will become a permanent solution for Grouped Unmetered Debt Flagging. This Working Practice is for Grouped Unmetered Debt Flagging only.</p> <p>CER have issued a Debt Flagging – Industry Code which is to be adhered to in conjunction with this Working Practice. This Industry Code refers to aspects of the debt flagging process including, the grounds and conditions on which suppliers can raise a flag, how customers should be communicated with at various stages of the process, and how the CER intends to monitor Suppliers’ utilisation of the facility.</p>

Applicability
<ul style="list-style-type: none"> <li>▪ The implementation of a debt flag by a losing supplier will be incorporated as a mandatory step in the CoS process for Grouped Unmetered MPRNs.</li> <li>▪ Grouped Unmetered Debt flagging pertains to all Grouped unmetered customers. As the CoS is done at G-MPRN level, the assumption is that the debt calculation during the relevant CoS needs to be viewed at G-MPRN level.</li> </ul>

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- Suppliers are required to consult the CER website for current Debt Flag Thresholds for both Metered (Automated Solution) and Unmetered (WP 0023).

**Working Practice – Grouped Unmetered**

The purpose of this section of the Working Practice is to document the approved debt flagging procedures within the Grouped Unmetered Change of Supplier process. Please note that all regular MPRNs and Single Point Unmetered MPRNs will be handled according to the automated debt flagging approach.

The timings of this process are to follow the timings of the Automated Debt Flagging solution. This is detailed in the process below. The First Wait Period (FWP) begins when the Old Supplier receives the MM110 Email Template from MRSO and ends after 48 hours. This means that the Old Supplier must investigate for Debt and, if there is Debt, must notify MRSO within 48 hours of receiving each MM110 Email Template.

The Second Wait Period (SWP) begins when the New Supplier receives the GMPRN(s) from MRSO that have been flagged for Debt. The New Supplier then has 48 hours to decide to cancel the CoS and, if the New Supplier does decide to cancel, must also send this notification within this 48 hour period.

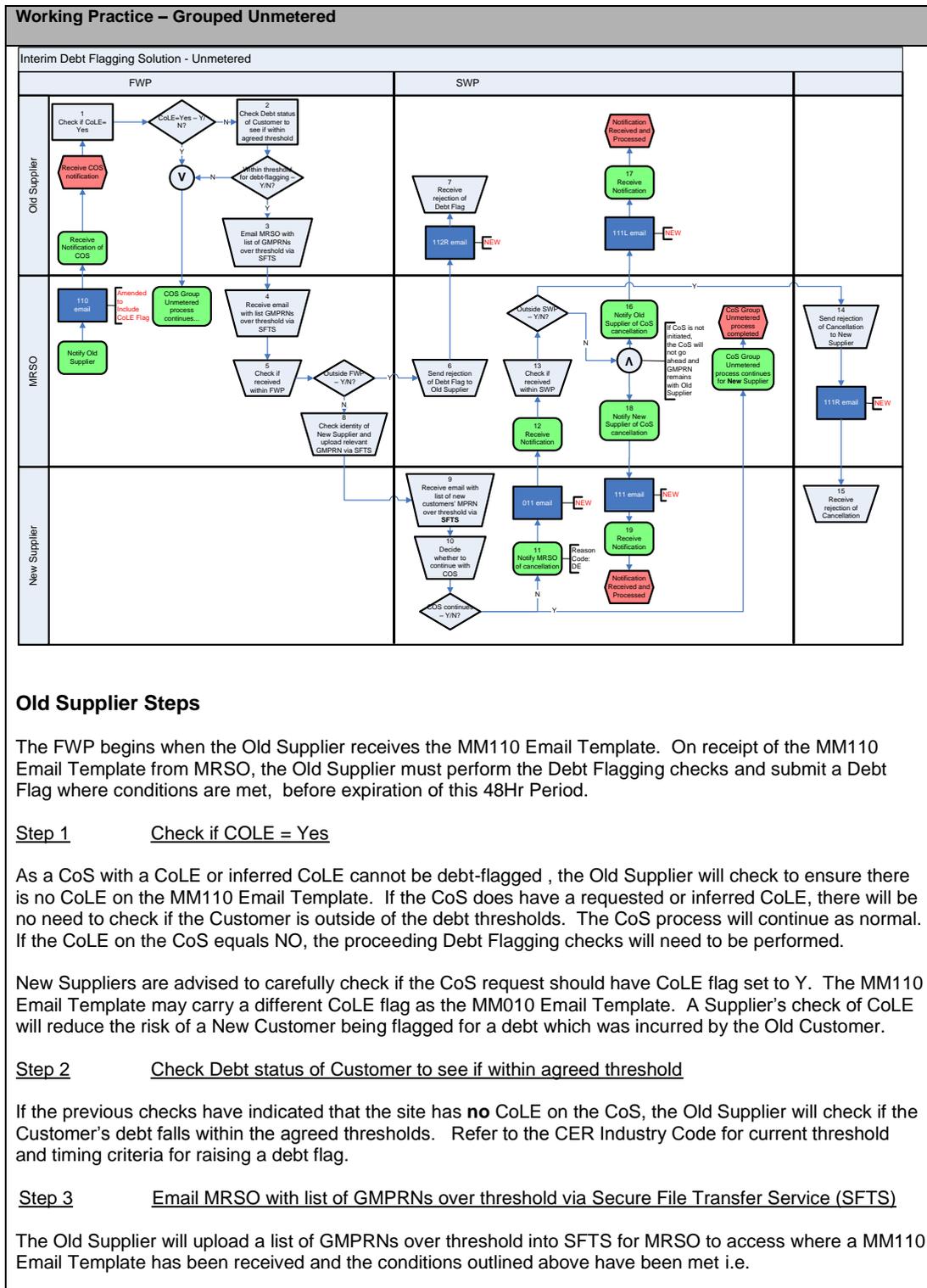
In line with the automated process, if the Debt Flag Objection is received (by way of a .csv files via STFS) outside the FWP it will be rejected. If the Cancellation (MM011 Email Template) is received outside the SWP it will be rejected.

Please note, the FWP and SWP's 48 hours will be as close as possible to 48 hours, but no later than Close of Business on Day 2. This is due to the process being manual.

Prompt notification of the cancellation to MRSO is particularly important for Grouped Unmetered as reversals of CoS cannot be performed. If the CoS has completed and the Old Supplier wishes to retain the Customer due to Debt, then the procedure is for the Old Supplier to submit a new MM010 Email Template request in order to regain the customer.

Suppliers and MRSO are required to follow this process within the stipulated time to ensure that a GMPRN is checked for Debt Flagging and the New Supplier is alerted to the GMPRN as soon as possible to avoid the CoS from completing should the New Supplier decide to cancel the CoS. This, in turn, will ensure that the Customer is not unduly inconvenienced by receiving correspondence from the New Supplier when in fact the Customer is to remain with the Old Supplier.

A foolscap page with the flow chart is available in [Appendix A](#) of the document.



**Working Practice – Grouped Unmetered**

1. CoLE equals NO on the CoS
2. The Customer’s debt is outside the agreed thresholds

The information contained in the inbound data file will be the site GMPRN only. The data file will be in .csv format. Naming convention for inbound file must be **UMDEBTFLAG\_yyyymmdd.csv**.  
~~UMNDEBTFLAG\_yyyymmdd.csv~~

Metered MPRNs (if used for contingency reasons) and Unmetered GMPRNs must not be sent together in one .csv file.

**MRSO Steps**

Step 4      Receive Email with list of GMPRNs over threshold via Secure File Transfer Service (SFTS)

MRSO will receive an email from the SFTS giving notification of the data file sent by the Old Supplier in Step 3 above.

Step 5      Check if received within FWP

MRSO will check that the Debt Flag files have been received within 48 hours of the MM110 Email Template being sent from MRSO to the Old Supplier.

Step 6      Send Rejection of Debt Flag (MM112R Email Template) to Old Supplier

If the Debt Flag files have been received outside FWP, a MM112R Email Template will be sent to Old Supplier with Reason code ‘TIM’ (outside timescale).

**Old Supplier Steps**

Step 7      Receive Rejection of Debt Flag

If MRSO received the Debt Flag files outside the 48 hours, the Old Supplier will receive the MM112R Email Template with Reason code ‘TIM’

**MRSO Steps**

Step 8      Check identity of New Supplier and upload relevant GMPRN into SFTS for New Supplier to access

If the Debt Flag files are received within the FWP, MRSO will process the lists of GMPRNs received from Old Suppliers, to check the identity of the New Supplier. The GMPRNs will be grouped by New Supplier and forwarded to the relevant New Supplier. MRSO will upload list of GMPRNs over threshold into SFTS for New Supplier to access. **Naming convention for this file is UMDEBTFLAG\_yyyymmddSXX.csv where SXX is the Supplier ID**

Where GMPRN(s) sent are invalid or CoLE equals YES, MRSO will email the Old Supplier to inform them that the GMPRN(s) is invalid. **Naming convention for this file is ReturnedUMDEBTFLAG\_yyyymmddSXX.csv where SXX is the Supplier ID**

Old Supplier will send the corrected GMPRNs in the next file.. **Old Supplier will either send the corrected GMPRNs in the next file or will send a file containing the only corrected GMPRNs on the same day. Naming convention for this subsequent file is UNMDEBTFLAG\_yyyymmddv0.2.csv where yyyymmdd is the date of**

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**Working Practice – Grouped Unmetered**

the original file.

**New Supplier Steps**

Step 9            Receive Email with list of new customers' GMPRN over threshold via Secure File Transfer Service (SFTS)

The SWP begins when the New Supplier receives this notification of debt. The New Supplier will receive an email from the SFTS giving notification of the data file sent by MRSO in Step 8 above. The New Supplier will access, via the SFTS, the data file with a list of GMPRNs for sites that New Supplier has registered where the Customer has a debt which is above the agreed thresholds.

Step 10            Decide whether to continue with CoS

The New Supplier will check each GMPRN listed and decide whether to proceed with the CoS or cancel the CoS.

**If the New Supplier decides not to cancel the CoS, the CoS Group Unmetered process continues as normal.**

Step 11            Notify MRSO of cancellation

If the New Supplier decides to cancel the CoS, an MM011 Email Template will be forwarded to MRSO with Cancellation Reason 'DE' (Objection for Debt).

**MRSO Steps**

Step 12            Receive Cancellation Notification

MRSO will receive the notification that the New Supplier has decided to cancel the CoS and not to take the Customer.

Step 13            Check if Cancellation received within SWP

MRSO will check that the MM011 Email Template has been received within 48 hours of the Debt Flag files being sent from MRSO to the New Supplier.

Step 14            Send Rejection of Cancellation to New Supplier

If MRSO received the MM011 Email Template outside the 48 hours, the Old Supplier will receive the MM111R Email Template with Reason code 'TIM'.

**New Supplier Steps**

Step 15            Receive Rejection of Cancellation

If the MM011 Email Template has been received outside SWP, a MM111R Email Template will be sent to New Supplier with Reason code 'TIM' (outside timescale).

**MRSO Steps**

Step 16            Notify Old Supplier of CoS cancellation

As with the New Supplier, MRSO will notify the Old Supplier of the CoS cancellation. This is done by sending

**Working Practice – Grouped Unmetered**

a 111L MM email template. The Customer will remain with the Old Supplier.

**Old Supplier Steps**

Step 17      Receive Notification of CoS Cancellation

The Old Supplier will receive this notification (MM111L Email Template) and amend their systems accordingly.

**MRSO Steps**

Step 18      Notify New Supplier of Cos Cancellation

If the Cancellation Notification is received within the SWP, MRSO will send an MM111 Email Template to the New Supplier confirming cancellation of the CoS.

**New Supplier Steps**

Step 19      Receive Notification of CoS Cancellation

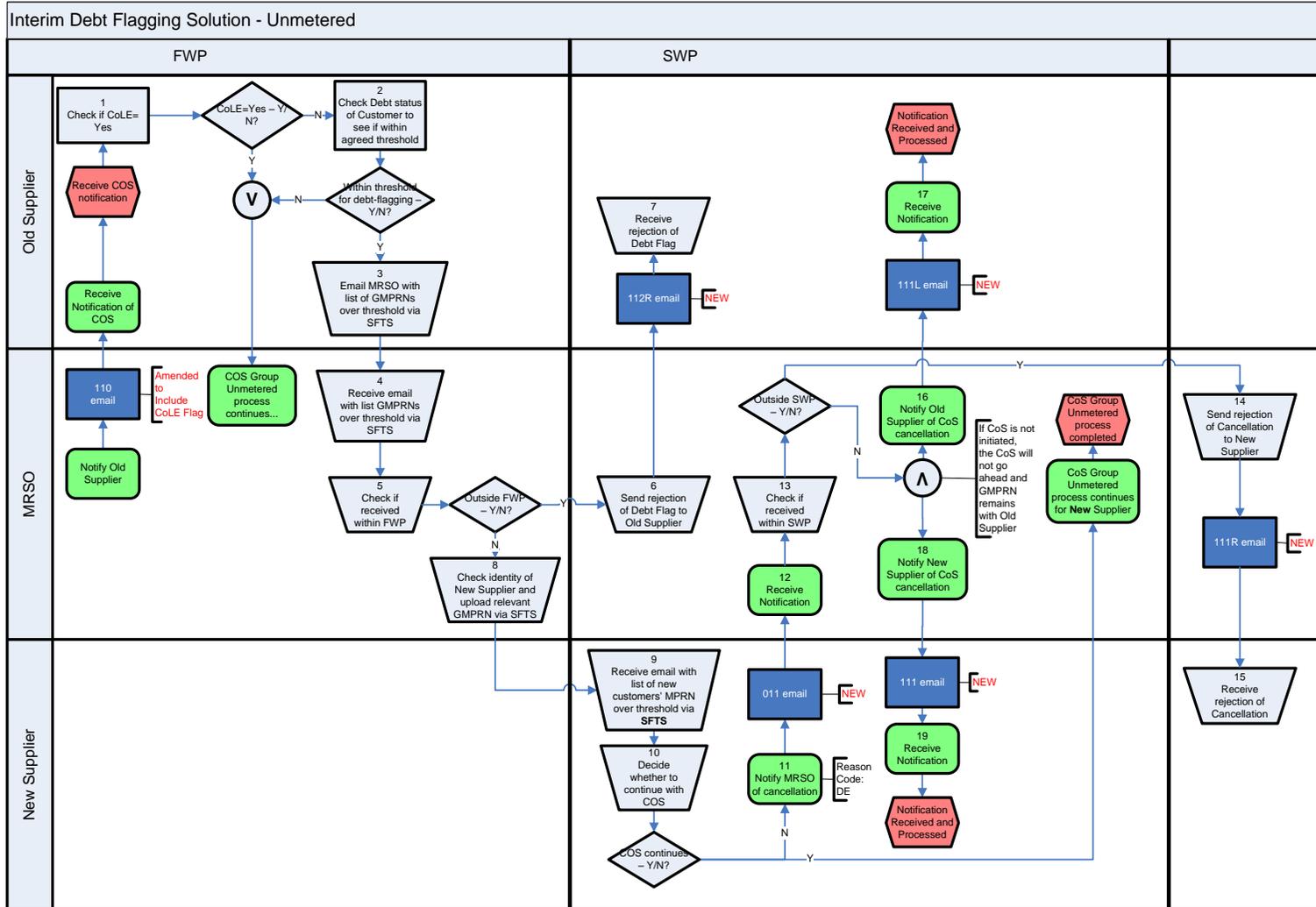
If the MM011 Email Template has been received within SWP, the New Supplier (no longer taking the GMPRN) will receive this notification (MM111 Email Template) and amend their systems accordingly.

**MM Email Templates**

The Email Templates are available in the ARIS Market Design where other Unmetered Email Templates are currently stored.

MM110 Email Template (amended to include CoLE flag)	Notification of loss of site
MM112R Email Template	Notification of Objection Rejection
MM011 Email Template	Notification of Cancel Registration Request
MM111 Email Template	Notification of Cancellation
MM111L Email Template	Notification of Cancellation Customer Loss
MM111R Email Template	Notification of Cancellation Rejection

Appendix A Debt Flagging Flowchart – Grouped Unmetered



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