
SCHEDULE XX

Registration Services

Version: 0.2

Effective Date: N/A

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	Mandatory

Change History

Version Number	Implementation Date	Reason for Change
0.1	N/A	Version agreed for industry consultation 5 June 2018
0.2	N/A	Version agreed for industry consultation 15 October 2018

Note: Where drafting has been included in square brackets, this indicates that a change or clarification is required to the design baseline described in Design Baseline 4 (DB4). These potential changes to DB4 are being/will be considered by the Switching Programme.

Contents Table

Paragraph	Heading	Page
1	Introduction	4
2	Submitting Switch Requests.....	4
3	Submitting Initial Registration Requests.....	5
4	Transporter Initiated Registrations.....	6
5	Registration Request Validation	6
6	Switch Request Objections	8
7	Interface and Timetable for Submitting, Validating and Objecting to Switch Requests	10
8	Interface and Timetable for Submitting and Validating Initial Registration Requests	14
9	Withdrawals.....	18
10	Annulment	20
11	Confirmed Registration Requests	22
12	Registration Request Execution	23
13	Registration Requests: Sending of Notifications and Synchronisation Messages	25
14	Deregistration Requests.....	30
15	Change of Shipper Requests	33
16	Change of Domestic Premises Indicator Requests	37
17	Agent/MAP Appointment	42

1 Introduction

- 1.1 This REC Schedule covers the following four activities (and the resulting synchronisation of the Switching Data Services):
- (a) the process for submitting, validating, objecting to, withdrawing, annulling and giving effect to Registration Requests;
 - (b) changes to a Shipper (unrelated to a Registration Request);
 - (c) changes to the Domestic Premises Indicator (unrelated to a Registration Request); and
 - (d) recording and changing Supplier Agents and Meter Asset Providers.
- 1.2 Registration Requests comprise Initial Registration Requests (including Transporter Initiated Registration by the Gas Transporter) and Switch Requests. Some of the rules apply generically to Registration Requests; some apply only to Switch Requests; and some apply only to Initial Registration Requests.
- 1.3 The Supplier Agents are the Metering Equipment Manager and the Data Collector and the Data Aggregator. The Data Collector and Data Aggregator are only relevant to electricity.
- 1.4 Process diagrams for Registration Requests are set out in the Technical Specification.

2 Submitting Switch Requests

- 2.1 A Gaining Supplier must only submit a Switch Request to the CSS Provider in respect of an RMP where the Gaining Supplier has an Energy Contract for that RMP.
- 2.2 A Gaining Supplier which submits a Switch Request for an RMP must only specify in that Switch Request a Proposed Supply Effective From Date which occurs on or after the date from which the Gaining Supplier is due under the relevant Energy Contract to commence supply to, or offtake from, that RMP.
- 2.3 The Proposed Supply Effective From Date which can be specified in a Switch Request must be:
- (a) no more than 28 days after (but not including) the day on which the Switch Request is submitted; and

- (b) in the case of a Domestic Premises (as recorded in the Central Switching Service), at least one complete Working Day (starting at midnight) after the day on which the Switch Request is submitted; or
- (c) in the case of a Non-Domestic Premises (as recorded in the Central Switching Service), at least two complete Working Days (starting at midnight) after the day on which the Switch Request is submitted.

2.4 Practical examples of the time periods which apply under Paragraph 2.3 are set out in the Technical Specification.

2.5 Where the Switch Request relates to a gas RMP, the Gaining Supplier hereby confirms that the Shipper specified in the Switch Request is one with which the Gas Supplier has a Commercial Association.

2.6 Where a Gaining Supplier submits a Switch Request as the result of a Change of Occupier, the Gaining Supplier shall keep (for at least 1 year) a record of the instruction from the Consumer that led the Gaining Supplier to classify the Switch Request in this way.

3 Submitting Initial Registration Requests

3.1 A Gaining Supplier must only submit an Initial Registration Request to the CSS Provider in respect of an RMP where the Gaining Supplier has an Energy Contract for that RMP.

3.2 A Gaining Supplier which submits an Initial Registration Request for an RMP must only specify in that Initial Registration Request a Proposed Supply Effective From Date which occurs on or after the date from which the Gaining Supplier is due under the relevant Energy Contract to commence supply to, or offtake from, that RMP.

3.3 The Proposed Supply Effective From Date which can be specified in an Initial Registration Request must be:

- (a) no more than 28 days after (but not including) the day on which the Switch Request is submitted; and
- (b) in the case of an Initial Registration Request submitted before 17.00 hours, no earlier than the next day after the day on which it was submitted; or
- (c) in the case of an Initial Registration Request submitted at or after 17.00 hours, no earlier than the second day after the day on which it was submitted.

3.4 Practical examples of the time periods which apply under Paragraph 3.3 are set out in the Technical Specification.

- 3.5 Where the Initial Registration Request relates to a gas RMP, the Gaining Supplier hereby confirms that the Shipper is one with which the Gas Supplier has a Commercial Association.

4 Transporter Initiated Registrations

- 4.1 Transporter Initiated Registrations are a subset of Initial Registration Requests, but they are not initiated by a Gaining Supplier under Paragraph 3.
- 4.2 Where a Shipper is deemed (in accordance with the UNC or IGT UNC) to have granted authority to the Gas Retail Data Agent to register a Supply Meter Point on the Shipper's behalf, then the Gas Retail Data Agent shall submit an Initial Registration Request for the Gas Supplier identified as part of the process under the UNC or IGT UNC.
- 4.3 Following submission of a Transporter Initiated Registration, it shall be subject to the same process as any other Initial Registration Request; save that, *[any different rules to be defined, including who to notify if it fails Validation¹]*.
- 4.4 The Interface and Timetable for the submission and Validation of Transporter Initiated Registrations is set out in Paragraph 8.2.

5 Registration Request Validation

- 5.1 Following receipt of each Registration Request, the CSS Provider must validate the Registration Request in accordance with this Paragraph 5, and as further described in the Technical Specification.
- 5.2 The CSS Provider must, for each Registration Request submitted for an RMP, check:
- (a) that the Registration Request was submitted in accordance with Paragraph 2.3 or 3.3 (as applicable);
 - (b) that the Registration Request was submitted by an Energy Supplier with a Market Qualified Market Participant Role (or, in the case of a Transporter Initiated Registration, that it names an Energy Supplier with a Market Qualified Market Participant Role);
 - (c) for all Registration Requests, that the Energy Supplier is not subject to Market Sanctions (and, in the case of gas RMPs, that the Shipper specified in the Registration Request is not subject to Market Sanctions);

¹We will update this section once a decision has been taken on the current Change Requests that are being progressed through Switching Programme governance.

- (d) that the Registration Request is consistent with the Energy Supplier's applicable Commercial Associations and Regulatory Associations;
- (e) for all Registration Requests, that there is not already a Pending Registration Request for that RMP;
- (f) if the Registration Request is identified as being part of an OFAF Group, that the applicable requirements of OFAF in the Technical Specification have been met;
- (g) for all Registration Requests, if it is a Related RMP that the Registration Request relates to the Primary RMP;
- (h) for Switch Requests, that the Proposed Supply Effective From Date is not within a Standstill Period;
- (i) for Switch Requests, that the RMP has an RMP Status of Operational or Dormant;
- (j) for Initial Registration Requests, that the RMP has an RMP Status of Operational, Dormant or (in the case of electricity RMPs only) Created;
and
- (k) that the Registration Request meets any and all other requirements set out in the Technical Specification or any other part of this Code.

5.3 The rules concerning the order in which the CSS Provider must undertake Validation steps, and whether or not the CSS Provider must progress Validation if a Validation step is failed, are set out in the Technical Specification.

5.4 Where the Gaining Supplier indicates that a Registration Request forms part of an OFAF Group, if one or more of the Registration Requests within this OFAF Group fail Validation, then:

- (a) the Registration Request Status for all of the Switch Requests within this OFAF Group shall be set to Rejected (as described below);
- (b) the CSS Provider shall still complete Validation for each and every Registration Request in the OFAF Group so that any other reasons for the Registration Request to fail Validation can be identified and notified to the Gaining Supplier pursuant to Paragraph 5.7; and
- (c) for those Registration Requests in the OFAF Group that successfully complete Validation in their own right, the Registration Request Status shall nevertheless be set to Rejected and a Notification sent to the Gaining Supplier (or, if their Registration Status had already been set to Validated, the CSS Provider shall send Notifications and Synchronisation Messages in accordance with Paragraph 13.1).

- 5.5 Where a Switch Request successfully completes Validation, the CSS Provider shall set the Registration Request Status to Validated, and the Registration Status to Pending.
- 5.6 Where an Initial Registration Request successfully completes Validation, the CSS Provider shall set the Registration Request Status to Confirmed, and the Registration Status to Pending.
- 5.7 Where a Registration Request does not successfully complete Validation, the CSS Provider shall set the Registration Request Status to Rejected, and send a Notification to the Gaining Supplier.
- 5.8 Where a Registration Request successfully completes Validation, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.2.
- 5.9 If a Registration Request for an RMP has been set to Validated, but the RMP's RMP Status is changed to Terminated or Dormant before the Registration Request has become Secured, then the Registration Status shall be set to Cancelled (and the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13).
- 5.10 For the avoidance of doubt, as described in Paragraph 14, where a Registration Request has become Secured or the Registration Status is Active, the Registered Supplier must submit a Deregistration Request in order to set the Registration Status to Inactive following the RMP Status being changed to Terminated or Dormant.

6 Switch Request Objections

- 6.1 In respect of each Validated Switch Request, where the Losing Supplier wishes to submit an Objection Response it must do so within the Objection Window. Where the Losing Supplier submits an Objection Response it shall indicate in the Objection Response whether it is raising an Objection to the Switch Request or is not raising an Objection to the Switch Request. A Losing Supplier may only raise an Objection where it is permitted to do so in accordance with its Energy Supply Licence.
- 6.2 The "**Objection Window**" for each Switch Request ends:
 - (a) in the case of a Domestic Premises (as recorded in the Central Switching Service), at 17.00 hours on the 1st Working Day after the day on which the Gaining Supplier submitted the Switch Request; or

- (b) in the case of a Non-Domestic Premises (as recorded in the Central Switching Service), at 17.00 hours on the 2nd Working Day after the day on which the Gaining Supplier submitted the Switch Request.
- 6.3 Practical examples of the time periods which apply to Objection Windows are set out in the Technical Specification.
- 6.4 Where a Losing Supplier raises an Objection to a Switch Request which has been identified by the Gaining Supplier as relating to a Change of Occupier, the Losing Supplier shall keep (for at least 1 year) a record of the evidence relied upon by the Losing Supplier to justify that it has raised the Objection in accordance with its Energy Supply Licence.
- 6.5 The relevant rules to be applied by the CSS Provider in determining whether to accept or not accept an Objection Response are set out in the Technical Specification.
- 6.6 Where a Switch Request is part of an OFAF Group:
 - (a) if the CSS Provider accepts an Objection Response which raises an Objection in respect of one or more requests within this OFAF Group, then the CSS Provider shall be deemed to have accepted an Objection Response which raises an Objection in respect of all the requests within the OFAF Group; and
 - (b) if the CSS Provider accepts an Objection Response which does not raise an Objection in respect of one or more requests within this OFAF Group, but subsequently accepts an Objection Response which does raise an Objection in respect of one or more other Switch Requests in the OFAF Group, then the Gaining Supplier shall be deemed to have submitted a Withdrawal Request for those Registration Requests and Paragraph 9 shall apply.
- 6.7 Where the RMP is a Related RMP, the Losing Supplier shall only submit an Objection Response for the Primary RMP (and the CSS Provider shall not accept any Objection Responses submitted in relation to Secondary RMPs). Where the CSS Provider accepts an Objection Response which raises an Objection in respect of a Switch Request which applies to a Primary RMP, then the CSS Provider shall be deemed to have also accepted an Objection Response which raises an Objection in relation to all the Secondary RMPs for that Primary RMP.
- 6.8 Where the CSS Provider accepts an Objection Response which raises an Objection in respect of a Switch Request, the CSS Provider shall set the Registration Request Status to Rejected, and the Registration Status to Cancelled.
- 6.9 The CSS Provider shall set the Registration Request Status to Confirmed:

- (a) at the end of the Objection Window if no Objection Response raising an Objection has been accepted before the end of the Objection Window; or
- (b) (if earlier) where the CSS Provider accepts an Objection Response which does not raise an Objection.

6.10 Where a Switch Request is Rejected, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.2.

6.11 Where a Switch Request is Confirmed, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.3.

7 Interface and Timetable for Submitting, Validating and Objecting to Switch Requests

7.1 The following Interface and Timetable sets out the processes and timings for Gaining Suppliers to submit Switch Requests, for the CSS Provider to Validate Switch Requests and for Losing Suppliers to submit Objection Responses:

Ref	When	Action	From	To	Information Required	Method
7.1.1	At the initiation of the Gaining Supplier.	Submit Switch Request.	<ul style="list-style-type: none"> • Gaining Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmissi on – Variant – ‘Switch Request’	Switching Network
7.1.2	Upon receipt of the Switch Request, and within timings defined in the Technical Specification.	Record the Switch Request Registration Request Status as ‘Submitted’.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
7.1.3	Upon receipt of the Switch Request, and within timings defined in the Technical	Perform Validation of Switch Request.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

	Specification.					
7.1.4	If Switch Request fails Validation, and within timings defined in the Technical Specification.	Update Switch Request Registration Request Status to 'Rejected'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
7.1.5	Following Registration Request Status update to 'Rejected', and within timings defined in the Technical Specification.	Issue Notification of Switch Request being Rejected, along with any reason(s) for such rejection compliant with the Technical Specification.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier 	RegMgmtRequestNotification – Variant – 'Switch Request Rejected Validation'	Switching Network
7.1.6	If a Switch Request successfully completes Validation, and within timings defined in the Technical Specification.	Update Switch Request Registration Request Status to 'Validated', and record RMP's Registration Status as 'Pending' ² .	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
7.1.7	Following Registration Request Status update to 'Validated', and within timings defined in the Technical Specification.	Issue Notification of Switch Request being Validated.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.2 	RegMgmtRequestNotification – Variant – 'Switch Request Validated'	Switching Network
7.1.8	Following Registration Request Status update to 'Validated', and within timings defined in the	Issue Synchronisation Message for Switch Request being Validated.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.2 	Synchronisation Message ³ – Variant – 'Switch Request Validated'	Switching Network

² See Paragraph 5.4 for further rules on OFAF.

³ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

	Technical Specification.					
7.1.9	Following Switch Request Registration Request Status update to 'Validated', and within timings defined in the Technical Specification.	Issue the CSS Message 'Invitation to Intervene'.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Losing Supplier 	InvitationtoIntervene – variant: Objection Enquiry	Switching Network
7.1.10	No later than the end of the Objection Window.	Provide the Objection Response to the Switch Request.	<ul style="list-style-type: none"> • Losing Supplier 	<ul style="list-style-type: none"> • CSS Provider 	SwitchIntervention – Variant – Objection	Switching Network
7.1.11	Upon receipt of the Objection Response, and within timings defined in the Technical Specification.	Check that the Objection Response meets the relevant requirements in the Technical Specification.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
7.1.12	If the Objection Response is not accepted, and within timings defined in the Technical Specification.	Issue Notification of Objection Response being not accepted ⁴ .	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Losing Supplier 	RegMgmtRequestNotificati on – Variant – 'Objection Response Rejection'	Switching Network
7.1.13	Where Objection Response is accepted and provides for an Objection, and within timings defined in the	Update Switch Request Registration Request Status to 'Rejected', and record Registration Status as 'Cancelled'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

⁴ This is without prejudice to the Losing Supplier's ability to submit a further Objection Response within the Objection Window.

	Technical Specification.					
7.1.14	Following update of the Registration Request Status to 'Rejected', and within timings defined in the Technical Specification.	Issue Notification of Switch Request being Rejected.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined Paragraph 13.2 	RegMgmtRequestNotification – Variant – 'Switch Rejection'	Switching Network
7.1.15	Following update of the Registration Request Status to 'Rejected', and within timings defined in the Technical Specification.	Issue Synchronisation Message for Switch Request being Rejected.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined Paragraph 13.2 	Synchronisation Message ⁵ – Variant – 'Switch Rejection'	Switching Network
7.1.16	On (i) acceptance of an Objection Response from the Losing Supplier indicating that they do not Object or (ii) at the end of the Objection Window where an accepted Objection Response has not been received from the Losing Supplier, and within timings defined in the	Update Switch Request Registration Request Status to 'Confirmed', and retain Registration Status as 'Pending' ⁶ .	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

⁵ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

⁶ See Paragraph 6.6 for further rules on OFAF.

	Technical Specification.					
7.1.17	Following update of the Registration Request Status to 'Confirmed', and within timings defined in the Technical Specification.	Issue Notification of Switch Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	RegMgmtRequestNotification – Variant – 'Switch Confirmed'	Switching Network
7.1.18	Following update of the Registration Request Status to 'Confirmed', and within timings defined in the Technical Specification.	Issue Synchronisation Message for Switch Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	Synchronisation Message ⁷ – Variant – 'Confirmed Sync'	Switching Network

8 Interface and Timetable for Submitting and Validating Initial Registration Requests

8.1 The following Interface and Timetable sets out the processes and timings for Energy Suppliers to submit Initial Registration Requests, and for the CSS Provider to Validate Initial Registration Requests submitted by Energy Suppliers:

Ref	When	Action	From	To	Information Required	Method
8.1.1	At the initiation of the Gaining Supplier.	Submit Initial Registration Request.	<ul style="list-style-type: none"> • Gaining Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmission – Variant – 'Initial Registration Request'	Switching Network
8.1.2	Upon receipt of the	Record the Initial Registration Request	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

⁷ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

	Initial Registration Request, and within timings defined in the Technical Specification.	Registration Request Status as 'Submitted'.				
8.1.3	Upon receipt of the Initial Registration Request, and within timings defined in the Technical Specification.	Perform Validation of Initial Registration Request.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
8.1.4	If Initial Registration Request fails Validation, and within timings defined in the Technical Specification.	Update Initial Registration Request Registration Request Status to 'Rejected'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
8.1.5	Following Registration Request Status update to 'Rejected', and within timings defined in the Technical Specification.	Issue Notification of Initial Registration Request being Rejected, along with any reason(s) for such rejection compliant with the Technical Specification.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier 	RegMgmtRequestNotification – Variant – 'Initial Registration Request Rejected Validation'	Switching Network
8.1.6	If an Initial Registration Request successfully completes Validation, and within timings defined in the Technical Specification.	Update Initial Registration Request Registration Request Status to 'Confirmed', and record RMP's Registration Status as 'Pending' ⁸ .	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

⁸ See Paragraph 5.4 for further rules on OFAF.

8.1.7	Following Registration Request Status update to 'Confirmed', and within timings defined in the Technical Specification.	Issue Notification of Initial Registration Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	RegMgmtRequestNotification – Variant – 'Initial Registration Request Confirmed'	Switching Network
8.1.8	Following Registration Request Status update to 'Confirmed', and within timings defined in the Technical Specification.	Issue Synchronisation Message for Initial Registration Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	Synchronisation Message ⁹ – Variant – 'Initial Registration Request Confirmed'	Switching Network

8.2 The following Interface and Timetable sets out the processes and timings for the Gas Retail Data Agent to submit Transporter Initiated Registrations, and for the CSS Provider to Validate Transporter Initiated Registrations:

Ref	When	Action	From	To	Information Required	Method
8.2.1	Where Transporter Initiated Registrations apply as described in Paragraph 4.	Submit [Initial Registration Request].	<ul style="list-style-type: none"> • Gas Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	[RegMgmtRequestSubmission – Variant – 'Initial Registration Request']	[Switching Network]
8.2.2	Upon receipt of the Initial Registration Request, and within timings defined in the	Record the Initial Registration Request Registration Request Status as 'Submitted'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

⁹ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

	Technical Specification.					
8.2.3	Upon receipt of the Initial Registration Request, and within timings defined in the Technical Specification.	Perform Validation of Initial Registration Request.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
8.2.4	If Initial Registration Request fails Validation, and within timings defined in the Technical Specification.	Update Initial Registration Request Registration Request Status to 'Rejected'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
8.2.5	Following Registration Request Status update to 'Rejected', and within timings defined in the Technical Specification.	Issue Notification of Initial Registration Request being Rejected, along with any reason for such rejection compliant with the Technical Specification.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gas Retail Data Agent 	[RegMgmtRequestNotification – Variant – 'Initial Registration Request Rejected Validation']	[Switching Network]
8.2.6	If a Switch Request is Validated, and within timings defined in the Technical Specification.	Update Initial Registration Request Registration Request Status to 'Confirmed', and record RMP's Registration Status as 'Pending'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
8.2.7	Following Registration Request Status update to 'Confirmed', and within timings defined in the Technical Specification.	Issue Notification of Initial Registration Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	RegMgmtRequestNotification – Variant – 'Initial Registration Request Validated'	Switching Network

8.2.8	Following Registration Request Status update to 'Confirmed', and within timings defined in the Technical Specification.	Issue Synchronisation Message for Initial Registration Request being Confirmed.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.3 	Synchronisation Message ¹⁰ – Variant – 'Initial Registration Request Confirmed'	Switching Network
-------	---	---	--	--	--	-------------------

9 Withdrawals

- 9.1 The Gaining Supplier may withdraw its Registration Request, at any time prior to that request being Secured, by submitting a Withdrawal Request to the CSS Provider.
- 9.2 The relevant rules to be applied by the CSS Provider in determining whether to accept or not accept a Withdrawal Request are set out in the Technical Specification.
- 9.3 Where the RMP is a Related RMP, the Gaining Supplier shall only submit a Withdrawal Request for the Registration Request relating to the Primary RMP (and the CSS Provider shall not accept any Withdrawal Requests submitted in relation to Secondary RMPs). Where the CSS Provider accepts a Withdrawal Request in respect of a Registration Request which applies to a Primary RMP, then the CSS Provider shall be deemed to have also accepted a Withdrawal Request in relation to the Secondary RMPs for that Primary RMP.
- 9.4 Where a Registration Request is part of an OFAF Group, and the CSS Provider accepts a Withdrawal Request in respect of one or more Registration Requests within this OFAF Group, then the CSS Provider shall be deemed to have accepted a Withdrawal Request in respect of all the Registration Requests within the OFAF Group.
- 9.5 Where the CSS Provider accepts a Withdrawal Request for a Registration Request, the CSS Provider shall set the Registration Request Status to Withdrawn, and the Registration Status to Cancelled.

¹⁰ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

9.6 Where a Registration Request is Withdrawn, the CSS Provider shall notify the relevant Market Participants as described in Paragraph 13. Paragraph 13.2 shall apply if the Registration Request had a Registration Status of Validated (immediately prior to it being Withdrawn). Paragraph 13.3 shall apply if the Registration Request had a Registration Status of Confirmed (immediately prior to it being Withdrawn).

9.7 The detailed process and timetable for Withdrawal Requests are further described in the following Interface and Timetable:

Ref	When	Action	From	To	Information Required	Method
9.7.1	At the initiation of the Gaining Supplier.	Submit Withdrawal Request.	<ul style="list-style-type: none"> • Gaining Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmissi on – Variant – ‘Withdrawal’	Switching Network
9.7.2	If Withdrawal Request is not accepted, and within timings defined in the Technical Specification.	Issue Notification that Withdrawal Request is not accepted ¹¹ .	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier 	RegMgmtRequestNotificati on – Variant – ‘Withdrawal Rejection’	Switching Network
9.7.3	If Withdrawal Request is accepted, and within timings defined in the Technical Specification.	Update Registration Request Status to ‘Withdrawn’, and the Registration Status to ‘Cancelled’.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
9.7.4	Following update of the Registration Request Status to ‘Withdrawn’, and within timings defined in the Technical Specification.	Issue Notification of Registration Request being Withdrawn.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.2 or 13.3 (as applicable) 	RegMgmtRequestNotificati on – Variant – ‘Registration Request Withdrawn’	Switching Network
9.7.5	Following update of the	Issue Synchronisation Message for	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients 	Synchronisation Message ¹²	Switching

¹¹ This is without prejudice to the Gaining Supplier's ability to submit a further Withdrawal Request.

	Registration Request Status to 'Rejected', and within timings defined in the Technical Specification.	Registration Request being Rejected.		defined in Paragraph 13.2 or 13.3 (as applicable)	– Variant – 'Registration Request Withdrawn'	Network
--	---	--------------------------------------	--	---	--	---------

10 Annulment

- 10.1 A Losing Supplier must only submit an Annulment Request in respect of a Switch Request where the Losing Supplier is permitted to do so in accordance with its Energy Supply Licence. The Losing Supplier may only submit an Annulment Request prior to the Switch Request being Secured.
- 10.2 A Losing Supplier which submits an Annulment Request must retain (for at least 1 year) evidence of the reason for the Annulment Request.
- 10.3 The relevant rules to be applied by the CSS Provider in determining whether to accept or not accept an Annulment Request are set out in the Technical Specification.
- 10.4 Where a Switch Request is part of an OFAF Group, and the CSS Provider accepts an Annulment Request in respect of one or more Switch Requests within this OFAF Group, then the CSS Provider shall be deemed to have accepted an Annulment Request in respect of all the requests within the OFAF Group.
- 10.5 Where the RMP is a Related RMP, the Losing Supplier shall only submit an Annulment Request for the Registration Request relating to the Primary RMP (and the CSS Provider shall not accept any Annulment Requests submitted in relation to Secondary RMPs). Where the CSS Provider accepts an Annulment Request in respect of a Switch Request which applies to a Primary RMP, then the CSS Provider shall be deemed to have accepted an Annulment Request in relation to all the Secondary RMPs for that Primary RMP.
- 10.6 Where the CSS Provider accepts an Annulment Request for a Switch Request, the CSS Provider shall set the Registration Request Status to Annulled, and the Registration Status to Cancelled.

¹² Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

10.7 Where a Switch Request is Annulled, the CSS Provider shall notify the relevant Market Participants as described in Paragraph 13. Paragraph 13.2 shall apply if the Registration Request had a Registration Status of Validated (immediately prior to it being Annulled). Paragraph 13.3 shall apply if the Registration Request had a Registration Status of Confirmed (immediately prior to it being Annulled).

10.8 The detailed process and timings for Annulment are further described in the following Interface and Timetable:

Ref	When	Action	From	To	Information Required	Method
10.8.1	At the initiation of the Losing Supplier.	Submit Annulment Request.	<ul style="list-style-type: none"> • Losing Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmissi on – Variant – ‘Switch Intervention’	Switching Network
10.8.2	If Annulment Request is not accepted, and within timings defined in the Technical Specification.	Issue Notification of Annulment Request not being accepted ¹³ .	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Losing Supplier 	RegMgmtRequestNotificati on – Variant – ‘Annulment Rejection’	Switching Network
10.8.3	If Annulment Request is accepted, and within timings defined in the Technical Specification.	Update Registration Request Status to ‘Annulled’, and the Registration Status to ‘Cancelled’.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
10.8.4	Following update of the Registration Request Status to ‘Annulled’, and within timings defined in the Technical Specification.	Issue Notification of Registration Request being Rejected.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 13.2 or 13.3 (as applicable) 	RegMgmtRequestNotificati on – Variant – ‘Switch Annulment’	Switching Network
10.8.5	Following update of the	Issue Synchronisation Message for	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients 	Synchronisation Message ¹⁴	Switching

¹³ This is without prejudice to the Losing Supplier's ability to submit a further Annulment Request.

	Registration Request Status to 'Annulled', and within timings defined in the Technical Specification.	Registration Request being Annulled.		defined in Paragraph 13.2 or 13.3 (as applicable)	– Variant – 'Switch Annulment'	Network
--	---	--------------------------------------	--	---	--------------------------------	---------

11 Confirmed Registration Requests

- 11.1 This Paragraph 11 applies to a Registration Request once it has been Confirmed (see Paragraph 5.6 for Initial Registration Requests and Paragraph 6.9 for Switch Requests).
- 11.2 Where the RMP has a Prepayment Meter, the Gaining Supplier shall comply with the relevant provisions of the Prepayment Meter Rules.
- 11.3 Where the RMP has a Smart Meter, the Gaining Supplier shall comply with the relevant provisions of the Smart Meter Rules.
- 11.4 In the case of an electricity RMP, following receipt of the Notification of a Registration Request being Confirmed, the BSC requires the Gaining Supplier to set Settlement Parameters and appoint Supplier Agents in accordance with the BSC.
- 11.5 In the case of an electricity RMP, following receipt of the Notification of a Switch Request being Confirmed, the BSC requires the Losing Supplier to de-appoint Supplier Agents in accordance with the BSC.
- 11.6 In the case of a gas RMP, following receipt of the Notification of a Registration Request being Confirmed, the SPAA requires the Gaining Supplier to appoint Supplier Agents in accordance with the SPAA, and the UNC requires the Gaining Shipper to set the Settlement Parameters and notify Supplier Agent details in accordance with the UNC.
- 11.7 In the case of a gas RMP, following receipt of the Notification of a Switch Request being Confirmed, the SPAA requires the Losing Supplier to de-appoint Supplier Agents in accordance with the SPAA.
- 11.8 The following Interface and Timetable applies to Confirmed Registration Requests:

¹⁴ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

Ref	When	Action	From	To	Information Required	Method
11.8.1	For Switch Requests, in the case of an electricity RMP recorded in the CSS as a Domestic Premises, and by the end of the Working Day following the day on which the Losing Supplier receives Notification of the Switch Request being Confirmed.	Issue the Notify Old Supplier Information notification.	<ul style="list-style-type: none"> • Losing Supplier 	<ul style="list-style-type: none"> • Gaining Supplier 	[D0311] – ‘NOSI’	Data Transfer Network
11.8.2	For Switch Requests, in the case of a gas RMP recorded in the CSS as a Domestic Premises, and by the end of the Working Day following the day on which the Losing Supplier receives Notification of the Switch Request being Confirmed.	Issue the Notify Old Supplier Information notification.	<ul style="list-style-type: none"> • Losing Supplier 	<ul style="list-style-type: none"> • Gaining Supplier 	‘NOSI’ as specified in DFC	Data Transfer Network

12 Registration Request Execution

12.1 In respect of a Confirmed Registration Request, and at 17.00 hours on the day before the Supply Effective From Date, the CSS Provider shall set the Registration Request's Registration Request Status to Secured.

12.2 Upon receipt of the Notification of a Registration Request being Secured, and where the RMP has a Prepayment Meter, the Gaining Supplier shall comply with the relevant provisions of the Prepayment Meter Rules.

12.3 Upon receipt of the Notification of a Registration Request being Secured, and where the RMP has a Smart Meter, the Gaining Supplier shall comply with the relevant provisions of the Smart Meter Rules.

12.4 The following Interface and Timetable applies to Secured Registration Requests:

Ref	When	Action	From	To	Information Required	Method
12.4.1	At 17:00 on the day prior to the Supply Effective From Date.	Update Registration Request Registration Request Status to 'Secured'.	<ul style="list-style-type: none"> CSS Provider 		Internal Process	
12.4.2	Following update of the Registration Request Status to 'Secured', and within timings defined in the Technical Specification.	Issue Notification of Registration Request being Secured.	<ul style="list-style-type: none"> CSS Provider 	<ul style="list-style-type: none"> Recipients defined Paragraph 13.4 	RegMgmtRequestNotification – Variant – 'Registration Request Secured'	Switching Network
12.4.3	Following update of the Registration Request Status to 'Secured', and within timings defined in the Technical Specification.	Issue Synchronisation Message for Registration Request being Secured.	<ul style="list-style-type: none"> CSS Provider 	<ul style="list-style-type: none"> Recipients defined Paragraph 13.4 	Synchronisation Message ¹⁵ – Variant – 'Registration Request Secured'	Switching Network
12.4.4	To have effect from 00:00 at the start of the	Update the Registration Request's Registration Request Status to	<ul style="list-style-type: none"> CSS Provider 		Internal Process	

¹⁵ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 13 for relevant flow name.

	Supply Effective From Date.	'Completed', and the Gaining Supplier's Registration Status to 'Active'.				
12.4.5	In the case of a Switch Request, to have effect from 00:00 at the start of the Supply Effective From Date.	Update the Losing Supplier's Registration Status to 'Inactive'.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	

13 Registration Requests: Sending of Notifications and Synchronisation Messages

13.1 This Paragraph 13 applies in respect of a Registration Request where one of Paragraphs 5 to 12 provides for this Paragraph 13 to apply. Which of Paragraph 13.2, 13.3 or 13.4 applies depends on the Registration Request Status of the relevant Registration Request (as further described in those Paragraphs).

Where the Registration Request is Validated

13.2 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration Request has a Registration Request Status of Validated (or had a status of Validated immediately prior to being Rejected, Withdrawn or Annulled), the following Interface and Timetable shall apply:

Ref	When	Action	From	To	Information Required	Method
13.2.1	Where this Paragraph 13.2 applies, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier • Losing Supplier 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
13.2.1.1	Additionally in the case of a gas RMP, and within	Issue relevant Notification as specified in the relevant Interface	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Shipper • Losing Shipper 	RegMgmtRequestNotification – Variant – As specified	Switching Network

	timings defined in the Technical Specification.	and Timetable.			in the Technical Specification	
13.2.2	Where this Paragraph 13.2 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPRgApptSync – Variant – As specified in the Technical Specification	Switching Network
13.2.2.1	In the case of a gas RMP, where this Paragraph 13.2 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	GasRegistration – Variant – As specified in the Technical Specification	Switching Network
13.2.2.2	In the case of an electricity RMP, where this Paragraph 13.2 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – ECOES • Electricity Retail Data Agent 	ElectricityRegistration – Variant – As specified in the Technical Specification	Switching Network
13.2.3	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • DCC • MIS – DES • Gas Retail Data Agent • MIS – ECOES • Electricity Retail Data Agent 		Internal Process	

Where the Registration Request is Confirmed

13.3 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration Request has a Registration Request Status of Confirmed (or had a status of Confirmed immediately prior to being Rejected, Withdrawn or Annulled), the following Interface and Timetable shall apply (noting that, in the case of Initial Registration Requests, there is no Losing Supplier, so no Notifications need be sent to the Losing Supplier, Losing Shipper or Losing Supplier Agents):

Ref	When	Action	From	To	Information Required	Method
13.3.1	Where this Paragraph 13.3 applies, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier • Losing Supplier • Losing MEM 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
13.3.1.1	Additionally in the case of a gas RMP, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Shipper • Losing Shipper 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
13.3.1.2	Additionally in the case of an Electricity RMP, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Losing DC • Losing DA 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
13.3.2	Where this Paragraph 13.3 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPrgApptSync – Variant – As specified in the Technical Specification	Switching Network
13.3.2.1	In the case of a gas RMP where this Paragraph 13.3 applies, and within timings defined in the	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	GasRegistration – Variant – As specified in the Technical Specification RegistrationSync – Variant	Switching Network

	Technical Specification.				– As specified in the relevant Technical Specification	
13.3.2.2	In the case of an electricity RMP, where this Paragraph 13.3 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – ECOES • Electricity Retail Data Agent 	ElectricityRegistration – Variant – As specified in the Technical Specification RegistrationSync – Variant – As specified in the relevant Technical Specification	Switching Network
13.3.3	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • DCC • MIS – DES • Gas Retail Data Agent • MIS – ECOES • Electricity Retail Data Agent 		Internal Process	

Where the Registration Request is Secured

13.4 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration Request has a Registration Request Status of Secured, the following Interface and Timetable shall apply (noting that, in the case of Initial Registration Requests, there is no Losing Supplier, so no Notifications need be sent to the Losing Supplier, Losing Shipper or Losing Supplier Agents):

Ref	When	Action	From	To	Information Required	Method
13.4.1	Where this Paragraph 13.4 applies, and within timings defined in the	Issue relevant Notification as specified in the relevant Interface	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Supplier • Losing Supplier • Losing MEM 	RegMgmtRequestNotification – Variant – As specified in the Technical	Switching Network

	Technical Specification.	and Timetable.		<ul style="list-style-type: none"> • MAP 	Specification	
13.4.1.1	Additionally in the case of a gas RMP, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Gaining Shipper • Losing Shipper 	RegMgmtRequestNotificati on – Variant – As specified in the Technical Specification	Switching Network
13.4.1.2	Additionally in the case of an electricity RMP, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Losing DC • Losing DA 	RegMgmtRequestNotificati on – Variant – As specified in the relevant Technical Specification	Switching Network
13.4.2	Where this Paragraph 13.4 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPRgApptSync – Variant – As specified in the Technical Specification	Switching Network
13.4.2.1	In the case of a gas RMP, where this Paragraph 13.4 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	GasRegistration – Variant – As specified in the relevant Technical Specification RegistrationSync – Variant – As specified in the relevant Technical Specification	Switching Network
13.4.2.2	In the case of an electricity RMP where this Paragraph 13.4 applies, and within timings defined in the	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – ECOES • Electricity Retail Data Agent 	ElectricityRegistration – Variant – As specified in the Technical Specification RegistrationSync – Variant – As specified in the	Switching Network

	Technical Specification.				relevant Technical Specification	
13.4.3	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • DCC • MIS – DES • Gas Retail Data Agent • MIS – ECOES • Electricity Retail Data Agent 		Internal Process	

14 Deregistration Requests

- 14.1 A Deregistration Request can only be submitted in respect of an RMP with an RMP Status of Dormant or Terminated. An RMP's RMP Status can be changed in accordance with the Data Management Schedule.
- 14.2 An Energy Supplier can only submit a Deregistration Request for an RMP while they are the Registered Supplier for that RMP.
- 14.3 The effective date which can be specified in a Deregistration Request must be a date occurring before any date on which the Energy Supplier's Registration is due to become Inactive.¹⁶
- 14.4 Any other rules to be applied by the CSS Provider in determining whether to accept or reject a Deregistration Request are set out in the Technical Specification.
- 14.5 The following Interface and Timetable applies to the submission of Deregistration Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Information Required	Method
-----	------	--------	------	----	----------------------	--------

¹⁶ Note: We are considering if there is an additional requirement to specify parameters for when a Deregistration Request can be submitted, i.e. how far in advance of, and how close to, the effective from date. We are also considering if an Energy Supplier should be able to amend, or otherwise change the outcome of its request.

14.5.1	At the initiation of an Energy Supplier.	Submit Deregistration Request.	<ul style="list-style-type: none"> • Energy Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmissi on – Variant – ‘Deregistration Request’	Switching Network
14.5.2	Upon receipt of the Deregistration Request, and within timings defined in the Technical Specification.	Determine whether to accept or reject the Deregistration Request.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
14.5.3	If Deregistration Request is rejected, and within timings defined in the Technical Specification.	Issue Notification of Deregistration Request being rejected, along with any reason for such rejection compliant with the Technical Specification.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier 	RegMgmtRequestNotificati on – Variant – ‘Deregistration Request Rejected Validation’	Switching Network
14.5.4	If a Deregistration Request is accepted, and within timings defined in the Technical Specification.	Record the ending of the Registration and its effective date.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
14.5.5	If a Deregistration Request is accepted, and within timings defined in the Technical Specification.	Issue Notification of Deregistration Request being accepted.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 14.6 	RegMgmtRequestNotificati on – Variant – ‘Deregistration’	Switching Network
14.5.6	If a Deregistration Request is accepted, and within timings defined in	Issue Synchronisation Message for Deregistration Request being	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in 	Synchronisation Message ¹⁷ – Variant – ‘Deregistration’	Switching Network

¹⁷ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 14.6 for relevant flow name.

	the Technical Specification.	accepted.		Paragraph 14.6		
--	------------------------------	-----------	--	----------------	--	--

14.6 The following Interface and Timetable sets out the Notifications and Synchronisation Messages to be sent on acceptance by the CSS Provider of a Deregistration Request:

Ref	When	Action	From	To	Information Required	Method
14.6.1	Where this Paragraph 14.6 applies, and within timings defined in the Technical Specification.	Issue Notification of Deregistration Request being accepted.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier • MAP • MEM 	RegMgmtRequestNotificati on – Variant – As specified in the Technical Specification	Switching Network
14.6.1.1	Additionally in the case of a gas RMP, and within timings defined in the Technical Specification.	Issue Notification of Deregistration Request being accepted.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Shipper 	RegMgmtRequestNotificati on – Variant – As specified in the Technical Specification	Switching Network
14.6.1.2	Additionally in the case of an electricity RMP, and within timings defined in the Technical Specification.	Issue Notification of Deregistration Request being accepted.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DC • DA 	RegMgmtRequestNotificati on – Variant – As specified in the Technical Specification	Switching Network
14.6.2	Where this Paragraph 14.6 applies, and within timings defined in the Technical Specification.	Issue Synchronisation Message for accepted Deregistration Request.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPRgApptSync – Variant – As specified in the Technical Specification	Switching Network

14.6.2.1	In the case of a gas RMP, where this Paragraph 14.6 applies, and within timings defined in the Technical Specification.	Issue Synchronisation Message for accepted Deregistration Request.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	<p>GasRegistration – Variant – As specified in the Technical Specification</p> <p>RegistrationSync – Variant – As specified in the relevant Technical Specification</p>	Switching Network
14.6.2.2	In the case of an electricity RMP, where this Paragraph 14.6 applies, and within timings defined in the Technical Specification.	Issue Synchronisation Message for accepted Deregistration Request.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – ECOES • Electricity Retail Data Agent 	<p>ElectricityRegistration – Variant – As specified in the Technical Specification</p> <p>RegistrationSync – Variant – As specified in the relevant Technical Specification</p>	Switching Network
14.6.3	Following receipt of Synchronisation Message, and in accordance with the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • DCC • MIS – DES • Gas Retail Data Agent • MIS – ECOES • Electricity Retail Data Agent 		Internal Process	

15 Change of Shipper Requests

15.1 An Energy Supplier can only submit a Change of Shipper Request for an RMP while they are the Registered Supplier for that RMP.

15.2 The effective date which can be specified in a Change of Shipper Request must be a date occurring before any date on which the Energy Supplier's Registration is due to become Inactive.¹⁸

15.3 To determine whether to accept or reject a Change of Shipper Request submitted by an Energy Supplier, the CSS Provider shall:

- (a) check that the Shipper specified in the request is not subject to Market Sanctions;
- (b) check that the request is consistent with the Energy Supplier's applicable Regulatory Associations and Commercial Associations; and
- (c) follow any other rules set out in the Technical Specification.

15.4 The following Interface and Timetable applies to the Change of Shipper Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Information Required	Method
15.4.1	At the initiation of an Energy Supplier.	Submit Change of Shipper Request.	<ul style="list-style-type: none"> • Energy Supplier 	<ul style="list-style-type: none"> • CSS Provider 	RegMgmtRequestSubmissi on – Variant – ‘change to a Shipper (unrelated to a Registration Request) ’	Switching Network
15.4.2	Upon receipt of the Change of Shipper Request, and within timings defined in the Technical Specification.	Determine whether to accept or reject the Change of Shipper Request.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
15.4.3	If Change of Shipper Request is rejected and	Issue Notification of Change of Shipper Request being rejected, along with any	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier 	RegMgmtRequestNotificati on – Variant – ‘change to a	Switching

¹⁸ Note: The Switching Programme has approved Change Request CR-E01. This introduces a gate closure of 5pm for a Change of Shipper Registration Event to be effect at the start of the next day. We are also considering if there are any further requirement to specify parameters for when a Change of Shipper Request can be submitted as well as whether an Energy Supplier should be able to amend, or otherwise change the outcome of its request. We will make any relevant amendments to the Change of Shipper Registration Event section once any changes have completed their review through Switching Programme governance.

	within timings defined in the Technical Specification.	reason for such rejection compliant with the Technical Specification.			Shipper (unrelated to a Registration Request) Rejected Validation'	Network
15.4.4	If a Change of Shipper Request is accepted, and within timings defined in the Technical Specification.	Record the change of Shipper and the effective date of such change.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
15.4.5	If a Change of Shipper Request is accepted, and within timings defined in the Technical Specification.	Issue Notification of an accepted Change of Shipper Request, and the effective date of such change.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 15.7 	RegMgmtRequestNotification – Variant – 'change to a Shipper (unrelated to a Registration Request)'	Switching Network
15.4.6	If a Change of Shipper Request is accepted, and within timings defined in the Technical Specification.	Issue Synchronisation Message for an accepted Change of Shipper Request, and the effective date of such change.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 15.7 	Synchronisation Message ¹⁹ – Variant – 'change to a Shipper (unrelated to a Registration Request)'	Switching Network

15.5 [Where a Change of Shipper Request has been accepted for an RMP, but has yet to become effective, the following events shall result in this Change of Shipper Request being cancelled and not becoming effective:

- (a) a subsequent Change of Shipper Request, regardless of the effective date of such request; or

¹⁹ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 15.7 for relevant flow name.

- (b) a Switch Request becoming Secured in respect of that RMP, with a Supply Effective From Date which is the same as or prior to the effective date of the Change of Shipper Request.]

15.6 In such circumstances, the following Interface and Timetable shall apply:

Ref	When	Action	From	To	Information Required	Method
15.6.1	Where Paragraph 15.5 applies, and within timings defined in the Technical Specification.	Cancel change of Shipper.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
15.6.2	Where Paragraph 15.5 applies, and within timings defined in the Technical Specification.	Issue Notification of Change of Shipper Request being cancelled.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 15.7 	RegMgmtRequestNotification – Variant – ‘change to a Shipper (unrelated to a Registration Request) Rejected’	Switching Network
15.6.3	Where Paragraph 15.5 applies, and within timings defined in the Technical Specification.	Issue Synchronisation Message for Change of Shipper Request being cancelled.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 15.7 	Synchronisation Message ²⁰ – Variant – ‘change to a Shipper (unrelated to a Registration Request) Rejected’	Switching Network

15.7 The following Interface and Timetable applies where the CSS Provider is required to send Notifications and Synchronisation Messages under Paragraph 15.4 or 15.6:

Ref	When	Action	From	To	Information Required	Method
-----	------	--------	------	----	----------------------	--------

²⁰ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 15.6 for relevant flow name.

15.7.1	Where this Paragraph 15.7 applies, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
15.7.2	Where this Paragraph 15.7 applies, and within timings defined in the Technical Specification.	Issue relevant Notification as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • The two Shippers affected by the acceptance or cancellation of the Change of Shipper Request 	RegMgmtRequestNotification – Variant – As specified in the Technical Specification	Switching Network
15.7.3	Where this Paragraph 15.7 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	GasRegistration – Variant – As specified in the relevant Technical Specification RegistrationSync – Variant – As specified in the relevant Technical Specification	Switching Network
15.7.4	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 		Internal Process	

16 Change of Domestic Premises Indicator Requests

16.1 An Energy Supplier can only submit a Change of Domestic Premises Indicator Request for an RMP while they are the Registered Supplier for that RMP.

16.2 The effective date which can be specified in a Change of Domestic Premises Indicator Request must be a date occurring before any date on which the Energy Supplier's Registration is due to become Inactive.²¹

16.3 Any other rules to be applied by the CSS Provider in determining whether to accept or reject a Change of Domestic Premises Indicator Request are set out in the Technical Specification.

16.4 The following Interface and Timetable applies to the Change of Domestic Premises Indicator Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Information Required	Method
16.4.1	At the initiation of an Energy Supplier.	Submit Change of Domestic Premises Indicator Request.	<ul style="list-style-type: none"> Energy Supplier 	<ul style="list-style-type: none"> CSS Provider 	RegMgmtRequestSubmissi on – Variant – 'change to the Domestic Premises Indicator'	Switching Network
16.4.2	Upon receipt of the Change of Domestic Premises Indicator Request, and within timings defined in the Technical Specification.	Determine whether to accept or reject the Change of Domestic Premises Indicator Request.	<ul style="list-style-type: none"> CSS Provider 		Internal Process	
16.4.3	If Change of Domestic Premises Indicator Request is rejected, and within timings defined in	Issue Notification of Change of Domestic Premises Indicator Request being rejected, along with any reason for such rejection compliant with the	<ul style="list-style-type: none"> CSS Provider 	<ul style="list-style-type: none"> Energy Supplier 	RegMgmtRequestNotificati on – Variant – 'change to the Domestic Premises Indicator Rejected	Switching Network

²¹ Note: We are considering if there is an additional requirement to specify parameters for when a Change of Domestic Premises Indicator Request can be submitted, i.e. how far in advance of, and how close to, the effective from date. We are also considering if an Energy Supplier should be able to amend, or otherwise change the outcome of its request.

	the Technical Specification.	Technical Specification.			Validation'	
16.4.4	If a Change of Domestic Premises Indicator Request is accepted, and within timings defined in the Technical Specification.	Record the change to the Domestic Premises Indicator and the effective date of such change.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
16.4.5	If a Change of Domestic Premises Indicator Request is accepted, and within timings defined in the Technical Specification.	Issue Notification of an accepted Change of Domestic Premises Indicator Request and the effective date of such change.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 16.7 	RegMgmtRequestNotification – Variant – 'change to the Domestic Premises Indicator'	Switching Network
16.4.6	If a Change of Domestic Premises Indicator Request is accepted, and within timings defined in the Technical Specification.	Issue Synchronisation Message for an accepted Change of Domestic Premises Indicator Request.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 16.7 	Synchronisation Message ²² – Variant – 'change to the Domestic Premises Indicator'	Switching Network

16.5 [Where a Change of Domestic Premises Indicator Request has been accepted for an RMP, but has yet to become effective, the following events shall result in this Change of Domestic Premises Indicator Request being cancelled and not becoming effective:

- (a) a subsequent Change of Domestic Premises Indicator Request, regardless of the effective date of such request; or

²² Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 16.7 for relevant flow name.

- (b) a Switch Request becoming Secured in respect of that RMP, with a Supply Effective From Date which is the same as or prior to the effective date of the Change of Domestic Premises Indicator Request.]

16.6 In such circumstances, the following Interface and Timetable shall apply:

Ref	When	Action	From	To	Information Required	Method
16.6.1	Where this Paragraph 16.6 applies, and within timings defined in the Technical Specification.	Cancel change to the Domestic Premises Indicator.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	
16.6.2	Where this Paragraph 16.6 applies, and within timings defined in the Technical Specification.	Issue Notification of a Change of Domestic Premises Indicator Request being cancelled.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 16.7 	RegMgmtRequestNotification – Variant – ‘change to the Domestic Premises Indicator Rejected’	Switching Network
16.6.3	Where this Paragraph 16.6 applies, and within timings defined in the Technical Specification.	Issue Synchronisation Message for a Change of Domestic Premises Indicator Request being cancelled.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Recipients defined in Paragraph 16.7 	Synchronisation Message ²³ – Variant – ‘change to the Domestic Premises Indicator Rejected’	Switching Network

16.7 The following Interface and Timetable applies where the CSS Provider is required to send Notifications and Synchronisation Messages under Paragraph 16.4 or 16.6:

Ref	When	Action	From	To	Information Required	Method
16.7.1	Where this Paragraph 16.7 applies, and within	Issue relevant Notification as specified in the relevant Interface	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • Energy Supplier 	RegMgmtRequestNotification – Variant – As specified	Switching Network

²³ Flow name of Synchronisation Message varies depending upon recipient. See Paragraph 16.6 for relevant flow name.

	timings defined in the Technical Specification.	and Timetable.			in the Technical Specification	
16.7.2	Where this Paragraph 16.7 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPRgApptSync – Variant – As specified in the Technical Specification	Switching Network
16.7.2.1	In the case of a gas RMP, where this Paragraph 16.7 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – DES • Gas Retail Data Agent 	GasRegistration – Variant – As specified in the relevant Technical Specification RegistrationSync – Variant – As specified in the relevant Technical Specification	Switching Network
16.7.2.2	In the case of an electricity RMP where this Paragraph 16.7 applies, and within timings defined in the Technical Specification.	Issue relevant Synchronisation Message as specified in the relevant Interface and Timetable.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • MIS – ECOES • Electricity Retail Data Agent 	ElectricityRegistration – Variant – As specified in the Technical Specification RegistrationSync – Variant – As specified in the relevant Technical Specification	Switching Network
16.7.3	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action applicable Receipt Response for Synchronisation Message.	<ul style="list-style-type: none"> • DCC • MIS – DES • Gas Retail Data Agent • MIS – ECOES • Electricity Retail 		Internal Process	

			Data Agent			
--	--	--	------------	--	--	--

17 Agent/MAP Appointment

17.1 This Paragraph 17 governs the processes under this Code which apply where an Energy Supplier appoints one or more Supplier Agents or a Meter Asset Provider for an RMP, or where an Energy Supplier changes one or more Supplier Agents or the Meter Asset Provider appointed for an RMP.

17.2 The following Interface and Timetable applies:

Ref	When	Action	From	To	Information Required	Method
17.2.1	Upon receipt of a valid 'Agent Appointment' Notification, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> Electricity Retail Data Agent 	<ul style="list-style-type: none"> CSS Provider²⁴ 	Synchronisation Message ²⁵ – Agent Appointment	
17.2.2	Upon receipt of a valid 'Agent Appointment' Notification, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> Gas Retail Data Agent 	<ul style="list-style-type: none"> CSS Provider²⁶ 	Synchronisation Message ²⁷ – Agent Appointment	Switching Network
17.2.3	Upon receipt of a valid 'Agent Appointment'	Record the updated 'Agent Appointment Detail' contained	<ul style="list-style-type: none"> CSS Provider 		Internal Process	

²⁴ The Market Intelligence Service is also informed, but this does not occur under this Code.

²⁵ Flow name of Synchronisation Message varies depending upon Supplier Agent type (Market Participant Role). See Paragraph 17.3 for relevant flow name

²⁶ The Market Intelligence Service is also informed, but this does not occur under this Code.

²⁷ Flow name of Synchronisation Message varies depending upon Supplier Agent type (Market Participant Role). See Paragraph 17.3 for relevant flow name.

	Notification, and within timings defined in the Technical Specification.	within the valid 'Agent Appointment' Notification.				
17.2.4	In the case of an 'Agent Appointment' Notification related to a MEM Appointment, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • CSS Provider 	<ul style="list-style-type: none"> • DCC 	RMPRegApptSync – Variant – MEM Appointment	Switching Network

17.3 Where Paragraph 17.2 requires that an 'Agent Appointment' Synchronisation Message is sent, the following Interface and Timetable shall apply:

Ref	When	Action	From	To	Information Required	Method
17.3.1	In the case of an 'Agent Appointment' Notification related to a MEM Appointment at a gas RMP, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Gas Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	MEM Appointment	Switching Network
17.3.2	In the case of an 'Agent Appointment' Notification related to a MEM Appointment at an electricity RMP, and within timings defined in the Technical	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	MEM Appointment	Switching Network

	Specification.					
17.3.3	In the case of an 'Agent Appointment' Notification related to a MAP Appointment at a gas RMP, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Gas Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	SupplyMeterPointSync	Switching Network
17.3.4	In the case of an 'Agent Appointment' Notification related to a MAP Appointment at an electricity RMP, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	MeteringPointSync	Switching Network
17.3.5	In the case of an 'Agent Appointment' Notification related to a DA Appointment at an electricity RMP, and within timings defined in the Technical Specification.	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	DADCAppointment	Switching Network
17.3.6	In the case of an 'Agent Appointment' Notification related to a DC Appointment at an	Issue 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • Electricity Retail Data Agent 	<ul style="list-style-type: none"> • CSS Provider 	DADCAppointment	Switching Network

	electricity RMP, and within timings defined in the Technical Specification.					
17.3.7	Following receipt of Synchronisation Message, and within timings defined in the Technical Specification.	Action Receipt Response for 'Agent Appointment' Synchronisation Message.	<ul style="list-style-type: none"> • CSS Provider 		Internal Process	