
SCHEDULE [...]

MRA Transition Schedule

Status: Draft

Version: 0.1

Effective Date: [TBC]

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	N/A
Gas Transporters	N/A
Distribution Network Operators	Mandatory
DCC	N/A

This red-lined version shows differences between the current MRA text and the MRA Transition Schedule text for the Retail Energy Code.

Change History

Version Number	Implementation Date	Reason for Change
0.1	[TBC]	

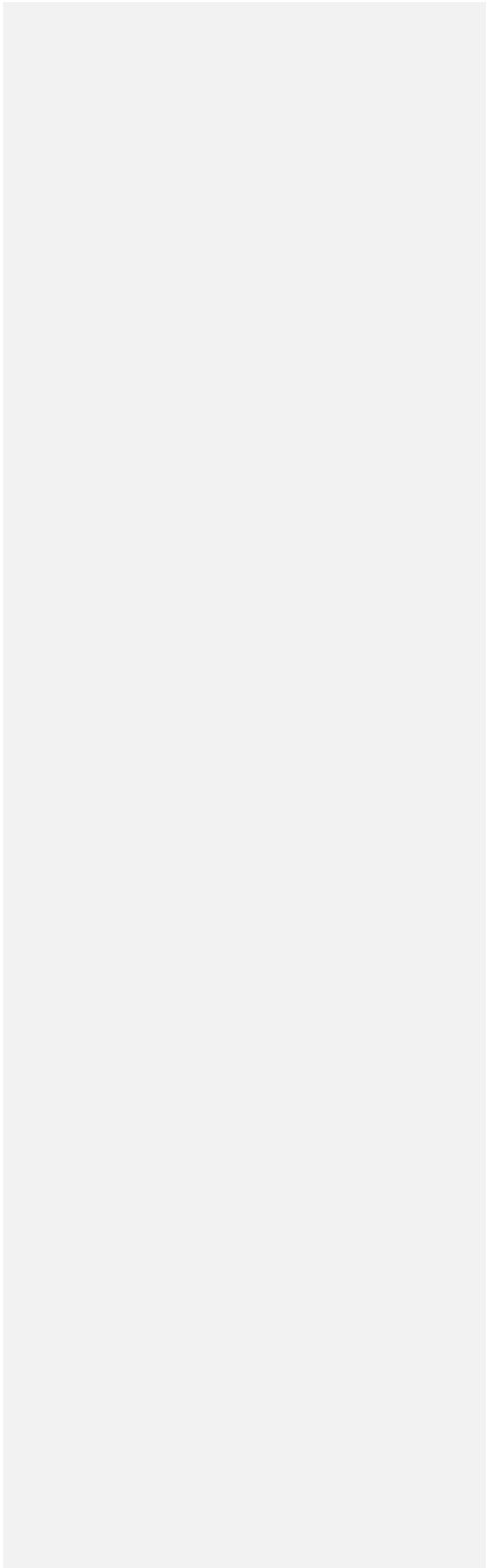


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1. Introduction

- 1.1 This Schedule defines a number of processes previously included in the Master Registration Agreement (MRA).
- 1.2 With the closure of the MRA in April 2021, a number of provisions have been included in the Code on a temporary basis. These provisions reflect processes that are due to be amended with the implementation of the Central Switching Service.
- 1.3 This Schedule will be removed from the Code at CSS Go Live, as part of the Switching Programme Significant Code Review.

2. Conditions Precedent

- 2.1 A Distribution Business shall not be obliged to provide Services until:
- it has become Qualified to provide MPAS;
 - it has become a party to the Data Transfer Service Agreement in its capacity of a Distribution Business and an MPAS Provider; and
 - it has received a valid Market Participant Id from the Market Domain Data Agent in respect of its Market Participant Roles as a Distribution Business and an MPAS Provider; ~~and~~
~~b) it, and where applicable, its Appointed MPAS Agent have been Approved by MEC.~~
- ~~2.32.2~~ The obligations on a Distribution Business to provide Services to a Supplier in relation to any particular Metering Point in its Distribution System are subject to the Distribution Business providing values for the data items (other than ~~data item 19~~ the ERS Metering System Id) listed in Schedule 2 for that Metering Point to the MPAS Provider and that MPAS Provider entering such values into the relevant MPAS Registration System except where:
- the Metering Point at a particular time is a New Metering Point, in which case the provisions of Clause ~~20.1.5.65~~ shall apply; or
 - the Metering Point is registered in CMRS in which case the Distribution Business shall ensure that any records are maintained in accordance with ~~Clause 53.1 have been updated~~ the Distribution Connection and Use of System Agreement (DCUSA).
- ~~2.42.3~~ The rights of a Supplier to receive Services in relation to any particular Metering Point are in each case subject to:
- the Supplier being a party to the ~~Distribution Connection and Use of System Agreement~~ DCUSA and the DCUSA being in full force and effect and subject to no conditions or suspension (~~except for any conditions which require this Agreement to be in full force and effect~~) between the relevant Distribution Business and the Supplier in relation to that Metering Point;
 - the Supplier being a party to the Data Transfer Service Agreement; and
 - a valid Market Participant Id for the Supplier having been received from the Market Domain Data Agent, and entered in the MPAS Registration System; ~~and~~.

~~e) the Supplier having been Approved by MEC with respect to the Market Sector to which the Metering Point relates.~~

~~2.6.2.4~~ Once any of the conditions precedent in Clause 2.1 applicable to a Distribution Business or its Appointed MPAS Agent have been fulfilled, that Distribution Business shall use its reasonable endeavours to keep such condition precedent fulfilled ~~throughout the term of this Agreement~~ whilst this Schedule remains effective.

~~2.7.2.5~~ Once the condition precedent in Clause 2.2 has been fulfilled, the Distribution Business shall keep such condition precedent fulfilled ~~throughout the term of this Agreement~~ whilst this Schedule remains effective.

3. Enforceability of Obligations

Appointed MPAS Agent Obligations

3.1 If, pursuant to Clause ~~48-2-3.6~~, a Distribution Business sub-contracts with or delegates to an Appointed MPAS Agent the performance of all or part of its obligations to establish, maintain and operate MPAS, or provide the Services as set out in this ~~Agreement~~ Schedule, then that Distribution Business shall ensure that:

- a) such person provides, maintains and operates MPAS and the Services in the manner and to the performance levels set out in this ~~Agreement~~ Schedule; and
- b) such person is bound by obligations in respect of maintaining records and data and access to hardware, software, premises and staff no less onerous than those set out in Clause ~~32-8~~; and
- c) such person is bound by an obligation of confidentiality no less onerous than that set out in Clause ~~38-xx~~; and
- d) due notice of such appointment is provided to Suppliers in accordance with Clause ~~13-1-3.8~~, and that such notice shall include:
 - the name and address of the Appointed MPAS Agent; and
 - contact details in relation to requests pursuant to Clause ~~13-14.3~~, if different to those of the MPAS Provider; and
 - a fax number for such Appointed MPAS Agent; and

Commented [SJ1]: Refer to main body confidentiality clause

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- 3.2 any changes to the details in [5.1.4-3.1\(d\)](#) are provided to Suppliers as soon as possible, but in any event no later than 1 Working Day of the effective date of such changes.

Data Aggregators' Obligations

- 3.3 In this [Agreement-Schedule](#) where there is a reference to an obligation of a Data Aggregator such obligation shall be deemed to apply to either the Supplier that has appointed the Data Aggregator in relation to the Metering Point, or the SoLR.
- a) Each Supplier shall be required to procure compliance by that Data Aggregator with that obligation and such obligation may be enforced against the Supplier that has appointed that Data Aggregator.
 - b) Each SoLR shall use reasonable endeavours to ensure compliance by that Data Aggregator with that obligation and such obligation may be enforced against the SoLR that is deemed to have appointed that Data Aggregator.
- 3.4 In this [Agreement-Schedule](#) where there is a reference to an obligation owed to a Data Aggregator from a Distribution Business or MPAS Provider, that obligation shall be deemed to be owed to either the Supplier that has appointed the Data Aggregator in relation to the Metering Point or the SoLR and that Supplier, or SoLR, may enforce that obligation.

Assignment and Sub-contracting

- 3.5 Subject to Clause [48.2-3.6](#), and except as provided elsewhere in this [Agreement-Schedule](#) no party shall assign any of its rights under this [Agreement-Schedule](#) without the prior written consent of all other parties to this [Agreement-Code](#), such consent not to be unreasonably withheld.
- 3.6 Any party may sub-contract or delegate the performance of all or any of its obligations under this [Agreement-Schedule](#) to any appropriately qualified and experienced third party, but shall at all times remain liable to any other party in relation to all sub-contracted or delegated obligations.
- 3.7 Each Supplier shall notify the Distribution Business, on request, of any subcontractors appointed by it for the purposes of this [Agreement-Schedule](#).
- 3.8 Each Distribution Business shall notify the relevant Supplier, on request of, any subcontractors appointed by it for the purposes of this [Agreement-Schedule](#). Where such notice relates to an Appointed MPAS Agent, the relevant Distribution Business shall provide such notification as soon as reasonably possible, but in any event no later than 20 Working Days before the commencement of the appointment of that Appointed MPAS Agent, and such notice will include the information required pursuant to Clause [5.1.4-3.1\(d\)](#).

4. MPAS Technical Constraint, Service Availability and Service Levels

MPAS Technical Constraints

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- 4.1 Each MPAS Provider shall ensure that its MPAS Registration System enables only one Supplier to be Registered as responsible for supplying any Metering Point for a particular day.
- 4.2 Each MPAS Provider shall ensure that it meets in full the requirements in relation to Qualification as set out in Section J of the BSC.

Service Availability

- 4.3 Each MPAS Provider shall provide, operate and maintain its MPAS Registration System or, as the case may be procure that its MPAS Registration System is provided, operated and maintained in accordance with Good Industry Practice and, subject to Clause ~~13.3~~ 4.5, shall use its reasonable endeavours to ensure that staff are available between 09:00 hours and 18:00 hours on all Working Days to receive requests pursuant to Clauses ~~19, 20.12, 22.1, 23.1, 25.1, 27.2, 27.3 and 27.10~~ 5.63, 5.64, 5.76, 6.1, 6.4, 6.29, 6.37, 6.38 and 6.47 and to respond to queries from Suppliers or the DCC in relation to the provision of Services.
- 4.4 Each MPAS Provider shall use its reasonable endeavours to ensure that any planned suspensions in the operation of its MPAS Registration System(s) are scheduled so that there is the minimum amount of disruption to the provision of MPAS. Each MPAS Provider shall provide the Suppliers and Data Aggregators with as much notice as possible of any planned suspension in the availability of its MPAS Registration System.
- 4.5 In the event of any unplanned suspension in the operation of its MPAS Registration System(s), an MPAS Provider shall treat the suspension as an emergency and shall implement its disaster recovery procedures within 48 hours of the start of the suspension. The MPAS Provider shall use its reasonable endeavours to make its MPAS Registration System available again as quickly as possible.
- 4.6 Any failure of an MPAS Provider to comply with the provisions of Clauses ~~13.2 and 13.3~~ 4.4 and 4.5 shall not relieve that MPAS Provider from the application of the service levels referred to in Clauses ~~14.4.7 to 4.26~~ except where such failure is due to a circumstance of Force Majeure in which case the provisions of Clause ~~39-XX~~ or ~~46-10.11 to 10.17~~ shall apply.

Service Levels

- 4.7 Save as otherwise provided in this Agreement, each MPAS Provider shall use its reasonable endeavours to ensure that notifications of any one type which it receives shall be processed in the order in which they were received.
- 4.8 Where an MPAS Provider receives any notification pursuant to any of Clauses ~~15.9, 15.15, 16.8, 16.15, 16.16, 16.17, 17.2, 20.5, 20.8, 20.10, 20.11, 21.1, 24.3, 24.8, 24.14, 24.15, 24.16, 24.22~~ 5.9, 5.15, 5.29, 5.38, 5.39, 5.40, 5.45, 5.69, 5.72, 5.74, 5.75, 5.79, 6.8, 6.13, 6.19, 6.20, 6.21, 6.27 or the Objection Resolution Period has elapsed under Clause ~~16.20~~ 5.43, it shall notify the relevant persons listed in those Clauses; or for notifications received under Clauses ~~21.1-5.79~~, the persons listed in Clauses ~~21.2-5.80~~; or for notifications received under ~~24.8~~ 6.13, the persons listed in Clauses ~~24.13 and 27.11~~ 6.18 and 6.48 (except for its Distribution Business) in the manner contained in Clause ~~14.4.4.10~~.

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- 4.9** Where an MPAS Provider receives any notification pursuant to Clause [24.9-6.14](#), it shall not process such notifications until the procedures ~~agreed by MEC~~ pursuant to Clause [14.15-4.11](#) have been satisfied.
- 4.10** Each MPAS Provider shall produce the notifications required under the Clauses listed in Clause [14.2-4.8](#) in accordance with the requirement set out in Clause [28.2-6.50](#) in response to any notifications received by 18:00 hours on a Working Day or in response to the elapsing of the Objection Resolution Period on a particular Working Day ("Message Receipt Working Day") and, subject to Clauses [14.5](#) and [14.6-4.11](#) and [4.12](#), shall operate its MPAS Registration System (or procure that its MPAS Registration System is operated) with the intent to deliver the total number of such notifications ("Total Daily Processing") to its Gateway by 06:00 hours on the following Working Day or as soon as reasonably practicable thereafter.
- 4.11** For the purposes of fulfilling its obligations in respect of the BSC Requirements and the DCC, each MPAS Provider shall ensure that:
- a) the Total Daily Processing will be processed and delivered to its Gateway at a time not later than 06:00 hours on the first Working Day following the Message Receipt Working Day provided that it shall not be in breach of this obligation if it fails to meet this target on not more than six Working Days during each Quarter;
 - b) if the target in Clause [14.5-1-4.11\(a\)](#) is not met, the Total Daily Processing will be processed and delivered to its Gateway at a time not later than 06:00 hours on the second Working Day following the Message Receipt Working Day provided that it shall not be in breach of this obligation if it fails to meet this target on not more than one Working Day during each Quarter;
 - c) if the target in Clause [14.5-2-4.11\(b\)](#) is not met, the Total Daily Processing will be processed and delivered to its Gateway at a time not later than 06:00 hours on the third Working Day following the Message Receipt Working Day.
- 4.12** For the purposes of fulfilling its obligations in respect of Suppliers, each MPAS Provider shall:
- a) use its reasonable endeavours to ensure that on not more than 4 Working Days during each Quarter, the Total Daily Processing will be processed and delivered to its Gateway at a time later than 06:00 on the first Working Day following the Message Receipt Working Day;
 - b) ensure that on not more than 5 Working Days during each Quarter, the Total Daily Processing will be processed and delivered to its Gateway at a time later than 06:00 hours on the first Working Day following the Message Receipt Working Day;
 - c) ensure that on not more than 1 Working Day during each Quarter, the Total Daily Processing will be processed and delivered to its Gateway at a time later than 06:00 hours on the second Working Day following the Message Receipt Working Day; and
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d) ensure that on no occasion during each Quarter, the Total Daily Processing will be processed and delivered to its Gateway at a time later than 06:00 hours on the third Working Day following the Message Receipt Working Day.

4.13 In order to determine whether the relevant MPAS Provider has fulfilled the requirements set out in each of Clauses ~~14.5 to 14.6~~ 4.11 to 4.12, it shall note the time on the Working Day when the Total Daily Processing is delivered to its Gateway in relation to the Message Receipt Working Day relevant to that Total Daily Processing.

4.14 Each MPAS Provider shall measure its performance against the requirements set out in Clauses ~~14.5 and 14.6~~ 4.11 to 4.12 over each Quarter provided that where there are breaches of the requirements in Clauses ~~14.6.3 and 14.6.4~~ 4.12(c) and 4.12(d), the breach shall be deemed to have occurred in the Quarter in which the second Working Day following the Message Receipt Working Day occurred.

4.15 Each MPAS Provider agrees that it is their long-term objective to achieve a service level ensuring the processing and delivery of the Total Daily Processing by 06:00 hours on the first Working Day following the Message Receipt Working Day.

Elxon Limited Liquidated Damages

4.16 Where the number of occasions in any Quarter that an MPAS Provider fails to deliver the Total Daily Processing to its Gateway within the timescales indicated in Clauses ~~14.5-14.11(a) to 14.5-14.11(c)~~ exceeds the number of allowable failures indicated in the relevant Clause, that MPAS Provider shall pay the BSC Agent £125 for each such extra occasion on which it has failed to deliver the Total Daily Processing to its Gateway.

Supplier Liquidated Damages

4.17 Where the number of occasions in any Quarter that an MPAS Provider fails to deliver the Total Daily Processing to its Gateway within the timescales indicated in Clauses ~~14.6.2 to 14.6.4~~ 4.11(b) to 4.11(d) exceeds the number of allowable failures indicated in the relevant Clause, that MPAS Provider shall be liable to pay Suppliers the following amounts:

- a) £200 for each extra failure in that Quarter over and above those allowed in ~~14.6.2~~ 4.12(b) where a payment is not made pursuant to Clause ~~14.11.2 or Clause 14.11.3~~ 4.17(b) or Clause 4.17(c);
- b) £250 for each extra failure in that Quarter over and above those allowed in Clause ~~14.6.3-14.12(c)~~ 4.12(c), where a payment is not made pursuant to Clause ~~14.11.3~~ 4.17(c);
- c) £5,000 for each failure in that Quarter of the type referred to in Clause ~~14.6.4~~ 4.12(d),

4.18 Any liquidated damage payment for which an MPAS Provider is liable under Clause ~~14.11-14.17~~ shall be apportioned amongst Suppliers in accordance with the following formula:

$$SLD = L \times \frac{A_i}{\sum A_{i..n}}$$

Where:

SLD = liquidated damage payment to be made to a Supplier in respect of that Quarter;

L = liquidated damage payment for which the relevant MPAS Provider is liable in accordance with Clause ~~14.11~~ 4.17;

A_i = maximum ((x1 - x0), 0) + maximum ((x2 - x1), 0) + maximum ((x3 - x2), 0) for the relevant Supplier;

$\sum A_{i...n}$ = sum of (maximum ((x1 - x0), 0) + maximum ((x2 - x1), 0) + maximum ((x3 - x2), 0)) for all Suppliers in the relevant Distribution System;

x_0 = the number of Metering Points in respect of which the Supplier was Registered at the 15th day of the third month in the preceding Quarter;

x_1 = the number of Metering Points in respect of which the Supplier was Registered at the 15th day of the first month in the relevant Quarter;

x_2 = the number of Metering Points in respect of which the Supplier was Registered at the 15th day of the second month in the Quarter; and

x_3 = the number of Metering Points in respect of which the Supplier was Registered at the 15th day of the third month in the Quarter.

Data Transfer Service Escalation

4.19 Where an MPAS Provider receives a notification from the Data Transfer Network indicating that a Message sent by it pursuant to the terms of this Agreement has not been received by the Supplier or Data Aggregator, that MPAS Provider shall contact the Supplier or Data Aggregator as soon as reasonably practicable. The relevant MPAS Provider and Supplier or Data Aggregator shall utilise the Problem Management Procedures under the Data Transfer Service Agreement which may require the MPAS Provider to Resend the original Message.

MEC-RECCo Board Discretion

4.20 ~~MEC-The RECCo Board~~ may at any time decide to change the time scales within which Total Daily Processing is to be carried out and delivered to an MPAS Providers Gateway pursuant to Clauses ~~14.4, 14.5 and 14.6~~ 4.10, 4.11 and 4.12 and may do so where the number of Applications for Registrations received by that MPAS Provider on a Working Day is materially greater than the number of Applications for Registration which the MPAS Provider acting reasonably expected to receive on any particular Working Day as at the date of this Agreement.

4.21 ~~MEC shall agree and issue appropriate~~Section 11 includes procedures in relation to changes to ~~data items 11-Meter Operator Id and/or 12-Data Collector Id and/or 13-Data Aggregator Id of Schedule 2~~ where the number of Metering Points which are affected by the change exceeds the volumes set out in these procedures, which includes the threshold(s) as defined in the BSC. ~~Such procedures shall be subordinate to and shall not be inconsistent with this Clause 14.15 and Clauses 14.3 and 14.9 and the parties agree to comply with these procedures as amended from time to time.~~

Review

4.22 ~~MEC-RECCo Board~~ may conduct a formal review of liquidated damages.

4.23 The liquidated damage payments referred to in Clauses ~~14.10 and 14.11~~ 4.16 and 4.17 have been based on assumptions relating to percentages of Application for Registration where the Supply Start Date for such Application for Registration would be affected by a failure to comply with the service levels set out in Clause ~~14.5 and 14.6~~ 4.11 and 4.12 and the corresponding costs per Total Daily Processing and per Metering Point incurred by Suppliers in changing the Supply Start Date for such affected Applications for Registration. The detailed assumptions made by the parties as at the date of this Agreement are set out below and shall be taken into account by ~~MEC~~ the RECCo Board in considering the appropriateness of the level of the liquidated damage payments as part of its review and in particular whether such assumptions remain valid or the values ascribed to such assumptions are appropriate. Any differences shall be taken into account by ~~MEC~~ the RECCo Board when proposing any revised liquidated damage payments to be applied after the review:

- a) Suppliers will not take any action on a Metering Point specific basis where an MPAS Provider fails the service levels set out in ~~14.6.1, 14.6.2 and 14.6.3~~ 4.12(a), 4.12(b) and 4.12(c);
- b) Applications for Registrations are spread evenly over the period of 28 calendar days before the Supply Start Date included in the Applications for Registration;
- c) an average of 20 Suppliers are affected by a failure to process and deliver a Total Daily Processing;
- d) Suppliers carry out the following activities where an MPAS Provider fails the service level set out in Clause ~~14.6.4~~ 4.12(d):
 - contact all Customers affected by the failure of the service level set out in Clause ~~14.6.4~~ 4.12(d) in writing;
 - contact each Meter Operator, Data Collector and Data Aggregator that has been appointed in relation to Metering Points which are affected by the failure of the service level set out in Clause ~~14.6.4~~ 4.12(d) in writing to indicate that the Supply Start Dates for those affected Metering Points are likely to change;

- take or procure the taking of a revised actual meter read in respect of each Metering Point that is affected by the failure of the service level set out in Clause ~~14.6.4.4.12(d)~~;
- undertake manual correction of internal databases to effect changes to Supply Start Dates to all Metering Points which are affected by the failure of the service level set out in Clause ~~14.6.4.4.12(d)~~.

4.24 Each party agrees to provide ~~MEC~~ the RECCo Board with all reasonable information that ~~MEC~~ the RECCo Board may require for the purposes of carrying out its review pursuant to ~~this~~ Clause ~~14.4.7~~ to 4.26. This may include information relating to the level of market activity, the average number of Messages within the Total Daily Processing, the average composition of a Total Daily Processing and information to verify the assumptions set out in Clause ~~14.17~~ 4.23 and how the values ascribed to such assumptions may have changed since the date of this Agreement.

4.25 Nothing in this Clause shall be construed as restricting the scope of ~~MEC's~~ the RECCo Board's review pursuant to Clause ~~14.16~~ 4.22. In particular, ~~MEC~~ the RECCo Board shall consider whether there is a need for further reviews to be carried out by it after the conclusion of its review pursuant to ~~this~~ Clause ~~14.4.7~~ to 4.26.

4.26 ~~MEC~~ The RECCo Board shall copy the results of its review to all parties as soon as reasonably practicable following the conclusion of its review. Any changes to this Agreement Schedule that ~~MEC~~ the RECCo Board reasonably considers should be made as a result of the review shall be treated as a change request and the procedures set out in Clause ~~9~~ the Change Management Schedule shall be followed.

5. Registration Services

Procedure for Application for Registration by a Supplier

5.1 A Supplier that has a contract (including a Deemed Contract) to supply or receive electricity through or from a Metering Point, shall apply to the MPAS Provider whose MPAS Registration System has the Metering Point recorded on it (the "**relevant MPAS Provider**"), for Registration in respect of that Metering Point, pursuant to the provisions of ~~this~~ Clause ~~15.1~~ to 5.21 or Clause ~~205.65~~ to 5.78, as appropriate except where:

- a) that Supplier is already Registered in relation to that Metering Point; or
- b) that Metering Point is registered in CMRS.

5.2 The Supplier shall, prior to applying for Registration in respect of any Metering Point, ~~establish data item 7 of Schedule 2~~ populate the Change of Tenancy Indicator for that Metering Point by satisfying itself whether its Customer is a new owner or occupier.

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- 5.3 Where a Supplier includes in its Application for Registration ~~data item 7~~ [the Change of Tenancy Indicator](#), it shall only set that data item to “True” where it has reasonable grounds to believe, having made reasonable enquiries of the Customer, that the Customer is a new owner or occupier. The Supplier shall retain for a period of not less than one year evidence to substantiate that belief. This Clause applies to Applications for Registration of Domestic Premises and Non-Domestic Premises.
- 5.4 The Supplier shall use its reasonable endeavours to apply for Registration in respect of all Related Metering Points on the same Working Day for a Supply Start Date on the same date, except where a new Related Metering Point is created after the Supplier applies for Registration in relation to the other Related Metering Point(s). Where a new Related Metering Point or Pseudo Metering Point is created the Supplier shall apply for Registration in relation to it as soon as reasonably practicable.
- 5.5 A Valid Application for Registration for the purposes of ~~this~~ [Clauses 5.1 to 5.21](#) is one that:
- a) contains values that the Supplier has identified as [Distribution business Id, Unique reference, Check digit, Supplier Id and Effective from Settlement Date](#) ~~representing data items 1, 2, 3, 8 and 10 of Schedule 2~~ for the Metering Point against which it wishes to Register which are Accepted on the MPAS Registration System;
 - b) is received by the relevant MPAS Provider no later than the last Working Day before the Supply Start Date included in the Supplier’s application under ~~Clause 45.5.15.5(a)~~ [Clause 45.5.15.5\(a\)](#) and no more than 28 days in advance of that date;
 - c) is received by the relevant MPAS Provider on or after the later of:
 - the eleventh Working Day following the date when the relevant MPAS Provider has Registered the Old Supplier for the relevant Metering Point; and
 - the Supply Start Date provided by that Old Supplier; and
 - d) where it relates to a Green Deal Metering Point, is made by a Green Deal Licensee.
- 5.6 The relevant MPAS Provider shall not be obliged to check the validity or accuracy of any data items contained in a Supplier’s Application for Registration or whether a Supplier has complied with the provisions of ~~Clauses 45.1 to 45.4~~ [Clauses 45.1 to 45.4](#) except to the extent that the relevant MPAS Provider Accepts the application.
- 5.7 The Supplier may also include in its Application for Registration ~~data items~~ [the Profile Class Id, Meter Timeswitch Code, Change of Tenancy Indicator, Meter Operator Id, Meter Operator Type, MOA Effective from Date, Data Collector Id, Data Collector Type, DCA Effective from Date, Data Aggregator Id, Data Aggregator Type, DAA Effective from Date, Energisation Status, Measurement Class Id and Standard Settlement Configuration Id](#) ~~4, 5, 7 and 11 to 14, 16 and 17 of Schedule 2~~ for the Metering Point. Where the Application for Registration relates to a Pseudo Metering Point the Supplier shall ensure ~~that data items~~ [the Profile Class Id, Change of Tenancy Indicator, Meter Operator Id, Data Collector Id, Energisation Status, Measurement](#)
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[Class Id and Standard Settlement Configuration 4, 7, 11, 12, 14, 16 and 17 of Schedule 2](#) contain the same value as the corresponding data items for the associated Half Hourly Metering Point. The Supplier shall use its reasonable endeavours to ensure that ~~data item 7~~ [the Change of Tenancy Indicator](#) is set to "T" (True) in its Application for Registration if the Customer at the Metering Point is a new owner or occupier. The MPAS Provider shall not be required to check that ~~data item 7~~ [the Change of Tenancy Indicator](#) has been included or is accurate in an Application for any Registration for where there is a Customer that is a new owner or occupier.

- 5.8** Where the New Supplier does not include any of the optional items listed in ~~Clause 45.7~~ in its Valid Application for Registration, the data items that are held on the MPAS Registration System for the Metering Point and are valid as at the date of receipt of the Valid Application for Registration that correspond to the optional data items not provided shall continue to be held on the MPAS Registration System and it shall be presumed that such data items shall continue to be valid in respect of the New Supplier's Registration.
- 5.9** Where an MPAS Provider receives a Valid Application for Registration from a Supplier in relation to a Metering Point, it shall Register that Supplier and shall notify that Supplier (the "New Supplier"), the New Supplier's Data Aggregator, the Old Supplier, the Old Supplier's Data Aggregator, any Data Aggregator the Old Supplier may have appointed for a future date, and the Distribution Business for that Metering Point that the Supplier has been Registered.
- 5.10** Subject to ~~Clauses 45.11, 46.125.34 and 46.205.43~~, the New Supplier shall be deemed responsible, and the Old Supplier shall cease to be responsible for the supply of electricity through the Metering Point from 00:00 hours on the Supply Start Date.
- 5.11** Where the New Supplier has been appointed to the Metering Point as a result of a Last Resort Supply Direction pursuant to ~~Clause 26.46.32~~, then ~~Clause 26.36.34~~ shall apply and ~~Clause 45.10~~ shall not apply.
- 5.12** The New Supplier shall use its reasonable endeavours to submit a Valid Application for Registration to the relevant MPAS Provider as far in advance of the Supply Start Date as reasonably possible taking into account the restrictions set out in ~~Clause 45.5.(b)2~~. The MPAS Provider shall not be responsible for ensuring that the New Supplier complies with the requirements of this ~~Clause 45.12~~.
- 5.13** The New Supplier shall use its reasonable endeavours not to commence supplying electricity through any Metering Point or make any material changes to that Metering Point until it has received a notice confirming its Registration in respect of the Metering Point or (if later) the Supply Start Date specified in the New Supplier's Application for Registration. The MPAS Provider shall not be responsible for ensuring that the New Supplier complies with the requirements of this ~~Clause 45.13~~. Where the New Supplier is unable to comply with the provisions of this ~~Clause 45.13~~ due to the relevant MPAS Provider's failure to send out a notice confirming its Registration within the timescales indicated in ~~Clause 14.5 or 14.64.11 or 4.12~~, or the New Supplier is a SoLR, that New Supplier shall be deemed not to be in breach of the obligation set out in this ~~Clause 45.13~~.
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- 5.14** Where an Old Supplier makes a change to one of the data items for which it is stated to be responsible ~~in Schedule 2~~, in relation to a Metering Point, and its Message to the relevant MPAS Provider is Rejected and the reason for such Rejection is stated to be the New Supplier's Registration, the Old Supplier shall contact the New Supplier as soon as possible and inform it of the change, using the contact notice facility provided under Clause ~~47.5.44~~, if necessary.
- 5.15** Where an MPAS Provider receives an Application for Registration from a Supplier which is not a Valid Application for Registration, it shall Reject the Application for Registration and shall notify the Supplier that such application has been Rejected, setting out all the reasons for the Rejection. Notwithstanding Clause ~~45.5.2(b)~~, the MPAS Registration Systems of some MPAS Providers may not Reject an otherwise Valid Application for Registration even though the Application for Registration is received after the date that is the last Working Day before the Supply Start Date included in the Supplier's Application for Registration.
- 5.16** The New Supplier at any point on or before the second working day before Supply Start Date may request the relevant MPAS provider withdraw the Registration for a Metering Point.
- 5.17** Where the relevant MPAS Provider receives and Accepts a valid withdrawal of the Registration, that MPAS Provider shall:
- a) record the withdrawal on its MPAS registration system;
 - b) notify the Old Supplier and New Supplier, the Old Supplier's Data Aggregator, any Data Aggregator the Old Supplier may have appointed for a future date, the New Supplier's Data Aggregator, any Data Aggregator the New Supplier may have appointed for a future date and, where necessary, the Distribution Business, that the Registration has been withdrawn;
 - c) delete all data items relating to the New Supplier's Registration, including any changes to data items a New Supplier has made pursuant to Clause ~~24.76.12~~.
- 5.18** The New Supplier shall not be able to make any changes to ~~data items~~ the Profile Class Id, Meter Timeswitch Code, Change of Tenancy Indicator, Meter Operator Id, Meter Operator Type, MOA Effective from Date, Data Collector Id, Data Collector Type, DCA Effective from Date, Data Aggregator Id, Data Aggregator Type, DAA Effective from Date, Energisation Status, Measurement Class Id and Standard Settlement Configuration Id ~~4, 5, 7, 11 to 14, 16 or 17 in Schedule 2~~ for the Metering Point after the withdrawal is accepted.
- 5.19** Where the withdrawal is not Accepted or was not received within the timescales in Clause ~~45.16~~, the relevant MPAS Provider shall Reject such request to withdraw the Registration and notify the New Supplier that it has Rejected its withdrawal and all the reasons for the Rejection.
- 5.20** Where the MPAS Provider records a withdrawal in accordance with Clause ~~45.16~~ it shall note within its MPAS Registration System that the Registration of the New Supplier in relation to the Metering Point has been withdrawn and the responsibility for supplying that Metering Point shall remain with the Old Supplier, such that the New Supplier's Registration shall be deemed not to have taken place.
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5.21 Where the New Supplier's request to withdraw the Registration has been Rejected the New Supplier may re-request a withdrawal of the Registration in accordance with Clause ~~4~~5.16.

Procedure for Objection by Old Supplier

5.22 The circumstances under which an Old Supplier may issue an objection ("Notice of Objection") to the relevant MPAS Provider in relation to an Application for Registration of which it has been notified pursuant to Clause ~~4~~5.9 are defined in Condition 14 of the Electricity Supply Licence.

5.23 Where the notice received by the Old Supplier pursuant to Clause ~~4~~5.9 indicates that ~~data item 7~~the Change of Tenancy Indicator in Schedule 2 for the Metering Point in the New Supplier's Application for Registration has been set to "T" ("True") the Old Supplier should use reasonable endeavours to establish whether that data item has been set accurately by the New Supplier when determining whether it has reasonable grounds to issue an objection in accordance with Condition 14 of the Electricity Supply Licence.

5.24 A Notice of Objection that complies with the requirements of Condition 14 of the Electricity Supply Licence and Clause ~~16.25.23~~ shall be a Valid Notice of Objection ("Valid Notice of Objection").

5.25 The relevant MPAS Provider shall not be responsible for checking that any Notice of Objection that it receives is a Valid Notice of Objection.

5.26 Where an Old Supplier has raised an objection pursuant to Condition 14.2(c) or 14.4(e) of the Electricity Supply Licence in respect of a particular Metering Point, the Old Supplier shall on the request of the New Supplier as soon as reasonably practical, notify the New Supplier of all Related Metering Points for the Metering Point for which the Old Supplier is or has been Registered.

5.27 Where an Old Supplier wishes to issue a Notice of Objection to the MPAS Provider in relation to an Application for Registration of which it has been notified pursuant to Clause ~~4~~5.9 it shall issue such notice to the relevant MPAS Provider so that it is received by that MPAS Provider within the Objection Raising Period.

5.28 Where the Old Supplier issues a Notice of Objection (i) pursuant to Conditions 14.4(a), 14.4(b), 14.4(d), 14.4(e), 14.2(a), 14.2(b), 14.2(c) and 14.2A of the Electricity Supply Licence it shall, at the same time, in accordance with Conditions 14.3 and 14.6 of the Electricity Supply Licence, send notification to its Customer at the Premises of the grounds for the objection and how the Customer may dispute or resolve such grounds (which notification shall include resolution pursuant to Clause ~~30.27.12~~, if applicable) or, (ii) pursuant to Condition 14.4(c) of the Electricity Supply Licence, it shall at the same time, send notification to the New Supplier and confirmation to its Customer at the Premises that a Customer Requested Objection has been issued.

5.29 Where the relevant MPAS Provider receives and Accepts a Notice of Objection within the Objection Raising Period, that MPAS Provider shall:

- a) record the notice on its MPAS Registration System;
- b) notify the Old Supplier and New Supplier, the Old Supplier's Data Aggregator, any Data Aggregator the Old Supplier may have appointed for a future date, the New Supplier's Data Aggregator, any Data Aggregator the New Supplier may have appointed for a future date and, where necessary, the Distribution Business, that such Notice of Objection has been received and Accepted;
- c) delete all data items relating to the New Supplier's Registration, including any changes to data items a New Supplier has made pursuant to Clause [24.76.12](#);
- d) notify the Old Supplier of all changes to data items made by the New Supplier pursuant to Clause [24.86.13](#) or made by the Distribution Business pursuant to Clause [24.36.8](#) which were entered on or after the Working Day on which the New Supplier's Registration was Accepted, and which have an effective date which is not later than the Working Day on which the Notice of Objection is Accepted. Such notification shall exclude any items which were provided by the Old Supplier.

5.30 The New Supplier shall not be able to make any changes [the Profile Class Id, Meter Timeswitch Code, Change of Tenancy Indicator, Meter Operator Id, Meter Operator Type, MOA Effective from Date, Data Collector Id, Data Collector Type, DCA Effective from Date, Data Aggregator Id, Data Aggregator Type, DAA Effective from Date, Energisation Status, Measurement Class Id and Standard Settlement Configuration Id](#) to data items [4, 5, 7, 11 to 14, 16 or 17 in Schedule 2](#) for the Metering Point after the Old Supplier's Notice of Objection is lodged unless and until the Notice of Objection is removed by the relevant MPAS Provider in accordance with Clause [16.135.35](#).

5.31 Where the Notice of Objection is not Accepted or was not received within the Objection Raising Period, the relevant MPAS Provider shall Reject such Notice of Objection and notify the Old Supplier that it has Rejected its Notice of Objection and all the reasons for the Rejection.

5.32 Where an Old New Supplier has raised a withdrawal which has been accepted as set out in Clause [45.16](#) in respect of a particular Metering Point, the relevant MPAS provider in addition to Clause [45.20](#) shall Reject such Notice of Objection.

5.33 Where the Old Supplier's Notice of Objection has been Rejected the Old Supplier may re-submit a Notice of Objection within the Objection Raising Period.

5.34 Where the MPAS Provider records a Notice of Objection in accordance with Clause [5.2916.8](#) it shall note within its MPAS Registration System that the Registration of the New Supplier in relation to the Metering Point has been objected to and the responsibility for supplying that Metering Point shall revert to or remain with the Old Supplier, such that the New Supplier's Registration shall be deemed not to have taken place.

5.35 The Old Supplier may withdraw a Notice of Objection that has been Accepted by the relevant MPAS Provider within the Objection Resolution Period, other than where such objection was issued pursuant to Condition 14.4(c) of the Electricity Supply Licence (in which case the procedures [established in accordance with Clause 16.13.1 in Section 12](#) shall apply), and shall

do so where the grounds for its objection have been resolved within the Objection Resolution Period. The relevant MPAS Provider shall not be responsible for checking that the grounds for objection in the Old Supplier's Notice of Objection have been resolved within the Objection Resolution Period.

- 5.36** ~~MEC shall agree and issue appropriate~~Section 12 includes the ~~procedures~~ in relation to Customer Requested Objections, ~~which procedures shall be subordinate to and shall not be inconsistent with this Clause 16 and Condition 14 of the Electricity Supply Licence and the parties agree to comply with those procedures as amended from time to time.~~
- 5.37** Where the Old Supplier withdraws a Notice of Objection pursuant to Clause ~~16.13~~5.35 it may not re-submit a Notice of Objection in respect of the same Application for Registration pursuant to Clause ~~16.6~~5.27.
- 5.38** Where the relevant MPAS Provider Accepts the Old Supplier's withdrawal of its Notice of Objection it shall remove the Notice of Objection and shall notify the Old Supplier, the New Supplier, the Old Supplier's Data Aggregator, any Data Aggregator the Old Supplier may have appointed for a future date, the New Supplier's Data Aggregator, any Data Aggregator the New Supplier may have appointed for a future date and, where necessary, the Distribution Business of the removal of the Notice of Objection.
- 5.39** Where the Old Supplier has made changes to the data items pursuant to Clause ~~24.7~~6.12, or the Distribution Business has made any changes to data items pursuant to Clause ~~24.3~~6.8, which were entered on or after the Working Day on which the Notice of Objection was Accepted, and such changes have an effective date which is not later than the Working Day on which the Notice of Objection is withdrawn, during the Objection Resolution Period, the relevant MPAS Provider shall notify the New Supplier that such changes were made. The data items relevant to the New Supplier's Registration shall be included in the notification to the New Supplier.
- 5.40** Where the relevant MPAS Provider does not Accept the Old Supplier's request to withdraw its Notice of Objection it shall Reject such application and shall notify the Old Supplier of its reasons.
- 5.41** Where the Old Supplier withdraws a Notice of Objection or where the grounds for objection are later resolved, it shall notify the Customer at the Premises as soon as is reasonably practicable.
- 5.42** Where the relevant MPAS Provider removes a Notice of Objection in accordance with Clause ~~16.15~~5.38, it shall restore the Registration of the New Supplier, who shall be deemed to be responsible for the supply of electricity through the Metering Point from the Supply Start Date included in its Valid Application for Registration. If the Old Supplier made changes to data items pursuant to Clause ~~24.5~~6.10 during the Objection Resolution Period which were to be effective from a date on or after the New Supplier's Start Date, such changes shall be deemed not to have been made. If the New Supplier made any changes to data items pursuant to Clause ~~24.5~~6.10 before the relevant MPAS Provider recorded the Old Supplier's Notice of

Objection those changes shall be re- instated on the MPAS Registration System to be effective from the dates originally specified in the New Supplier's application.

- 5.43** Where a Notice of Objection is not withdrawn or the request to withdraw has been Rejected within the Objection Resolution Period, the relevant MPAS Provider shall inform the Old Supplier and the New Supplier that the Objection Resolution Period has expired and the Old Supplier shall retain responsibility for the Metering Point.

Contact Notice Facility

- 5.44** An MPAS Provider shall provide a facility whereby the identities of the Old and the New Supplier are automatically notified to each other where a registration is taking place pursuant to Clauses ~~45.1~~ to ~~5.21~~.
- 5.45** Notwithstanding the above, where the relevant MPAS Provider receives a Message from a Supplier requesting the identity of the Old or New Supplier, it shall send a Message to both the Suppliers containing the other's identity. Where the MPAS Provider Rejects the Message it shall notify the Supplier of its Rejection and all the reasons for so doing.
- 5.46** The relevant MPAS Provider shall not be required to check the validity of any request made in accordance with Clause ~~47.25.45~~ except to check that the Supplier requesting the information is the New or Old Supplier.

Error Rectification

- 5.47** Each Supplier shall use its reasonable endeavours to check any notice it receives from an MPAS Provider pursuant to Clauses ~~45.1~~–~~5.21~~ for errors.

Related Metering Points

- 5.48** Pursuant to Clause ~~18.45.47~~, where ~~data item 5 of Schedule 2~~ the Meter Timeswitch Code for a Metering Point indicates that the Metering Point is a Related Metering Point, the New Supplier shall use its reasonable endeavours to ensure that all other Related Metering Points are Registered at the same time either in accordance with Clauses ~~45.1~~ to ~~5.21~~ or ~~this~~ Clauses ~~48.5.47~~ to ~~5.62~~.
- 5.49** Where the Old Supplier reasonably believes that the New Supplier has Registered for a Related Metering Point without Registering all other Related Metering Points it shall either:
- a) raise an objection pursuant to Condition 14 of the Electricity Supply Licence within the time limits set out in Clauses ~~46.5.22~~ to ~~5.43~~, using the facility provided under Clause ~~47.5.44~~ if necessary; or
 - b) contact the New Supplier as soon as possible using the facility provided under Clause ~~47.5.44~~, if necessary.
- 5.50** Where the New Supplier reasonably believes that it has Registered for a Related Metering Point without registering all other Related Metering Points and the Old Supplier has not objected to its original Registration; it shall apply for Registration of the Related Metering Point(s) as soon as reasonably practicable. Where the Supplier makes such an application but

does not apply in sufficient time to ensure that it receives confirmation from the relevant MPAS Provider before it commences supplying electricity through the Related Metering Points it shall contact the Old Supplier as soon as possible using the facility provided under Clause ~~17.5.44~~, if necessary.

5.51 Where either the Old Supplier or New Supplier contacts the other pursuant to Clause ~~18.35.49~~ or ~~18.45.50~~, these Suppliers shall agree the appropriate method for Registering all other Related Metering Points. This may include:

- a) the Old Supplier objecting to the New Supplier's application under Condition 14 of the Electricity Supply Licence within the time limits set out in Clauses ~~5.22 to 5.43-46~~; or
- b) the Old Supplier withdrawing its objection; or
- c) the New Supplier Registering all Related Metering Points before it commences supplying electricity through the Related Metering Point(s) and if necessary the Old Supplier removing its objection under Condition 14 of the Electricity Supply Licence within the time limits set out in Clauses ~~5.22 to 5.43-46~~; or
- d) the New Supplier applying for Registration in relation to the other associated Related Metering Points after the time period indicated in Clause ~~18.5.35.51(c)~~.

5.52 The Suppliers shall, as soon as reasonably practicable, settle any costs between them including any settlement costs that are incorrectly allocated to the Suppliers and any costs incurred as a result of registering any Related Metering Points at a later time to the associated Related Metering Points.

5.53 Where any costs are incurred by the relevant MPAS Provider in implementing the method of registering all other Related Metering Points pursuant to Clause ~~18.5.51~~ and such action is necessary because of an error which was, on balance, due to that MPAS Provider's fault, it shall bear the costs associated with registering all other Related Metering Points. In all other cases, the Suppliers concerned shall agree to pay the relevant MPAS Provider's reasonable additional costs in any such implementation incurred as a result of the error of either or both of the Suppliers.

Erroneous Registrations

5.54 ~~MEC shall agree and issue appropriate~~Section 14 includes the procedures in relation to rectifying a Registration for a particular Metering Point where the New Supplier determines that there is no valid contract (including a Deemed Contract) to supply electricity (an Erroneous Registration), ~~which procedures shall be subordinate to and shall not be inconsistent with this Clause 18 and the parties agree to comply with those procedures as amended from time to time.~~

5.55 Each Supplier shall comply with Condition 14A.10 of the Electricity Supply Licence.

5.56 Where the Old Supplier becomes aware, other than pursuant to Condition 14.4(c) of the Electricity Supply Licence, that the New Supplier's Registration for a particular Metering Point may have occurred in error it shall use reasonable endeavours to notify the New Supplier

within 2 Working Days of becoming aware that a potential Erroneous Registration has occurred, using the facility provided under Clause ~~17-5.44~~ if necessary.

5.57 Where the New Supplier becomes aware, including notification pursuant to Clause ~~18-95.56~~, that its Registration for a particular Metering Point may have been made in error it shall, on becoming so aware, use reasonable endeavours to determine within 8 Working Days whether it has entered into a contract to supply electricity (including a Deemed Contract) for that Metering Point. In the event that the New Supplier determines that an Erroneous Registration has occurred, this shall be rectified by either;

- a) The New Supplier contacting the Old Supplier i) using the facility provided under Clause ~~17-5.44~~ if necessary or ii) responding to a notification pursuant to Clause ~~18-95.56~~, and the Old Supplier objecting to the New Supplier's application under Condition 14.2(b) or 14.4(b) of the Electricity Supply Licence within the time limit set out in Clauses ~~5.22 to 5.43-16~~ (a Co-operative Objection);
- b) Where ~~18-10-15.57(b)~~ is not applicable, in accordance with the procedures in Section 15 established by MEC pursuant to Clause 18.8; or
- c) The New Supplier using the facility provided under Clause ~~15.16~~.

5.58 Where the Old Supplier acts in accordance with Clause ~~18-10-25.57(b)~~ the Suppliers shall agree the appropriate method for settling any costs incurred. This may include:

- a) ignoring the effect of the error; or
- b) carrying out a bi-lateral cash adjustment; or
- c) the Old Supplier executing a Nil Advance to Meter Procedure where the Metering Point is a Non Half Hourly Metering Point that has been Erroneously Registered for no longer than 3 calendar months; and there has been no meter reading, or change of meter, or change of Profile Class, Data Collector, Data Aggregator, Standard Settlement Configuration or Measurement Class during the period of the Erroneous Registration; and the Supplier has not Erroneously Registered more than 100 Metering Points on that Working Day.

5.59 The Suppliers shall, as soon as reasonably practicable, settle any costs incurred as a result of implementing any methods to correct errors or as a result of those errors including those outlined in Clause ~~18-105.57~~ between them including any settlement costs that are incorrectly allocated to the Suppliers.

5.60 Where any costs are incurred by the relevant MPAS Provider in implementing the method of rectifying an Erroneous Registration pursuant to Clause ~~18-105.57~~ and such action is necessary because of an error which was, on balance, due to that MPAS Provider's fault, it shall bear the costs associated with rectifying the Erroneous Registration. In all other cases, the Suppliers concerned shall agree to pay the relevant MPAS Provider's reasonable additional costs in any such implementation incurred as a result of the error of either or both of the Suppliers.

Green Deal Charges and Erroneous Registrations

Commented [SJ2]: This may be removed from the transition schedule if included in the green deal schedule or will stay here if included in the CFSB

5.61 Where there has been an Erroneous Registration of a Green Deal Metering Point and Clause ~~18.10.15.57(a)~~ is not applicable, the New Supplier shall use reasonable endeavours to notify the ~~Secretariat Code Manager~~ no later than the end of the second Working Day of becoming aware that an Erroneous Registration has occurred.

5.62 Where the ~~Secretariat Code Manager~~ is notified that an Erroneous Registration has occurred under Clause ~~18.145.61~~, it shall inform the ~~secretary Code Manager~~ to the GDAA Panel, the relevant Green Deal Provider and, where a different person, the relevant Green Deal Remittance Processor of the Erroneous Registration.

Retrospective Amendment of MPAS Registration System

5.63 ~~MEC shall agree and issue appropriate procedures. Section 10 includes further detail in relation to the retrospective manual amendment of MPAS Registration Systems (which procedures shall be subordinate to and shall not be inconsistent with this Clause 19) and the parties agree to comply with those procedures as issued from time to time.~~

5.64 Where the procedures detailed in Clauses ~~18.5.47 to 5.62~~ cannot be used, the Old Supplier and New Supplier may request the relevant MPAS Provider to amend its MPAS Registration System manually to rectify an erroneous Registration. Where the relevant MPAS Provider has received a joint written confirmation from the Old Supplier and the New Supplier agreeing to the amendment to the MPAS Registration System and any associated charges, that MPAS Provider shall undertake the manual amendment in the limited circumstances set out in the procedures ~~established by MEC pursuant to Clause 19.1 in Section 11~~ at a charge to be agreed between the relevant MPAS Provider and the Suppliers.

New Connections, New Metering Points and Registration of New Supply Numbers

5.65 Where a Distribution Business:

- a) creates a new connection to Premises from its Distribution System (a "New Connection") and hence creates a new Metering Point (unless the Metering Point is to be registered in CMRS); or
- b) in circumstances other than those set out in Clause ~~20.1.15.65(a)~~, agrees with a Supplier that a new Metering Point should be created; or
- c) decides to enter a new Metering Point onto its MPAS Registration System, or
- d) is notified of an approved Transfer from CMRS to the MPAS Registration System and needs to create a new Metering Point on its MPAS Registration System,

(in each circumstance a "New Metering Point") it shall ensure that a Skeleton Record for the New Metering Point is entered on its MPAS Registration System, in the case of Clause ~~20.1.15.65(a)~~ no later than the end of the second Working Day following completion of the works associated with the New Connection and in the case of Clauses ~~20.1.2, 20.1.3 or 20.1.45.65(b), (c) or (d)~~ no later than the end of the second Working Day following its agreement with the Supplier or its decision to enter a New Metering Point, or notification from the Transfer Co-ordinator.

5.66 A Valid Application for Registration in relation to a New Metering Point is one that:

- a) contains values that the Supplier has identified as representing [the Distribution business Id, Unique reference, Check Digit, Supplier Id and Effective from Settlement Date](#) ~~data items 1, 2, 3, 8 and 10 of Schedule 2~~ for the New Metering Point against which it wishes to Register which are Accepted on the MPAS Registration System;
- b) is received by the relevant MPAS Provider no later than the last Working Day before the Supply Start Date included in the Supplier's application under Clause ~~20.2.15.66(a)~~ and no more than 28 days in advance of that date; and
- c) relates to a New Metering Point that has a Skeleton Record entered for it in the MPAS Provider's MPAS Registration System.

5.67 The MPAS Provider shall not be obliged to check the validity or accuracy of any data items contained in a Supplier's Application for Registration for a New Metering Point or whether a Supplier has complied with the provisions of Clauses ~~15.1 or 15.4~~ except to the extent that the relevant MPAS Provider Accepts the Application for Registration.

5.68 The Supplier may also include in its Application for Registration for a New Metering Point the values for other data items that are the Supplier's responsibility ~~in Schedule 2~~ for that New Metering Point. Where the Application for Registration relates to a Pseudo Metering Point the Supplier shall ensure that ~~data items 4, 7, 11, 12, 14, 16 and 17 of Schedule 2~~ [the Profile Class Id, Meter Timeswitch Code, Change of Tenancy Indicator, Meter Operator Id, Meter Operator Type, MOA Effective from Date, Data Collector Id, Data Collector Type, DCA Effective from Date, Data Aggregator Id, Data Aggregator Type, DAA Effective from Date, Energisation Status, Measurement Class Id and Standard Settlement Configuration Id](#) contain the same value as the corresponding data items for the associated Half Hourly Metering Point. However, if the Supplier includes the Energisation Status in its Message and all the other data items that are the Supplier's responsibility ~~under Schedule 2~~ have not been included, the relevant MPAS Provider shall Reject the Message and shall inform the Supplier that such Message has been Rejected together with all the reasons for its Rejection. An MPAS Provider may also Reject an Application for Registration which contains values for other data items in the MPAD for the New Metering Point if they are not provided in the combinations required under the applicable MPAS Validation Procedures.

5.69 Where the MPAS Provider receives a Valid Application for Registration from a Supplier in relation to a New Metering Point which it does not Reject in accordance with Clause ~~20.45.68~~, it shall Register the Supplier and shall notify the Supplier and, where ~~data item 14~~ [the Energisation Status](#) has a value other than null and, where such persons are identified in respect of the New Metering Point the Data Aggregator that the Supplier has been Registered for that New Metering Point. The Supplier shall be deemed responsible for the supply of electricity through the New Metering Point from the Supply Start Date included in its Valid Application for Registration.

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- 5.70 Subject to Clause [20.25.66](#), the Supplier shall use its reasonable endeavours to submit a Valid Application for Registration to the relevant MPAS Provider as far in advance of the Supply Start Date as reasonably possible taking into account the restrictions set out in Clause [20.2.25.66\(b\)](#). An MPAS Provider shall not be responsible for ensuring that the Supplier complies with the requirements of this Clause [20.65.70](#).
- 5.71 The Supplier shall use its reasonable endeavours not to commence supplying electricity through any Metering Point until it has received from the relevant MPAS Provider a notice confirming its Registration in respect of that Metering Point or (if later) the Supply Start Date specified in the Supplier's Application for Registration. An MPAS Provider shall not be responsible for ensuring that the Supplier complies with the requirements of this [Clause 20.75.71](#). Where the Supplier is unable to comply with the provisions of this [Clause 20.75.71](#) due to the relevant MPAS Provider's failure to send out a notice confirming its Registration within the timescale indicated in Clause [14.44.10](#), that Supplier shall be deemed not to be in breach of the obligation set out in this [Clause 20.75.71](#).
- 5.72 Where an MPAS Provider receives an Application for Registration for a New Metering Point from a Supplier which is not a Valid Application for Registration, it shall Reject the Application for Registration and shall notify the Supplier that the application has been Rejected together with all the reasons for its Rejection. Notwithstanding Clause [20.2.25.66\(b\)](#), the MPAS Registration Systems of some MPAS Providers may not Reject an otherwise Valid Application for Registration if the Application for Registration is received after the date that is the last Working Day before the Supply Start Date included in the Supplier's Application for Registration.
- 5.73 Where [data item 6 in Schedule 2](#) the [Line Loss Factor Class Id](#) for the New Metering Point included in the Skeleton Record is a default value and the Supplier has provided the values for [data items 4, 5 and 17 in Schedule 2](#) the [Profile Class Id](#), [Meter Timeswitch Code and Standard Settlement Configuration Id](#) for the New Metering Point the Distribution Business shall provide the correct value for [the Line Loss Factor Class Id](#) [data item 6 in Schedule 2](#) for the New Metering Point and the relevant MPAS Provider shall record such data item in the MPAS Registration System within 5 Working Days of (i) the latest of the Effective from Dates, provided by the Supplier, for [the Profile Class Id, Meter Timeswitch Code and Standard Settlement Configuration Id](#) [data items 4, 5 and 17 in Schedule 2](#), or (ii) the date that MPAS Provider is made aware of the change, whichever date is the later.
- 5.74 The Supplier shall notify the relevant MPAS Provider as soon as reasonably practical of the other data items for which the Supplier is identified as being responsible ~~in Schedule 2~~, where it has not already done so pursuant to Clause [20.45.68](#). Such data items may be provided at the same time or at different times provided that where the applicable MPAS Validation Procedures require such data items to be provided in particular combinations, the Supplier shall provide such combinations of data items at the same time. On each occasion that the Supplier provides such information and the relevant MPAS Provider Accepts such information it shall confirm its Acceptance to the Supplier and, where [data item 14](#) the [Energisation Status](#)
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has a value other than null, where such person is identified in respect of the New Metering Point, the Supplier's Data Aggregator. Where the information is not Accepted, the MPAS Provider shall Reject such information and shall inform the Supplier that the Message has been Rejected together with all the reasons for its Rejection.

- 5.75 If at any time the Supplier attempts to send a Message including the Energisation Status and all the other data items that are the Supplier's responsibility ~~under Schedule 2~~ for the New Metering Point have not yet been provided to the relevant MPAS Provider or ~~data item 6 in Schedule 2~~ the Line Loss Factor Class Id for the New Metering Point is not included in the Skeleton Record, the relevant MPAS Provider shall Reject such Message and shall inform the Supplier that the Message has been Rejected together with all the reasons for its Rejection. An MPAS Provider may also Reject a Message which contains values for other data items in the MPAD for the New Metering Point if they are not provided in the combinations required under the applicable MPAS Validation Procedures.
- 5.76 Where the Supplier notifies the relevant MPAS Provider of the other data items referred to in Clause ~~20.105.74~~ after the Supply Start Date submitted pursuant to Clause ~~20.55.69~~ and such application is Rejected the Supplier shall contact that MPAS Provider and the Supplier and MPAS Provider shall agree on an appropriate means of enabling the Supplier to register all its other data items after that Supply Start Date. This may include use of the procedure provided for ~~under Clause 19~~ in section 10.
- 5.77 Where a Distribution Business creates a new Metering Point in accordance with Clause ~~5.65(b)20.1.2~~, and that Metering Point is a Pseudo Metering Point, it shall ensure that it maintains a record of the associated Half Hourly Metering Point and all associated Pseudo Metering Points together with the association between them (i.e. that there is only one physical Metering System).
- 5.78 The Distribution Business shall use reasonable endeavours to ensure that no duplicate Metering Points are created on its MPAS Registration System.

De Registration of Supply Numbers

- 5.79 Where an MPAS Provider receives a De-Registration Notice from its Distribution Business and such notification is Accepted, the relevant MPAS Provider shall note on its MPAS Registration System that no further Registrations can be made in respect of the relevant Metering Point other than pursuant to ~~Clause 19.1~~ section 10. Where the MPAS Provider does not Accept the Message, it shall Reject the Message and shall inform its Distribution Business that the Message has been Rejected and all the reasons for such Rejection.
- 5.80 Where an MPAS Provider receives a De-Registration Notice from its Distribution Business in respect of a Green Deal Metering Point, it shall Reject the Message and shall inform its Distribution Business that the Message has been Rejected and all the reasons for such Rejection.
- 5.81 The MPAS Provider shall send the Supplier that is Registered in respect of that Metering Point at the date included in the De-Registration Notice sent under Clause ~~21.15.79~~ and that
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Supplier's Data Aggregator and any Data Aggregator that the Supplier may have appointed for a future date and, if relevant, any New Supplier that has sent a Valid Application for Registration in respect of the Metering Point for a Supply Start Date after that date together with that New Supplier's Data Aggregator a Message stating that no further Registrations may be made against the Metering Point, and that from the date that the Metering Point is De-Registered, the Supplier shall no longer be liable for supply to that Metering Point.

5.82 Each MPAS Provider shall ensure that any record of any details relating to a Metering Point shall not be removed from its MPAS Registration System into archiving until at least 2 years after the date of receipt of the De-Registration Notice received pursuant to Clause ~~21-15.79~~, but such Metering Point shall not be included in any reports provided by that MPAS Provider pursuant to Clauses ~~6.37 to 6.48-27~~ after receipt of the De-Registration Notice.

5.83 Where the De-Registration Notice relates to a Half Hourly Metering Point which has any associated Pseudo Metering Points the Distribution Business shall ensure that a De-Registration Notice is also sent in respect of all the associated Pseudo Metering Points.

5.84 Where the De-registration Notice relates to either a Pseudo Metering Point or an associated Half Hourly Metering Point the Distribution Business shall also ensure that any records maintained in accordance with Clause ~~20-135.77~~ are updated to reflect the change to the Metering Point.

5.85 Where the De-Registration Notice relates to a Metering Point associated with Embedded Exemptable Generation Plant the Distribution Business shall also ensure that any records maintained in accordance with Clause ~~53-1~~ the DCUSA are updated to reflect the change to the Metering Point.

~~6.0 MEC shall agree and issue appropriate procedures in relation to processes pursuant to this Clause 21 (which procedures shall be subordinate to and shall not be inconsistent with this Clause 21), and the parties agree to comply with those procedures as issued from time to time.~~

7.6. Provision of MPAS Data

Procedure for Full Refreshes to Suppliers, Data Aggregators and the DCC

6.1 A Supplier, Data Aggregator or the DCC may request a Full Refresh from the relevant MPAS Provider. The Supplier or Data Aggregator shall provide any such request using a mode of communication permitted under Clause XX, or in case of the DCC as specified in the Smart Energy Code.

6.2 Where the relevant MPAS Provider receives the Supplier's, Data Aggregator's or the DCC's request under Clause ~~226.1~~, it shall respond within 1 Working Day of receipt of such request sent pursuant to Clause ~~226.1~~, indicating a scheduled date for the delivery of the Full Refresh. The relevant MPAS Provider shall be required to provide such Full Refresh within 15 Working Days of receipt of that request, provided that where more than 3 requests are received within a 5 Working Day period, that MPAS Provider shall use its reasonable endeavours to provide as

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many Full Refreshes as possible, but shall only be required to provide Full Refreshes in response to the first 3 requests received during that 5 Working Day period within 15 Working Days of the request. Any further requests received during that 5 Working Day period shall be deemed to have been received on the fifth Working Day after the Working Day on which the first request was received. Where the request for a Full Refresh is Rejected, the MPAS Provider shall, within 1 Working Day, inform the Supplier, Data Aggregator or the DCC that the request has been Rejected together with all the reasons for that Rejection.

- 6.3 The MPAS Provider shall send the Full Refresh requested pursuant to Clause 226.1 to the relevant Supplier, Data Aggregator or the DCC on a CD ROM or by another electronic method agreed between that MPAS Provider and Supplier, Data Aggregator or the DCC, as appropriate, so that it is deemed to be received by the Supplier, Data Aggregator or the DCC by the scheduled date for delivery indicated in Clause 226.2.

Procedure for Selective Refreshes to Suppliers, Data Aggregators and the DCC

- 6.4 Where a Supplier, Data Aggregator or the DCC requires a Selective Refresh of data from an MPAS Provider, it shall submit a request for a Selective Refresh to the relevant MPAS Provider. The Supplier or Data Aggregator shall provide such request using a mode of communication permitted under Clause XX47, or in case of the DCC as specified in the Smart Energy Code.

- 6.5 Where the MPAS Provider receives the Supplier's, Data Aggregator's or the DCC's request pursuant to Clause 23.16.6 by 15:00 hours on a Working Day which it Accepts, it shall provide the Supplier, Data Aggregator or the DCC with the Selective Refresh by 06:00 hours on the following Working Day, provided that where the total number of Selective Refreshes to be provided by that MPAS Provider would otherwise exceed 50 in any Working Day, that MPAS Provider shall use its reasonable endeavours to provide as many Selective Refreshes as possible but shall only be required to provide 50 Selective Refreshes requested on that Working Day. Such Selective Refreshes shall be provided in the following manner:

- a) a maximum of 5 Selective Refreshes per Supplier, Data Aggregator or the DCC, allocated in the order in which those requests are received; and
- b) where Clause 23.2.16.7(a) has been complied with, any extra requests which have been received shall be provided in the order in which they were received.

Any extra Selective Refreshes in excess of 50 requested in any Working Day or any received after 15:00 hours on a Working Day in relation to which the MPAS Provider has not provided responses shall be deemed to have been requested at the start of the following Working Day. Where the request for a Selective Refresh is Rejected, the MPAS Provider shall, within 1 Working Day, inform the Supplier, Data Aggregator or the DCC that the request has been Rejected together with all the reasons for that Rejection.

Procedure for changes to data items for which the Distribution Business is responsible

- 6.6 The Distribution Business shall notify its MPAS Provider of any changes to data items (and corresponding dates from which those changes will be effective) for which it is stated to be responsible in Schedule 2, other than data items 9 and 9A, the Metering Point Address and

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[Metering Point Postcode](#) in respect of Metering Points that are Registered on its MPAS Registration System as soon as possible and in any event within 5 Working Days of (i) the effective date of the change; or (ii) receiving notification that a change is required if this occurs after the effective date of the change. PROVIDED THAT where the effective date of the change is before the current effective date contained in its MPAS Registration System the Distribution Business shall act in accordance with the procedures ~~agreed by MEC pursuant to Clause 19.1 in section 10.~~

6.7 The Distribution Business shall notify its MPAS Provider of any changes to [the Metering Point Address and Metering Point Postcode](#) ~~data items 9 and 9A of Schedule 2~~ in respect of any Metering Points that are Registered on its MPAS Registration System as soon as possible, and in any event within 60 Working Days of the publication by Royal Mail of an update to PAF addresses; or where a change is notified other than by Royal Mail update, subject to the Distribution Business accepting the change, within 10 Working Days of the effective date of the change or receipt of a notification pursuant to ~~24.46.9.~~

- a) within 60 Working Days of the publication by Royal Mail of an update to PAF addresses; or
- b) where a change is notified other than by Royal Mail update, subject to the Distribution Business accepting the change, within 10 Working Days of the effective date of the change or receipt of a notification pursuant to ~~24.46.9.~~

6.8 Where an MPAS Provider is notified of any changes to data items pursuant to Clause ~~24.16.6~~ or ~~24.26.7~~ and such notice is Accepted, the MPAS Provider shall:

- a) update its MPAS Registration System with the information within 1 Working Day of receiving such notification;
- b) notify the Supplier that is Registered for the affected Metering Point(s) and that Supplier's Data Aggregator (apart from where the change relates to [the Metering Point Address and Metering Point Postcode](#))~~data item 9 and 9A in Schedule 2~~) and, if relevant, any New Supplier that has sent a Valid Application for Registration in respect of the Metering Point for a Supply Start Date after the date of amendment together with that New Supplier's Data Aggregator (apart from where the change relates to [the Metering Point Address and Metering Point Postcode](#))~~data item 9 and 9A in Schedule 2~~) of such changes;
- c) acknowledge to the Distribution Business that such change has taken place.
- d) notify the DCC in accordance with Clause ~~[27.14.48]~~ where the change relates to:
 - [the Metering Point Address and Metering Point Postcode](#)~~data items 9 and 9A of Schedule 2,~~
 - ~~data item 20 of Schedule 2~~[the Disconnection Date;](#)

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- 6.9 Where notification of change(s) pursuant to Clause ~~24.16.6~~ or ~~24.26.7~~ is Rejected, the MPAS Provider shall notify its Distribution Business that such changes have been Rejected together with all the reasons for that Rejection.
- 6.10 Where a Supplier identifies that either (i) a new Metering Point has been given a postal address or (ii) a non-PAF element that will clarify the address for the Metering Point is missing it may notify the relevant Distribution Business of any suggested changes to [the Metering Point Address and Metering Point Postcode](#)~~data items 9 and 9A in Schedule 2~~ in respect of Metering Points for which it is Registered on the relevant MPAS Provider's MPAS Registration System as soon as possible and in any event within 5 Working Days of (i) the effective date of such changes or (ii) becoming aware that such change is required if this occurs after the effective date of the change.
- 6.11 Subject to Clause ~~24.6.105~~, where the Supplier identifies that a change is required to a data item for which the Distribution Business is stated to be responsible ~~in Schedule 2~~ it shall act in accordance with the procedures ~~agreed by MEC pursuant to Clause 19.1 in section 10~~.

Procedure for changes to data items for which Supplier is responsible

- 6.12 Subject to Clause ~~16.95.42~~, a Supplier may only notify the relevant MPAS Provider of changes to data items for which it is stated to be responsible ~~in Schedule 2~~ (apart from ~~data item 10~~[the Effective from Settlement Date](#)) for any Metering Point from the date that the MPAS Provider Registers a Valid Application for Registration for that Supplier in relation to that Metering Point, such changes to take effect from the later of the Supply Start Date for that Supplier or the date from which such change is to take effect.
- 6.13 Subject to Clause ~~24.96.14~~, the Supplier shall notify the relevant MPAS Provider of any changes to data items (and any corresponding dates from which those changes will be effective) for which it is stated to be responsible ~~in Schedule 2~~ (other than [the Change of Tenancy Indicator, Supplier Id and Effective from Settlement Date](#)~~data items 7, 8 and 10~~) in respect of Metering Points for which it is Registered on the MPAS Registration System as soon as possible and in any event within 5 Working Days of (i) the effective date of the change; or (ii) receiving notification that a change is required if this occurs after the effective date of the change. Provided that where the effective date of the change is before the current effective date contained in that MPAS Registration System the Supplier shall act in accordance with the procedures ~~agreed by MEC pursuant to Clause 19.1 in section 10~~.
- 6.14 Where a Supplier identifies changes to [the Meter Operator Id and / or Data Collector Id and / or data items 11 and/or 12 and/or 13 and/or 21 in Schedule 2](#)~~Data Aggregator Id and / or GD MPAN EFD~~ in respect of Metering Points for which it is Registered, and the number of Metering Points on a particular MPAS Registration System which are affected by such changes exceeds the volumes set out in the procedures ~~agreed by MEC pursuant to Clause 14.15 in section 11~~, which includes the threshold(s) as defined in the BSC, it shall notify the relevant MPAS Provider of such changes in accordance with those procedures.

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- 6.15** The Supplier shall notify the relevant MPAS Provider of any changes to [the Change of Tenancy Indicator and Effective from Settlement Date](#) ~~data items 7 and 10 in Schedule 2~~ in accordance with the procedures ~~agreed by MEC pursuant to Clause 19.1 in section 10.~~
- 6.16** Where the Supplier identifies a change to ~~data item 8 in Schedule 2~~ [the Supplier Id](#) it shall act in accordance with Clauses ~~5.47 to 5.62~~ ~~18~~ or Clauses ~~5.63 to 5.64~~ ~~19~~, as appropriate.
- 6.17** Where changes relate to a Half Hourly Metering Point with any associated Pseudo Metering Points the Supplier shall additionally notify the Registered Supplier of each Pseudo Metering Point of such changes. Where the Metering Point is a Pseudo Metering Point the Supplier shall ensure that any changes to [the Profile Class Id, Change of Tenancy Indicator, Meter Operator Id, Data Collector Id, Energisation Status, Measurement Class Id and Standard Settlement Configuration Id](#) ~~data items 4, 7, 11, 12, 14, 16 and 17 of Schedule 2~~ contain the same value as the corresponding data items for the associated Half Hourly Metering Point.
- 6.18** Where the MPAS Provider Accepts the changes notified by the Supplier under Clause ~~6.13~~ ~~24-8~~ or ~~24-96~~ ~~14~~, it shall update its MPAS Registration System to reflect the changes.
- a) Where a change is made to [the Data Aggregator Id](#) ~~data item 13 of Schedule 2~~, the MPAS Provider shall notify the Data Aggregator appointed in relation to the Metering Point before the change, the Data Aggregator the Supplier has appointed in its place, the Supplier, any New Supplier that has sent a Valid Application for Registration in respect of the Metering Point for a Supply Start Date after the date of amendment and its Distribution Business that such change has been made after it has Accepted the change.
 - b) Where changes are made to any other data items for which the Supplier is stated to be responsible ~~under Schedule 2~~ (other than [the Change of Tenancy Indicator, Supplier Id and Effective from Settlement Date](#) ~~data items 7, 8 and 10~~) the MPAS Provider shall notify the Supplier and that Supplier's Data Aggregator (apart from where the change relates to [the Meter Timeswitch Code, Meter Operator Id, Smart Metering System Operator Id, SMETS Version and In Home Display Install Status](#) ~~data items 5, 11, 23, 24 and 25~~) and, if relevant, any New Supplier that has sent a Valid Application for Registration in respect of the Metering Point for a Supply Start Date after the date of amendment and its Distribution Business that such changes have been made.
 - c) Where a change is made to ~~data item 12 of Schedule 2~~ [the Data Collector Id](#) for a Non Half Hourly Data Collector Appointment the MPAS Provider shall notify all Non Half Hourly Data Aggregators appointed contiguously in relation to the Metering Point for that Registration in the period of 24 months prior to the later of (i) the effective date of the change; or (ii) the date the change is submitted.
 - d) Where a change is made to [the](#) ~~data items 4~~ [Profile Class Id](#) and/or ~~4A~~ [MSPC Effective from Settlement Date](#) or ~~11~~ [Meter Operator Id](#) and/or ~~11B~~ [MOA Effective from Date of](#)
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[Schedule 2](#), the MPAS Provider shall ensure this change is included in the file provided to the DCC pursuant to Clause [27.146.48](#).

- e) Where the MPAS Provider does not Accept the changes provided by the Supplier under Clause [24.86.13](#) or [24.96.14](#) it shall Reject such changes and shall notify the Supplier of such Rejection and all the reasons for such Rejection.
- f) The relevant MPAS Validation Procedures shall not Reject a change provided by the Supplier on the grounds of the date of the receipt of the notification, unless that date is later than 5 Working Days before the Final Reconciliation Settlement Run in which case the MPAS Provider may Reject the change.

Procedure for changes and confirmations of Market Domain Data

- 6.19** Where an MPAS Provider receives Market Domain Data it shall acknowledge receipt of the information to the Market Domain Data Agent within 1 Working Day of receipt.
- 6.20** Where an MPAS Provider receives Market Domain Data pursuant to Clause [24.146.19](#) and such information is in the correct format and not corrupt it shall update its MPAS Registration System(s) as soon as reasonably practicable and no later than within 5 Working Days with the information.
- 6.21** Where an MPAS Provider receives the Market Domain Data and such information is in the incorrect format or corrupt or otherwise cannot be entered into its MPAS Registration System it shall:
 - a) notify the Market Domain Data Agent that it has rejected the Market Domain Data within 5 Working Days of receipt.
 - b) where the Market Domain Data Agent resends such information such that the MPAS Provider can enter it into its MPAS Registration System, the MPAS Provider shall acknowledge receipt of any such information re-sent within 1 Working Day of receipt.
- 6.22** Acknowledgement of receipt from an MPAS Provider's Gateway shall be deemed sufficient acknowledgement of receipt for the purposes of ~~this~~ Clauses [6.6 to 6.28](#).

Confirmations from Suppliers of Data Items

- 6.23** The relevant MPAS Provider may, to the extent reasonably required for the proper operation of the market, request a Supplier to provide it with the data items for which the Supplier is stated to be responsible in [Schedule 2](#) in respect of Metering Points which are Registered to that Supplier on that MPAS Registration System. Where the Supplier receives a reasonable request under this Clause [24.186.23](#), it shall respond within 2 Working Days of receipt of such request, indicating a scheduled date for delivery. The Supplier shall set such date as is reasonably practicable following receipt of the request taking into account the fact that the Supplier shall use its reasonable endeavours to provide the data items as soon as possible. The Supplier shall process such requests in the order in which they are received.

Standard Address Format

- 6.24 The Distribution Business shall use reasonable endeavours to notify its MPAS Provider of [the Metering Point Address and Metering Point Postcode](#)~~data items 9 and 9A in Schedule 2~~ using the Standard Address Format for all Metering Points created pursuant to Clause ~~20.4.5.65~~.
- 6.25 Suppliers shall use reasonable endeavours to use the same format as the Distribution Business for data items 9 and 9A of Schedule 2 when sending Messages containing such data items to the Distribution Business or its MPAS Provider.
- 6.26 ~~MEC shall agree and issue appropriate~~[Section 19 includes](#) procedures in relation to a Standard Address Format and the updating of [the Metering Point Address and Metering Point Postcode](#)~~data items 9 and 9A of Schedule 2~~ pursuant to ~~this~~ Clauses 6.6 to 6.28-24 ~~(which procedures shall be subordinate to and shall not be inconsistent with the procedures set out in Clause 24) and the parties agree to comply with those procedures as amended from time to time.~~

Procedure for change to data items for which the DCC is responsible

- 6.27 The relevant MPAS Provider shall send and receive files from the DCC in respect of the data items for which it is stated to be responsible ~~in Schedule 2~~.
- 6.28 Where the MPAS Provider:
- Accepts the changes notified by the DCC it shall update its MPAS Registration System to reflect the changes and, if relevant, notify the change to [Data Item 26 the DCC Service Flag](#) to any New Supplier that has sent a Valid Application for Registration in respect of the Metering Point for a Supply Start Date after the date of amendment; OR
 - does not Accept the changes provided by the DCC the MPAS Provider shall Reject such changes and shall notify the DCC of such Rejection and all the reasons for such Rejection.

The relevant MPAS Validation Procedures shall not Reject a change provided by the DCC on the grounds of the date of the receipt of the notification, unless that date is later than 5 Working Days before the Final Reconciliation Settlement Run in which case the MPAS Provider may Reject the change.

Procedure for Resends to Suppliers, Data Aggregators and the DCC

- 6.29 Where a Supplier, Data Aggregator or the DCC requires the MPAS Provider to re- transmit one or more Files which was originally transmitted to the Supplier, DCC or Data Aggregator during the period of 28 days prior to the date on which that MPAS Provider receives a request for such re-transmission ("Resend"), the Supplier, DCC or Data Aggregator shall provide the relevant MPAS Provider with a request for a Resend, indicating which Files it requires to be Re- sent and the reasons for the request. The Supplier, or Data Aggregator shall provide such request using any mode of communication permitted under [Clause XX47](#), or in case of the DCC as described in the Smart Energy Code.
- 6.30 Where the MPAS Provider receives the Supplier's, DCC's or Data Aggregator's request under to Clause ~~25.4.6.29~~ by 15:00 hours on a Working Day, it shall provide the Supplier, DCC or Data

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Aggregator with the Resend by 06:00 hours on the following Working Day, provided that where the total number of Resends to be provided by that MPAS Provider would otherwise exceed 50 in any Working Day, the MPAS Provider shall use its reasonable endeavours to provide as many Resends as possible but shall only be required to provide the first 50 Resends requested on that Working Day. Such Resends shall be provided in the following manner:

- a) a maximum of 5 Resends per Supplier, DCC or Data Aggregator, allocated in the order in which those requests are received; and
- b) where Clause ~~25-2-16.30(a)~~ has been complied with, any Resends for which requests have been received on that Working Day shall be provided in the order in which they were received.

Any requests for Resends in excess of 50 on any Working Day, or any requests for Resends received after 15:00 hours on a Working Day in relation to which the MPAS Provider has not provided responses, shall be deemed to have been requested at the start of the following working Day.

- 6.31 For the purposes of ~~Clause 33~~charging, each MPAS Provider shall determine whether the original Message that is required to be Resent reached and was accepted on the Supplier's, DCC's or Data Aggregator's Gateway before the Supplier, DCC or Data Aggregator submitted a request for a Resend pursuant to Clause ~~25-16.29~~, and shall on request provide its reasons for such determination. The relevant MPAS Provider shall only levy a charge pursuant to Clause ~~25-16.29~~ for Resends where it determines that the Message did reach the Supplier's, DCC's or Data Aggregator's Gateway.

Revocation of Licence

- 6.32 Where an MPAS Provider receives a copy of a direction (the "Last Resort Supply Direction") from the Authority to a Supplier ("SoLR"), which directs the SoLR to inform the Customers of another Supplier whose Electricity Supply Licence has been or is about to be revoked (the "Defaulting Supplier"), of such revocation, the relevant MPAS Provider shall notify the SoLR as soon as reasonably possible, but within 4 Working Days of receiving such copy, of all data items in respect of all the Metering Points in respect of which the Defaulting Supplier is Registered on its MPAS Registration System. Such details shall be transmitted using the mode of communication agreed between the relevant MPAS Provider and SoLR.
- 6.33 Where an MPAS Provider receives a request from the Authority to notify it of the number of Metering Points registered to a specific Supplier in its MPAS Registration System ("Metering Point Count") by 14:00 hours on a Working Day, it shall provide the Authority with the Metering Point Count by 09:00 hours on the following Working Day. Where the request for a Metering Point Count is received after 14:00 hours the relevant MPAS Provider shall provide the Metering Point Count to the Authority by 12:00 hours on the following Working Day.
- 6.34 Pursuant to Clause ~~26-16.32~~, the SoLR shall be deemed responsible, and the Defaulting Supplier shall cease to be responsible, for the supply of electricity through the Metering Point from 00:00 hours on the date on which the Last Resort Supply Direction takes effect.
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6.35 The SoLR shall use reasonable endeavours to Register for all Metering Points detailed in the notification from MPAS received pursuant to Clause ~~26.16.32~~, as soon as possible after receipt of that notification and in any event within 3 months of the date the Last Resort Supply Direction takes effect.

6.36 ~~MEC shall agree and issue appropriate procedures relating to a SoLR (which procedures shall be subordinate to and shall not be inconsistent with the procedures set out in the MRA) and the parties agree to comply with those procedures as issued from time to time.~~

Reporting

~~**6.37** Each Distribution Business and each Supplier shall ensure that a schedule is provided, in respect of all Metering Points held in ECOES, to each Supplier and Distribution Business. This schedule shall comprise such information, and be provided by such means and within such timescales, as set out in the procedures issued pursuant to Clause 31.9. All the Distribution Businesses and Suppliers procure that the information included in such schedule that they provide, or are responsible for providing, to ECOES, shall also be made available in accordance with the requirements of this Clause. Any Supplier who does not wish to receive this schedule shall notify the Secretariat in writing of that fact.~~

~~**6.38**~~ **6.386.37** Each MPAS Provider shall provide the BSC Panel with a report in a format to be agreed by the affected parties, and in accordance with the requirements set out in ~~Schedule 13~~, the relevant reporting requirements within 15 Working Days of, and in respect of Settlement Days, the fifteenth day of January and the fifteenth day of July in each calendar year, detailing the Supply Numbers registered by a Supplier on its MPAS Registration System.

~~**6.39**~~ **6.396.38** Each MPAS Provider shall within 1 Working Day of request notify the Data Aggregator by telephone or facsimile of the last File sequence number sent to that Data Aggregator and the date on which the File was sent.

~~**6.40**~~ **6.406.39** On request, each MPAS Provider shall provide ~~MEC the PAB~~ and/or a Supplier with a report, in a format to be agreed, detailing its performance against the requirements set out in Clause ~~14.54.11~~ and ~~14.64.12~~ during the relevant Quarter, or any previous Quarter specified by ~~MEC the PAB~~ or the Supplier in its request. This report shall also detail the MPAS Provider's performance against Clauses ~~22.26.2, 6.3, 6.5 and 6.30, 22.3, 23.2, and 25.2~~, where requested.

~~**6.41**~~ **6.416.40** Each MPAS Provider shall provide the Authority with a report within 10 Working Days after each Quarter Day detailing by Supplier the number of Notices of Objection received by that MPAS Provider in the preceding Quarter.

~~**6.42**~~ **6.426.41** Each MPAS Provider shall provide the ~~Secretariat Code Manager~~ with a report detailing, for each Supplier Registered on its MPAS Registration System the number of Metering Points and Pseudo Metering Points for which the 1998 Trading Arrangements Indicator is set to "Y" in respect of which that Supplier was Registered on the 15th day of each calendar month, taking into account all (if any) resolutions of objections which may change the number of such Metering Points and Pseudo Metering Points in respect of which a Supplier

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was Registered on that 15th day. The report shall be provided within 21 Working Days of the 15th day in each calendar month.

6.436.42 Within 15 Working Days of the end of each calendar month where the [Secretariat Code Manager](#) has received a report pursuant to Clause [27.66.41](#) it shall provide to each Supplier a report detailing the relevant information relating to that Supplier for each MPAS Registration System in respect of which that Supplier was Registered.

6.446.43 Within 15 Working Days of the end of each calendar month the [Secretariat Code Manager](#) shall forward copies of each report received pursuant to Clause [27.66.41](#) to the Data Transfer Service Controller and DCUSA Limited.

6.456.44 Each MPAS Provider shall provide the BSC Panel with a report, in a format to be agreed by the affected parties and in accordance with the [relevant reporting requirements set out in Schedule 13](#), within 10 Working Days of the end of each calendar month, detailing by Supplier and by Data Aggregator:

- a) the daily number of Metering Points registered on that MPAS Provider's MPAS Registration System that have the 1998 Trading Arrangements Indicator set to 'Y' and [the Energisation Status data item 14 of Schedule 2](#) set to energised; and
- b) the daily number of Metering Points registered on that MPAS Provider's MPAS Registration System that have the 1998 Trading Arrangements Indicator set to 'Y' and [data item 14 of Schedule 2 the Energisation Status](#) set to de-energised.

6.466.45 Each MPAS Provider and Supplier shall provide the Authority with additional data as requested in a defined format and timescale as agreed with the Authority and varied by them from time to time.

6.476.46 Each MPAS Provider and Supplier shall provide the [Secretariat Code Manager](#) with the additional data in the format and timescale pursuant to [27.96.45](#).

Provision of MPAS data to DCC

6.486.47 Each MPAS Provider shall provide the DCC with data in accordance with this Clause [6.47](#) or Clause [27.116.48](#) as appropriate. All the Distribution Businesses and Suppliers shall support the requirement for the DCC having access to data sourced from the MPAS Registration Systems to support the secure operation of its services. The data as set out in Clause [27.10.16.47\(a\)](#) and Clause [27.116.48](#) as amended from time to time, shall be provided to the DCC under the terms of this Agreement and in accordance with the relevant provisions of the Smart Energy Code. Each MPAS Provider shall:

- a) For the provision of initial population provide data to the DCC in respect of all Metering Points held in its MPAS Registration System that are not Deregistered as at the date the information is extracted. This data shall be provided in accordance with the [relevant reporting requirements set out in Schedule 13](#) and the relevant provisions of the Smart Energy Code. Nothing in this Clause [27.10.16.47\(a\)](#) shall preclude the provision of a data to the DCC by any MPAS Provider prior to the

effective date for this provision in the event that this is required for the purposes of testing either under this Agreement or the Smart Energy Code.

- b) Thereafter, each MPAS Provider shall notify the DCC of relevant changes in accordance with Clause ~~27.10.16.48~~ and the relevant provisions of the Smart Energy Code.

~~6.496.48~~ Following completion of Total Daily Processing, each MPAS Provider shall provide an update file to the DCC which shall comprise any changes to the data provided pursuant to ~~27.10.16.47(a)~~ which were Accepted in the relevant MPAS Registration System in the course of Total Daily Processing. The file provided pursuant to this Clause ~~27.116.48~~ shall comprise relevant Metering Points together with associated information as set out below.

- a) All Metering Points, including New Metering Points, where any changes were accepted in respect of any of the following data items of Schedule 2 in the course of Total Daily Processing;

- ~~data item 8~~Supplier Id;
- ~~data items 9 and 9A~~Metering Point Address and Metering Point Postcode;
- ~~data item 10~~Effective from Settlement Date;
- ~~data items 11 and 11B~~Meter Operator Id and MOA Effective from Date;
- ~~data item 20~~Disconnection Date; AND
- ~~data items 4 and 4A~~Profile Class Id and MSPC Effective from Settlement Date

- b) Any change to a Metering Point such that the measurement of the energy supply from (import) or to (export) has been revised to the other direction.
- c) Any New Metering Points created since the last file provided pursuant to Clause ~~27.116.48~~ (or ~~27.10.16.47(a)~~ if applicable). In the case of a New Metering Point which is a Skeleton Record, the relevant MPAS Provider shall ensure that ~~the Distribution business Id, Unique reference, Check Digit, Metering Point Address~~~~data items 1 to 3;~~ ~~9,~~ (and ~~9A-Metering Point Postcode~~ if present in the MPAS Registration System for that Skeleton Record); and whether the supply is to (import) or from (export) that New Metering Point are included in the file as a minimum.
- d) Where an MPAS Provider has notified the DCC of a future New Supplier and the Old Supplier raises a Notice of Objection which is accepted, the relevant MPAS Provider shall update the DCC that the New Supplier's Registration has been objected to and shall subsequently notify the DCC whether that Notice of Objection was withdrawn pursuant to Clause ~~16.135.35~~ or was not withdrawn within the Objection Resolution
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Period such that the Old Supplier retains responsibility for the Metering Point pursuant to Clause ~~16.205.43~~.

Provision of data to the ET Performance Assurance Board

~~6.50~~ Suppliers shall jointly procure that the Erroneous Transfer Performance Assurance Board is provided with such data as the ET Performance Assurance Board may from time to time reasonably request for the purposes of fulfilling its objectives. The requested data shall be provided in accordance with the format, frequency and timescales from time to time defined by the Erroneous Transfer Performance Assurance Board and agreed with MEC.

Accuracy Validation of Data and Message Processing

6.49 Each Supplier shall use its reasonable endeavours to ensure that any data items, for which it is deemed responsible ~~under Schedule 2~~, that it submits to an MPAS Provider pursuant to this ~~Agreement Schedule~~ are complete and accurately reflect the circumstances relating to the Metering Point.

6.50 Each Distribution Business, including in its capacity as an MPAS Provider, shall use its reasonable endeavours to ensure that:

- a) any data that it provides under this ~~Agreement Schedule~~ is complete, in the correct format and consistent with the information provided to it, and is sent to the correct recipient; and
- b) ~~data items 1, 2, 3, 15 and 20 of Schedule 2~~ the Distribution business Id, Unique reference, Check Digit, GSP Group Id and Disconnection Date in relation to any Metering Point are complete and accurately reflect the circumstances relating to that Metering Point.

MPAS Validation Procedures

6.51 Each Distribution Business shall document the MPAS Validation Procedures applicable to its MPAS Registration System and shall publish these to Suppliers. The current versions of the relevant MPAS Validation Procedures are ~~listed in Schedule 14~~ available on the REC Portal.

6.52 MPAS Validation Procedures shall comply with the BSC's validation requirements ~~set out in Schedule 9~~.

6.53 Changes to the MPAS Validation Procedures shall be treated as if they were a proposal to change this ~~Agreement Schedule~~ and the procedures set out in ~~Clause 9~~ shall be followed ~~the Change Management Schedule shall apply~~.

6.54 In the event of any inconsistency between the provisions of this ~~Agreement Schedule~~ and any MPAS Validation Procedures, the provisions of this ~~Agreement Schedule~~ shall prevail.

Message Processing

6.55 Where a Message from an MPAS Registration System fails the validation procedures of a Data Aggregator to whom it was sent, the Data Aggregator shall attempt to resolve any failure

Commented [SJ8]: Assume the validation procedures will be published alongside the MRA Transition Schedule

caused by the Data Aggregator and validate the Message. If the Data Aggregator is unable to resolve a failure, it shall notify the relevant MPAS Provider. Each MPAS Provider:

- a) shall identify the cause of the failure. If the MPAS Provider identifies the cause of the failure to be:
 - a fault on the Data Transfer Network, the MPAS Provider shall treat the failure as a request for a Resend and the provisions of [Clauses 6.29 to 6.31-25](#) shall apply; or
 - a fault of its MPAS Registration System, the MPAS Provider shall resolve the failure and generate a revised instruction file containing all instructions required to resolve the situation. The MPAS Provider shall inform the Data Aggregator of the file sequence number of the revised file and send the revised instruction file to the Data Aggregator; or
 - a fault of the Data Aggregator, the MPAS Provider shall notify the Data Aggregator of that fact.

If the MPAS Provider is unable to resolve the failure, or identifies the cause of the failure to be the fault of the Data Aggregator in accordance with [Clause 28.7.1-36.55\(aiii\)](#), it shall notify the Supplier who appointed that Data Aggregator, of that fact, and that Supplier may refer the matter to the [MRA Disputes CommitteePAB](#).

6.56 Where a Message from a Supplier or Data Aggregator is Rejected by the MPAS Provider to which it was sent, the Supplier or Data Aggregator shall attempt to resolve the cause of the Rejection. If the Supplier or Data Aggregator is unable to resolve the cause of the Rejection, it shall notify the MPAS Provider, who shall use its reasonable endeavours to identify the cause of the Rejection. If the MPAS Provider identifies the cause of the Rejection to be:

- a) a fault on the Data Transfer Network, the MPAS Provider shall request the Supplier or Data Aggregator to resend the Message; or
- b) a fault of its MPAS Registration System, the MPAS Provider shall use its reasonable endeavours to resolve the fault; or
- c) a fault of the Supplier or Data Aggregator, the MPAS Provider shall notify the Supplier or Data Aggregator of that fact.

If the MPAS Provider is unable to resolve the cause of the Rejection, or identifies the cause of the Rejection to be the fault of the Data Aggregator in accordance with [Clause 28.8-36.56\(c\)](#), it shall notify the Supplier who appointed the relevant Data Aggregator, of that fact.

8.7. Other Change of Supplier Services

Change of Supplier Meter Reading

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- 7.1** Within 5 Working Days of receiving notification from the relevant MPAS Provider pursuant to Clause 45.9 that a New Supplier has been Registered for a particular Metering Point and provided that the Old Supplier is not intending to send a Notice of Objection in relation to the Registration, the Old Supplier shall serve notice upon each of its Meter Operator, Data Collector and Data Aggregator that its appointment as Meter Operator, Data Collector or Data Aggregator as the case may be, in respect of the relevant Metering Point shall cease from the time that the Old Supplier shall cease to be responsible for supplying that Metering Point in accordance with Clause 45.9. Where the Old Supplier does send a Notice of Objection in relation to the Registration, Clause ~~29.1.17.1(a)~~ 29.1.17.1(a) or Clause ~~29.1.27.1(b)~~ 29.1.27.1(b) shall apply as applicable.
- a) Where a Notice of Objection is Accepted by MPAS and is not upheld the Old Supplier shall undertake the provisions outlined in Clause ~~29.1~~ 29.1 within 5 Working Days of the end of the Objection Resolution Period.
 - b) Where a Notice of Objection is Accepted by MPAS and is upheld the New Supplier shall undertake to ensure that, where appointments exist for each or any of its Meter Operator, Data Collector and Data Aggregator, the said appointments are notified as cancelled within 5 Working Days of the end of the Objection Resolution period.
- 7.2** On receiving notification from the relevant MPAS Provider pursuant to Clause 45.9 that a New Supplier has been Registered for a Metering Point associated with a Domestic Premises then the Old Supplier shall:
- a) Where the Old Supplier has not issued a Notice of Objection in relation to that Registration, or where all Notices of Objection have been Rejected by MPAS, the Old Supplier shall no earlier than 5 Working Days but within 8 Working Days of receiving notification in accordance with Clause ~~29.1.2~~ 29.1.2 send the New Supplier notification of Old Supplier information.
 - b) Where the Old Supplier has issued a Notice of Objection in relation to that Registration and then issues a notice to remove that Objection and this has been Accepted by MPAS, the Old Supplier shall no later than 3 Working Days after receiving such acceptance from MPAS send the New Supplier notification of Old Supplier information.
- 7.3** The Old Supplier and the New Supplier shall be bound by the BSC Requirements on change of Supplier from an Old Supplier to a New Supplier set out in the following provisions, forming part of the Balancing and Settlement Code, as amended from time to time and to the extent applicable:
- a) Not used;
 - b) clauses 3.2.3 and 3.2.7 of BSC Procedure BSCP502;
 - c) Not used;
 - d) clauses 2.2.6, 3.2.6 and 4.4 of BSC Procedure BSCP504;
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- e) Annex S2 paragraph 3.3 and Annex S2 paragraph 4.3 of the Balancing and Settlement Code; and
- f) Section S of the Balancing and Settlement Code.

- 7.4** A change of Supplier meter reading (which term includes a deemed meter reading) may be disputed¹:
- a) by either the Old or New Supplier if (i) no more than 12 months have passed since the original change of supplier date and (ii) there is a difference of more than 250 kWh between the Supplier's view of consumption and that derived from the initial MroCoS;
 - b) at any time by a Customer. The Supplier contacted by the Customer shall use reasonable endeavours to reach an accommodation with the Customer to resolve the dispute. Where the Supplier has agreed to act on behalf of the Customer in relation to a dispute it must act in accordance with ~~this~~ Clauses ~~297.1 to 7.10~~ and the BSC.
- 7.5** Where a meter reading (which term includes a deemed meter reading) is disputed pursuant to Clause ~~297.4~~ the Initiating Supplier shall notify the Associated Supplier of the dispute as soon as possible, using the contact notice facility provided under Clause ~~175.44~~, if necessary. The Initiating Supplier shall also provide a replacement meter reading to the Associated Supplier.
- 7.6** Where the Associated Supplier has received notification of a dispute pursuant to Clause ~~297.5~~ it shall use reasonable endeavours to respond to the Initiating Supplier within 5 Working Days of receipt of the notification.
- 7.7** Pursuant to Clauses ~~297.4~~, ~~297.5~~ and ~~297.6~~ where a meter reading is disputed by the Old Supplier and as a result the New Supplier obtains a further meter reading, the New Supplier may reclaim from the Old Supplier its reasonable costs of obtaining such further meter reading if the original meter reading submitted to the Old Supplier is within plus or minus 5% of the total meter advance subsequently established.
- 7.8** On a change of supplier the Old Supplier and the New Supplier shall ensure that the Customer is not charged twice in respect of its consumption of electricity and shall use their best endeavours to ensure that the same meter reading is used in deriving the account details.
- 7.9** On, or in relation to, any change of supplier the Old Supplier and the New Supplier agree to procure that their respective Data Collector may exchange any relevant information (including confidential information) that either receives from the Supplier to the extent necessary to comply with the provisions of ~~this~~ Clauses ~~7.1 to 7.10~~~~29~~ or any other provisions applying to either of them.
- 7.10** ~~MEC shall agree and issue appropriate~~Section 15 includes the procedures in relation to change of supplier meter reading disputes ~~(which procedures shall be subordinate to and shall not be inconsistent with this Clause 29) and the parties agree to comply with those procedures as issued from time to time.~~

¹ Further details provided in section 15

Assignment of Outstanding Charges from the Old Supplier to the New Supplier

- 7.11 ~~MEC shall agree and issue appropriate~~ Section 13 includes the procedures in relation to a Notice of Objection that has been issued in accordance with Condition 14.2A or 14.4(a) of the Electricity Supply Licence for a Metering Point that is equipped with a pre-payment meter ~~(which procedures shall be subordinate to and not inconsistent with Electricity Supply Licence Condition 14 and Clauses 15 and 16) and the parties agree to comply with those procedures as amended from time to time.~~
- 7.12 Where the ~~procedures pursuant to Clause 30.1 may apply~~ section 13 applies, a Supplier that has raised a Notice of Objection pursuant to Condition 14.2A or 14.4(a) of the Electricity Supply Licence shall include in the notification to the Customer pursuant to Clause ~~16.75.28~~ that the Customer may apply for the assignment of the outstanding charges (including, without limitation, outstanding Green Deal Charges) to the New Supplier as a means of preventing future grounds for the issue of a Notice of Objection to that Supplier's Application for Registration.

9.8. Records, Audit and Non Functional Requirements

- 8.1 Each MPAS Provider shall ensure that it securely maintains a historical record of all data items that have been held in respect of a Metering Point on its MPAS Registration System and that such records are fully auditable, so that a full historical record is maintained for a period of no less than 40 months following initial settlement date in relation to any particular data item, the most recent 28 months being held on-line.
- 8.2 Each MPAS Provider shall ensure that it retains copies of all Messages sent and received in providing Services for at least 40 months after the Messages have been sent or received.
- 8.3 Each MPAS Provider shall ensure that BSCCo and the BSC Auditor has access at reasonable times and on reasonable notice to:
- a) those records maintained by the MPAS Provider pursuant to Clause ~~328~~ 328.1;
 - b) any software, hardware, data or information held by the MPAS Provider or its agents where reasonably required by BSCCo or the BSC Auditor to fulfil its obligations under the BSC;
 - c) the relevant parts of the MPAS Provider's premises; and
 - d) relevant staff members of the MPAS Provider, for a reasonable length of time in any one year.
- 8.4 On request by BSCCo or the BSC Auditor each Supplier shall ensure that BSCCo or the BSC Auditor has access at reasonable times and on reasonable notice to:
- a) any records, maintained by the Supplier in relation to any Metering Point for which it is or has been Registered;

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- b) any software, hardware, data or information held by the Supplier or its agents where reasonably required by BSCCo or the BSC Auditor to fulfil its obligations under the BSC;
 - c) the relevant parts of the Supplier's premises; and
 - d) relevant staff members of the Supplier for a reasonable length of time in each year.

8.5 Each MPAS Provider shall ensure that ~~during the course of this Agreement~~ its (or its Appointed MPAS Agent's) MPAS Registration System complies with the BSC R requirements ~~set out in Appendix 1 to Schedule 6~~.

8.6 On request by ~~MEC~~ the RECCo Board each Distribution Business and each Supplier shall ensure that any auditor appointed by ~~MEC~~ the RECCo Board has access at reasonable times and on reasonable notice to:

- a) in the case of a Supplier, any records maintained by that Supplier in relation to any Metering Point for which it is or has been Registered in the 28 months prior to the date of request for information by the auditor;
- b) in the case of a Distribution Business any records maintained by it in its capacity as MPAS Provider or otherwise in relation to any Metering Point in its Distribution System ~~in~~ the 28 months prior to the date of request for information by the auditor;
- c) any software, hardware, data or information held by the Supplier or its agents where reasonably required by the auditor; and
- d) the Distribution Business (in its capacity as MPAS Provider or otherwise) or Supplier's premises.

10.9. Charging, Billing and Payment

Charging

9.1 Subject to Clause ~~339~~ 2, in relation to the provision of each of the following Services:

- a) Undertaking the changes to Agent Id process for a volume of Metering Points under 4.11, where an MPAS agrees to provide this service.
 - b) Contact Notice Facility
 - c) Manual Amendment of Database
 - d) Full Refreshes (other than 1 per year per Data Aggregator)
 - e) Selective Refreshes
 - f) Resends when original transmission of data does reach Supplier's or Data Aggregator's Gateway
 - g) Any references that refer to Rejections
 - h) Reports to BSC Panel
 - i) Report to Data Aggregator detailing last file sequence number
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~~referred to in Schedule 7~~, the Supplier, Data Aggregator, BSC Agent or DCC shall pay the Distribution Business the charges set out in its Condition 14 Statement, Condition 18 or Condition 36 Statement, as appropriate.

~~9.19.2~~ A Distribution Business shall not charge for any of the Services referred to in ~~Schedule 7~~ Clause 9.1 in circumstances where the provision of that Service arose as a result of its failure to provide the Services in accordance with the provisions of this Agreement.

~~9.29.3~~ Without prejudice to Clause ~~33.4~~, where a Distribution Business is intending to revise the charges for Services, it shall serve a copy of any notice it sends to the Authority pursuant to paragraph 14.20 of Condition 14 of the Electricity Distribution Licence on all Suppliers, Data Aggregators, the BSC Agent and the DCC as soon as reasonably possible after such notice is sent to the Authority.

~~9.39.4~~ Each Distribution Business may vary the charges payable in respect of those Services listed in ~~Schedule 7~~ Clause 9.1 at any time by giving at least 3 months written notice to all Suppliers, Data Aggregators, the BSC Agent and the DCC. Such charges and any variations are and will be calculated in accordance with the Condition 14, Condition 18 or Condition 36 Statements, as appropriate.

~~9.49.5~~ Charges for the provision of those Services not referred to in ~~Schedule 7~~ Clause 9.1 shall be recovered by each Distribution Business as an element of the charges which it levies on Suppliers under the terms of the Distribution Connection and Use of System Agreement. Such charges shall be varied in accordance with the provisions of the DCUSA. Each Distribution Business shall be entitled to recover from each Supplier the charges relating to those Services not referred to in ~~Schedule 7~~ Clause 9.1 set out in the Distribution Business' Condition 14 Statement, Condition 18 or Condition 36 Statement, as appropriate, even where there is no express obligation on the relevant Supplier in the DCUSA to pay those charges.

Billing and Payment

~~9.59.6~~ Within 15 Working Days after the end of each calendar month each Distribution Business shall submit to each Supplier, each Data Aggregator and the BSC Agent a statement specifying:

- a) the Services listed under ~~Schedule 7~~ Clause 9.1 provided;
- b) the charges levied with respect to each of those Services; and
- c) any charges from previous monthly statements which have not been paid, in respect of Services as set out in ~~Schedule 7~~ Clause 9.1 performed during that month for that Supplier, Data Aggregator or BSC Agent and setting out the total charges incurred, provided that where the total charges incurred, not including VAT, are less than or equal to £100, that payment shall not then become due and shall be included in the statement for the following month. Where the aggregate of any unpaid charges on a monthly statement issued to a Supplier or the BSC Agent, pursuant to Clause ~~34.19.6~~, including any unpaid amounts pursuant to Clause ~~34.1.39.6(c)~~, exceeds £100, not including any VAT, the Distribution Business shall submit to that Supplier or the BSC Agent an invoice setting out the total payment due and any VAT payable thereon,

provided that in the monthly statement for April in each year, the Distribution Business shall submit to that Supplier or the BSC Agent an invoice setting out the total payment due for that month and any previous months which have not been paid, irrespective of whether the aggregate of those amounts exceeds £100.

9-69.7 Subject to Clause [34-39.8](#), within 20 Working Days of receipt of an invoice submitted in accordance with Clause [34-29.6](#), the Supplier, Data Aggregator or the BSC Agent shall pay to the Distribution Business all sums due in respect of such invoice in pounds sterling by electronic transfer of funds or other agreed means to such bank account (located in the United Kingdom) as is specified in the invoice, together with, where appropriate, an associated remittance advice, quoting the invoice number against which payment is made.

9-79.8 Where any sum included in a statement submitted in accordance with Clause [34-19.6](#) is disputed by a Supplier, Data Aggregator or the BSC Agent in good faith, that Supplier, Data Aggregator or the BSC Agent shall within 10 Working Days of receipt of such statement provide the Distribution Business with a statement of the amount in dispute. The Supplier, Data Aggregator or the BSC Agent shall pay such amount included in the statement in question as is not in dispute and shall be entitled to withhold the balance pending resolution of the dispute.

9-89.9 If a statement is served by a Supplier, Data Aggregator or the BSC Agent under Clause [34-39.8](#), the relevant parties shall use reasonable endeavours to resolve the dispute in question within 20 Working Days of it being raised, failing which ~~the provisions of Clause 40 shall apply~~ [an appeal should be raised to the PAB](#). Following resolution of the dispute, any amount agreed or determined to be payable, together with any VAT payable, shall be paid within 10 Working Days after such agreement or determination and interest shall accrue on such amount, net of any VAT payable, from the date such amount was originally due until the date of payment at the rate of 1% per annum above the base rate during such period of Barclays Bank plc (where the Distribution Business is located in England and Wales), as compounded annually.

9-99.10 Should a Supplier, Data Aggregator or the BSC Agent fail to make payment on or before the due date of any sum due in accordance with Clause [34-29.7](#) (other than any sum which is the subject of a bona fide dispute in accordance with Clause [34-39.8](#)), interest on the amount unpaid shall accrue from the date such amount was due until the date of payment at the rate of 3% per annum above the base rate during such period of Barclays Bank plc (where the Distribution Business is located in England and Wales), compounded annually.

9-109.11 Subject to Clause [34-39.8](#), all payments to be made by a Supplier, Data Aggregator or the BSC Agent under this Agreement shall be made without any set-off or deduction in respect of any claims or disputes or otherwise including any liquidated damages paid under Clauses [4.7 to 4.26](#) but shall be without prejudice to any claims or rights which a Supplier, Data Aggregator, the BSC Agent, BSC Trading Parties or any of them may have against the Distribution Business.

9-119.12 If the Authority determines or the Distribution Business otherwise agrees that the charges (including any variations thereof) payable by a Supplier, Data Aggregator or the BSC

Agent under this Agreement have not been calculated strictly in accordance with the terms of the Distribution Business's statement of charges for Metering Point Administration Services issued pursuant to Condition 18 or Condition 36, as appropriate, of the Electricity Distribution Licence, the Distribution Business shall pay to the Supplier, Data Aggregator or the BSC Agent an amount in respect of each charging period equal to the amount, if any, by which that Supplier, Data Aggregator or the BSC Agent has been overcharged during such charging period as a result together with interest thereon from the date on which such charges were paid until the date of payment of such interest. Such interest shall accrue from day to day at the rate specified in Clause [34.59.10](#).

[9.129.13](#) Within 15 Working Days after the end of each Quarter each Distribution Business shall submit to each Supplier or the BSC Agent a statement setting out, in respect of that Quarter, the liquidated damages payments which it reasonably considers to be payable to the Supplier or the BSC Agent pursuant to Clause [14.104.15](#) or [14.114.16](#) as a result of failure by its MPAS Provider (or its Appointed MPAS Agent as the case may be) to meet the relevant service levels in Clause [14.54.11](#) or [14.64.12](#) during the relevant Quarter.

[9.139.14](#) Within 10 Working Days of receiving a statement submitted in accordance with Clause [34.89.13](#), the Supplier or the BSC Agent shall submit to the Distribution Business a statement setting out any further liquidated damages payments which it considers to be payable by that Distribution Business as a result of the failure by the relevant MPAS Provider (or its Appointed MPAS Agent as the case may be) to meet the relevant service levels in either Clause [14.54.11](#) or Clause [14.64.12](#), as relevant during the relevant Quarter over and above those set out in the statement submitted in accordance with Clause 34.8 together in each case with reasonable supporting evidence explaining why it considers that further liquidated damages payments are payable.

[9.149.15](#) Subject to Clause [34.119.16](#), within 10 Working Days of receipt of a statement submitted in accordance with Clause [34.99.14](#) (or, if no such statement is submitted, within 20 Working Days of dispatching its statement in accordance with Clause [34.89.13](#)) the Distribution Business shall pay to each relevant Supplier or the BSC Agent all sums due in respect of:

- a) the liquidated damages payments set out in the statement submitted in accordance with Clause [34.89.13](#);
- b) the undisputed portion of any further liquidated damages payments set out in the statement of the relevant Supplier or the BSC Agent submitted in accordance with Clause [34.99.14](#); and
- c) the further liquidated damages payments resulting from any undisputed further failures by its MPAS Provider (or its Appointed MPAS Agent as the case may be) to meet the relevant Service Levels set out in the statement of a Supplier or the BSC Agent submitted in accordance with Clause [34.99.14](#).

d) Any undisputed and unpaid sums from previous Quarters shall be shown on each statement issued pursuant to Clause ~~34.89.13~~ until those sums are paid provided that such sums shall only become payable by the Distribution Business when the aggregate of the sums set out in Clauses ~~34.10.19.15(a)~~ and ~~34.10.29.15(b)~~ exceeds £100. All sums due shall be paid by the Distribution Business in pounds sterling by electronic transfer to funds or other agreed means to such bank account (located in the United Kingdom) as is specified by the Supplier or the BSC Agent together with, where appropriate, an associated remittance advice, stating the period to which the payment relates.

~~9.159.16~~ Where any sum included in a statement submitted in accordance with Clause ~~34.99.14~~ is disputed by a Distribution Business in good faith, that Distribution Business shall within 10 Working Days of receipt of such statement provide the relevant Supplier or the BSC Agent with a statement of the amount in dispute. The Distribution Business shall pay such amount included in the statement in question as is not in dispute and shall be entitled to withhold the balance pending resolution of the dispute.

~~9.169.17~~ If a statement is served by a Distribution Business under Clause ~~34.119.16~~ the parties shall use reasonable endeavours to resolve the dispute in question within 20 Working Days of it being raised, failing which ~~the provisions of Clause 40 shall apply~~ an appeal may be raised to ~~the PAB~~. Following resolution of the dispute, any amount agreed or determined payable shall be paid within 10 Working Days after such agreement or determination and interest shall accrue on such amount from the date such amount was originally due until the date of payment at the rate of 1% per annum above the base rate during such period of Barclays Bank plc (where the Distribution Business is located in England and Wales), compounded annually.

~~9.179.18~~ Should a Distribution Business fail to make payment on or before the due date of any sum due in accordance with Clause ~~34.109.15~~ (other than any sum which is the subject of a bona fide dispute and which has been notified by that Distribution Business in accordance with Clause ~~34.119.16~~), interest on the amount unpaid shall accrue from the date such amount was due until the date of payment at the rate of 3% per annum above the base rate during such period of Barclays Bank plc (where the Distribution Business is located in England and Wales) compounded annually.

~~11.10~~ Liquidated Damages Payments Cap and Limitation of Liability

~~10.1~~ The maximum aggregate liability of each Distribution Business (in its capacity as the relevant MPAS Provider or otherwise) to all Suppliers jointly for liquidated damages pursuant to Clause ~~14.114.16~~ in any Financial Year, shall be £1,300,000.

~~10.2~~ Subject to Clauses ~~14.94.14~~, ~~14.104.15~~, ~~35.110.1~~, ~~35.410.4~~ and ~~3510.6~~ and save as provided in this Clause ~~3510.2~~ and Clause ~~3510.3~~, no party (the "party liable") nor any of its officers, employees, sub-contractors, delegates or agents shall be liable to any other party for loss arising from any breach of this Agreement other than for loss directly resulting from such

breach and which at the date hereof was reasonably foreseeable as not unlikely to occur in the ordinary course of events from such breach in respect of:

- a) physical damage to the property of that other party, its officers, employees or agents; and/or
- b) the liability of such other party to any other person for loss in respect of physical damage to the property of any person.

Provided that the liability of any party in respect of claims for such loss arising from any incident or series of related incidents shall in no circumstances exceed £1,000,000 save in respect of any indemnity under Clause ~~6.52XX~~ insofar as such indemnity relates to a Green Deal Matter, in which case liability shall be unlimited.

- 10.3** Nothing in this ~~Agreement Schedule~~ shall exclude or limit the liability of the party liable for death or personal injury resulting from the negligence of the party liable or any of its officers, employees, sub-contractors, delegates or agents and the party liable shall indemnify and keep indemnified any other party, its officers, employees or agents, from and against all such liability which such other party may suffer or incur by reason of any claim on account of death or personal injury resulting from the negligence of the party liable or any of its officers, employees or agents.
- 10.4** Subject to Clause ~~14.104.15, 14.114.16, 3510.1 and 3510.6~~, no party, nor any of its officers, employees, sub-contractors, delegates or agents shall in any circumstances whatsoever be liable to any other party for:
 - a) any loss of profit, loss of revenue, loss of use, loss of contract or loss of goodwill; or
 - b) any indirect or consequential loss; or
 - c) loss resulting from the liability of such other party to any other person howsoever and wheresoever arising save as provided in Clauses ~~3510.2 and 3510.3~~.
- 10.5** The rights and remedies provided by this ~~Agreement Schedule~~ to the parties are exclusive and not cumulative and exclude and are in place of all substantive (but not procedural) rights or remedies express or implied and provided by common law or statute in respect of the subject matter of this ~~Agreement Schedule~~, including any rights any party may possess in tort or delict which shall include actions brought in negligence and/or nuisance. Accordingly, each of the parties hereby waives to the fullest extent possible all such rights and remedies provided by common law or statute, and releases the party liable, its officers, employees, sub-contractors, delegates and agents to the same extent from all duties, liabilities, responsibilities or obligations provided by common law or statute in respect of the matters dealt with in this ~~Agreement Schedule~~ and undertakes not to enforce any of the same except as expressly provided herein.
- 10.6** Save as otherwise expressly provided in this ~~Agreement Schedule~~, ~~this~~ Clauses ~~3510.1 to 10.10~~ insofar as ~~it they~~ excludes or limits liability shall override any other provision in this ~~Agreement~~

Schedule provided that nothing in ~~this Clause 35~~these clauses shall exclude or restrict or otherwise prejudice or affect any of:

- a) the rights, powers, duties and obligations of any party which are conferred or created by the Act, any licence granted pursuant to the Act or any subordinate legislation made under the Act; or
- b) the rights, powers, duties and obligations of the Authority or the Secretary of State under the Act, any such licence or otherwise howsoever.

10.7 ~~Each of the sub-clauses of this Clause 35~~Clauses 10.1 to 10.10 shall:

- a) be construed as a separate and severable contract term, and if one or more of such sub-clauses is held to be invalid, unlawful or otherwise unenforceable the other or others of such Clauses shall remain in full force and effect and shall continue to bind the parties; and
- b) survive termination of this Agreement.

10.8 Each party hereby acknowledges and agrees that each of the other parties holds the benefit of Clauses ~~35~~10.1, 10.2, 10.3, and 10.4 for itself and as trustee and agent for its officers, employees, sub-contractors, delegates and agents.

10.9 Each party hereby acknowledges and agrees that the provisions of ~~this~~Clauses 10.1 to 10.10 ~~35~~ have been the subject of discussion and negotiation and are fair and reasonable having regard to the circumstances as at the date hereof and that where any provision of this Agreement provides for a liquidated damage payment to be payable by a Distribution Business upon or in respect of its failure to meet a service level for the provision of MPAS, each party agrees and acknowledges that such provision has been the subject of discussion and negotiation, and in the case of liquidated damages payment that the amount provided to be payable represents a genuine pre-estimate of the loss of the party.

10.10 For the avoidance of doubt, nothing in ~~this Clause 35~~Clauses 10.1 to 10.10 shall prevent or restrict any party enforcing any obligation (including suing for a debt) owed to it under or pursuant to this Agreement.

Data Transfer

10.11 Where ~~Schedule 3~~the Data Specification specifies a Data Transfer Catalogue reference number in relation to any notice, request or other communication under this Schedule, such notice, request or communication shall be sent in the format and with the content described under such reference in the Data Transfer Catalogue, as amended from time to time, and shall be transmitted by the means specified in ~~Schedule 3~~the Data Specification.

10.12 Nothing in this ~~Agreement~~Schedule shall prevent any two parties from agreeing to the use of an alternative method of transmission for any communication between those two parties from that set out in ~~Schedule 3~~the Data Specification, whereupon the terms of ~~this~~Clauses 10.11 to 10.17-46 shall not apply to that notice, request or other communication.

Commented [SJ9]: Included here – further consideration required.

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- 10.13** Where this [Agreement-Schedule](#) requires any notice, request or other communication to be sent via the Data Transfer Network, the Message shall be addressed to the appropriate Market Participant Id and Market Participant Role Code.
- 10.14** Where this [Agreement-Schedule](#) requires any notice, request or other communication to be sent via the Data Transfer Network, the party or Data Aggregator sending the Message shall be responsible for ensuring that it reaches the relevant Gateway within any time period laid down in this [Agreement-Schedule](#) for the provision of such notice, request or communication (and any such message shall be deemed received by the recipient at the point in time it is delivered to the recipient's Gateway). Provided that the party or Data Aggregator sending a Message shall have no obligation to ensure receipt where the intended recipient has failed, contrary to the Data Transfer Service Agreement, to remove or process all Messages delivered to its Gateway and to ensure that such Messages are made available to its internal systems as expeditiously as possible so that the Gateway is able to continue to process incoming and outgoing Messages.
- 10.15** Where any provision of this [Agreement-Schedule](#) refers to receipt of a Message or notification by an MPAS Provider pursuant to Clauses [15.9](#), [15.13](#), [16-85.30](#), [16-155.37](#), [17-25.45](#), [20-55.69](#), [20-85.72](#), [20-105.74](#), [20-115.75](#), [21-15.79](#), [24-36.8](#), [24-86.13](#) or [24-136.18](#) the date of such receipt shall be deemed to be the date on which it is received where such Message or notification is received prior to 18:00 hours on a Working Day. Where such Message or notification is received at or after 18:00 hours on a Working Day, the date of receipt of such Message or notification shall be deemed to be the next Working Day.
- 10.16** If the Data Transfer Network or any relevant part of such network is at any time for any reason unavailable for the sending of Messages between any affected parties, then during the period of unavailability:
- a) the parties shall use a mutually agreed data transfer medium to send any notice, request or other communication that this [Agreement-Schedule](#) would otherwise require to be sent via the Data Transfer Network and take reasonable steps to process any notices, requests or other communications received within their own systems as promptly as possible;
 - b) where other means are used in accordance with Clause [46.6-10.16\(a\)](#), the parties shall be relieved from any service levels set out in this [Agreement-Schedule](#) relating to any affected notice, request or other communication (except to the extent that this [Agreement-Schedule](#) expressly provides for alternative levels in such circumstances) but shall use their reasonable endeavours to send such notice request or other communication as soon as reasonably practicable; and
 - c) to the extent that no such other means are practicable given the nature of the communication and the surrounding circumstances, such unavailability of the Data Transfer Network shall be deemed (to the extent not caused by a breach by any party of the Data Transfer Service Agreement) to constitute a circumstance of Force Majeure for the purposes of this [Agreement-Schedule](#).
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10.17 Where any party, in breach of its obligation under Clause ~~46-10.16~~ fails to deliver any notice request or other communication to the relevant Gateway and such failure occurs for reasons outside that party's direct control, the breaching party shall have no liability to the other in respect of such breach and the parties shall rely instead upon the provisions of the Data Transfer Service Agreement.

12.11. Error Resolution and Retrospective Manual Procedure

Commented [SJ10]: Based on MAP 04 v6.6

Preface

11.1 On 12 January 1999, ~~MEC decided that generalised² it was agreed that~~ procedures for Retrospective Manual Amendments should be neither specified nor implemented. ~~MEC~~ It was further agreed that restricted³ procedures for Retrospective Manual Amendments covering certain scenarios only should be specified to a "ready to review" state and then frozen. If, following actual market experience, the incidence of errors and/or the materiality of those errors relating to those certain scenarios gave cause for market concern then the relevant procedure(s) could be unfrozen, reviewed and implemented. This restriction on processes ~~is~~ ~~has been removed within the drafting in this Schedule this version of the MAP,~~ and the circumstances where a Retrospective Manual Amendment may be undertaken by a Supplier or Distribution Business (i.e. the respective data owner) is now applicable to all MPAD items, notwithstanding the exclusions set out in ~~Section 1.6~~ Clauses 11.9 to 11.12 of this ~~MAP~~ Schedule.

The role of Retrospective Manual Amendments

11.2 Retrospective Manual Amendments are an aspect of wider error resolution processes and the respective data owner should always use reasonable endeavours to update a change into MPAS in an accurate and timely manner, in accordance with the requirements of the MRA and the BSC. Retrospective Manual Amendments are intended for use in exceptional circumstances only. Existing methods for the resolution of data errors under the MRA and BSC, should be employed wherever possible to prevent the need for a Retrospective Manual Amendment.

Objectives & Purpose

11.3 This ~~MRA Agreed Procedure (MAP)~~ section 11 is for use by Suppliers and Distribution Businesses for the manual correction of errors to data in MPAS that cannot be resolved using the DTC instructions specified in ~~MRA Schedule 3~~ the Data Specification. The approach to error correction set out in ~~the MAP~~ this section 11 provides for the inter-operation between:

² Generalised refers to procedures for correcting an error in the MPAS Registration System and also corresponding errors in the Supplier Hub and Distribution Business where applicable.

³ Restricted refers to procedures for correcting an error in the MPAS Registration System only i.e. its application is limited to circumstances where the required data is already held in the Supplier Hub and the Supplier wishes to reflect this status in the MPAS Registration System by requesting a Retrospective Manual Amendment of that system.

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- a) Suppliers and Distribution Businesses in their capacity as the respective parties responsible for data in MPAD; and,
 - b) Suppliers and Distribution Businesses in the latter's capacity as the providers of the MPAS Services under [this Schedule MRA](#).

11.4 The purpose of [this section 11 e-MAP](#) is to:

- a) Provide Suppliers and Distribution Businesses/MPAS Providers with a framework for agreement for errors in MPAS to be corrected (including New Connection and De-Registration errors) using a Retrospective Manual Amendment;
- b) Provides for a Supplier or Distribution Business, to initiate a request for a Retrospective Manual Amendment and progress that Retrospective Manual Amendment where this is required. An initial request for a Retrospective Manual Amendment does not compel the conclusion of that particular Retrospective Manual Amendment, and appropriate authorisation(s) must be in place within the framework of [this MAP-section 11](#) before these Retrospective Manual Amendment can be concluded;
- c) Provide the process for use by MPAS Providers to notify the Data Aggregator(s) of any Retrospective Manual Amendment(s) upon implementation; and,
- d) Provide the process for use by MPAS Providers to advise any subsequent Suppliers of any Retrospective Manual Amendment(s) that has been implemented.

Scope

11.5 This [MAP-section 11](#) supports the progression of changes to data in MPAS only under Clause 19 (Retrospective Amendment of MPAS Registration System) and sets out a mechanism to be used in the circumstances where an error has been identified for a date prior to the Current EFD in MPAS for a data item (a 'Retrospective Error') necessitating the rectification of that error through a manual amendment in MPAS (a 'Retrospective Manual Amendment').

11.6 This [MAP-section 11](#) does not establish the circumstances whereby a Retrospective Manual Amendment shall be implemented in MPAS, since the factors that contribute to such a resolution are diverse. This [MAP-section 11](#) enables the data owner, or a Supplier or Distributor who identifies a need for a Retrospective Manual Amendment, to instigate the procedures under [this MAP-section 10](#) where this has been determined appropriate for error resolution. In this respect, attention is drawn to the requirements of the BSC, which may also be significant in the decision to implement a Retrospective Manual Amendment in MPAS. Retrospective Errors under [this MAP-section 11](#) are only considered within the Settlement timescales for the Final Volume Allocation Run timetable. Any Retrospective Manual Amendment that is required outside of the normal 14 month Settlement timetable, and which has an impact on Settlements can only be considered if supported by a BSC Trading Disputes Committee determination. If, as stated in [section 2.3 the Conditions Precedent](#), the technical controls or MPAS Validation Procedures of the MPAS Registration System require the RMA to be effected for a date greater than 14 months old (for example to enable contiguous data-

logic) then the error correction is not a requirement of the BSC Trading Disputes Committee (because a dispute for the relevant FVAR has not been authorised).

- 11.7 Where a data item has been cancelled in MPAS using a Retrospective Manual Amendment, this [MAP-section 11](#) does not preclude the use of a D0205, rather than manual input, to update the correct data, and/or to reinstate historic data that was cancelled in order to implement the Retrospective Manual Amendment.

Exclusions

- 11.8 This section is to provide background in relation to the omission of some MPAD data items from the list defined in Appendix 1.
- 11.9 Changes to the Change of Tenancy (“CoT”) indicator are not considered to be relevant since this is a circumstance relevant only at the time a Registration is sent and relates to the potential to raise an Objection to the CoS. Since this is a time-bound event, a Retrospective Manual Amendment would not be applicable.
- 11.10 ~~The MRA~~[This Schedule](#) sets out that changes to SSD and Supplier Id should be undertaken through the use of the Retrospective Manual Amendment procedures under [Clauses 5.63 and 5.64-19](#). Whilst this [MAP-section 11](#) has provided for amendments to this data item for a New Connection Registration, no provision has been made for a CoS, since this error is under the scope of ~~MAP10~~[Procedure-section 15](#) for the resolution of Erroneous Transfers’.
- 11.11 The MPAD data items ‘1998 Trading Arrangement Indicator’ ([data item 18 of Schedule 2 of the MRA](#)) and ERS MSID ([data item 19 of Schedule 2 of the MRA](#)) have not been considered under this procedure since these values are outmoded in the context of error correction.
- 11.12 It is not possible to change the address ([data items 9 and 9A of MRA Schedule 2](#)) under this [MAP-section 11](#) as address changes are covered exclusively in ~~the MRA~~[section 19](#).

Principles

- 11.13 This [MAP-section 11](#) sets out the expectations and processes to be followed when an error in MPAS data has been identified that may be corrected using a Retrospective Manual Amendment. It does not mandate the correction of all Retrospective Errors by a Retrospective Manual Amendment, and anticipates that parties will make an informed decision as to whether a Retrospective Manual Amendment is appropriate. Having made such a decision, this [MAP-section 11](#) sets out the framework and mechanisms for the authorisation and progression of a Retrospective Manual Amendment in MPAS.
- a) In the case of Suppliers this [MAP-section 11](#) is designed for the correction of individual Registrations only, i.e. relating to resolution of error(s) associated with a particular Registration⁴ and the pro-formas supporting this [MAP-section 11](#) are designed accordingly. Errors across multiple Registrations should be handled as a set of

⁴ For the avoidance of doubt, a Registration is in respect of a particular MPID, and Suppliers who operate multiple MPIDS, or who have more than one Registration for the particular MPAN, should bear this in mind

individual errors, unless otherwise agreed bi-laterally between the parties concerned. Suppliers are responsible for their respective MPAD during their Registration only and can only effect changes for this period.

- b) MPAD for which the Distribution Business is responsible may span multiple Suppliers' Registrations. Therefore they may be required to make Retrospective Manual Amendments which are effective for >1 Registration period. In this case, the Distribution Business will ensure that it liaises with all affected Suppliers prior to implementing the change.
- c) Where a Supplier or Distribution Business requires a Retrospective Manual Amendment, and that change will also have an effect on the others data, then both data owners should agree to the change, since it is an objective that data is corrected consistently. In the event of a failure to reach such agreement, [the MRA Conciliation Service \(see MRA Guideline GD20\) or the MRA Disputes Procedure \(MAP 01\) should be followed \(N.B. these documents can be downloaded from \[www.mrasco.com\]\(http://www.mrasco.com\)\)-an appeal may be raised to the PAB.](#)
- d) In the case of a Retrospective Manual Amendment to MPAN Supplementary Data made by a Supplier, MPAS will inform other Suppliers who may be affected by such a change of data, but no change to a data item will be made for any other Registration without the registered Supplier's authorisation. In the event that another Supplier's Registration is impacted by this Retrospective Manual Amendment, and they wish to effect a similar change, they shall instigate the process under this [MAP-section 11](#) using either the pro-forma in Appendix [42](#) or another means by bi-lateral agreement. In the case of the latter, an adequate audit trail shall be maintained between the previous data and the corrected data, and the appropriate authorisations, in keeping with the pro forma.
- e) Where a Retrospective Manual Amendment has been implemented, MPAS will inform all relevant DAs of the change using a D0209 instruction to DA, which may be in the form of a Selective Refresh. Should a Retrospective Manual Amendment cancel a DAs appointment, then the use of a single MPAN refresh to the DA(s) to advise them of this is still an appropriate means of communication, unless otherwise determined by the MPAS Provider.
- f) The data owner, or any Supplier or Distribution Business who identifies a need for a Retrospective Manual Amendment, is responsible for instigating a request for a Retrospective Manual Amendment and this MAP sets no timescales in that regard.
- g) Where the EFD for a Retrospective Error is near the Final Volume Allocation Run Date, the Supplier and Distribution Business shall discuss the schedule required to implement any Retrospective Manual Amendment, having in mind that the typical timescales anticipated in [Section 4 Clauses 11.43 to 11.53](#) and Appendix 3 of this [MAP section 11](#) may not be suitable.

Status of the Procedure

~~This MAP responds to the obligation on MEC, contained in MRA Clause 19, to establish procedures for the correction of erroneous MPAD by means of Retrospective Manual Amendments to MPAS systems.~~

References

- ~~a) Master Registration Agreement (MRA) in particular Clauses 19 and 24;~~
- ~~b) BSCP01 – Overview of Trading Arrangements;~~
- ~~b) BSCP11 – Volume Allocation and Settlement Run Queries;~~
- ~~c) BSC Section S.~~

Conditions Precedent

- 11.14** Prior to requesting a correction to a Retrospective Error, the Supplier will reference BSCP01 and MDD and establish the latest date for which changes can be made and still be included in the Final Volume Allocation Run. This ~~MAP-section 11~~ shall not be used for the amendment of a Retrospective Error where the Effective From Date for that correction would be a date pre-dating the Final Volume Allocation Run as set out in the BSC & BSCP01 (i.e. the EFD would be greater than 14 months old), except where the BSC Trading Disputes Committee has authorised a dispute to allow the data to be corrected.
- 11.15** Notwithstanding the above, in some circumstances the technical controls or MPAS Validation Procedures of the MPAS Registration System may require the RMA to be effected for a date greater than 14 months old (for example to enable contiguous data-logic). In this case, the error correction for an EFD > 14 months is not a requirement of the BSC Trading Disputes Committee (because a dispute for the relevant FVAR has not been authorised), however such RMA may be effected in order to enable the correction of data for the ongoing integrity of that Metering Point and any pertinent Settlement Days.
- 11.16** Indicative examples where the above scenario might apply are given below:
- a) Correction of a Disconnection Date – MPAS would not anticipate an MPAN being Disconnected for a period, then 'Reconnected', and would therefore only allow the existing Disconnection Date to be cancelled and a corrected Disconnection Date being updated to MPAS. Therefore, if the Disconnection Date to be amended is >14 months ago, the RMA will need to be made to that date in order to allow for any correction to be undertaken.
 - b) Incomplete Registration – where the MPAS Validation Procedures require all MPAD effective dates to align with the SSD, and that SSD is >14 months old, the RMA can only be made where the EFD for any missing/incorrect MPAD is the same as the SSD, i.e. Effective from Settlement Date {REGI}.
- 11.17** **Where a Supplier or Distribution Business requires to correct a Retrospective Error, and that correction affects the others data items, the agreement of the other data owner should be**
-

obtained prior to implementing the Retrospective Manual Amendment—[see section 1.7\(iii\) of this MAP](#).

- 11.18** The obligation remains with the Supplier to ensure that, where a Retrospective Manual Amendment is made to MPAD at their request, then the relevant Data Collector(s), Meter Operator(s) and any other relevant systems operated on the Supplier's behalf, are updated as necessary with the correct information so that consistency is maintained.
- 11.19** A Supplier, having authorised the implementation of a change in MPAS, shall ensure that arrangements to correct data in the Supplier Hub should be matched with suitable arrangements to ensure that incorrect data is removed from, and corrected data is updated in, impacted systems within Settlements and the relevant Supplier Hub.
- 11.20** Notwithstanding the MPAS Validation Procedures applied to updates, the MPAS Provider shall not be obliged to check the validity or accuracy of any data items provided by a data owner in its instruction for a Retrospective Manual Amendment.

Scenarios for data maintenance using retrospective manual amendment

- 11.21** This section sets out the use of Retrospective Manual Amendments for particular scenarios.
- 11.22** [Disconnection Date \(Data Item 20 of MRA Schedule 2\)](#)
- 11.23** Any changes to Disconnection Date must be undertaken following this procedure.
- 11.24** As the Supplier needs to ensure that the data is removed or restored into Settlements for the period between the erroneous and the amended Disconnection Date, it is important that agreement between the Supplier and Distribution Business is established prior to the implementation of any Retrospective Manual Amendment in relation to the Disconnection Date.
- 11.25** Where a Supplier or a Distribution Business becomes aware that a Disconnection Date in MPAS is in error, the Distribution Business shall confirm the actual Disconnection Date to its MPAS for the relevant Metering Point. The Distribution Business shall issue [MAP04/Retrospective Form 02](#) (see Appendix 2), or communicate with the Supplier using a bilaterally agreed method, noting the correct Disconnection Date, from which date further Registrations are to be prevented.
- 11.26** Note: Amending the Disconnection Date will impact ETD for all data in the Registration, which includes Supplier MPAD. It is important that agreement between the Supplier and Distribution Business is established prior to the implementation of any Retrospective Manual Amendment in relation to the Disconnection Date.
- 11.27** In all instances where a change to Disconnection Date is made, the MPAS will ensure that affected Supplier(s) are notified of the Distribution Business changes to Metering Point details. Affected Data Aggregators will be notified by MPAS sending a D0209 instruction to DA, which may be in the form of a Selective Refresh.

11.28 Where the Trading Disputes Committee has not authorised a dispute and the FVAR has already occurred, a Disconnection may be cancelled where this overcomes the technical controls within an MPAS Registration System. For example, a Disconnection cannot be in place for a period in the MPAS Registration System and then superseded so that the MPAN is 'connected' again, since system logic would preclude such an event. This MAP does not seek to introduce a need for system changes for exceptional situations that require resolution using an RMA.

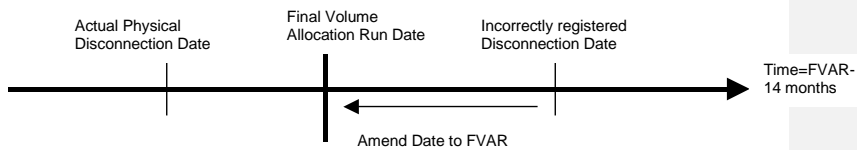
11.29 Amending a De-Registration Notice previously advised to MPAS

- a) Actual Disconnection Date differs from that previously advised in the Deregistration Notice - The erroneous Disconnection Date shall be cancelled and the correct Disconnection Date provided by the Distribution Business shall be updated into the MPAS Registration System. The Effective To Dates (ETD) of the Registration and all other relevant MPAD shall also be amended in line with the revised Disconnection Date. The MPAS will ensure that further Registrations are prevented in accordance with the revised date notified in [MAP04/Retrospective Form 02](#).
- b) Cancelling a Disconnection Date - Where an MPAN which was previously Registered has been disconnected in error (e.g. the wrong MPAN was notified in a De-Registration Notice, or the wrong MPAN was Disconnected in MPAS), then the Distribution Business will have to review the appropriate means of effecting the continuance of the Registration of the last Supplier based on their system functionality. This might be achieved by restoring the original MPAN to a Registered status or through creating a new MPAN and 'reinstating' the Registration details. In the latter case parties might also consider the use of the New Connections SSD resolution (see Section [3.3.11.30](#) of this procedure) in order to effect a continuous Registration.

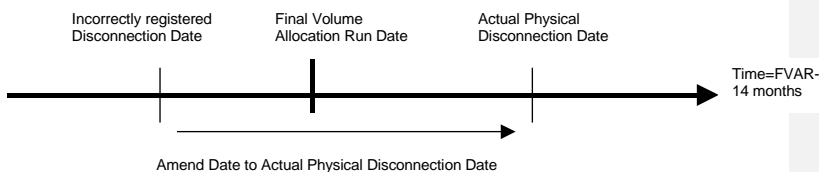
Where the remedy involves the use of a new MPAN, records will be kept in the MPAS Registration System and the Supplier's systems, including the Hub, as to the relationship between the old and new MPAN.

11.30 Where the erroneous or true Disconnection Date span the Final Volume Allocation Run Date

- a) Actual Disconnection Date is prior to Final Volume Allocation Run Date but erroneous Disconnection Date is post Final Volume Allocation Run Date - If the Metering Point was physically disconnected on a date pre-dating the Final Volume Allocation Run date (i.e. It has already been subject to a Final Volume Allocation Run) but the registered Disconnection Date held in MPAS is post the Final Volume Allocation Run date, then the Distribution Business will modify the Disconnection Date to the Final Volume Allocation Run date, notwithstanding any technical constraint within its MPAS System that prevents this action (see [Section 2.3 Conditions Precedent](#)).



- b) Actual Disconnection Date post-dates Final Volume Allocation Run but erroneous Disconnection Date pre-dates Final Volume Allocation Run - If the Metering Point was physically disconnected on a date post the Final Volume Allocation Run date, but the registered Disconnection Date in MPAS is pre-dating the Final Volume Allocation Run date, then the MPAS will set the disconnection date to the actual Disconnection Date provided by the Distribution Business, notwithstanding any technical constraint within its MPAS System that prevents this action (see [Section 2.3 Conditions Precedent](#)).



Note: In some of these scenarios the Supplier should consider if they need to raise a Trading Query under BSCP11 related to the period where the MPAN may have been missing from Settlement.

11.31 [Corrections to other Distribution Business owned MPAD data items](#)

11.32 In correcting other Distribution Business owned data items, it is possible that the period of the error may span more than one Suppliers Registration. In this situation, the Distribution Business shall liaise with all affected Suppliers when considering the implementation of a Retrospective Manual Amendment and agreement of the Supplier(s) should be obtained in order to implement the Retrospective Manual Amendment.

11.33 [Amending a New Connection SSD \(Data Item 10 of MRA Schedule 2 Effective From Settlement Date \(REG1\)\)](#)

11.34 Where a Supplier becomes aware that its SSD for a New Connection Registration differs from the SSD previously advised to MPAS that Supplier may issue a notice ([MAP04/Retrospective Form 01](#)) to the Distribution Business under this procedure such that the SSD, notified in the Application for Registration to the relevant MPAS, should be corrected to the actual date from which the Registration is to be effective.

Note: Amending the SSD will impact EFD for all data in the Registration, which includes Distribution Business MPAD. It is important that agreement between the Supplier and Distribution Business is established prior to the implementation of any Retrospective Manual Amendment in relation to the SSD.

11.35 Where the Registration has not been completed by the Supplier, often referred to as an Untraded Status, the Supplier shall ensure that this Registration is completed within 10 Working Days of the implementation of the Retrospective Manual Amendment.

11.36 The procedures to follow when the SSD is either earlier or later than previously Registered are set out below. A Retrospective Manual Amendment in respect of SSD may not span a CoS event.

- a) Actual SSD is effective for a date earlier than previously advised - The erroneous SSD shall be cancelled and the revised SSD⁵ provided by the Supplier in [MAP04/Retrospective Form 01](#) shall be updated into the MPAS Registration System. Other MPAD that has been provided for that registration may be impacted by the revision of the SSD, and the Supplier should ensure that these items are included in their [MAP04/Retrospective Form 01](#) request.
- b) Actual SSD is effective for a date later than previously advised - The erroneous SSD shall be cancelled and the revised SSD provided by the Supplier in [Retrospective Form MAP04/01](#) shall be updated into the MPAS Registration System. Other MPAD that has been provided for that Registration may be impacted by the revision of the SSD, and for the avoidance of doubt, the Supplier should ensure that these items are included in their [Retrospective Form MAP04/01](#)- request.

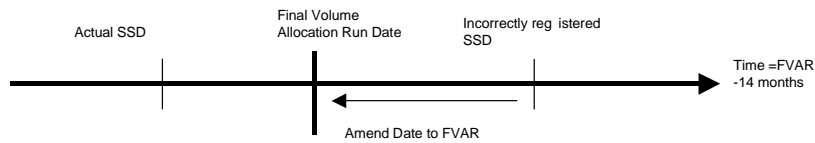
An alternative resolution to a Retrospective Manual Amendment for this error might be to update the Energisation Status ([Data Item 14 of Schedule 2 of the MRA](#)) for the Registration to be de-energised for the period up to the actual SSD using a D0205, and then submit a subsequent D0205 to correct the Energisation Status from the actual date the meter was energised.

- c) Removing the SSD - In circumstances where the Registration relates to an MPAN that was issued in error, this may be resolved through use of a De-Registration Notice ([MRA-Clauses 2.15.79 to 5.85](#)), whereby the MPAN is disconnected in MPAS, and in this circumstance the Supplier should contact the Distribution Business using current business practices.

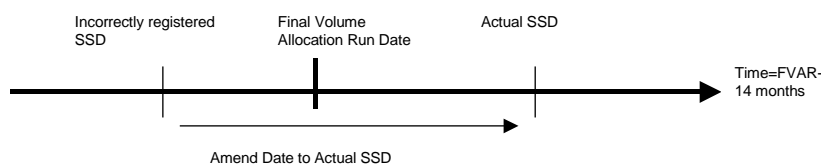
11.37 Changes to the SSD that span the Final Volume Allocation Run date - If either the actual or erroneous SSD pre-dates the Final Volume Allocation Run date (i.e. data has already been subjected to final reconciliation and is older than 14 months old) then the following will apply:

- a) Erroneous and actual SSD pre-date Final Volume Allocation Run - No change will be made unless authorised by the BSC Trading Disputes Committee.
- b) Actual SSD pre-dates Final Volume Allocation Run but erroneous SSD post-dates Final Volume Allocation Run - The Supplier will request that MPAS will modify the SSD to the Final Volume Allocation Run date.

⁵ Notwithstanding that in some MPAS Registration Systems the SSD cannot be earlier than the date that the MPAN was created on the MPAS Registration System.



c) Actual SSD post-dates Final Volume Allocation Run but erroneous SSD pre-dates the Final Volume - The Supplier will request that MPAS will revise the SSD to the actual SSD.



Note: In some of these scenarios the Supplier should consider if they need to raise a Trading Query under BSCP11 related to the period where the MPAN may have been erroneously included in Settlements.

11.38 [Cancellation of an Initial Registration - removing a Supplier Id for a New Connection \(Data Item 8 of MRA Schedule 2\)](#)

11.39 In the circumstances of the initial Registration for a New Connection only, the Supplier Id and associated SSD may be cancelled using Retrospective Manual Amendments. In this situation, the agreement of the Distribution Business will also be required for the first Registration to be annulled.

11.40 [Corrections to MPAN Supplementary Data \(refer to Appendix 1\)](#)

11.41 The Supplier shall provide data combinations in the [Retrospective Form MAP04/01](#) request in accordance with the rules contained in the MPAS Validation Procedures.

11.42 Where the Retrospective Manual Amendment is in respect of a cancellation of an Agent appointment, the Supplier shall ensure that both the incorrect and correct agents align data with the Retrospective Manual Amendment. Particular care should be taken when a Retrospective Manual Amendment involves the cancellation of an incorrect agent and the appointment of another for a period due to the extra complexity of informational exchange.

Communications for requesting, quoting and authorising a retrospective manual amendment

11.43 The following process should be followed with regard to communications for requesting, quoting and authorising a Retrospective Manual Amendment. Appendix 3 of this [MAP procedure](#) provides a summary of the timings discussed below.

Supplier

11.44 The Supplier will forward a request to the appropriate Distribution Business, which may be in the form of email, fax or post. The request shall be made using Part A of the pro-forma

[Retrospective Form MAP04/01](#) (see Appendix 2 of this [MAP section 11](#)), duly completed with the data items to be changed, together with their EFD. In the event that an alternative method of communication has been agreed between the Supplier and Distribution Business⁶, the appropriate information, authorisations and audit-trail shall be maintained in keeping with the pro forma. The principles for data combinations in data flows to MPAS should be applied when completing the data update tables in [Retrospective Form MAP04/01](#) Part A, or in any bi-laterally agreed communication method.

- 11.45** Subject to [Step 4.1.3 Clause 11.46](#) below, the Distribution Business will provide within 10 Working Days a quotation for any charges under [Schedule 7 of the MRA Clause 9.1](#) regarding the proposed Retrospective Manual Amendment to be made. This information shall be included into the relevant [Retrospective Form MAP04/01](#) form, or in any bi-laterally agreed communication method, and returned to the Supplier. In the event that [4.1.3 11.46](#) (a) is applicable, the Distribution Business will also indicate this.
- 11.46** Within 10 Working Days of receiving the [Retrospective Form MAP04/01](#) Part A, or a bi-laterally agreed alternative communication, if the Distribution Business' data is also impacted by the proposed Retrospective Manual Amendment, then, as the respective data owner, they will either;
- a) Confirm their agreement to the Retrospective Manual Amendment by returning the [Retrospective Form MAP04/02](#) form, or a bi-laterally agreed alternative communication, indicating any data items that will be amended in MPAS consequent upon the Retrospective Manual Amendment; or
 - b) Return a rejection of the proposed Retrospective Manual Amendment using the rejection section in Part B of the [Retrospective Form MAP04/01](#) if this was submitted at [Step Clause 4.1.4 11.44](#). In this event, the parties will progress the matter in accordance with [Principle iii in Section 1.6 of this MAP Clause 11.13\(c\)](#). When a resolution is reached, the Distribution Business will continue in accordance with Steps [4.1.2 11.45](#) and [4.1.3A 11.45\(a\)](#).
- 11.47** Upon receipt of the information at step [4.1.2 11.45](#), and [4.1.3A 11.45\(a\)](#) if applicable, the Supplier shall consider whether they wish to proceed with the Retrospective Manual Amendment. If they wish to continue, they shall, within 10 Workings Days of receiving the information in [11.45 4.1.2](#) above confirm to the Distribution Business their agreement to that charge and to proceed with the implementation of the Retrospective Manual Amendment by returning either the [Retrospective Form MAP04/01](#) with the authorisation field in Part C completed or a bi-laterally agreed alternative communication. In the absence of any response after 10 Working Days, the Retrospective Manual Amendment request may be considered closed, and will not be implemented by the Distribution Business.

⁶ It has been recognised that, for example, where a data cleansing exercise has been undertaken, the pro-formas may be superfluous.

11.48 The Distribution Business shall acknowledge the authorisation and ensure that the Retrospective Manual Amendment is completed in their MPAS System within 20 Working Days, or other date as agreed with the Supplier, of receiving [Retrospective Form MAP04/01](#) Part C, or a bi-laterally agreed alternative communication. Suppliers need to be mindful of the BSC obligations that require them to prevent a recurrence of the anomaly during the next Volume Allocation Run. Billing and payment for Retrospective Manual Amendments shall be undertaken in accordance with [MRA Clause 329](#).

Distribution Business

11.49 The Distribution Business will forward a notification to the appropriate Supplier(s), which may be in the form of email, fax or post, using the pro-forma [Retrospective Form MAP04/02](#) Part A (see Appendix 2 of this [MAP section 11](#)), duly completed with the data item(s) to be changed, together with the EFD(s), and an indicative date on which the Retrospective Manual Amendment is scheduled to be implemented in MPAS. In the event that an alternative method of communication has been agreed between the Distribution Business and the Supplier(s)⁷, the appropriate information, authorisations and audit-trail shall be maintained in keeping with the pro forma.

11.50 The Supplier(s) shall use reasonable endeavours to acknowledge the Distributor's notification within 10 Working Days using Part B of [Retrospective Form MAP04/02](#), if this was provided under [4-2-11.49](#), or a bi-laterally agreed alternative communication. In the event that the Supplier(s) fails to send such acknowledgement, this shall not delay the progression of the Retrospective Manual Amendment by the Distribution Business, providing that the Retrospective Manual Amendment relates solely to Distribution Business owned data items, but in this situation the Distribution Business should use reasonable endeavours to contact the Supplier to advise them that the Retrospective Manual Amendment is proceeding in the absence of such acknowledgement. Supplier(s) shall ensure that they inform their agents of the intended Retrospective Manual Amendment. In the event that Suppliers do not agree with the proposed Retrospective Amendment, or where their data is impacted by the proposed Retrospective Manual Amendment, they should act in accordance with Step [4-2-11.51](#).

11.51 Within 10 Working Days of the Distribution Business notification under [4-2-11.49](#), if the Supplier's data is also impacted by the proposed Retrospective Manual Amendment, then, as the respective data owner, they will either:

- a) Confirm their agreement to the Retrospective Manual Amendment by returning the [Retrospective Form MAP04/01](#) form or by an agreed communication method, indicating any data items that will be amended in MPAS consequent upon the Retrospective Manual Amendment; or
- b) Return a rejection of the proposed Retrospective Manual Amendment using the rejection section in Part B of the [Retrospective Form MAP04/02](#), if this was submitted

⁷ It has been recognised that, for example, where a data cleansing exercise has been undertaken, the pro-formas may be superfluous.

at Step ~~4.2-11.49~~ or a bi-laterally agreed alternative communication,. In this event, the parties will progress the matter in accordance with [Clause 11.13\(c\) Principle iii in Section 1.7 of this MAP](#). When a resolution is reached, the Supplier(s) will continue in accordance with Steps ~~4.2-211.50~~ and ~~4.2-3A11.51(a)~~.

11.52 The Distribution Business shall ensure that the Retrospective Manual Amendment is completed in their MPAS System:

- a) within 20 Working Days of the acknowledgement at Step ~~4.2-211.50~~ above, if received, and, if applicable, the ~~Retrospective Form MAP04/01~~ Part A-, if applicable, from the Supplier; or
- b) in accordance with the scheduled date indicated in the relevant pro forma or bi-laterally agreed alternative communication.

Advising amendments to Data Aggregators, Distribution Businesses and Future Suppliers

11.53 Once the record is updated under a Retrospective Manual Amendment, the MPAS will:

- a) Send a D0209 instruction to DA, which may be in the form of a Selective Refresh, to all affected Data Aggregators;
- b) advise the Distribution Business of the changes⁸; and
- c) advise subsequent Suppliers of the changes.

Contacts

11.54 The principle contact for each company will be the Contract Manager or another authorised designate as nominated to ~~MRASCo~~ [the Code Manager](#).

11.55 Each Distribution Business shall appoint a dedicated contact who will be responsible for Retrospective Manual Amendments under this ~~MAP~~ [section 11](#).

11.56 Each Supplier shall appoint a dedicated contact who will be responsible for Retrospective Manual Amendments under this ~~MAP~~ [section 11](#) and who will be the point of contact for MPAS Providers in fulfilling the requirement to notify future Suppliers, where applicable.

11.57 The contact details above should also specify the MPID(s), which each contact represents. This list will be published, and maintained, on the ~~MRA w~~ [Website](#). Each Distribution Business and Supplier is responsible for providing ~~MRASCo~~ [the Code Manager](#) with up-to-date information.

Settlements Audit Requirements

11.58 All documents associated with a particular Retrospective Manual Amendment should be retained in keeping with the general requirements under Clause ~~32 of the MRA~~.

11.59 MPAS Providers should maintain a log of all Retrospective Manual Amendments that are implemented, which log shall record

⁸ MPAS to DB communications are treated as internal flows under the MRA and this procedure anticipates notification of the changes in this instance to be an internal communication

- a) The unique log number for the Retrospective Manual Amendment;
- b) The Supplier or Distribution Business Id (as appropriate to the data item that has been amended) and name and designation (e.g. [MRA-Contract Manager](#)) of the person who authorised the Retrospective Manual Amendment;
- c) The reference number specific to the Manual Retrospective Amendment; and
- d) The date the Retrospective Manual Amendment was implemented.

11.60 The MPAN History should demonstrate the User Id and relevant access level of the operator who implements the particular Retrospective Manual Amendment. A data integrity check should be conducted prior to and after implementing the Retrospective Manual Amendment, which should be recorded either electronically or noted on the 'scratchpad' and/or log. A file note should also be made against the relevant MPAN confirming the reference number used for the Retrospective Amendment as appropriate so that this can be cross-checked.

Appendix 1 – [MRA Schedule 2](#) Extract of Metering Point Administration Data Items Relevant to this [MAP Section 11](#)

MPAD Item No.	Data Item	Responsibility for provision and maintenance
4	Profile Class Id	Supplier
4A	Effective from Settlement Date (MSPC)	Supplier
5	Meter Timeswitch Code	Supplier
5A	Meter Timeswitch Code Effective From Date	Supplier
6	Line Loss factor Class Id	Distribution Business
6A	Effective from Settlement Date (MSLLFC)	Distribution Business
8	Supplier Id6	Supplier
10	Effective from Settlement Date {REGI}9	Supplier
11	Meter Operator Id	Supplier
11A	Meter Operator Type	Supplier
11B	Effective From Date (MOA)	Supplier
12	Data Collector Id	Supplier
12A	Data Collector Type	Supplier
12B	Effective From Date (DCA)	Supplier
13	Data Aggregator Id	Supplier
13A	Data Aggregation Type	Supplier
13B	Effective From Settlement Date (DAA)	Supplier
14	Energisation Status	Supplier

MPAD Item No.	Data Item	Responsibility for provision and maintenance
14A	Effective From Settlement Date (MSES)	Supplier
15	GSP Group Id	Distribution Business
15A	Effective From Settlement Date (MSGG)	Distribution Business
16	Measurement Class Id	Supplier
16A	Effective From Settlement Date (MSMC)	Supplier
17	Standard Settlement Configuration Id	Supplier
17A	Effective From Settlement Date (SCON)	Supplier
20	Disconnection Date	Distribution Business

Appendix 2: Requesting, authorising and confirming a Retrospective Manual Amendment

The following must be sent to the appropriate MPAS when requesting a Retrospective Amendment.

Retrospective Form 01 – Supplier Request and Confirmation of a Retrospective Manual Amendment

PART A – REQUESTER INFORMATION

Requester Must Select ONE Choice

Change to Registration Data Item(s):	
Change to Effective From Settlement Date {REGI} (new connection only):	

Requester Must Complete All Parts

Supplier Name:	
Amendments Unique Id:	
Name/Designation:	
Tel. No.:	
Fax No.:	
Email Address:	
Date of Request:	

Reasons for and details of the request

Reasons for the Change (mandatory field) and any additional information:

--

Disputes Ref. No. (if applicable):	
Suppliers who are responsible for more than one MPID	

should confirm here the MPID relevant to the registration/RMA	
---	--

Requester must complete the section below, replicating how the registration should look, including updates to data items where necessary.

Please indicate whether the requested changes will impact and require agreement from the Distribution Businesses.	YES / NO
---	----------

SUPPLIER Data Update	Data Input for Retrospective Manual Amendment		SUPPLIER New Connections Only	Data input for Retrospective Manual Amendment	
	FROM (i.e. existing data held)	TO (i.e. corrected data to be held)		FROM	TO
Profile Class Id			Supplier Id		
Effective from Settlement Date {MSPC}			Effective from Settlement Date {REGI}		
Meter Timeswitch Code					
Meter Timeswitch Code Effective From Date					
Meter Operator Id					

Meter Operator Type		
Effective From Settlement Date {MOA}		
Data Collector Id		
Data Collector Type		
Effective from Settlement Date {DCA}		
Data Aggregator Id		
Data Aggregator Type		
Effective From Settlement Date {DAA}		
Energisation Status		
Effective from Settlement Date {MSES}		
Measurement Class ID		
Effective from Settlement Date {MSMC}		
Standard Settlement Configuration ID		
Effective from Settlement Date {SCON}		

PART B – QUOTE AND/OR AGREEMENT/REJECTION

Distributor to complete following section:

If the request for a Retrospective Manual Amendment is rejected, the reasons must be stated here:

--

--

DISTRIBUTION BUSINESS QUOTE AND/OR AGREEMENT/REJECTION	
Company Name:	
Authenticator's Name and designation:	
Tel. No.:	
Fax No.:	
Email Address:	
Date Retrospective Manual Amendment Will Be Completed By (subject to Authorisation to proceed):	dd/mm/yyyy
Quote Price:	
Distribution Business data in MPAS affected?	If Yes, MAP04/02 attached.
Any other information:	
Signature:	
Date:	

Part C: SUPPLIER CONFIRMATION AND AUTHORISATION

In order to prevent the return of the pro forma second time, the Supplier Confirmation and Authorisation should be by return email and should contain the following information.

Name of Authoriser:	
Designation:	
Tel. No.:	
Fax No.:	
Email Address:	
Confirm scheduled date: Dd/mm/yyyy	
Any other information:	

Retrospective Form 02 – Distribution Business notification of a Retrospective Manual Amendment

This form should also be used to confirm changes associated with a Retrospective Manual amendment initiated by a Supplier, where applicable. Once a Retrospective Manual Amendment has been made MPAS will send a D0209 instruction to DA, which may be in the form of a Selective Refresh to all affected DAs.

PART A – REQUESTER INFORMATION

Requester must complete all parts

Distributor name	
Amendments Unique Id	
MPAN	
Name/Organisation	
Tel. No.	
Fax No.	
Email address	
Date of request	

REASON FOR AND DETAILS OF THE REQUEST

Reason for the Change (mandatory field).and any additional information

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Disputes Ref. No. (if applicable):	

Requester must complete the section below, replicating how the Distributor MPAD should look, including updates to data items where necessary.
Notes on completion of the fields below:

--

Please indicate whether the requested changes will impact and require agreement from Supplier.	YES / NO
--	----------

	DISTRIBUTION BUSINESS data update	
	FROM (i.e. existing data help in MPAS)	TO (i.e. corrected data to be updated in MPAS)
Line Loss Factor Class ID		
Effective from Settlement Date {MSLLFC}		
GSP Group ID (in England & Wales)		
Effective from Settlement Date {MSGG}		
Disconnection Date		

Scheduled Date for RMA to be implemented in MPAS	dd/mm/yyyy
--	------------

PART B –SUPPLIER ACKNOWLEDGEMENT OF REQUEST

In the absence of an acknowledgement to this form, the Distribution Business may commence the implementation of the RMA. It is strongly recommended that Suppliers acknowledge the RMA notification.

Supplier to complete following section:

If the notification of a Retrospective Manual Amendment is rejected, the reasons must be stated here:

Supplier data in MPAS affected by the RMA?	Yes / No	If Yes, form 01A attached.	
--	----------	----------------------------	--

In order to prevent the return of the pro forma second time, the Supplier Confirmation and Authorisation should be by return email and should contain the following information

SUPPLIER ACKNOWLEDGEMENT	
Agree/Reject:	
Date Retrospective Amendment will be completed by (subject to authorisation to proceed): Dd/mm/yyyy	
Authenticator name and designation:	
Tel. No.:	
Fax No.:	
Email Address:	

Appendix 3: Communications Timetable Summary

RMA Communication initiated by Supplier using Retrospective Form 01

All references to the pro formas should also be read as if an alternative method of communication has been bi-laterally agreed.

REF	Action	Timing
4.1.111/44	Supplier requests Retrospective Manual Amendment using Form 01 Part A	As required
4.1.211.45	Subject to 4.1.311.46 , Distribution Business provides a quote for any charges using Form 01 Part B and includes indication of Associated Distribution Business' data items that require change(s)	Within 10 WDs of receipt of Form 01 Part A.
4.1.311.46	If the Distribution Business's data in MPAS is also impacted by the RMA, A) Confirm agreement using Form 02 Part A, or B) Reject RMA using Form 01 Part B	Within 10 WDs of receipt of Form 01 Part A
4.1.3B11.4 6(b)	Supplier contacts Distribution Business to discuss way forward in accordance with Section 1.7 #Clause 11.13(c)	Ongoing

4.1.411.5	Supplier considers whether to proceed with the Retrospective Manual Amendment:	Within 10 WDs of receipt of Form 01 Part B
	In the event that they wish to proceed, a Form 01 Part C must be returned to the Distribution Business in order to authorise the RMA.	Within 10 WDs of receipt of Form 01 Part B
	RMA Request lapses.	After 10 WDs of sending MAP04/01B Form 01 Part B
4.1.511.6	Distribution Business schedules and implements the Retrospective Manual Amendment in MPAS and confirms this to the Supplier(s).	Within 20 WDs of Form 01 Part C, unless a Form 01 Part C has not been received; or the Supplier and Distribution Business have agreed a scheduled date later than this timescale; or a Form 01 Part B rejection has been sent; or the Supplier and Distribution Business are in discussion in pursuant to 4.2.3-B11.51(b)

RMA Communication initiated by Distribution Business using Retrospective Form 02

MAP-REF	Action	Timing
4.2.111.4 9	Distribution Business requests Retrospective Manual Amendment using Form 02 Part A. Include indication of Scheduled date, if necessary.	As required
4.2.211.5 0	Supplier uses reasonable endeavours to acknowledge the RMA using Part B of the Form 02	Within 10 WDs of receipt of Form 02 Part A
	Distribution Business proceeds with RMA in the absence of an acknowledgement, providing that the Retrospective Manual Amendment relates solely to Distribution Business owned data items, but should use reasonable endeavours to contact Supplier to confirm this	After 10 WDs of 4.2.111.49 in the event of a failure to acknowledge the Form 02 Part A

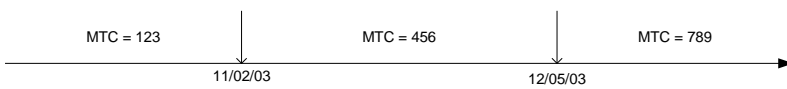
MAP-REF	Action	Timing
	Subject to 4.2.3B 11.51(b) , Supplier informs agents of the intended Retrospective Manual Amendment.	By scheduled date for RMA as indicated in Form 02 Part A, or otherwise agreed with Distribution Business
4.2.3 11.5 1	If the Supplier's data in MPAS is also impacted by the RMA, A) Confirm agreement using Form 01 Part A, or B) Reject RMA using Part B of Form 02	Within 10 WDs of receipt of the Form 02.
4.2.3B 11.51(b)	Distribution Business contacts the Supplier(s) to discuss way forward in accordance with Section 1.7 Clause 11.13(c)	Ongoing
4.2.4 11.5 2	Distribution Business schedules and implements the Retrospective Manual Amendment in MPAS and confirms this to the Supplier(s).	Within 20 WDs of 4.2.2 11.50 , unless the Distribution Business and Supplier may have agreed a scheduled date later than this timescale; or a Form 02 Part B rejection has been received; or the Distribution Business and Supplier are in discussion in pursuant to 4.2.3.B 11.51(b) .

Draft for consultation – [...]

Appendix 4 – Retrospective Error correction examples

1. Error in current data value only

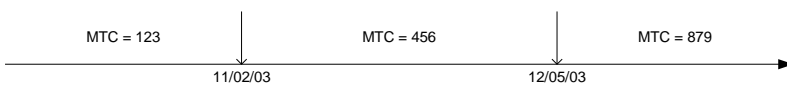
Current MPAS Details:



Problem @12/05/03:
Incorrect MTC Value @ 12/05/03
Should be MTC = 879

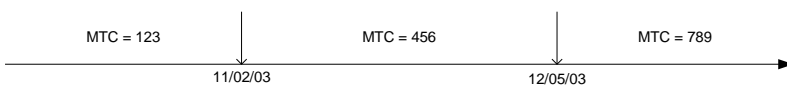
Resolution:
Send D0205 to change MTC Value to MTC 879
wef 12/05/03 (Day + 0 change)

Revised MPAS Details:



2. Retrospective Error - previous data value unnecessary

Current MPAS Details:



Problem @ 11/02/03:
Value MTC 456 wef 11/02/03 was updated in error and is not relevant to this
Registration

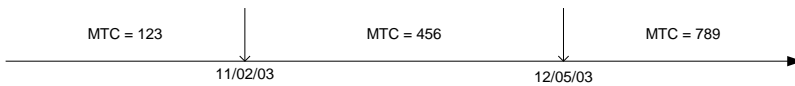
Resolution:
Retrospective Manual Amendment - Cancel MTC 456 & EFD

Revised MPAS Details:



3. Error in EFD for current data value - should be earlier

Current MPAS Details:



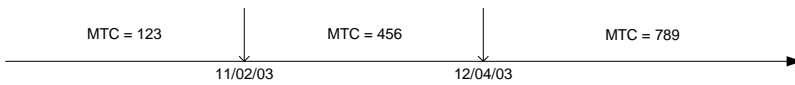
Problem @ 12/05/03

Incorrect EFD for MTC 789, should be wef 12/04/03.

Resolution:

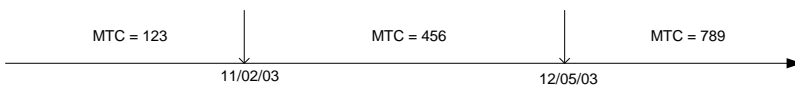
Retrospective Manual Amendment - Cancel MTC 789 & EFD 12/05/03 and EITHER include revised values (MTC 789, EFD 12/04/03) in MAP 04/01 pro forma; OR send D0205 (after RMA cancelling MTC 789, EFD 12/05/03) updating MPAS with MTC 789, EFD 12/04/03.

Revised MPAS Details:



4. Error in Value of a Previous Data Item

Current MPAS Details:



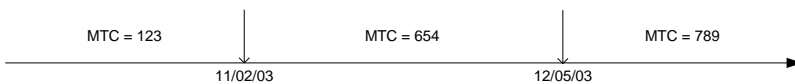
Problem @ 11/02/03

Incorrect value for MTC, should be 654.

Resolution:

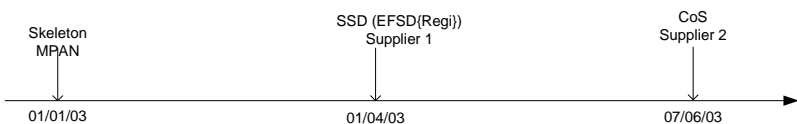
Retrospective Manual Amendment - Cancel data value 456 & replace with MTC654.

Revised MPAS Details:



5. New Connection

Current MPAS Details:



Problem @ 01/04/03

Incorrect SSD for New Connection Registration

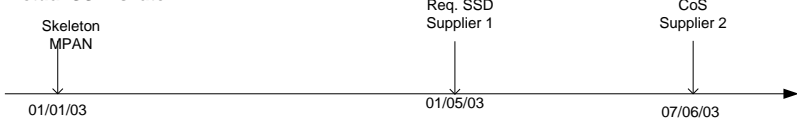
Resolution - Retrospective Manual Amendment with revised SSD for Supplier 1

Revised MPAS details:

Actual SSD is earlier



Actual SSD is later

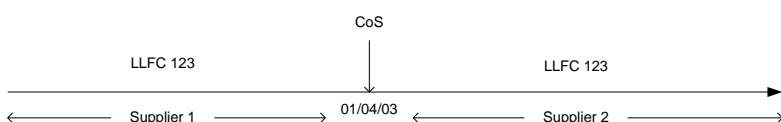


Note:

- 1) Other data changes consequent upon a change to SSD and any Retrospective Manual Amendment a Distribution Business may be required to effect to their data are not represented in this example.
- 2) If New Connection Registration is incomplete; Suppliers should ensure the full registration details are updated to MPAS within 10 WDs as noted in Section 3.3 of MAP04.

6. Retrospective Error in Distribution Business data and correction spans multiple Supplier Registrations

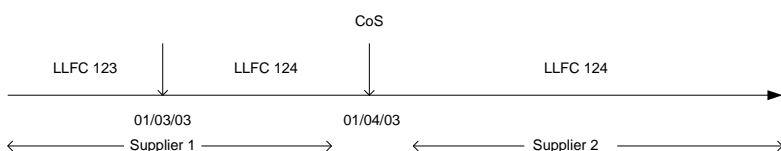
Current MPAS Details:



Problem @ 01/03/03:

LLFC Value & EFD incorrect, should be LLFC 124, wef 01/03/03.

Resolution : Retrospective Manual Amendment for revised EFD & data value.



Note:

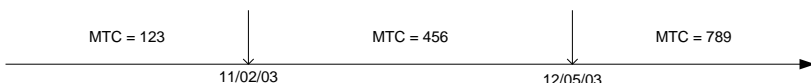
The Distribution Business should contact both suppliers prior to effecting the correction for the period shown in the above example.

Example does not reflect any related amendment the supplier might require consequent upon the LLFC change.

Example of where RMA should not be made:

Error in EFD for current data value - should be later

Current MPAS Details:



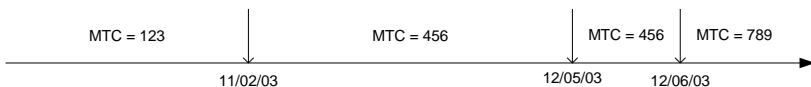
Problem @ 12/05/03:

Incorrect EFD for MTC 789, should be wef 12/06/03

Resolution: As existing functionality can be used no Retrospective Manual Amendment should be mde

- Automated**
- Send D0205 updating data value @ 12/05/03 to MTC 456 (Day + 0 change) ;
 - Send second D0205 to update value to MTC 789 , wef 12/06/03.

Revised MPAS Details:



13.12. Bulk Change of NHH Agent Procedure

Commented [SJ11]: Reflecting MAP 11 v2.2

Preface

- 12.1** This ~~Schedule e-MRA~~ requires an MPAS Provider to process all notifications received in its MPAS Registration System within a defined timescale under Clauses ~~4.7 to 4.26-14~~. The intent of this Clause is to provide for a reasonable volume of notifications (both Registrations and changes to data) to be sent to MPAS by all Suppliers on a Working Day and for MPAS to process those notifications and confirm the acceptances or rejections for the start of the next Working Day. To this end, it is also set out that the MPAS Provider shall ensure that the confirmations pursuant to processing are delivered to its Gateway by 06:00. This is defined as ~~the Total Daily Processing (TDP) in the MRA~~.
- 12.2** In addition, an MPAS Provider has defined service levels to meet this target within each Quarter, and is liable to pay liquidated damages to Suppliers and Elexon if the targets are not met.
- 12.3** In relation to TDP, nominal quotas for each Supplier's daily volumes of messages might be applied by a particular MPAS. This is a mechanism to manage the incoming volumes of messages to an MPAS, in order to optimise the cumulative demand for the ~~MRA-MPAS~~ service levels equitably among all Suppliers using that MPAS, on any Working Day. For the purpose of this ~~MRA~~ section 12, this nominal limit for a Supplier is defined as a "Daily Volume Quota". A Supplier should be notified by MPAS in the event that a Daily Volume Quota is applicable, but in any event may contact the relevant MPAS in order to obtain information in this regard

Background

- 12.4** When a Supplier undertakes a change of contracted agent for any of the Supplier Hub agency services, it may be desirable for that Supplier to engage the new agency services as soon as possible, or to transfer the agent responsibilities for the Supplier's portfolio of Metering Points from a 'cut-over' date, and to change the Agent Id for the relevant MPANs for which that Supplier is Registered.
- 12.5** This ~~Schedule e-MRA~~ sets out the timescales required for a Supplier to notify MPAS of any changes to any items of MPAD for which the Supplier is responsible. For a change of agent the Registered Supplier needs to update the Agent Id¹⁰ in MPAS. This might result in a requirement for large volumes of notifications to MPAS and these volumes may be in excess of those normally anticipated. An unexpectedly larger volume of notifications could impact Total Daily Processing, and any consequent delays would be detrimental to other Suppliers who have submitted notifications on that day. In addition, whilst ~~the MRA~~ this Schedule provides for an MPAS Provider to mitigate a failure in the Total Daily Processing service levels where the volume of Registration requests materially exceeds the expectation of the MPAS

¹⁰ MPAS holds the details of the Agents a Supplier has appointed to the Metering Point, and these data items form elements of the MPAD as listed in the MRA (Schedule 2).

Provider, there is no such provision to mitigate an excessive volume of notifications of changes to data.

Purpose

- 12.6** This procedure seeks to provide the framework for notification of a material volume¹¹ of updates to agent details to be notified to MPAS following discussion and agreement between the Supplier and relevant MPAS Provider. In so doing, the integrity of Total Daily Processing is maintained for an MPAS Provider and all other Suppliers requiring the services of that MPAS.
- 12.7** This procedure is also provided in association with BSCP513 in order to set out the parameters to be agreed for the preparation, notification and implementation of updates to Agent Id, when a material volume of such updates can be premeditated and to prevent an adverse impact on normal MPAS processing.

Scope & Objectives

- 12.8** This procedure is intended for use where a change to the contracted provider of the MOp, DC or DA agency services for a Supplier, requires that those agent details held for the relevant MPANs Registered to that Supplier are to be replaced by a new agent. When the number of instructions from a Supplier to an MPAS required for a change to an Agent Id for all or any of that Supplier's NHH Metering Points registered on that MPAS either:
- a) exceeds the volume defined under the BSC; or
 - b) causes that Supplier to exceed the Daily Volume Quota operated by the relevant MPAS Provider. The Supplier should contact the relevant MPAS Provider to clarify this quota when considering a BCoA.
- 12.9** In each case noted above (a Bulk Change of Agent [BCoA]) this procedure shall be used in order that these updates can be completed in a timely and controlled manner.
- 12.10** It must be noted that MPAS systems are designed to process a reasonable number of notifications per day under TDP and any processing over and above the cumulative demand anticipated from the Daily Volume Quotas could put pressure on MPAS systems. As a result some MPAS systems may not be able to process the volumes requested whilst still protecting Settlements and would require major systems upgrades to do so. Suppliers should note that it may not always be possible for their expectations to be met and that there may be significant lead times and costs associated with meeting those expectations.
- 12.11** This procedure excludes Change of Agent coincident with a Change of Supplier (CoSCoA) and provides for a BCoA only where a Supplier is already Registered for the relevant MPANs.
- a) a Bulk Change of Agent from one NHH Meter Operator Id to another in MPAS following a change to the provider of that agency service to a Supplier;
 - b) a Bulk Change of Agent from one NHH Data Collector Id to another in MPAS following a change to the provider of that agency service to a Supplier;

¹¹ as defined under the BSC and published on the BSC Website

- c) a Bulk Change of Agent from one NHH Data Aggregator Id to another in MPAS following a change to the provider of that agency service to a Supplier;
- d) a Bulk Change of Agent that involves any combination of the above Agent Ids in MPAS following a change to the providers of those agency services to a Supplier.

12.12 The process complies with ~~MRA~~Clauses ~~4.7 to 4.26-14~~ in establishing the procedure for notifying, and ~~MRA~~Clauses ~~6.6 to 6.28-24~~ for effecting, a Bulk Change of Agent in MPAS.

12.13 The following principles apply to this procedure:

- a) This procedure shall only be for use with NHH Metering Points and, consequently, NHH Agent appointments;
- b) The volume defined under the BSC in respect of the number of instructions of a change to an Agent Id relates to the BCoA process only and are not related to any limits applied to the notifications defined under Total Daily Processing as noted in ~~MRA~~Clauses ~~4.7 to 4.26-14~~. The threshold which may be notified by a particular MPAS in relation to a Daily Volume Quota should not be exceeded without the agreement of that MPAS.
- c) A Supplier requesting and undertaking a Bulk Change of Agent in any MPAS shall take due consideration of the expectation of all other Suppliers who have submitted notifications to that MPAS of the MPAS' ability to meet the ~~MRA~~MPAS service levels required under Clauses ~~4.7 to 4.26-14~~.
- d) A Supplier, in assessing a change of agency services, shall take due consideration of this BCoA procedure, as well as BSCP513, as applicable. It is required that the volumes that shall be acceptable be discussed with the MPAS Provider to anticipate the required timescales. It is recommended that a Supplier gives as much advance notice as possible to the relevant MPAS Provider(s) of a BCoA, which might include a preliminary advice of the intention to request a BCoA, in order to facilitate this Procedure and the timetable and processes to implement a BCoA. Suppliers are reminded that system capacity constraints may mean that a BCoA which has already been agreed and scheduled by a particular MPAS may take precedence over a later request.
- e) Where an MPAS Provider accepts a request from a Supplier to undertake a Bulk Change of Agent, it shall use all reasonable endeavours to ensure that the processing of such Bulk Change of Agent in its MPAS Registration System will not adversely impact Total Daily Processing as required under ~~this Schedule e-MRA~~ for that MPAS Provider. These endeavours shall include the right of the MPAS Provider to propose the amendment or rejection of the volume and/or date(s) of the Bulk Change of Agent requested by the Supplier, together with the reason for such amendment or rejection.
- f) This ~~MAP~~Schedule provides a framework to facilitate Supplier and MPAS Provider agreement regarding the means of progressing a BCoA, with the timely completion of a BCoA as the end goal. Whilst all MPAS Providers offer a BCoA service, it is

recognised that an MPAS Provider may be unable to meet a Supplier's specific request for a BCoA. In this case, the MPAS Provider shall provide indicative volumes and/or dates that may be more suitable, which may include suggested volumes that could be submitted into Total Daily Processing. This will assist the Supplier in assessing the processing and timescales that may be required, where the MPAS Provider is unable to meet the Supplier's request for a BCoA. This will also assist in the facilitation of an agreement as to the means of progressing the updates.

- g) The MPAS Provider and Supplier shall use reasonable endeavours to work towards the objective of a BCoA so that MPAS will be updated with a change of agent in a timely manner and in the spirit of the [MPA](#) requirement for a Supplier to effect changes as soon as possible.
- h) Any rejection/s by either a MPAS Provider or its MPAS Registration System of the file(s) of instructions for a particular Bulk Change of Agent will place this procedure in suspense. There will then be an agreed period of time for this rejection to be rectified, re-sent and accepted. Ultimately, a rejection may result in the Bulk Change of Agent scheduled under this procedure being terminated.
- i) Any rejection by MPAS of an individual instruction included in a Bulk Change of Agent will be resolved by the Supplier outwith this procedure and in the manner and timescale required under existing obligations, responsibilities and procedures.
- j) Where a DA is impacted by the use of this procedure the Supplier who has appointed that DA will have assessed the impact of this procedure upon that DA and established their readiness to process the notifications from MPAS (D0209) where appropriate.
- k) If the DTN is used as the medium for a Bulk Change of Agent then the Supplier who is effecting the changes will apprise the Data Transfer Services Controller of the parties involved and the date(s) and volume(s) of the BCoA.
- l) The integrity of Settlements is key to industry, and the submission and consideration of any request under this procedure should be in keeping with this principle such that Settlements data will not be disrupted.
- m) This procedure shall not preclude a Supplier from using Total Daily Processing to effect a BCoA for volumes in excess of the threshold applicable under the BSC PROVIDED THAT
 - the number of notifications submitted to MPAS does not exceed the Daily Volume Quota operated by the relevant MPAS Provider; and
 - that Supplier can meet the obligations of [MPA-Clauses 6.6 to 6.28-24](#) to update MPAS within 5 Working Days of the effective date of the change or becoming aware of that change having become effective; and
 - the relevant conditions of BSCP513 have also been satisfied.

For example a Supplier could, where the EFD (MOA) of the new MOp, or EFD (DCA) of the new DC or EFS (DAA) of the new DA is in the future¹², send notifications to MPAS in advance of the appointment date for the new agent in a controlled, phased manner, such that, by the new Effective Date, the number of Metering Points requiring a change of agent Id had been completed in MPAS.

- n) The Supplier shall ensure that both its old and new agents are able to meet the expectations of any BCoA agreed under this procedure, which shall also include instances where the BCoA is being undertaken in relation to volumes below the thresholds in the BSC.
- o) It is recognised that exceptional circumstances may occur whereby more urgent action is required, for example in the event of Agent failure, However, this MAP does not set out procedures to be followed in this situation, although it is anticipated that any event which was outside the control of the Supplier, but resulted in a BCoA, would be considered under exceptional conditions by the parties impacted.

Procedure

12.14 Conditions Precedent

12.15 This procedure may only be utilised to effect a BCoA in MPAS where:

- a) The volume of MPANs which require a change to the Agent Id and which are registered to a Supplier on a particular MPAS exceeds the Daily Volume Quota operated by that MPAS Provider.
- b) A Supplier undertaking this procedure where the number of MPANs involved also exceeds the threshold defined by the BSC Panel under the BSC shall also comply with the requirements of BSCP 513.
- c) Where an MPAS Provider has agreed with a Supplier to undertake this procedure, it will use reasonable endeavours to minimise the affect of a Bulk Change of Agent upon the Total Daily Processing and service levels required under ~~Clause 14 of the MRAs~~ [4.7 to 4.26](#)
- d) The MPAS Validation Procedures published by each MPAS Provider shall be applied to notifications received pursuant to this Bulk Change of Agent procedure.
- e) The Supplier has notified the Data Transfer Services Controller that this Bulk Change of Agent procedure is being utilised, where the Data Transfer Service is being used for the transmission of DTC Flows to effect the BCoA.

12.16 Main users of the Procedure

¹² Suppliers are reminded that the relevant MPAS Validation Procedures set out an 'Advance Change Period', which may affect the timescale for notification of a future appointment.

- 12.17** The main users of this procedure are Suppliers and MPAS Providers, but due consideration should be given to the impact on Supplier Agents as well as the Data Transfer Services Controller, and DAs . Settlements are also impacted by the use of this procedure, and their requirements, see [2.4.212.28](#) and [2.4.312.29](#), should be taken into consideration.
- 12.18** Requesting a Bulk Change of Agent to be effected by an MPAS Provider
- 12.19** The Supplier's ~~MRA~~ Contract Manager shall contact the ~~MRA~~ Contract Manager for the relevant MPAS Provider's Distribution Business in order to notify a request under this procedure to affect a Bulk Change of Agent.
- 12.20** The request to the Contract Manager for the relevant Distribution Business shall provide;
- a) the proposed submission date(s) and volume(s) for the Bulk Change of Agent file/instructions, taking into account any timescales indicated by the MPAS Provider pursuant to contact under [principle iv in Section 1.412.13\(d\)](#);
 - b) a proposed method(s) by which the file/instructions for a Bulk Change of Agent may be provided in a format and structure consistent with the [MRA and DTCDATA Specification](#), respectively;
 - c) confirmation that, where the Bulk Change of Agent relates to the DC or DA appointed to the Metering Point, the DA (or DAs as appropriate) are aware that they will receive notifications of these changes from MPAS such that the MPAS Provider will not incur additional processing¹³ in resolving a failure of a DA to process the messages from the MPAS Registration System (rejection handling of individual instructions will be undertaken in accordance with existing procedures);
 - d) a nominated contact, authorised by the Contract Manager, to be responsible for the Bulk Change of Agent processing (a Supplier BCoA Contact);
- 12.21** Within 2 Working Days of receiving such a request the Distribution Business' Contract Manager shall acknowledge receipt of that request and notify a nominated contact, authorised by the Contract Manager, to be responsible for handling the Bulk Change of Agent processing for the MPAS Provider (an MPAS BCoA Contact).
- 12.22** Determining and agreeing the provision of the Bulk Change of Agent file/instructions to the MPAS Provider
- 12.23** Once a request has been notified and acknowledged, the Supplier and MPAS BCoA Contacts shall endeavour to determine and agree the method and timetable for the proposed Bulk Change of Agent.
- 12.24** An MPAS Provider shall consider the Supplier's request under [2.3.412.20](#), and within 5 Working Days of receiving that request provide a written response to the Supplier either
- a) confirming that the request can be accepted for the proposed timescale and volume;
- or

¹³ As may be required under MRA Clauses 28.9 and 28.10

- b) rejecting the request, which rejection shall contain a suggestion for an alternative date or volume of instructions, provided that any such rejection or amendment is supported by the reason(s) and/or rationale. Where an MPAS Provider rejects the request, the rejection shall indicate alternative volumes and/or dates and may include indicative volumes of instructions that may be acceptable under Total Daily Processing.

12.25 To enable further assessment in the event of rejection or revision of the request, the MPAS Provider shall include in their written response a nominated date by which the Supplier may re-submit a request for consideration and agreement.

12.26 In considering the request, the MPAS Provider shall bear in mind the provisions of ~~Section 2.5~~ [Clause 12.32](#) of this procedure in relation to the scheduling of a Bulk Change of Agent.

12.27 Agreement by the Supplier and MPAS BCoA Contacts of the method and timetable for the date(s) and/or volume(s) of processing shall not be construed as an authority to proceed where the requirements of BSCP513, have not been completed (see Section ~~2.4.2~~ [12.28](#) of this procedure). The agreement reached in ~~12.22-4~~ shall then be supplied in accordance with BSCP513 (see BSC Requirements in ~~Section Clause 2.4.2~~ [12.28](#) of this procedure).

12.28 BSC Requirements - The BSC requires a Supplier who wishes to undertake a Bulk Change of NHH Agent for Metering Points to act in accordance with BSCP513. A component of the information required to be included in the application under BSCP513 relates to the agreement between the Supplier and the MPAS Provider for the proposed Bulk Change of Agent.

12.29 In the event that an agreement cannot be reached as to the method and/or timetable for the date(s) and/or volume(s) of processing, then the processing cannot commence under this procedure and the condition for written agreement by the MPAS Provider to support an application under BSCP513 will not be met.

12.30 Where no agreement is reached a Supplier BCoA Contact may then notify their Contract Manager of this situation. In order to escalate matters in the event of a failure to reach any agreement, the Supplier Contract Manager shall contact the Distribution Business Contract Manager in order to seek resolution.

~~**12.31**—In the event that the Contract Mangers are unable to reach a resolution, [an appeal may be raised to the PAB](#), the [MRA Conciliation Service Guideline \(GD20\)](#) provides support for parties in progressing issues related to MRA requirements. The MRA also provides for a Disputes process (Clause 38) for any differences arising out of, or in connection with, the MRA, and the supporting procedures. Disputes Forms are set out in MAP01.~~

~~**12.32**—During Conciliation or Dispute the following key factors may be considered essential information;~~

~~**12.33**—working hours~~

~~**12.34**—system constraints~~

~~12.35~~ ongoing system development and lead times for future development

~~12.36~~ the impact of approved industry driven changes

~~12.37~~ commercial or contractual arrangements between Suppliers and Agents

~~12.38~~ accrual of any performance or data problems

~~12.39~~~~12.31~~ The Disputes Committee determination should be limited to defining reasonable volumes and timescales for the change of Agent. For the avoidance of doubt, any dispute regarding the level of charges raised to the Supplier is a matter under the Licence, and should therefore be directed to Ofgem for determination.

12.32 Scheduling the Bulk Change of Agent

12.33 Whilst this procedure does not set out specific processes for scheduling the Bulk Change of Agent, since this will largely be dependent upon the operating procedures for a particular MPAS Provider's MPAS Registration System and the method(s), volume(s) and date(s) agreed, the principles in the following paragraphs should be applied.

12.34 In scheduling the Bulk Change of Agent, the MPAS Provider shall use reasonable endeavours to ensure that the receipt and processing of such file/instructions shall not impact the Total Daily Processing service levels.

12.35 The MRA requires that an MPAS Provider shall use reasonable endeavours to ensure that all messages of any one type are processed in the order they are received. This is to be considered when the MPAS Provider determines how the Bulk Change of Agent updates are to be scheduled into the processing for its MPAS Registration System since ~~the MRA~~[this Schedule](#) excludes the BCoA instructions from ~~Clauses 4.7 to 4.26-14~~ setting out Total Daily Processing and this procedure allows for the Bulk Change of Agent to be scheduled outside of Total Daily Processing.

12.36 The ~~Event Log in the MRA (Schedule 2) notes~~[Data Specification demonstrates](#) that the D0205, 'Update Registration Details' via the DTN, is the method by which a Supplier notifies MPAS of a change of agent. If the agreed method of providing the Bulk Change of Agent is via the DTN, the Data Transfer Services Controller shall be informed of this. Nothing in this ~~MRA Agreed Procedure~~[section 12](#) shall preclude the MPAS Provider from processing the Bulk Change of Agent instructions with other D0205 updates within the Total Daily Processing window allowed in ~~the MRA~~[this Schedule](#); provided that all reasonable endeavours are undertaken to ensure that this additional volume of instructions does not adversely affect the processing of the notifications of registration(s) or update(s) any other Suppliers have sent to that MPAS Registration System on that Working Day.

12.37 For instance the Bulk Change of Agent instructions could be submitted into the MPAS Registration System where the Working Day was a Friday, as the processing window would extend to the next Working Day, i.e. Monday by 06:00. An alternative would be for the MPAS Provider to complete Total Daily Processing before submitting the Bulk Change of Agent instructions into its MPAS Registration System, thus meeting the requirement to process all messages of any one type that have been received on that Working Day. The Bulk Change of

Agent file, which will contain a volume of D0205 instructions, would then be processed after Total Daily Processing. This may reduce the impact on other Suppliers.

- 12.38** The purpose of this principle is to recognise the cost/benefit of utilising efficient IT processes, however the impact on Total Daily Processing for the notifications received for the Working Day must take precedence.
- 12.39** It should also be considered that the confirmation (D0172¹⁴) and rejections (D0203) from the MPAS Registration System as well as any notifications to a DA (a D0209), or DAs if appropriate, of the revised DC or DA Id may be automatically sent to the MPAS Provider's Gateway for delivery to the recipient's Gateway. Thus due care should be taken to ensure that there will not be a detrimental effect on the DTN and the Supplier's or DA's Gateway for the proposed volume of files generated after processing the Bulk Change of Agent.
- 12.40** To this end, where processing of the BCoA will result in the notifications of confirmations/rejections from the MPAS Registration System being delivered to the relevant Gateway(s), the Supplier shall inform the Data Transfer Services Controller of the proposed date(s) and volume(s) of Bulk Change of Agent file/instructions (which will be assumed to be indicative of the consequent volume of confirmations/rejections). The Data Transfer Services Controller shall confirm receipt of the notification and, where appropriate, identify any DTN or Gateway issues. Where the Data Transfer Services Controller identifies issues, the relevant Supplier and MPAS Provider and the Data Transfer Services Controller shall use reasonable endeavours to resolve these issues.
- 12.41** Implementing the Bulk Change of Agent
- 12.42** Where the thresholds set out in either the BSC have been exceeded, in order to proceed with the implementation of a Bulk Change of Agent a Supplier shall have received authorisation under BSCP513 to proceed with the proposed Bulk Change of NHH Supplier Agent. The Supplier BCoA Contact shall confirm to the MPAS BCoA Contact in writing that this approval has been received, and an MPAS Provider shall not implement a Bulk Change of Agent where this confirmation has not been received.
- 12.43** BSCP513 provides that, when a BCoA has been authorised by the Panel, Elexon will publish details of the application on the BSC Website. In addition, the successful application will be noted in a relevant ELEXON Circular.
- 12.44** Upon approval of the proposed BCoA from the appropriate Settlements committee, the Supplier shall provide the Bulk Change of Agent instructions to the MPAS Provider on the due date and in the manner previously agreed between the Supplier BCoA Contact and MPAS BCoA Contact. Any failure by the Supplier to meet this requirement shall halt the use of this procedure.

¹⁴ Attention is drawn to the technical constraint of 99,999 instructions on a file applied to the number of Instructions that may be noted within the D0172, which may have a bearing on the processing of the updates to Agent Ids under a BCoA.

- 12.45** In implementing the BCoA, an MPAS Provider shall ensure that its MPAS Validation Procedures, and the BSC Validation Requirements¹⁵ will be applied to the instructions and existing Rejection reasons will be supplied for any rejection of either the entire file or any of the instructions within the file.
- 12.46** Rejection of the entire File
- 12.47** An MPAS Provider may reject the entire file(s) of Bulk Change of Agent instructions where the file has not been received in accordance with the agreement made with the Supplier or if the file(s) cannot be processed. In either case, the MPAS Provider shall notify the Supplier of the rejection and the reasons for that rejection, which notification shall include a revised period during which the Supplier may re-submit the file under this procedure. In the event of a notification of rejection, where the Supplier does not re-submit the file(s) within the timescale stated in the notification, or the re-submitted file(s) does not resolve the reason for rejection, this procedure shall be deemed to have been applied, but failed, and a new application for this procedure shall be instigated
- 12.48** Rejection of instructions
- 12.49** Upon acceptance of the file of Bulk Change of Agent instructions by an MPAS Provider, where an instruction within that file to update the Agent Id for a particular Metering Point is Rejected under the MPAS Validation Procedures applied by its MPAS Registration System, then the Rejection, and the reason/s for that Rejection shall be conveyed to the Supplier. Any instructions which have been Rejected shall be resolved using the existing Industry practices but shall not be re-submitted through the use of this Bulk Change of Agent procedure, unless otherwise agreed and confirmed by the Supplier and MPAS BCoA Contacts at the time of the agreement to the BCoA.
- 12.50** Where the number of instructions that require re-submission following the Rejection remains in excess of the volume defined in the BSC then a Supplier shall re-apply for a BCoA under the provisions of BSCP513 and this MRA Agreed Procedure. However, this shall not preclude circumstances where the MPAS Provider's agreement has been established at the time of the formal agreement between the Supplier and MPAS Provider BCoA Contacts to provide for the re-submission of a material volume of instructions, where the reason for their initial rejection has been resolved, within the timescales of the same BCoA
- 12.51** Completion of the Bulk Change of Agent procedure
- 12.52** Completion of the Bulk Change of Agent under this procedure shall be when the Bulk Change of Agent file has been submitted on the relevant date and in the agreed format; and
- a) the Bulk Change of Agent file has been accepted for processing by the MPAS Provider, or
 - b) the Bulk Change of Agent file has been rejected by the MPAS Provider; and

¹⁵ See Schedule 10 of the MRA

- c) confirmations or Rejections of the instructions have been notified to the relevant participants by the MPAS Provider or its MPAS Registration System.

14.13. Customer Requested and Co-Operative Objections Procedure

Commented [SJ12]: Reflects MAP 12 v2.3

Background

- 13.1 A post-implementation review of the [MRA Agreed Procedure \(MAP\) for the Resolution of Erroneous Transfers \(MAP10\) process](#) identified that the Old Supplier should initiate an Objection when it has been advised by the Customer that the change of Supplier was erroneous.
- 13.2 IREG requested in December 2015 that [the Customer Requested and Co-Operative Objections process MAP12](#) be reviewed and amended to take into account the Registration withdrawal processes implemented in November 2014, as well as Co-operative Objection processes, to create a single Objection procedure.
- ~~12.53 MIF197 – Mandating the secure sending of data under Annex A of the DTC, raised in Dec 2015 sought to improve the security of customer data being transferred between parties. As a result of the discussions at IREG it was decided to amend MAP12 to reduce the risk of sensitive data being passed outside the secure DTN.~~

Purpose

- 13.3 Pursuant to Clauses ~~16.13.15.35(a)~~ and ~~18.10.15.57(a)~~ of the MRA this procedure sets out the process that Suppliers shall undertake when raising an Objection
 - a) at the request of the Customer, where a Customer states not to have entered into a contract with a New Supplier; or
 - b) in the event that an Erroneous Registration has been identified by the New Supplier, where the New Supplier can no longer rectify the Erroneous Registration by withdrawing the Registration.

Document Scope and Objectives

- 13.4 The scope of this [MRA Agreed Procedure section 13](#) is limited to governance and procedures relating to Customer Requested Objections and Co-Operative Objections for Customers at Domestic Premises occurring in the Domestic Electricity Market of England, Wales and Scotland.
- 13.5 The objectives of this [MAP section 13](#), subject to a raised Customer Requested or Co-Operative Objection, are to:
 - a) document Customer expectations; and
 - b) document the communication with Customers and Suppliers.

Exclusions

- 13.6 The following are specifically excluded from the scope of this [MAP section 13](#):
 - a) Instances where the Objection Raising Period has expired;

- b) Instances where the New Supplier has withdrawn the Registration;
- c) Any Customer Requested Objection where the reason given does not fall within the remit of [1.413.3](#) (a).

Associated References

~~13.7~~ The following are referenced within this MAP in relation to the required operation of the Customer Requested Objection Process under MRA governance:

- ~~a) The MRA, which provides the overarching governance for this MAP; and~~
- ~~b) The Data Transfer Catalogue (DTC), which sets out the mandated structure of Data Flows in relation to the passing of data as set out in this MAP.~~

Principles

- 13.7 Suppliers shall ensure the correct application and administration of the process as the Customer is not expected to be aware of the grounds for objection, the change of Supplier process or the potential for an objection to be raised.
- 13.8 The Notice of Objection for a Customer Requested Objection cannot be withdrawn, pursuant to Clause ~~16.13 of the MRA~~[5.35](#).

Process

13.9 Initial Customer Contact

- 13.10 The Old Supplier shall initiate a Customer Requested Objection in cases which meet the criteria in [1.413.3](#) upon contact from the Customer after the Customer has been notified of the impending change of Supplier:
- 13.11 In cases which meet the criteria in [1.413.3](#) (b), the New Supplier shall contact the old Supplier to request the initiation of a Co-Operative Objection, prior to 12 noon on a Working Day and must:
- a) only send MPAN core(s); and
 - b) only send the notification to the Co-Operative Objections contact or Contract Manager as defined in the MRA Industry Contacts Database.

13.12 The Old Supplier shall treat all files received by 12 noon as received on that day and, where appropriate, raise requested Objections on the same day.

- 13.13 The Old Supplier shall, upon initiation of an Objection that meets the criteria in 1.4(a):
- a) obtain authorisation from the Customer; and
 - b) inform the Customer of the nature of the process.

13.14 Raising the Objection

13.15 On the same day that a Customer Requested or (in accordance with ~~3.213.11~~) a Co-operative Objection is raised, the Old Supplier shall contact the New Supplier to:

Commented [SJ13]: Removed as neither reference exists under REC

- a) advise them that the Objection has been raised; and
- b) provide any additional information to facilitate the New Supplier's investigation.

- 13.16** The Old Supplier shall inform the New Supplier using the D0305 (Notice of Customer Requested Objection) Data Flow when a Customer Requested Objection is raised.
- 13.17** The Old Supplier may identify the New Supplier from the D0058 (Notification of Termination of Supply Registration) Data Flow.
- 13.18** The Old Supplier shall inform the New Supplier whether a Co-Operative Objection has been raised by replying to the initial request for the Objection by 1pm on the Working Day following the day when the request was received.
- 13.19** The Old Supplier shall inform the Customer in accordance with Clause ~~16.75.28~~ of the MRA.
- 13.20** New Supplier Acknowledgement
- 13.21** In cases where a Customer Requested Objection has been raised,
- 13.22** the New Supplier shall acknowledge receipt of the Objection in ~~3.413.15~~, as soon as possible and within 48 hours.
- 13.23** Any Supplier receiving the Objection in ~~3.413.15~~ that is not acting as the New Supplier shall advise the Old Supplier within 48 hours.
- 13.24** All acknowledgements shall be by e-mail (or another method, as agreed) in a format that enables the originator to identify which Objection is being acknowledged and the associated number of record lines contained
- 13.25** The New Supplier's Response
- 13.26** Where the Customer Requested or Co-Operative Objection has been accepted in MPAS, the Objection Resolution Period shall apply.
- 13.27** The New Supplier, upon receipt of the Customer Requested or Co-operative Objection by the Old Supplier, shall determine whether to make contact with the Old Supplier or the Customer in order to query the basis of the Objection.
- 13.28** The New Supplier shall not submit another Application for Registration in respect of the relevant Metering Point Administration Number unless the Customer Requested or Co-operative Objection has been resolved
- 13.29** Retention of Information
- 13.30** Suppliers shall record all Customer contact and objections by maintaining an adequate audit trail for the Customer Requested or Co-operative Objection, for example, by recorded call or Customer signed correspondence.
- 13.31** The Old Supplier shall keep evidence of the Customer Requested or Co-operative Objection and reasons for the request for at least 12 months.

15.14. Assignment of Debt in Relation to Prepayment Meters Agreed Procedure

Commented [SJ14]: Reflects MAP 13 v2

Background

- 14.1** The development of a process that allows outstanding Customer charges owed to one Supplier to be assigned to another follows an initiative by the Authority. This process would enable Customers with outstanding charges to transfer to the Supplier of their choice in situations where such a transfer would otherwise have been prevented on the grounds of debt.
- 14.2** A sub-group comprising the major domestic retail Suppliers, and supported by the Authority, undertook a trial for debt assignment between Suppliers in the gas and electricity retail markets. This trial resulted in the development of benchmark processes for the domestic gas and electricity markets which Suppliers would operate for each discrete market.
- 14.3** Following the experiences of the trial and the protocols developed for use in the trial, parallel changes were developed to modify the Gas Supply Licence and MRA to introduce Debt Assignment Protocols (DAP), and to provide specific procedures to support it – i.e. a SPAA Schedule to support the gas processes, and a MRA Agreed Procedure for the electricity baseline.
- 14.4** Introduction of Point of Acquisition (PoA) model: the Authority undertook a review of the DAP voluntary commitments it agreed with Suppliers in September 2012. This included a commitment from Suppliers to streamline and improve the existing DAP industry processes. Through workgroups held at Energy UK, the PoA model emerged as the main change to the DAP to meet this commitment. The PoA model meant that Suppliers provided DAP Privacy Notices at the point of acquiring a new Customer. The Customer therefore no longer needed to ‘restart’ the switch by responding to a letter from the New Supplier asking whether DAP could progress.
- 14.5** The PoA model was introduced as a voluntary agreement in April 2015. All larger Suppliers and several smaller Suppliers implemented this process. The process was viewed to be a success inasmuch that the numbers of indebted Customers switching using the DAP increased significantly. As such, it was implemented as the standard procedure for Debt Assignment into this MAP to ensure all Suppliers follow the process and Customers benefit accordingly.
- 14.6** In November 2016 a suite of changes was implemented which addressed a number of key areas:
- a) mis-match of Customer names;
 - b) streamlining the current process;
 - c) improving management of issues relating to Data Protection Legislation (DPL);
 - d) Complex Debt; and
 - e) identifying Prepayment Meters.

14.7 A new end-to-end DAP was agreed. A number of associated changes have been raised which reflect discussions on the end-to-end process and improvements to resolve the issues of mismatched Customer addresses and stream lining the process.

Purpose

14.8 Pursuant to Clause ~~30.1 of the MRA~~7.11, this ~~MAP Schedule~~ sets out the actions that Suppliers are required to undertake in conjunction with the Change of Supplier (CoS) process in order to assign outstanding charges owed by Domestic Supply Customers who have a debt scheduled for repayment on a Prepayment Meter (“Debt Assignment”).

Document Scope & Objectives

14.9 The scope of this ~~MAP section 14~~ is limited to Debt Assignment in relation to Domestic Premises between Suppliers operating in England, Wales and Scotland and shall only be applicable in relation to Metering Points where:

- a) the Customer at that Metering Point has a debt, repayment of which is scheduled on a Prepayment Meter;
- b) the Customer has entered into a contract with the New Supplier;
- c) the New Supplier has submitted an Application for Registration for the Metering Point, by sending DTC Flow D0055 (Registration of Supplier to Specified Metering Point) to the relevant Metering Point Administration Service (MPAS), and the Registration has been Accepted by that MPAS;
- d) the Old Supplier has issued a D0064 (Notification of an Objection to Change of Supplier Made by the Old Supplier) Data Flow to the New Supplier’s Registration on the grounds of outstanding charges pursuant to Electricity Supply Licence Condition 14.4 (a) and this Objection has been accepted by the relevant MPAS; and
- e) the estimated value of the debt for assignment is between £20 and £500 (inclusive), including Value Added Tax (VAT).

14.10 The objectives of this ~~MAP section 14~~ are:

- a) to ensure a DAP Privacy Notice is provided to the Customer at the PoA; and
- b) to document the procedure for agreeing to a Debt Assignment in the domestic electricity market in parallel with the principles of the procedure in the domestic gas market.

14.11 Where the New Supplier wishes to request debt information from the Old Supplier at or after 00.00 hrs on 27 June 2019:

- a) the New Supplier shall use the D0306 Data Flow; and
- b) the New Supplier and the Old Supplier shall complete the Debt Assignment process in accordance with this ~~MAP section 14~~.

~~13.32~~ Where the New Supplier had already issued a D0306 Data Flow before 00.00 hrs on 27 June 2019:

- ~~a) the New Supplier and the Old Supplier shall complete the Debt Assignment process using the previous Data Flows, transfer mechanism, communications and processes set out in version 1.9 of this MAP.~~

Exclusions

14.10 The following are specifically excluded from the scope of this ~~MAP~~section 14:

- a) Metering Points where a Customer debt has been identified as Complex Debt;
- b) non-domestic Metering Points;
- c) debt in relation to a Customer account to which the applicable rate of VAT indicates that the Customer is non-domestic;
- d) Metering Points in which the debt is not being recovered via a Prepayment Meter; and
- e) assignment of estimated debt values below £20 or above £500 (inclusive of VAT).

14.11 Notwithstanding Section ~~1.4.1~~14.10 above, nothing in this ~~section 14~~ ~~MAP~~ shall preclude Suppliers agreeing bilaterally to an assignment of:

- a) Complex Debt; or
- b) debt outside the thresholds defined in Section ~~1.4.1~~14.10 (e).

14.12 Where a Customer debt has been assigned, under a bi-lateral agreement according to Section ~~1.4.2~~14.11, the Suppliers shall use the process set out under this ~~MAP~~section 14.

Status of the Procedure

~~This procedure corresponds to the obligations on MEC, contained in MRA Clause 30.1, to establish the procedures for the assignment of outstanding charges between Suppliers to enable a CoS to take place.~~

14.13 Parties are reminded of the objective to maintain harmonised procedures for gas (SPAA) and electricity (~~this MAP~~) in relation to Debt Assignment and it is recommended that any changes proposed to this ~~MAP~~section 14 should also be considered as potential changes to the corresponding provisions of the SPAA Transition Schedule.

Principles

14.14 Suppliers, in undertaking these Debt Assignment procedures, shall ensure that:

- a) the provisions of the relevant DPL are satisfied;
- b) the VAT requirements in respect of bad debt relief are satisfied;
- c) all rejected Data Flows are completed in accordance with this MAP;

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- d) all reasonable steps shall be taken to ensure that the Customer does not see any undue interruption or disruption to their repayment; and
- e) they are aware of the obligations regarding the issuing of communications to Customers.

The Procedure

14.15 Customer initiates change of Supply

14.16 The New Supplier shall provide a DAP Privacy Notice to the Customer at the PoA

14.17 The New Supplier shall ensure that:

- a) the Customer is informed that initiating the Debt Assignment process is not a guarantee that Debt Assignment will be agreed;
- b) the Customer is informed that Debt Assignment requires the exchange of account information, including debt information, between the Suppliers concerned; and
- c) the Customer is aware of the DPL obligations on the Supplier under this procedure.

14.18 Notifying the Customer of the Objection to Change of Supplier

14.19 Where the Old Supplier has issued a Notice of Objection pursuant to Electricity Supply Licence Condition 14.4 (a), that Supplier shall:

- a) advise the Customer of the reason(s) for such Objection in accordance with [MRA Clause 46.75.28](#); and
- b) inform the Customer that Debt Assignment will progress if this has been agreed with the New Supplier; and
- c) provide a DAP Privacy Notice to the Customer as part of the Objections process to support compliance with DPL and promoting the Customer's understanding of the DAP.

14.20 Notifying the Request for Debt Information

14.21 Within 4 WDs of receipt of D0067 (Notification of an Objection to Change of Supplier Sent to the New Supplier) from the MPAS, the New Supplier shall contact the Old Supplier using the D0306 (Request for Debt Information) Data Flow to notify a request for information in relation to Debt Assignment under this [MAPsection 14](#).

14.22 Responding to Debt Information Request

14.23 Within 4WD of receipt of the D0306 Data Flow, the Old Supplier shall validate the Data Flow and shall either:

- a) send a D0306 Data Flow where the inbound D0306 Data Flow was rejected with one of the reasons as defined within the J2249 (DAP Rejection Code) Data Item; or
- b) respond to such request with the appropriate information using the D0307 (Debt Information) Data Flow.

- 14.24** Following receipt of D0306 Data Flow rejection, the New Supplier shall send a corrected D0306 Data Flow within 3WD where appropriate.
- 14.25** Where the Old Supplier identifies that the debt is not Complex Debt, the Old Supplier shall populate J1694 (Complex Debt Indicator) Data Item, in the D0307 Data Flow, with F.
- 14.26** Where the Old Supplier identifies that the debt is Complex Debt, the Old Supplier shall:
- populate J1694 (Complex Debt Indicator) Data Item, in the D0307 Data Flow, with T;
 - keep a record of the reasons why a Debt Assignment has been refused on the grounds of Complex Debt to support any follow up action by the Customer; and
 - populate the J0012 (Additional Information) field as this is Mandatory where the J2249 (DAP Rejection Code) of “Other” is used.
- 14.27** Processing the Information Regarding Outstanding Charges
- 14.28** Following receipt of the D0307 Data Flow, the New Supplier shall within 3WD validate the Data Flow and;
- send a D0307 Data Flow where the inbound D0307 Data Flow was rejected with one of the reasons as defined within the J2249 (DAP Rejection Code) Data Item; or
 - otherwise proceed to ~~Section Clause 2.5.3~~[14.30](#) or ~~2.5.4~~[14.31](#) (as applicable).
- 14.29** On receipt of a D0307 Data Flow rejection, the Old Supplier has 3WD to correct the D0307 Data Flow and reissue to the New Supplier.
- 14.30** Upon receipt of a valid D0307 Data Flow, where the J1694 (Complex Debt Indicator) Data Item has been populated with T, the New Supplier shall:
- assess whether it wishes to progress with Debt Assignment under this ~~MAP~~[section 14](#), or
 - inform the Customer that there is an issue on the account; and
 - advise the Customer to contact their Registered Supplier in relation to any resolution or dispute regarding Debt Assignment.
- 14.31** Upon receipt of a valid D0307 Data Flow, where the J1694 (Complex Debt Indicator) Data Item has been populated with F, the New Supplier shall:
- assess whether it wishes to progress with Debt Assignment under this ~~MAP~~[section 14](#), or
 - inform the Customer that there is an issue on the account; and
 - advise the Customer to contact their Registered Supplier in relation to any resolution or dispute regarding Debt Assignment.
- 14.32** Upon receipt of a valid D0307 Data Flow, where the J1694 (Complex Debt Indicator) Data Item has been populated with F, the New Supplier shall:

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- a) review the information regarding the outstanding charges that have been provided by the Old Supplier in the D0307 Data Flow; and
- b) assess whether it wishes to progress with Debt Assignment under this [MAP section 14](#).

14.33 The setting of the Complex Debt flag may not exclude the Customer's Debt from being assigned under this procedure under [Section Clause 14.111.4.2](#).

14.34 Declining to proceed with a Debt Assignment

14.35 Where the New Supplier declines to undertake the Debt Assignment of outstanding charges, it shall notify the Customer accordingly. The New Supplier is not required to respond to the D0307 Data Flow. Any such failure to respond within 5WD of issuing of a valid D0307 Data Flow shall mean that no further action needs be considered by the Old Supplier.

14.36 Confirming that the Debt Assignment is accepted: Supplier-to-Supplier

14.37 Where the New Supplier determines to proceed with Debt Assignment, it shall send the D0308 (Confirmation of Customer Debt Transfer) Data Flow within 5WD of receiving a valid D0307 Data Flow.

14.38 Following receipt of the D0308 Data Flow, the Old Supplier shall within 4WD:

- a) validate the Data Flow; and
- b) send a D0308 Data Flow where the inbound D0308 Data Flow was rejected with one of the reasons as defined within the J2249 (DAP Rejection Code) Data Item;
- c) otherwise proceed to paragraph [2-7.4.14.40](#).

14.39 On receipt of a D0308 Data Flow rejection, the New Supplier has 5WD to correct the D0308 Data Flow and reissue to the Old Supplier.

14.40 Upon receipt of a valid D0308 Data Flow, the New Supplier shall:

- a) populate the J1696 (Earliest Resubmission Date) Data Item in the D0308 Data Flow to indicate the earliest date during the Earliest Resubmission Window on which the New Supplier will send a D0055 Data Flow to the relevant MPAS for the Metering Point.
- b) re-register the Customer by submitting a D0055 Data Flow to the relevant MPAS on, or no later than 2WD after, the Earliest Resubmission Date as noted in the D0308 Data Flow.

14.41 Accepting an Application for Registration

14.42 Where the Application for Registration has been accepted by MPAS, the Old Supplier shall ensure that, upon receipt of the D0058 (Notice of Termination of Supply Registration) Data Flow regarding the New Supplier that has undertaken the assignment process that:

- a) a Notice of Objection is not issued in respect of the Registration of that New Supplier; or
- b) the Notice of Objection of that New Supplier is withdrawn within the Objection Resolution Period.

14.43 Rejecting of an Application for Registration

14.44 Where an Application for Registration has been rejected by MPAS, the New Supplier shall:

- a) take reasonable steps to resolve the reason for the rejection;
- b) ensure that an Application for Registration is re-submitted as soon as possible, but in any event no later than 2 Working Days after the Earliest Resubmission Date noted in the D0308 Data Flow; and
- c) inform the Customer and the Old Supplier that the Change of Supplier cannot be completed where the reason for rejection of the Application for Registration cannot be resolved.

14.45 Where it is bi-laterally agreed that the resubmission timescale is to be extended, the New Supplier shall contact the Old Supplier and indicate the latest date that the resubmission will be sent. The Old Supplier shall continue to ensure that a Notice of Objection, in respect of that Registration, is not issued, or is withdrawn within the Objection Resolution Period.

14.46 Finalising the Debt Assignment

14.47 Upon receipt of a D0086 (Notice of Change of Supplier Readings) Data Flow the Old Supplier shall:

- a) calculate the Total Debt Outstanding owed by the Customer at the time of the CoS; and
- b) send a D0309 (Confirmation of Debt Assigned) Data Flow to the New Supplier within 3WD of issuing the final bill to the Customer account, notifying them of the Total Debt Outstanding inclusive of VAT for each Customer. The D0309 Data Flow shall include details of:
 - the Factored Total Payment, inclusive of VAT; and
 - the VAT component of that Factored Total Payment expected to be paid to the Old Supplier as a result of the agreed factoring mechanism detailed in Section [2.11.14.51](#).

14.48 Upon receipt of the D0309 Data Flow, the New Supplier shall:

- a) validate the Data Flow as soon as possible, but within 3WD after receipt; and
- b) if valid, issue a D0309 Data Flow acceptance to the Old Supplier; or
- c) if invalid, issue a D0309 rejection flow with the appropriate rejection.

14.49 On receipt of a D0309 rejection, the Old Supplier must resend a corrected D0309 within 3WD.

14.50 Where the New Supplier issues a D0309 Data Flow acceptance in respect of a Customer in accordance with Section [2.10.214.48\(b\)](#), the Total Debt Outstanding shall be transferred from the Old Supplier to the New Supplier (such that it is owed by the Customer to the New Supplier and not to the Old Supplier).

14.51 The Old Supplier Invoices the New Supplier

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- 14.52** The Old Supplier shall ensure that the New Supplier is invoiced based on the J0544 (Total Debt Outstanding) (inclusive of VAT) notified in the D0309 Data Flow.
- 14.53** The invoice shall also contain details of the agreed mechanism of factorisation as detailed below, such that the actual payment due is made clear.
- 14.54** For each completed Debt Assignment, the amount paid by the New Supplier, known as the "Factored Total Payment", will be calculated as detailed below:

Factored Total Payment is equal to:
Total Debt Outstanding net of VAT * 90% rounded to the nearest penny¹
PLUS
VAT on Actual Final Debt @ 100%

¹⁶

- 14.55** On or after the 12th WD of each month, but no earlier than a period of at least 10 WD has elapsed since the issue of any given D0309 Data Flow, the Old Supplier shall issue the following for each Supplier with whom the Old Supplier has assignments for which the D0309 Data Flow was issued in the previous month (issued via secure encrypted means):
- a) a single invoice, showing the total amount due; and
 - b) a supporting electronic spreadsheet or CSV file in the format set out in Appendix B, which shall detail:
 - the relevant MPAN;
 - the Customer's name;
 - the Total Debt Outstanding;
 - the Factored Total Payment; and
 - the amount of VAT.
- 14.56** The New Supplier shall:
- a) validate the invoice on receipt;
 - b) raise any query or dispute (in accordance with [paragraph 3 the escalation procedure](#)) within 5 WD of that receipt; and
 - c) settle each invoice (to the extent not so disputed) within 28 days of receipt.
- 14.57** Where a dispute cannot be resolved immediately, the Old Supplier shall
- a) issue a new invoice (via secure encrypted means) excluding the disputed entries; and

¹⁶ For example, 1.5p would be rounded up to become 2p; whereas as 1.49p would become 1p.

- b) include the disputed items on a future invoice once resolved (to be issued via secure encrypted means).

14.58 The Old Supplier shall calculate late payments at LIBOR+2% and shall show the late payment charge as such on the succeeding invoice.

Escalation Procedure

14.59 Where a Supplier identifies a need to resolve any issues related to the Debt Assignment process and associated timelines (other than invoicing queries), it may escalate to the relevant Supplier according to the timescales and responsibility levels outlined in Table 1:

Process	Timescale	Responsibility Level of Contact(s)
Raise Initial Dispute	Day 0	Operational Staff
Initial follow up	Day +5	Supervisor / Manager of Operational Staff
Second follow up	Day +10	Nominated Debt Assignment Handling Contact
Final follow up	Day +15	MRA Supplier Contract Manager

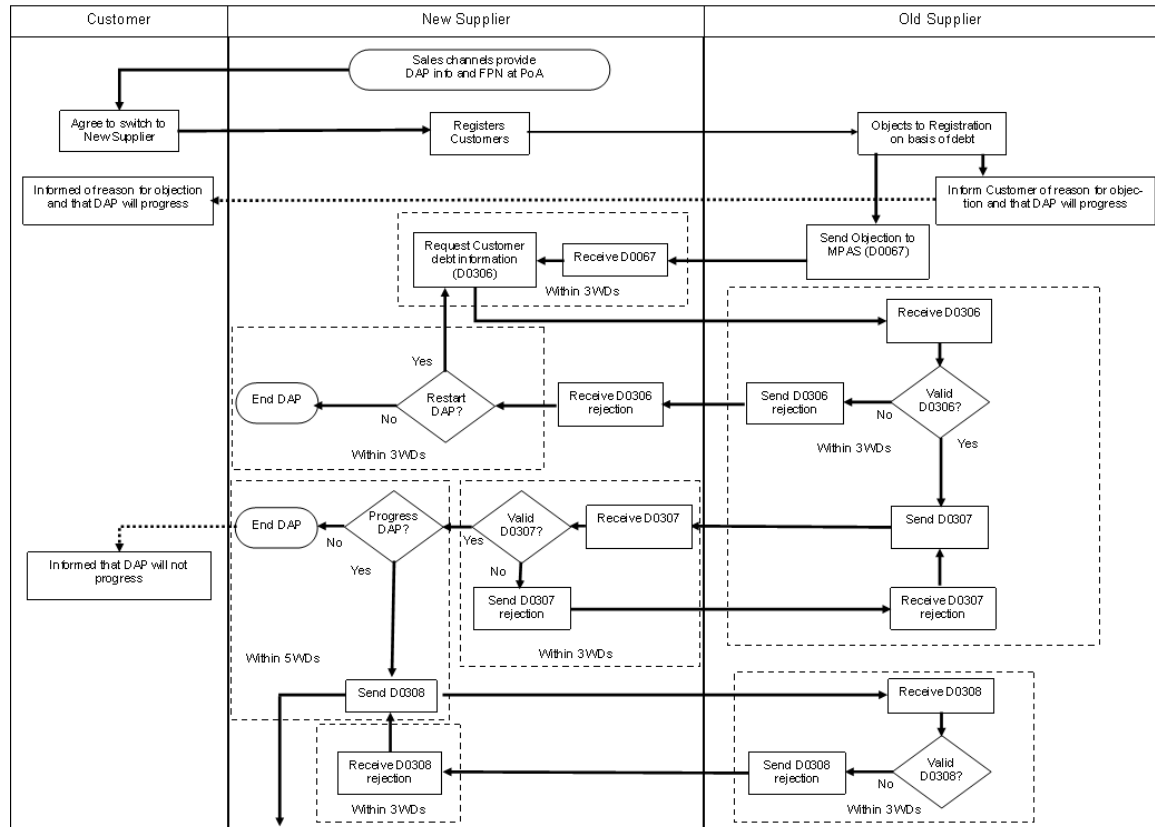
14.60 Where a Supplier identifies a need to resolve any invoicing queries in respect of paragraph [2.1014.46](#), it may escalate to the relevant Supplier according to the timescales and responsibility levels outlined in Table 2:

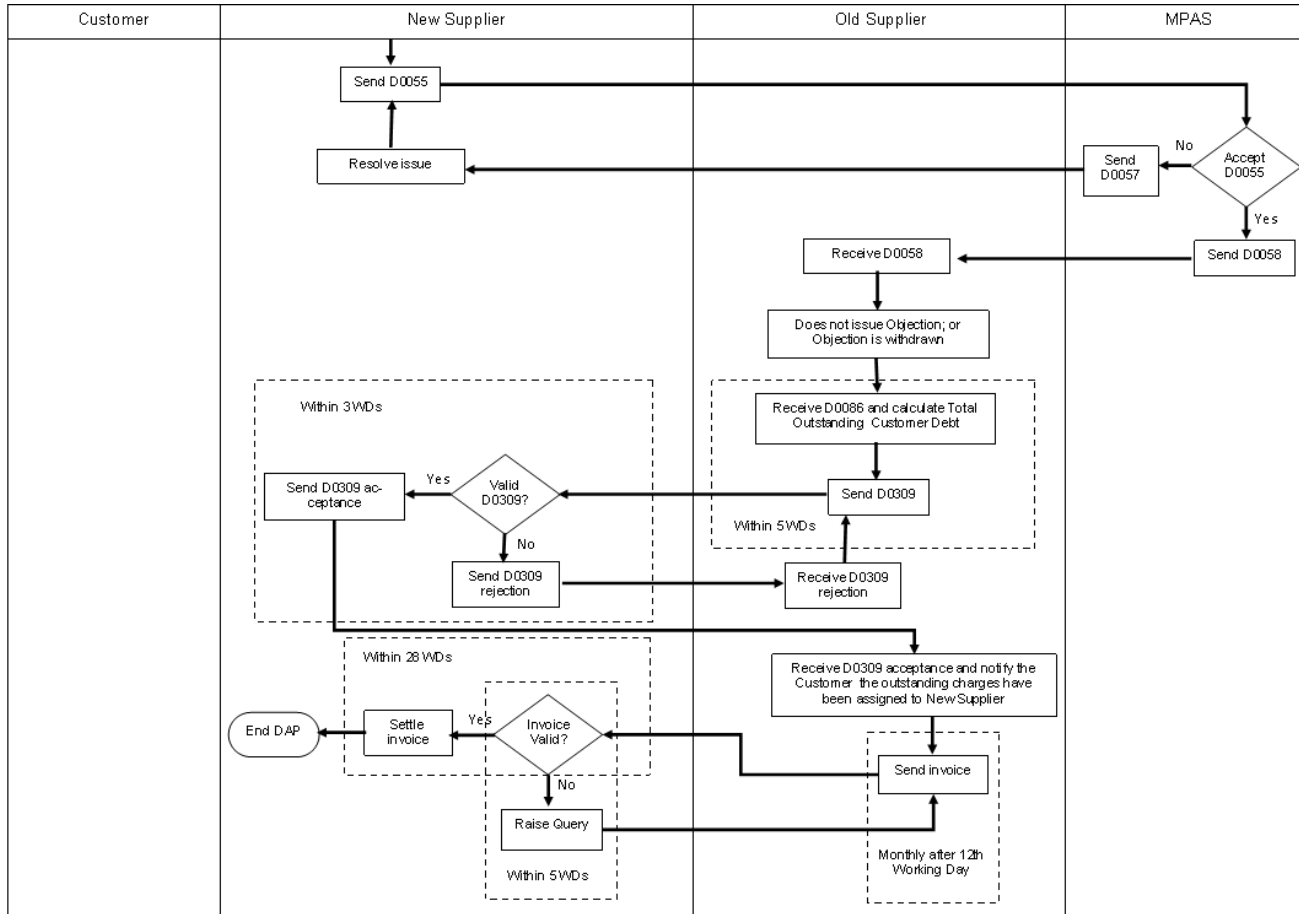
Process	Timescale	Responsibility Level of Contact(s)
Raise Initial Dispute	Day 0	Invoicing Staff
Final follow up	Day +15	MRA Contract Manager

14.61 ~~MRA~~ Supplier Contract Manager shall ensure a response to the 'Final follow up' escalation is sent within 10 WD of receipt of 'Final follow up' (whether under Table 1 or Table 2).

14.62 Suppliers shall provide details (name, email address and phone number) of for each of the escalation levels provide for in Table 1 and Table 2. These contacts will be made available via the MRASCo website.

Appendix A: Process Flow Chart





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Appendix B: Format Of Spreadsheet to Support Invoice

DAP Invoice Reference	Invoice Month/Year	Supplier Name (who is being invoiced)						
XXXXXX	XX/XXXX	XXXXXX						
	MPAN/MPRN	Customer Name	Total Debt Outstanding (£)	VAT element (£)	Total amount excluding VAT (£)	90% of excluded VAT element (£)	Factored Total Payment (90% of excluding VAT total plus VAT) (£)	Factored Total Payment entered manually (£)
Example:	1234567890	Mr John Smith	£ 20.00	£ 0.95	£ 19.05	£ 17.14	£ 18.10	
	Totals			£ 0.95	£ 19.05	£ 17.14	£ 18.10	

16.15. Resolution of Erroneous Transfers

Commented [SJ15]: Reflect ET process MAP 10 v3.7

Purpose

- 15.1 This Procedure describes the actions Suppliers are required to undertake to resolve an Erroneous Transfer (ET). An (ET) occurs where a customer has been transferred to a Supplier without a valid contract being in place and the Application for Registration has been processed in the relevant MPAS Registration System. [The Procedure fulfils the obligation on MEC, contained in MRA Clause 18.8.](#)
- 15.2 The procedure should be used in conjunction with [MRA Clauses 5.47 to 5.62-18](#) and the [Data Transfer Catalogue Specification](#).

Scope & objectives

- 15.3 The scope of the procedure is limited to ETs occurring in the Electricity Market in the England, Wales and Scotland, excluding Half Hourly (HH) and Unmetered Supply (UMS), and covers the following situations:
- New Supplier identifies a potential ET;
 - Customer contacts New Supplier believing that they have been erroneously transferred; and
 - Customer contacts Old Supplier believing that they have been erroneously transferred.
- 15.4 This procedure may also be used where the New Supplier agrees to return a customer to their Old Supplier on a goodwill basis under the category of 'Customer adamant not under contract'. However, for purposes of Ofgem reporting, this is not categorised as ET.

Exclusions

- 15.5 This procedure does not apply in cases where:
- the Erroneous Registration has been identified within the Objection Raising Period; or
 - the New Supplier can rectify the Erroneous Registration by withdrawing the Registration.
- 15.6 Erroneous Registrations identified within the Objection Raising Period, where the New Supplier can no longer rectify the Erroneous Registration by withdrawing the Registration, should be resolved using the procedure outlined in [MAP section 123](#) – The [MRA Agreed Procedure](#) for Customer Requested and Co-operative Objections.
- 15.7 Suppliers should take all reasonable steps to stop and Erroneous Registration by either withdrawing the Registration or objecting to the transfer if timescales allow.

Erroneous Transfer Customer Charter

- 15.8 The Erroneous Transfer Customer Charter (ETCC) is as follows:

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1. If a customer believes that they have been erroneously transferred then they can contact either their old or new supplier. The contacted supplier will liaise with the other supplier to resolve the matter.
2. An appropriately trained representative of the contacted supplier should explain to the customer:
 - What action will be taken;
 - When they can reasonably expect to be transferred back to their original supplier;
 - That they will only pay once for the energy consumed and where possible, how their billing arrangements will be treated;
 - How they will be kept informed of progress towards resolution; and
 - On request, how complaints will be resolved and, where appropriate, how compensation claims will be dealt with.
3. The contacted supplier will send written confirmation of the details provided above within five Working Days of the customer contact. Where possible the supplier will include an explanation of why the erroneous transfer took place.
4. The customer will be provided with confirmation within 20 Working Days of their initial contact that they will be returned to their old supplier.

Erroneous Transfer Categories

15.9 The following categories are used by OFGEM for monitoring ETs in Electricity. An identical set of categories is used in the Gas Market.

- a) Forgery – Proven
- b) Misleading information / Suspected Fraudulent Market practice and / or Training Issues
- c) Incorrect MPAN Selected (only valid reason for a non-domestic ET unless agreed via a bilateral agreement)
- d) Cancelled contract not actioned
- e) Customer Service Returners
- f) Technical Issues

15.10 See Annex 2 of this [document section](#) for further information on these categories and some typical business scenarios for each.

Procedure

15.11 [Conditions precedent](#)

15.12 Suppliers are required to comply with the obligations as contained in this [Schedule e-MRA](#) (specifically Clauses [5.47 to 5.62-48](#)).

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- 15.13** The Supplier that is first contacted by a customer shall be responsible for beginning the Erroneous Transfer procedure.
- 15.14** Where an ET has taken place between multiple parties and they are in agreement that an ET has taken place, it should be resolved bilaterally/multilaterally between the Suppliers via telephone. Following this, an email confirmation can be sent to the first escalation point.
- 15.15** Up to 24 months following the last registration of a given metering point, Suppliers should proceed with this procedure when a potential ET is identified. Beyond this point, the Gaining Supplier will have discretion in how to treat a potential ET, which may involve bi-lateral agreement.
- 15.16** Once it has been established that an ET has occurred, the New Supplier should not treat the circumstances as an opportunity to secure the customer and should process the loss notification when received.
- 15.17** Suppliers will endeavour to meet their obligations under the Green Deal with respect to ETs, as outlined in [MAP 18 – GDCCREC Schedule XX](#).
- 15.18** Procedure for the Resolution of an Erroneous Transfer outside the Objection Period
- 15.19** The procedure is considered being made up of four phases:
- a) Phase One – Determine Requirement and Initiate ET Procedure;
 - b) Phase Two – Response from Associated Supplier to agree course of action for ET resolution;
 - c) Phase Three – Proposed course of action acceptable to both parties; and
 - d) Phase Four – Associated Supplier rejects ET Communication Flow.
- 15.20** A High Level process diagram is provided in Annex 1 and the individual phases are described below
- 15.21** Phase One – Determine Requirement and Initiate Erroneous Transfer Procedure
- 15.22** Where the customer believes that they have been erroneously transferred they may contact either the New or Old Supplier. The contacted Supplier will, after discussion with the customer, and if they believe it to be an ET, initiate the ET Procedure on the customer’s behalf.
- 15.23** Prior to initiating an ET, the Supplier will first check that they have not already received an ET initiation. If an ET has already been initiated the Associated Supplier will not initiate an ET so as to reduce the likelihood of a Dual Initiation occurring.
- 15.24** The New Supplier may also initiate the ET Procedure on their own behalf where they recognise that they have erroneously registered an MPAN, by sending the D0301 Data Flow to the Old Supplier immediately they identify the erroneously registered MPAN.

- 15.25** Where the contacted Supplier is the New Supplier, they shall make reasonable endeavours to initiate the ET Procedure by sending the D0301 to the Old Supplier within 8 Working Days of receipt of notification of a potential ET.
- 15.26** 2.3.4 Where the contacted Supplier is the Old Supplier, they shall make reasonable endeavours to initiate the ET Procedure by sending the D0301 to the New Supplier within 2 Working Days of receipt of notification of a potential ET.
- 15.27** The New Supplier shall take reasonable steps to stop collecting data from the Meter once a potential ET has been identified.
- 15.28** The D0301 shall include those MPANs believed to have been Erroneously Transferred and provide a reason why they believe each of them to be an ET (including any reason given by the customer).
- 15.29** The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the D0271 Contact Notice Facility. However it is not necessary for the Customer to provide information pertaining to the identity of either their New or Old Supplier (Go to Phase Two). Alternatively, the identity of the Associated Supplier can also be obtained via ECOES.
- 15.30** In accordance with the ETCC, the contacted Supplier shall provide the Customer within 5 Working Days of initial contact, a letter informing them of the fact that they believe an ET has taken place and the actions they are taking to resolve it (see ETCC for further information).
- 15.31** Phase Two – Response from Associated Supplier to agree course of action
- 15.32** Where the Associated Supplier is the Old Supplier, they shall use reasonable endeavours to respond to the Initial Request within 2 Working Days of receipt of the D0301. Where the Associated Supplier is the New Supplier, they shall use reasonable endeavours to respond to the Initial Request within 8 Working Days of receipt of the D0301.
- 15.33** Disparity between Old Supplier and New Supplier records for Meter Serial Numbers should not be a reason for rejecting an ET.
- 15.34** The Associated Supplier will respond to the initiating D0301 to confirm acceptance or rejection. If responding with a rejection, the Associated Supplier will state the reason(s) for this. An Old Supplier can only reject a domestic ET request if they are not the old supplier, if the customer has decided to cancel the ET, or where a Dual Initiation has taken place. All rejections must be accompanied with a detailed rejection reason.
- 15.35** Where the Initiating Supplier receives a request from the Associated Supplier to initiate an ET the following action shall be taken:
- a) Where a Dual Initiation has taken place on the same working day, the new Supplier shall default to the Initiating Supplier and reject the ET initiation from the Associated Supplier (the old Supplier in this case) stating within the rejection reason that a Dual Initiation has occurred and it will take the Initiating Supplier role.

15.36 Where the Initiating Supplier received a request from the Associated Supplier to initiate an ET and the Dual Initiation has not taken place on the same working day, the first Initiating Supplier shall reject the Associated Supplier Initiation. The Initiating Supplier initiation shall take precedence.

15.37 Once the Initial Request has been made one of the following options shall be taken:

- a) Both Suppliers agree that the Customer is to be returned to the Old Supplier (go to Phase 3 of this Procedure).
- b) The Associated Supplier believes that they have been contacted in error, because they were not involved in the CoS event on the specified Effective from Settlement Date (go to Phase 4 of this Procedure).

15.38 After appropriate investigation e.g. checking a valid contract is in place, the Associated Supplier disagrees with the Initiating Supplier (go to Phase 4 of this Procedure).

Escalation Summary

15.39 The table below summarises the escalation procedure that should be taken when resolving any issues with the ET Procedure. It is anticipated that initial and second follow ups will be made by phone or email. To ensure the proper operation of this procedure, Suppliers must offer an effective telephone enquiry service for representatives of other Supplier on all working days between the hours of 09:00 to 12:00 and 13:00 to 17:00, UK time, on all normal business days. This is a minimum service provision and does not prevent Suppliers from offering a telephone enquiry service at other times as well. For the avoidance of doubt, the telephone enquiry service is intended only to assist with the resolution of escalations and outstanding queries and is not intended to replace the normal data exchange process detailed in Phase 1 and 2.

15.40 Final follow ups should be made by email, template detailed below. The timings in the tables below are the MAXIMUM recommended values after ET normal processing i.e. after Day+10. NB All timings referred to in this table are Working Days the initial follow up to new suppliers could be merged with the second follow up to meet the 8WD timescale.

Process	Timescale	Responsibility Level of Contact(s)
Send D0301	Day 0	Operational Staff
Initial follow up	Day +5	Supervisor / Manager of Operational Staff
Second follow up	Day +10	Nominated ET Handling Contact
Final follow up	Day +15	MRA -Supplier Contract Manager

* [MRA](#)-Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up

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15.41 Emailed escalations should be sent as a standard format with the following headers detailed below. The subject header should state “Response to ET initiation escalation” followed by which process (escalation point) is being sent, the new and old supplier IDs.

15.42 Escalations will be responded to using the original escalation file. A 5th column for additional comments should be added and comments for each and every MPAN added.

MPAN	Initial Customer Contact Date (J1668) (ddmmyyyy)	New supplier REGI date (J0924) (ddmmyyyy)	D0301 sent date (ddmmyyyy)	Additional Comments

15.43 Phase Three – Proposed course of action acceptable to both parties

15.44 Where both Suppliers agree that the Customer is to be returned to the Old Supplier as per Phase 2 then:

15.45 Where the Associated Supplier is the Old Supplier,

- a) they shall, within 2 Working Days of receipt of the Initial Request, return the D0301 to the Initiating Supplier with data item ‘Status of Erroneous Transfer’ marked ‘E’ – Accepted by Old Supplier.
- b) they shall, complete the re-registration of the customer within 21 calendar days of the Initial Request having been returned to the New Supplier with the data item ‘Status of Erroneous Transfer’ marked ‘E’ – Accepted by Old Supplier.
- c) they shall, where such an application for registration is invalid pursuant to [MRA Clause 4.5\(c\)-3](#), use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.

15.46 Where the Associated Supplier is the New Supplier,

- a) they shall, within 8 Working Days of receipt of the Initial Request, return the D0301 to the Initiating Supplier with the data item ‘Status of Erroneous Transfer’ marked ‘B’ – Accepted by New Supplier.
- b) the Initiating Supplier shall complete the re-registration of the customer within 21 calendar days of having received the D0301 from the New Supplier with the data item ‘Status of Erroneous Transfer’ marked ‘B’ – Accepted by New Supplier.
- c) the Initiating Supplier shall, where such an application for registration is invalid pursuant to [MRA Clause 4.5\(c\)-3](#), use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.

- 15.47** Where the New Supplier agrees that an ET has taken place, the New Supplier registration of the relevant MPAN by the Old Supplier.
- 15.48** Where the New Supplier agrees that an ET has taken place, the New Supplier shall take all reasonable steps to stop collecting data from the Meter. The New Supplier shall also delete any data that it may have collected from the Meter during the period of Erroneous Registration, where it does not have a lawful basis for processing this data in accordance with Data Protection Legislation.
- 15.49** If, within 3 Working Days of both Suppliers having agreed that the New Supplier’s Registration has been made in error, the New Supplier has not yet received notification from MPAS that the Old Supplier has registered, then the New Supplier should initiate escalation as set out in the table below.
- 15.50** The Initiating Supplier shall (unless having already done so) provide the Customer within 20 Working Days of their initial contact, with confirmation that they will be returned to their Old Supplier via the ET Procedure.
- 15.51** Escalation Summary for Re-registration
- 15.52** The table below summarises the escalation procedure that should be followed where there are delays in the re-registration of the relevant MPAN.
- 15.53** At each stage of the escalation where the Old Supplier responds with a valid reason as to why they have been unable to re-register the relevant MPAN, the escalation stops. The New Supplier should only escalate to the next level where;
- a) there has been no response to the initial escalation;
 - b) the Old Supplier does not provide a satisfactory reason for failure to re-register the relevant MPAN;
 - c) it has been agreed on a bi-lateral basis between Suppliers that the original reason for failure to re-register has been outstanding for an unanticipated period of time.
- 15.54** In relation to the timescales in the table below, ‘Day’ is defined as the date on which both Suppliers have agreed that the New Supplier’s Registration has been made in error or the New Supplier’s SSD, whichever is the later. It is anticipated that initial and second follow ups will be made by phone or email. Final follow ups should be made by email. NB All timings referred to in this table are Working Days.

Process	Timescale	Responsibility Level of Contact(s)
Initial enquiry	Day +3	Supervisor / Manager of Operational Staff
Follow up	Day +7	Nominated RET re-registration contact
Final follow up	Day +11	MRA Supplier Contract Manager*

* ~~MRA~~ Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up

15.55 Emailed escalations should be sent as a standard format with the following headers detailed below. The subject header should state “Re-registration escalation” followed by which process (escalation point) is being sent, the new and old supplier IDs.

15.56 Escalations will be responded to using the original escalation file. A 5th column for additional comments should be added and comments for each and every MPAN added.

MPAN	ICC	Gaining Supplier	Old supplier	Additional Comments

15.57 Phase Four – Associated Supplier rejects Erroneous Transfer Communication Flow

15.58 Where the Associated Supplier believes that they have been contacted in error because they were not involved in the CoS event on the Effective From Date specified, they shall, within 2 Working Days of receipt of the D0301, return the request to the Initiating Supplier populating the Additional Information field with ‘Not Associated Supplier’, and with the data item ‘Status of Erroneous Transfer’ populated with either:

- a) ‘C’ – Rejected by New Supplier – if responding to value ‘D’ from the Initiating Supplier; or
- b) ‘F’ – Rejected by Old Supplier – if responding to value ‘A’ from the initiating Supplier.

15.59 The Initiating Supplier shall then establish the identity of the correct supplier and re-send the Initiating Request accordingly.

15.60 Where the Associated Supplier disagrees with the Initiating Supplier they shall, within 2 Working Days (as the Old Supplier) and 8 Working Days (as the New Supplier) of receipt of the D0301, return the request to the Initiating Supplier with the data item ‘Status of Erroneous Transfer’ populated with either:

- a) ‘C’ – Rejected by New Supplier – if New Supplier; or
- b) ‘F’ – Rejected by Old Supplier – if Old Supplier.

The Associated Supplier shall populate the Additional Information field with the reason why they believe it is not an ET.

15.61 Where the associated supplier has received three transfer requests for the same MPAN from the same Supplier ID and all requests are believed to be validly rejected, and prior to sending the third rejection:

- a) They shall telephone the Initiating Supplier to discuss the transfer and the reason for rejection,
- b) They shall come to a conclusion with the Initiating Supplier as to whether the transfer request is valid or invalid.
- c) If valid, they shall allow the transfer request to continue as per current process
- d) If invalid, they will follow the current process in sending the rejection flow along with comments 'validly rejected 3 times as agreed'.
- e) If a further transfer request is received, the request will be escalated to a team manager who will endeavour to reach a resolution with the Initiating Supplier.

15.62 The Initiating Supplier shall (unless having already done so) provide the Customer, within 20 Working Days of their initial contact, with a statement of the outcome of the investigation.

15.63 See Annex 3 of this document for further information on these categories and some typical business scenarios for each.

15.64 Billing Arrangements

15.65 This section refers to the circumstance where the New Supplier agrees that the customer has been Erroneously Transferred but the Old Supplier has either re-registered the customer or is currently carrying out the usual CoS re-registration and, hence, the SSD for the return of the customer to the Old Supplier has not yet been reached.

15.66 Under normal circumstances, the billing of the customer should be treated as ET and the Old Supplier should contact the customer to confirm billing arrangements. In accordance with the principles outlined in the ETCC whereby the customer 'will only pay once for the energy consumed', these arrangements establish billing continuity for the period of the ET where CoS re-registration has been followed.

15.67 If the New Supplier identifies that an ET has occurred for a customer that the Old Supplier has already re-registered or is in the process of re-registering, the ET request takes precedence. To clarify, the Old Supplier cannot reject an ET Flow (D0301) if they are already in the process of re-registering. In this situation, the Old Supplier must accept responsibility for billing during that period, although the actual billing of the customer will remain at the discretion of the Old Supplier.

15.68 Use of Data Flows Over the DTN

15.69 The following Data Flows are used in the ET process:

- a) D0301 Erroneous Transfer Communication
- b) D0055 Registration of Supplier to Specified Metering Point

15.70 The rules for population and processing of these Data Flows are set out in the [Data Transfer Catalogue \(DTC\) Specification](#) and should be referred to in the first instance.

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15.71 In November 2014, the D0301 Data Flow was revised from an email spreadsheet format to a DTN flow with a Big Bang implementation. The DTN version of the D0301 should be used for all new instances of ETs from November 2014, ~~notwithstanding that where an ET was in process, the email spreadsheet version of D0301 may continue to be used until the ET process is complete.~~

Annex 1

Phase Timings

The Old Supplier is the initiating Supplier

Action	Phase	Timing**
Old Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 2 WDs of initial customer contact.
Respond to Initial Request by Associated (New) Supplier	Phase 2 – Contact between involved parties to agree course of action for ET resolution.	Associated (New) Supplier to respond within 8WDs of Initial Request.
Customer returns to Old Supplier	Phase 3 – If response code is Accepted (Code B), Customer should be re-registered with Old Supplier.	Within 21 calendar days of the ET being Accepted (Code B).
Associated Supplier contests suggested course of action	Phase 4 – If response code is Rejected (Code C – do not believe this is an ET), then either the Old Supplier re-registers the Customer, or the registration stands.	Within 10WDs of Initial Request.

The New Supplier is the initiating Supplier

Action	Phase	Timing**
New Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 8 WDs of initial customer contact.
Respond to Initial Request by Associated (Old) Supplier	Phase 2 – Contact between involved parties to agree course of action for ET resolution.	Associated (Old) Supplier to respond within 2WDs of Initial Request.
Customer returns to Old Supplier	Phase 3 – If response code is Accepted (Code E), Customer should be re-registered with Old Supplier.	Within 21 calendar days of the ET being Accepted (Code E)
Associated Supplier contests suggested course of action	Phase 4 – If response code is Rejected (Code F – do not believe this is an ET), then either the Old Supplier re-registers the Customer, or the registration stands.	Within 10WDs of Initial Request.

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** NB: The timings in the table are the MAXIMUM recommended values

Annex 2 – Recorded Reasons for Erroneous Transfers

Recorded Reasons for Erroneous Transfers

The following table sets out the six Recorded Reasons for an ET, as monitored by Ofgem, together with a definition and typical business scenario for each.

Recorded Reason for ET	Definition	Typical Business Scenarios
Forgery – PROVEN	Where an ET is proven to be a result of the fraudulent marketing practices, by the gaining Supplier or its salesmen / agents.	<ul style="list-style-type: none"> • Forgery of contract. • Customer was deceased at the point the contract was signed/agreed.
Incorrect MPAN/MPRN Selected	Where an ET is recorded in circumstances where the customer being transferred has been incorrectly identified.	<ul style="list-style-type: none"> • A house is split into a number of flats where the MPAN/MPRN for the wrong flat is selected. • Customer provided incorrect data. • Wrong number keyed in. • Industry data incomplete or out of date. • New estates where plots are converted to postal addresses. • Incorrect data provided via Price Comparison Website.
Cancelled contract not actioned	Where an ET is recorded because the gaining supplier failed to act upon the cancellation of the contract by the customer.	<ul style="list-style-type: none"> • Clerical Error. • If internal systems prove that the customer had previously contacted the supplier.
Misleading Information / Suspected Fraudulent Marketing Practice and / or Training Issues	Where an ET is recorded due the provision of misleading information by the gaining supplier or its salesmen/agents.	<ul style="list-style-type: none"> • Contract signed/agreed by a vulnerable customer who was unaware of the consequences of signing. • Customer felt coerced into signing the contract by the sales agent against their better judgement. • Customer has found out that savings quoted were not accurate and they do not want to proceed.

		<ul style="list-style-type: none"> • Customer was unaware that they were signing/agreeing a contract and believed they were signing for more information.
Technical Issues	Where the ET process is used by Suppliers to correct a technical problem whilst at the same time enhancing customer service.	<ul style="list-style-type: none"> • Related MPAN.
Customer Service Returners	<p>Where the ET process is used on a goodwill basis at the discretion of the New Supplier in order to avoid a customer complaint, despite the New Supplier holding a valid contract.</p> <p>An ET with a reason of Customer Service Returners should only ever be initiated by the New Supplier.</p> <p>Where a Customer Service Returners ET is initiated by a New Supplier, the Old Supplier should endeavour to accept the request and re-register the Customer.</p>	<ul style="list-style-type: none"> • Customer claims not to have signed but the New Supplier has evidence to suggest otherwise. E.g. has a signed Direct Debit with the Customer's bank details. • Customer has changed mind and is adamant that they will not contact a supplier of their choice because it is too inconvenient. • Customer has changed mind after they spoke to a rude customer service agent. • Customer deceased after signing contract. • Customer states they phoned up (or wrote or returned a form) to cancel before but there is no note on the system. The account is at a stage of registration where it cannot be stopped. • Customer cancels one day after registration has commenced and insists that the supply letter was not received in time. • Customer claims that they only signed for more information but the New Supplier has evidence to suggest otherwise. E.g. it is found that the New Supplier has a record of the customers DOB and bank details.

Annex 3 – ET Rejection Reason Guidance

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Rejection Reasons for Erroneous Transfers

The following table sets out some additional guidance on the appropriate usage of ET Rejection Reasons including some typical business scenarios for both valid and invalid rejections.

Valid Rejections:

Rejection Reason	What it means
Not the last Supplier	<ul style="list-style-type: none">• The ET request has been sent to the wrong Supplier – see ECOES-the Electricity Enquiry Service to determine the identity of the Old / New Supplier.• Potentially a bilateral / multilateral ET if erroneous registration period crosses over more than one Supplier
Incorrect REGI date	<ul style="list-style-type: none">• The Effective from Settlement Date {REGI} for the New Supplier has been populated with an incorrect date in the D0301 – see ECOES-the Electricity Enquiry Service to confirm the correct REGI date.
Valid Contract	<ul style="list-style-type: none">• The New Supplier has investigated and determined that they hold a valid contract for the Customer and that no ET has taken place.
Over 2 Years old	<ul style="list-style-type: none">• More than 2 years have passed since the CoS event in question. If an ET is still required Suppliers should seek to agree this bilaterally before further D0301 flows are sent.
Address does not match ECOES	<ul style="list-style-type: none">• The Metering Point Address fields in the D0301 should be populated with the Metering Point Address recorded in ECOES-Electricity Enquiry Service as opposed to the customer billing address.

Invalid Rejections:

Rejection Reason	Why is it invalid
No customer contact / If customer wants to come back they need to contact us	<ul style="list-style-type: none">• The ETCC states that the customer has to contact just one Supplier in order to resolve an ET, either the Old or New Supplier. The contacted supplier will then liaise with the other supplier to resolve the matter.
Do not hold a valid contract	<ul style="list-style-type: none">• This should not prevent the ET from being progressed where the Suppliers agree that an ET has occurred. The customer should be returned as a new customer on new contract terms if necessary. The important aspect is that

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	the customer is switched away from the erroneous supplier.
ET rejected as the account is in an occupier name / name does not match our records	<ul style="list-style-type: none">• If an incorrect MPAN has been registered it is highly likely that the name populated in the D0301 will differ to the name held on the supplier's billing record.
MSN does not match our records	<ul style="list-style-type: none">• The MSN is provided purely as a reference if meter readings are being exchanged. It should not be a validation point.
MPAN shows as de-energised in ECOES	<ul style="list-style-type: none">• Energisation status does not prevent a change of supplier.

17.16. Agreement of Change of Supplier Reading and the Resolution of Disputed Change of Supplier Readings

Commented [SJ16]: Reflect MAP 08 v3.2

Purpose

- 16.1 During the Change of Supplier process, it is necessary for a meter reading to be determined in order to establish:
- A record of the register readings at which responsibility for the consumption at the Metering Point transfers from the Old Supplier to the New Supplier; and
 - That the closing and opening reads for the Old and New Suppliers respectively are derived from the same readings to ensure that the customer is not charged twice in respect of their consumption of electricity.
- 16.2 Non Half Hourly Data Collector (NHHDC) Meter Readings on Change of Supplier (MRoCoS) are provided in accordance with ~~MRA~~ Clause ~~297.1 to 7.10~~, which requires that Suppliers procure that their NHHDCs exchange relevant information in order to meet the requirements of ~~that~~ those Clauses as well as the change of Supplier process within BSCP504 (MRoCoS).
- 16.3 On 30th June 2016 BSC Modification P302 was implemented which made changes to the Change of Supplier process to enable use of enhanced functionality of smart meters. This functionality includes, but is not limited to, the ability to configure the register(s) at which consumption is recorded by a smart meter and to obtain a Candidate MRoCoS.
- 16.4 Modification P302 places the responsibility for obtaining the MRoCoS for smart meters on the New Supplier. On a Change of Supplier event the New Supplier will take readings from the smart meter at the time of configuring the meter. If successful these readings will be sent to the Old Supplier and New NHHDC. The Old Supplier will send this reading to their NHHDC.
- 16.5 This document sets out the procedure for:
- The agreement of a reading between Suppliers for billing in the event that the New NHHDC is unable to send a reading (Supplier Agreed Meter Readings Process), or where the New Supplier has been unable to obtain a remote reading from a smart meter.
 - The resolution of a dispute where either the Old Supplier, the New Supplier or the customer subsequently disputes the notified reading (Disputed MRoCoS Process).
 - The resolution of a dispute where the Old Supplier disputes the Candidate MRoCoS obtained from a smart meter by the New Supplier.
- 16.6 These business functions have similar inputs and the same required output (the production of an agreed reading used for production of timely opening and closing bills that are acceptable to both suppliers and customers). The D0300 will be used to trigger this process.
- 16.7 The procedure is for use by Suppliers, who shall ensure that their NHHDC is sent any agreed MRoCoS.

Scope and objectives

16.8 This procedure applies to the agreement, post transfer, of Change of Supplier Meter readings and the resolution of disputed meter readings, for Non Half Hourly Metering Points in the English, Welsh and Scottish Markets and covers the following scenarios:

16.9 Supplier Agreed Meter Readings Process

16.10 The determination of a Meter Reading where notification of a valid MRoCoS has not been received after at least 30 Working Days of the Supply Start Date (SSD), except where the Old Supplier has been able to obtain a reading from a smart meter, but has not received a Candidate MRoCoS from the New Supplier, in which case the Old Supplier may initiate the process after 10 Working Days.

16.11 Disputed MRoCoS Process

16.12 The resolution of disputed meter readings for Non Half Hourly Metering Points in the following scenarios:

- a) Old Supplier disputes the MRoCoS on receipt of either of the D0010 or D0086;
- b) New Supplier disputes the MRoCoS on receipt;
- c) Customer disputes their final account from the Old Supplier;
- d) New Supplier disputes the MRoCoS on receipt of the first actual reading (including Customer Own Reading (COR)) received after SSD;
- e) Customer disputes their opening account from the New Supplier.
- f) Old Supplier disputes the Candidate MRoCoS received from the New Supplier for a smart meter; and
- g) New Supplier disputes its own Candidate MRoCoS following validation by its NHHDC.

16.13 These processes comply with the obligations in the MRA relevant to meter readings on a change of supplier as detailed in [Clauses 7.1 to 7.10-29](#).

Supplier Agreed Meter Reading and Disputed MRoCoS process

16.14 These two processes are divided into seven phases; however it is recommended that the processes are only taken through all seven phases where absolutely necessary.

16.15 The processes are both based on the following principles:

- a) Least inconvenience to the customer and minimising customer complaint;
- b) Production of a timely and accurate final account;
- c) Least impact to Settlements; and
- d) Smart meter reads take precedence if available.

Status of the procedure

~~14.63 The Disputed MRCoS Reads Process set out in this procedure corresponds to the obligation on MRA Executive Committee (MEC), contained in MRA Clause 29.10 to establish procedures for the resolution of disputed meter readings used on a change of supplier.~~

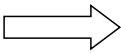
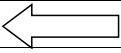
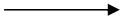
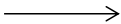
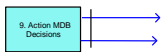
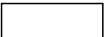

~~14.64 The procedure should be used in conjunction with MRA Clause 29 (including BSCP504) and the Data Transfer Catalogue.~~

Rules for the Population and Use of Data Items

16.16 Refer to the [DTC D0300 Annex C Notes Data Specification](#) for rules for the population and use of Data Items

Diagram Object Definitions

16.17 The following objects are used in the process diagrams:

Event		Something which happens to trigger a procedure to be executed;
Result		A tangible output from a procedure;
Mandatory Flow		An unconditional flow of control between two procedures, an event and a procedure, or a procedure and a result;
Optional Flow		A conditional flow of control between two procedures, an event and a procedure, or a procedure and a result;
Exclusivity		Only one of the optional flows crossed by the exclusivity symbol will be sent, depending on an internal condition in the procedure.
Procedure		A discrete set of actions with at least one trigger, producing a result and/or transferring control to another procedure.
Process Break		A break in the flow of processing requiring a trigger to restart.

Procedure

16.18 [Principles](#)

16.19 Suppliers shall use all reasonable steps to abide by the following principles:

- a) Where an error exists in Settlement the error should be corrected within Final Reconciliation timescales (or within Post Final Reconciliation timescales where subject to an authorised Trading Dispute).
- b) Where the error has resulted from incorrect metering details being used, the correct metering set up should be reflected in the Change of Supplier Agreed read.
- c) On evidence, the registered Supplier during which the error existed shall resolve the error for the period they were appointed and agree a suitable read that reflects correct meter set up.

16.20 [Conditions Precedent](#)

- 16.21** Suppliers must comply with the obligations as contained in the [MRA this Schedule](#) (specifically Clauses [7.1 to 7.10-29](#)), the Balancing and Settlement Code (BSCP504 and PSL120).
- 16.22** Suppliers shall ensure appropriate validation and checks are carried out prior to submitting a reading.
- 16.23** An escalation process can be found within Annex 2 of this procedure, Suppliers should provide contacts for each of the respective responsibility levels.
- 16.24** Response Code 12 – Erroneous Registration in progress, dispute unnecessary, can only be used where an Erroneous Registration (ER) under [MAP10-section 15](#) is in progress. Once the process under [MAP10-section 15](#) has been concluded (ER rejected or customer returned to correct Supplier) a new Dispute can be raised.
- 16.25** Supplier Agreed Meter Readings Process
- 16.26** The process of agreeing a reading where none has been received can be initiated where all of the following conditions have been met:
- a) A change of Supplier has occurred;
 - b) Notification of a valid MRoCoS has not been received from the NHHDC;
 - c) No more than 12 months have passed since the SSD. The agreement of readings for periods in excess of 12 months should be resolved by bilateral agreement outside settlements;
 - d) At least 30 working days must have passed since SSD before the Old Supplier can initiate this Process except where the Old Supplier has been able to obtain a reading(s) from a smart meter, but has not received candidate MRoCoS by 10 Working Days after the SSD, in which case the process can be initiated earlier. At least 32 Working Days must have passed since the SSD before the New Supplier can initiate this process. This is to reduce the number of instances where both Suppliers initiate prior to receiving each other's flows; and
 - e) Where both Suppliers initiate the process prior to receiving the flow from the other Supplier, then the New Supplier's flow takes precedence.
- 16.27** It should be noted that there may be instances where this process needs to be initiated more than once. For example, where an actual read received subsequently (but before the MRoCoS has been received) proves that the supplier agreed reading is inaccurate. In this situation it is recommended that suppliers agree the reading by telephone to safeguard the customer experience.
- 16.28** To ensure the proper operation of this procedure, suppliers must offer an effective telephone enquiry service to other industry parties between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all normal business days. This is a minimum service provision, and does not prevent suppliers from offering a telephone enquiry service at other times as well.
- 16.29** Disputed MRoCoS Process

- 16.30** A dispute over the meter reading used on a change of supplier can only be raised when:
- a) A change of supplier has occurred;
 - b) The smart Change of Supplier process (as defined in BSCP504) is not being followed:
 - The New NHHDC has generated the meter reading to be used on change of Supplier (MRoCoS); and
 - The MRoCoS has been sent to the New Supplier and Distributor and to the Old Supplier via the Old NHHDC; or
 - c) When the smart Change of Supplier process (as defined in BSP504) is being followed:
 - A Candidate MRoCoS has been sent from the New Supplier to the Old Supplier; and
 - d) Twelve months have not passed since the SSD for the disputed MRoCoS. Disputes raised greater than twelve months should be resolved by bi lateral agreement outside settlements; and
 - e) Where both Suppliers initiate the process prior to receiving the flow from the other Supplier, then the New Supplier's flow takes precedence.
- 16.31** A dispute commences on receipt of the D0300, based on the DTN recorded date and time of receipt of the initial flow. Suppliers have 70 Working Days to resolve the dispute regardless whether the 70 Working Days fall outside twelve months of SSD.
- 16.32** Where the smart Change of Supplier process is being followed and the Old Supplier has received the meter configuration reading from the New Supplier via the D0010, the Old Supplier must make an allowance for differences between that read and the midnight read they may have taken. Allowable difference is the difference between the Supplier's view of consumption and that derived from the initial MRoCoS, consisting of up to 250 units or less. Allowable differences may occur as the meter configuration reading may have been taken up to 5 Working Days from midnight on the SSD.
- 16.33** Having made this allowance, the Old Supplier may follow the procedures outlined within this document, but if they do they will be disputing Candidate MRoCoS on a D0010 rather than a D0086.
- 16.34** To ensure the proper operation of this procedure, suppliers must offer an effective telephone enquiry service to other industry parties between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all normal business days. This is a minimum service provision, and does not prevent suppliers from offering a telephone enquiry service at other times as well.
- 16.35** Supplier Agreed Meter Reading Process
- 16.36** During the Supplier Agreed Meter Reading Process, either Supplier might send a D0010 or where the legacy process is followed, receive a D0086 flow from their NHHDC. Receipt of this will stop the Supplier Agreed Meter Reading Process. The receiving Supplier should therefore reject the latest D0300 flow using "Record Rejection Reason Indicator" (I1663) code 19 (D0086 flow has already been issued).

- 16.37** Where the Supplier Agreed Meter Reading Process has been initiated as part of the smart Change of Supplier process, the Old Supplier may receive a candidate Change of Supplier reading on a D0010 flow. This will stop the Supplier Agreed Meter Reading Process. The New Supplier should reject the latest D0300 flow using “Record Rejection Reason Indicator” (J1663) code 19 (D0086 has already been issued).
- 16.38** The Initiating Supplier should not populate the “Register Reading” (J0040) or “Change of Supplier Reading Rejection Code” (J1265) fields as these are only to be used in the Disputed Reads process.
- 16.39** Phase One – Determine Requirement
- 16.40** Subject to Conditions Precedent in section ~~2.2.1~~16.35 either Supplier shall attempt to agree a reading where no actual or estimated CoS reading has been received from the NHHDC. If the Old Supplier has been able to obtain readings from a smart meter, but has not received readings from the New Supplier by 10 Working Days after SSD, the Old Supplier will initiate this process. Otherwise the Old Supplier shall initiate the from 30 Working Days after SSD. In the case of the New Supplier this process shall be initiated from 32 Working Days after SSD.
- 16.41** The Initiating Supplier should, if able, provide the Associated Supplier with a “Proposed Register Reading” and associated “Reading Type” for agreement. This “Reading Type” may include, but is not limited to, the following types:
- a) O – Old Supplier’s Estimated CoS Read, generated using meter reading history as held on its billing systems; and
 - b) C – A Customer reading obtained by the New Supplier within the CoS Meter Reading Window.
- 16.42** Phase Two – Initiation Process
- 16.43** The Initiating Supplier shall send the D0300 (“Initial Request”) to the Associated Supplier.
- 16.44** The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the Contact Notice Facility
- 16.45** The Initiating Supplier should populate the “MPAN Core Process” with ‘M’ (Missing CoS Read Process).
- 16.46** The Initiating Supplier should populate the “Status of Proposed Reading(s)” (J1660) field in the Initial Request. The population of this field indicates that the Initiating Supplier is able to suggest a reading in the “Proposed Register Reading” (J0171) field:
- a) With a ‘P’ where the Initiating Supplier is providing a “Proposed Register Reading” (J1659) and “Reading Type” (J0171); or
 - b) ‘R’ where the Initiating Supplier is unable to provide a “Proposed Register Reading” (J1659) and “Reading Type” (J0171).
- 16.47** Where the Old Supplier has obtained midnight reads from a smart meter they should provide that reading in the “Proposed Register Reading” (J1659) field.

16.48 The Initiating Supplier should populate the “Initiating Flow Indicator” field with a 1. For any other iteration of the D0300, this field should be populated with a 2.

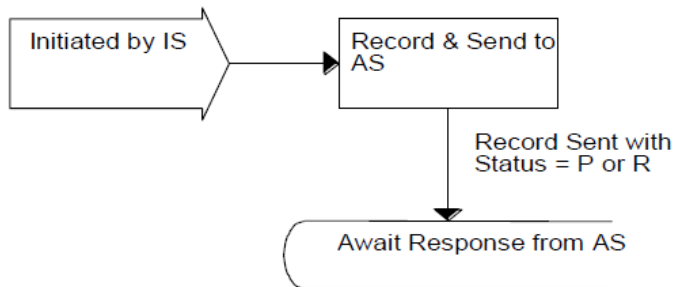


Figure 1 – Initiation of a proposed read

16.49 Phase Three – Associated Supplier Responding to Initial

16.50 Once initiated the Associated Supplier will receive this proposal and make a decision on how it will respond based on the value (if populated) in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields.

16.51 The Associated Supplier has four possible responses. These are:

- a) Propose: where the Initiating Supplier has been unable to propose a reading (see section [3.3.416.5.3](#));
- b) Accept: the Associated Supplier agrees with the proposed reading (see section [3.3.216.5.5](#));
- c) Negotiate : the Associated Supplier feels they have a more suitable reading; (see section [3.3.316.5.8](#)); or
- d) Request Read: where the Associated Supplier is unable to propose a reading or the Proposed reading is invalid and an Actual Reading should be obtained (see sections [3.3.416.60](#) or [3.3.516.61](#)).

16.52 The Associated Supplier must provide one of these 4 responses for every suggested MRoCoS included in an Initial Request received from the Initiating Supplier (see Figure 2). If a response is not received within 5 Working Days, follow the escalation process as outlined in [Section 6 of this the escalation](#) procedure.

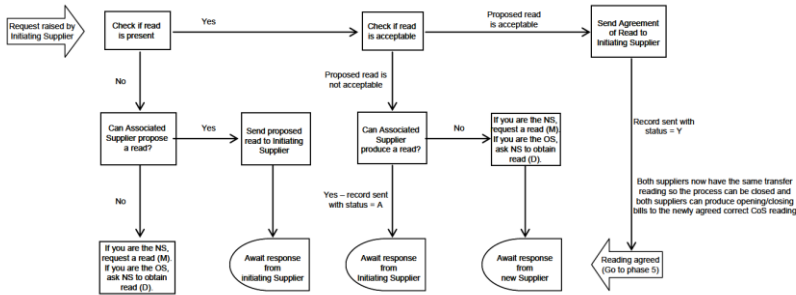


Figure 2 - Responding to a proposed read

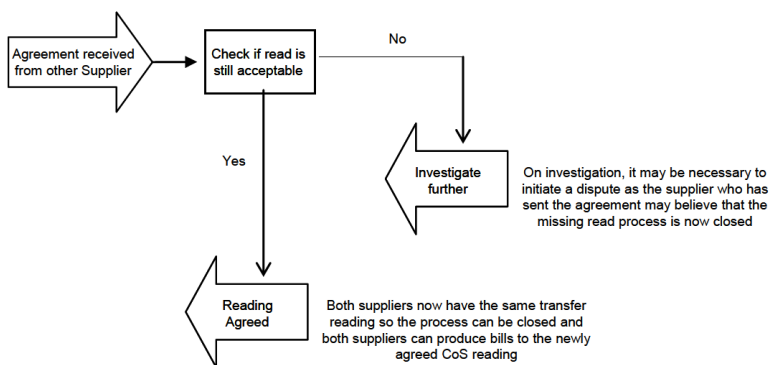
Status of Proposed Reading P – Proposed

16.53 This action can only be used by the Associated Supplier in response to “R” status from the Initiating Supplier in the initial flow. The Associated Supplier should populate the “Proposed Register Reading” (J1659) and “Reading Type” (J1071) fields with the suggested MRoCoS.

16.54 Where the Initiating Supplier was unable to provide the “Meter Id (Serial Number)” (J0004) and/or “Meter Register Id” (J0010), the Associated Supplier should provide this information, where available. In the event that the Associated Supplier is also unable to provide this information then an actual read should be obtained (see section [16.60](#) or [16.613-3.4](#) or [3.3.5](#)).

Status of Proposed Reading Y – Agreed

16.55 This action can be used in the second and any subsequent communication, it may have been sent by the Initiating Supplier or the Associated Supplier. It indicates that the sending supplier accepts the proposed MRoCoS provided by the other (now receiving Supplier) in the “Proposed Register Reading” and “Reading Type” fields in the previous communication (see figure 3).



16.56 Figure 3 - Validation and closure of Agreed MRoCoS

16.57 **IMPORTANT:** Before closing the process the Supplier should ensure that the reading to which the other Supplier has agreed is the reading to which agreement was requested in the previous communication. Without this validation, there may be cases where Suppliers close to different readings cause problems with billing / metering, confusion to customers and damage to the reputation of the Change of Supplier process. If the reading that has been agreed is not the reading to which agreement was requested in the last communication then, there must be investigation into the security and robustness of communications between both Suppliers.

Status of Proposed Reading(s) A – Alternative

16.58 This status of proposed reading can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading and type they have provided in the “Proposed Register Reading” and “Reading Type” fields are a more suitable MRoCoS than the reading and type that the Initiating Supplier suggested in the Initial Request.

16.59 The “Additional Information” field should contain any appropriate information supporting the proposed reading; this should then assist the recipient in determining if they are going to accept the reading(s).

Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading

16.60 This status can be used by the Old Supplier in the response to the Initial Request. It indicates that the Old Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that a site visit to obtain an actual meter reading is required.

Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading

16.61 This status can be used by the New Supplier in the response to the Initial Request. It indicates that the New Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that the New Supplier is obtaining an actual reading.

16.62 Phase Four – Dealing with Associated Supplier’s Response

16.63 Upon receipt of the response from the Associated Supplier, the Initiating Supplier will make a decision on how it proceeds based upon the value in the “Proposed Register Reading” and “Reading Type” fields in the return flow:

Associated Supplier Responds with Status of Proposed Reading(s) P – Proposed

16.64 This code can only be used by the Associated Supplier in the response to the initial request where the Initiating Supplier has not proposed a meter reading.

16.65 On receipt of this code the Initiating Supplier has three options:

- a) Accept: the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (see section 3.4.2); or

- b) Negotiate: the Initiating Supplier feels they have a more suitable reading most likely one received since initiating the process. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; (see section 3.4.3); or
- c) Request Read: the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable, request to obtain actual reading). If it is the New Supplier it will respond with status M (Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading). Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

16.66 When a MRoCoS has been agreed via the telephone, the Initiating Supplier shall send to the Associated Supplier the agreed MRoCoS in the “Proposed Register Reading” (J1659) field with the “Reading Type” (J0171) and a “Status of Proposed Reading(s)” (J01660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone- see Figure 4).

16.67 When a MRoCoS cannot be agreed via the telephone, the New Supplier should obtain a further meter reading (see Request Read). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed

16.68 This code can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading the Initiating Supplier has provided in the “Proposed Register Reading” (J1659) field is acceptable; this should be progressed as described in Phase Five.

16.69 To minimise problems the Supplier should ensure the read on this flow is as expected.

Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative

16.70 On receipt of this code the Initiating Supplier has three options:

- a) Accept: the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (see section [3.4.216.6.8](#)); or
- b) Negotiate: the Initiating Supplier feels it has a more suitable reading. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; or
- c) Request Read: the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable, request to obtain actual reading). If it is the New Supplier it will respond with status M (Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading). Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

16.71 When a MRoCoS has been agreed via the telephone the Initiating Supplier shall send a D0300 to the Associated Supplier with the agreed MRoCoS in the “Proposed Register Reading” (J1659) field, “Reading Type” (J0171) completed and with a “Status of Proposed Reading(s)” (J1660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone- see Figure 3).

16.72 When a MRoCoS cannot be agreed via the telephone the New Supplier should obtain a further meter reading (see Request Read). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed

16.73 This code can be used by the Associated Supplier in the response to the initial request where it is the Old Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the Proposed Register Reading field is unsuitable, that it is unable to provide an alternative read and requests that the New Supplier obtains an actual reading.

16.74 On receipt of this code the Initiating Supplier should request its NHHDC to collect a reading, or for smart meters, take a reading.

16.75 Where the Initiating Supplier agrees to request a reading it shall contact the Associated Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC or by the New Supplier, this should be progressed as described in Phase Five.

Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed

16.76 This code can be used by the Associated Supplier in the response to the initial request where it is the New Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the “Proposed Register Reading” (J1659) field is unsuitable, that it is unable to provide one and is requesting an actual reading.

16.77 Where the Associated Supplier requests a reading it shall contact the Initiating Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

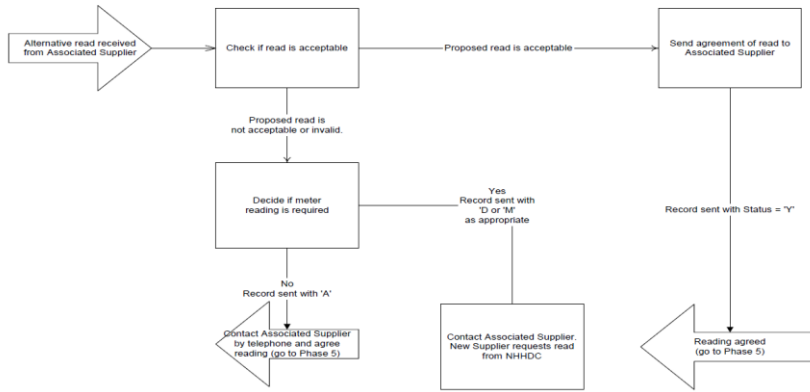


Figure 4 – Responding to an alternative read

16.78 Phase Five – Amending the initial MRoCoS

Supplier Process

16.79 The New Supplier (regardless of which Supplier initiated the dispute) will send the agreed reading to the New NHHDC using flow D0300 flow with the “Meter Register ID” (J0010), “Reading Type” (J0171) and “Proposed Register Reading” (J1659) populated and the “Status of Proposed Reading(s)” (J1660) set to ‘Y’

New NHHDC Process

- 16.80** The New NHHDC should assume that the “Proposed Register Reading” (J1659) provided in the D0300 is valid (in terms of NHHDC processes) and submit it to Balancing and Settlement Code (BSC) Validation.
- 16.81** If the NHHDC is unable to process the D0300 flow on receipt (for example due to the same issues that prevented it providing a MRoCoS in the Supplier Agreed Meter Reading Process) it should store the D0300 flow until such a time as it can process it.
- 16.82** If the reading fails BSC validation the NHHDC shall review the reading taking account of the fact that it is considered accurate enough for both the Initiating Supplier and Associated Supplier. If the NHHDC is satisfied that the reading is correct they shall enter the reading into Settlements (Go to Phase Six).
- 16.83** Where the reading fails validation and the NHHDC is not satisfied that the reading is correct the NHHDC shall return the D0300 flow to the New Supplier with the “Status of Proposed Reading(s)” (J1660) value populated ‘U’ (Unacceptable – NHHDC cannot accept proposed reading as a valid meter reading) in order that the New Supplier can review the reading. The New Supplier can either assert that the reading the New NHHDC received and processed was correct or the New Supplier can attempt to agree another reading with the Old Supplier and Customer and submit it to the New NHHDC, as described in Phase Three. Where the NHHDC is

unable or unwilling to over-ride BSC validation the NHHDC will need to obtain an actual reading. The New Supplier shall contact its NHHDC to request a site visit (e.g. by sending a D0005) to obtain an actual meter reading. The “Additional Information” (J0012) field must detail that the reading is required to settle a MRoCoS dispute or to agree a reading under the Supplier Agreed Readings Process. The NHHDC will send the actual reading to the Supplier and then progress to Phase Six.

16.85 Phase Six – Entry of Agreed Reading to Settlements

16.86 If the NHHDC is satisfied that the reading provided on the D0300 is correct, or has deemed a replacement reading from an actual reading it shall enter the MRoCoS into Settlements.

16.87 The NHHDC shall in accordance with BSCP504:

- a) Provide the MRoCoS as a D0086 with the appropriate reading type;
- b) The New NHHDC shall send D0086 to the New Supplier, following the receipt of the agreed MRoCoS from the New Supplier via the D0300 the Old NHHDC (and the Old Supplier via the Old NHHDC) and the Distributor; and
- c) Both the Old and the New NHHDC will use the MRoCoS and the last valid reading prior to SSD to calculate an AA and EAC. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019, whilst the New NHHDC will send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019.

16.88 Phase Seven – Closure

16.89 Suppliers will utilise the meter reading agreed through the process to provide a closing bill for the customer (in the case of the Old Supplier) and to initiate billing (in the case of the New Supplier).

16.90 The process will not be closed until the following criteria have been met:

- a) Both the New and Old Supplier have ‘opened’ and ‘finalised’ the customer’s account details on the same reading (or agreed otherwise); and
- b) The customer has received opening or final accounts; and
- c) Both the New and Old Supplier have received a reading from the NHHDC.

Disputed MRoCoS Process

16.91 Phase One – Determine Requirement

16.92 Subject to Conditions Precedent ~~in section 2.1.2~~ either Supplier may raise a dispute either on its own behalf or on behalf of a customer.

16.93 A Supplier should use reasonable endeavours to raise a dispute within 5 Working Days of recognising that the MRoCoS should be disputed pursuant to Section ~~4.216.11~~.

- 16.94** Where the Customer is disputing the reading used on either its final or initial account the Supplier(s) should endeavour to reach an agreement with the customer without invoking this disputes process.
- 16.95** The Supplier contacted by the Customer, or wishing to raise a dispute on their own behalf (the “Initiating Supplier”) should consider the specific circumstances relating to the dispute.
- a) Where the difference between the Supplier’s view of consumption and that derived from the initial MRoCoS is 250 kWh (250 units) or less, the Supplier shall not dispute the meter reading unless the Customer specifically requests a new reading, but should attempt to resolve the dispute with an accommodation e.g. cash allowance to the Customer, thus retaining the initial MRoCoS used for Settlements. No further action is then required.
 - b) Where the customer is unwilling to accept an accommodation, or the difference between the Supplier’s view of consumption and that derived from the MRoCoS is more than 250 kWh (250 units) the Initiating Supplier should initiate a dispute.
- 16.96** Phase Two – Initiation Process
- 16.97** The Initiating Supplier shall send an Initial Request to the Associated Supplier as determined by Phase One.
- 16.98** The Initiating Supplier shall send the D0300 (“Initial Request”) to the Associated Supplier. This flow should include all meters and registers associated with the MPAN regardless of the reading being disputed.
- 16.99** The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Customer, or from the Contact Notice Facility.
- 16.100** The Initiating Supplier should populate the “MPAN Core Process” (J1703) = D (Disputed Read Process) in the Initial Request then the “Register Reading” (J0040) field should be populated with the original D0086 disputed read, “Change of Supplier Reading Rejection Code” (J1265) should be populated with the reason for the dispute and the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields populated with the suggested alternative and its type.
- 16.101** The “Status of Proposed Reading(s)” (J1660) field should be set to ‘P’ (Proposed reading submitted by Supplier) in the Initial Request. It denotes that the dispute over the initial MRoCoS has just been raised, and that the Initiating Supplier wishes for the reading in the Proposed Register Reading field to replace the reading they have received from the NHHDC (MRoCoS), shown in the Register Reading field.
- 16.102** Where a smart meter has been re-configured by the New Supplier, the register(s) recording consumption by Old and New Suppliers may be different. In order to ensure accurate readings are agreed, all registers for the smart meter will need to be transferred between Suppliers,
- 16.103** For single element smart meters, the Initiating Supplier should send all 48 time of use registers and the total cumulative register to the Associated Supplier. Where there is a

Related Metering Point, consumption may be recorded by a twin element smart meter. A Disputed Read can be raised on either MPAN independently. However the primary MPAN should contain all 48 time of use registers and the cumulative register, and the secondary MPAN (or second element) should contain 4 time of use registers and the cumulative register. For the avoidance of doubt a Disputed Read for a twin element smart meter does not require both MPANs to go through the process.

- 16.104 The Initiating Supplier should populate the “Initiating Flow Indicator” (J1704) field with a 1 in the Initial request. For any other iteration of the D0300 this field should be populated with a 2.
- 16.105 The “Additional Information” (J0012) field shall contain any available information supporting the proposed reading (e.g. the date of reading); this will then assist the recipient in determining if they are going to accept the reading(s).
- 16.106 Once the Initial Request has been sent to the Associated Supplier, the Initiating Supplier will await a response (see Figure 5).

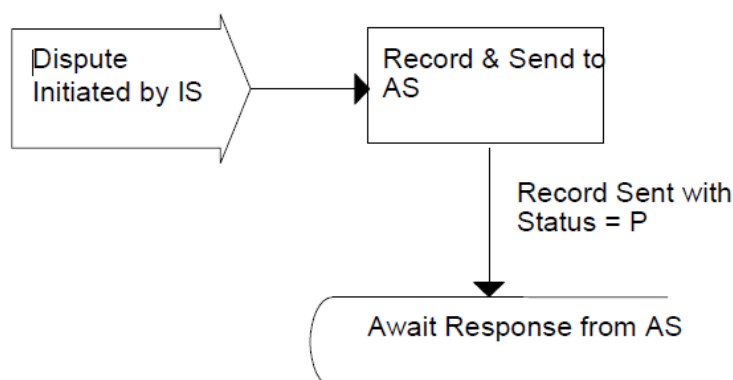


Figure 5 – Initiation of a proposed read

16.107 Phase Three – Associated Supplier Responding to Initial Flow

16.108 Once initiated the Associated Supplier will receive this proposal and make a decision on how they will respond based on the value in the Proposed Register Reading field.

16.109 The Associated Supplier has three possibilities. These are:

- a) Accept: the Associated Supplier agrees with the proposed reading (see section [4.3.216.111](#));
- b) Negotiate : the Associated Supplier feels they have a more suitable reading (see section [4.3.216.113](#));

- c) Request Read: the Proposed Reading is invalid and an Actual Reading should be obtained see section 4.3.3.16.115 or 4.3.4.16.117).

16.110 The Associated Supplier must provide one of these 3 responses for every replacement MRoCoS included in an Initial Request received from the Initiating Supplier (see figure 6). Without a response the Initiating Supplier cannot take any further action, and will count the disputed MRoCoS as outstanding with the Associated Supplier in their statistical reporting to Ofgem. If a response is not received within 5WDs, follow the escalation process as outlined in Section 4.1 of this procedure.

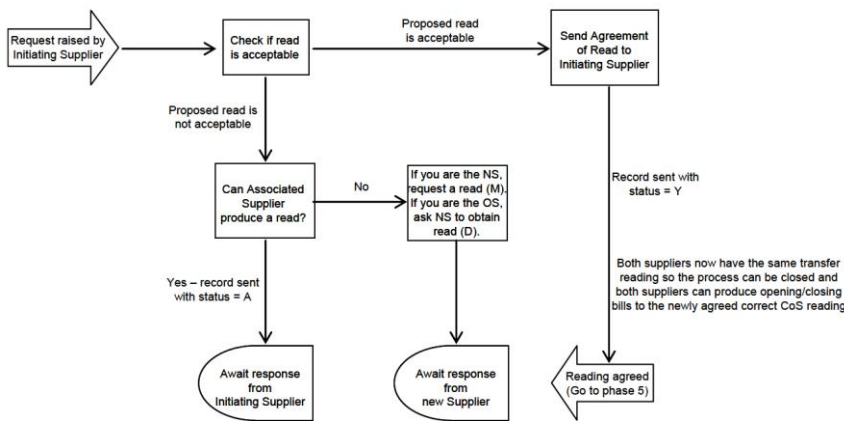


Figure 6 – Responding to a proposed read

Status of Proposed Reading Y – Agreed

16.111 This status can be used in the second and any subsequent communication, it may have been sent by the Initiating Supplier or the Associated Supplier. It indicates that the sending supplier accepts the replacement MRoCoS provided by the other (now receiving Supplier) in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields in the previous communication (see Figure 7).

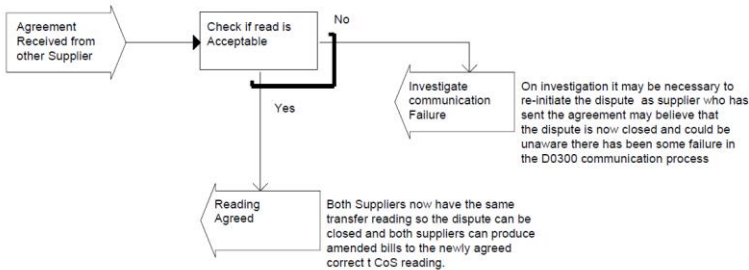


Figure 7 – Validation and closure of Agreed replacement MRoCoS

16.112 IMPORTANT: Before closing the dispute the Supplier should ensure that the reading, to which the other Supplier has agreed, is the reading to which agreement was requested in the

previous communication. Without this validation, there may be cases where Suppliers close to different readings causing problems with billing / metering, confusion to customers and damage to the reputation of the Change of Supplier process. If the reading that has been agreed is not the reading to which agreement was requested in the last communication then, there must be investigation into the security and robustness of communications between both Suppliers.

Status of Proposed Reading(s) A – Alternative

16.113 This status of proposed reading can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading and type they have provided in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields are a more suitable replacement MRoCoS than the reading and type that the Initiating Supplier suggested in the Initial Request.

16.114 The “Additional Information” (J0012) field should contain any appropriate information supporting the proposed reading; this should then assist the recipient in determining if they are going to accept the reading(s).

Status of Proposed Reading(s) D – Disagreed, reading proposed by New Supplier is unacceptable Request to obtain actual reading

16.115 This status can be used by the Old Supplier in the response to the Initial Request. It indicates that the Old Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that a site visit to obtain an actual meter reading is required.

16.116 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

Status of Proposed Reading(s) M – Reading proposed by Old Supplier is unacceptable. New Supplier is obtaining a further meter reading

16.117 This status can be used by the New Supplier in the response to the Initial Request. It indicates that the New Supplier does not accept the proposed MRoCoS and that there is a problem with the reading. This code indicates that the New Supplier is obtaining an actual reading.

16.118 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

16.119 Phase Four – Dealing with Associated Supplier’s Response

16.120 Upon receipt of the response from the Associated Supplier, the Initiating Supplier will make a decision on how it proceeds based upon the value in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields in the return flow:

Associated Supplier Responds with Status of Proposed Reading(s) Y – Agreed

16.121 This code can be used by the Associated Supplier in the response to the initial request. It indicates that the Associated Supplier considers that the reading that the Initiating Supplier has provided in the “Proposed Register Reading” (J1659) field is acceptable. This should be progressed as described in Phase Five.

Associated Supplier Responds with Status of Proposed Reading(s) A – Alternative

16.122 On receipt of this code the Initiating Supplier has three options:

- a) Accept: the Initiating Supplier agrees with the proposed reading. The Initiating Supplier must send an Accept flow to the Associated Supplier (see section [4.4.4](#)~~16.121~~); or
- b) Negotiate: the Initiating Supplier feels it has a more suitable reading. The Initiating Supplier must contact the Associated Supplier by telephone to resolve; or
- c) Request Read: the Proposed Reading is unacceptable and an Actual Reading should be obtained. The Initiating Supplier will respond with a status D if it is the Old Supplier (Reading Proposed by New Supplier is unacceptable. Request to obtain actual reading). If it is the New Supplier it will respond with status M Reading proposed by Old Supplier is unacceptable, New Supplier is obtaining a further meter reading. Once an Actual Reading is obtained, the New Supplier must contact the Old Supplier by telephone to agree the Reading.

16.123 When a MRoCoS has been agreed via the telephone the Initiating Supplier shall send a D0300 to the Associated Supplier with the agreed MRoCoS in the “Proposed Register Reading” (J1659) field, “Reading Type” (J0171) completed and with a “Status of Proposed Reading(s)” (J1660) of ‘Y’ (using “Additional Information” (J0012) to highlight that this read was agreed on the telephone – see Figure 3).

16.124 When a MRoCoS cannot be agreed via the telephone the New Supplier should obtain a further meter reading (see Request Read). Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

16.125 Where the Initiating Supplier receives an alternative reading and believes an Actual reading should be obtained it shall contact the Associated Supplier by telephone to progress. The New Supplier should obtain a further meter reading. Once the reading has been obtained the New Supplier should contact the other Supplier by telephone to progress.

Associated Supplier Responds with Status of Proposed Reading(s) D – Disagreed

16.126 This code can be used by the Associated Supplier in the response to the initial request where it is the Old Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the Proposed Register Reading field is unsuitable, that it is unable to provide an alternative read and requests that the New Supplier obtains an actual reading.

16.127 On receipt of this code the Initiating Supplier should request its NHHDC to collect a reading.

16.128 Where the Initiating Supplier agrees to request a reading it shall contact the Associated Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

16.129 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.

Associated Supplier Responds with Status of Proposed Reading(s) M – Disagreed

- 16.130 This code can be used by the Associated Supplier in the response to the initial request where it is the New Supplier. It indicates that the Associated Supplier considers that the reading provided by the Initiating Supplier in the “Proposed Register Reading” field is unsuitable, that it is unable to provide one and is requesting an actual reading.
- 16.131 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a customer.
- 16.132 Where the Associated Supplier requests a reading it shall contact the Initiating Supplier by telephone to progress once it has obtained a reading. Where a reading has been obtained by the New Supplier’s NHHDC, this should be progressed as described in Phase Five.

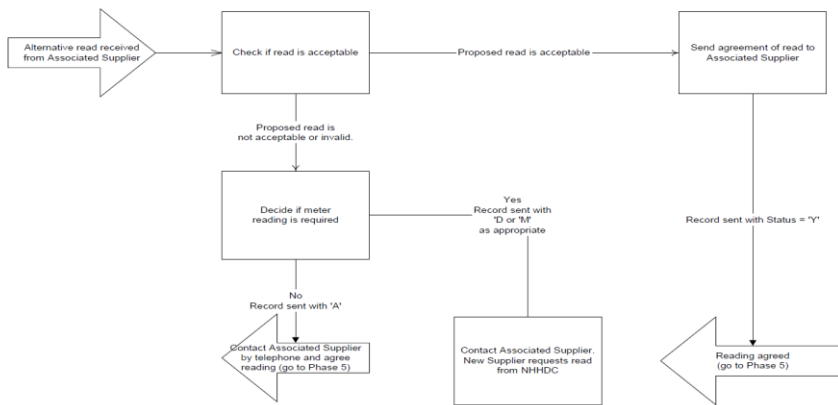


Figure 8 – Responding to an alternative read

16.133 Phase Five – Amending the initial MRoCoS Supplier Process

- 16.134 Where the reading has been agreed as per Phase 3 and the difference between the new reading and that used for the initial MRoCoS is less than or equal to 250 kWh, then the two Suppliers should reach an accommodation e.g. cash allowance, and re-bill the customer as appropriate (as per Phase 6). The NHHDC should not be asked to replace the initial MRoCoS (If disputes are not raised for cases where the read difference is less than 250 kWh this situation will not arise).
- 16.135 Where the difference between the agreed reading and that used for the initial MRoCoS is greater than 250 kWh the initial MRoCoS should be replaced by the agreed proposed reading as detailed in BSCP504.

16.136 The agreed reading shall be sent in accordance with the following process:

- a) Where the smart Change of Supplier process is not being followed, the New Supplier

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- b) (regardless of which Supplier initiated the dispute) will send the agreed reading to the New NHHDC.
- c) Where the smart Change of Supplier process is being followed, each Supplier will send the agreed reading to their NHHDC.

16.137 The agreed reading to the New NHHDC using the D0300 with the “Meter Register ID” (J0010),

16.138 “Reading Type” (J0171) and “Proposed Register Reading” (J1659) populated and the “Status of

16.139 Proposed Reading(s)” set to ‘Y’.

NHHDC Process

16.140 The NHHDC should assume that the “Proposed Register Reading” (J1659) provided in the D0300 is valid (in terms of NHHDC processes) and submit it to BSC Validation.

16.141 If the NHHDC is unable to process the D0300 on receipt (for example due to the same issues that prevented it providing a MRoCoS in the Supplier Agreed Meter Reading Process) it should store the D0300 until such a time as it can process it.

16.142 If the reading fails BSC validation the NHHDC shall review the reading taking account of the fact that it is considered accurate enough for both the Initiating Supplier and Associated Supplier. If the NHHDC is satisfied that the reading is correct they shall enter the reading into Settlements (Go to Phase Six).

16.143 Where the reading fails validation and the NHHDC is not satisfied that the reading is correct the NHHDC shall return the D0300 to the relevant Supplier with the “Status of Proposed Reading(s)” (J1660) value populated ‘U’ (Unacceptable – NHHDC cannot accept proposed reading as a valid meter reading) in order that the Supplier can review the reading. The Supplier can either assert that the reading the NHHDC received and processed was correct or the Supplier can attempt to agree another reading with the other Supplier and Customer and submit it to the NHHDC, as described in Phase Three. Where the NHHDC is unable or unwilling to over-ride BSC validation the NHHDC will need to obtain an actual reading. The New Supplier shall contact its NHHDC to request a site visit (e.g. by sending a D0005) to obtain an actual meter reading. The “Additional Information” (J0012) field must detail that the reading is required to settle a MRoCoS dispute or to agree a reading under the Supplier Agreed Readings Process. The NHHDC will send a D0010 to the Supplier with the actual meter reading and then progress to Phase Six.

16.144 Phase Six – Entry of Agreed Reading to Settlements

16.145 If the NHHDC is satisfied that the reading provided on the D0300 flow is correct, or has deemed a replacement reading from an actual reading it shall enter the replacement MRoCoS into Settlements in accordance with BSCP504).

16.146 Where the smart Change of Supplier process is not being followed, the NHHDC shall:

- a) Withdraw the initial MRoCoS, using a D0086 (with Reading Type ‘W’);
- b) Provide the replacement MRoCoS as a D0086 with the appropriate reading type;

- c) The New NHHDC shall send both D0086 (Withdrawn and Replacement) to the New Supplier, the Old NHHDC (and the Old Supplier via the Old NHHDC) and the Distributor following the receipt of the agreed MRoCoS from the New Supplier via the D0300; and
- d) Both the Old and the New NHHDC will use the replacement MRoCoS and the last valid reading prior to SSD to calculate an AA and EAC. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019, whilst the New NHHDC will send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019

16.147 Where the smart Change of Supplier process is being followed, the NHHDC shall:

- a) Withdraw the initial MRoCoS, using a D0086 (with Reading Type 'W');
- b) Provide the replacement MRoCoS as a D0086 with the appropriate reading type;
- c) The New NHHDC shall send the D0086 (Withdrawn and Replacement) to the New Supplier and the Distributor following the receipt of the agreed MRoCoS from the New Supplier via the D0300;
- d) The Old NHHDC shall send the D0086 (Withdrawn and Replacement) to the Old Supplier and the Distributor following receipt of the agreed MRoCoS from the Old Supplier via the D0300;
- e) The Old NHHDC will use the replacement MRoCoS and the last valid reading prior to SSD to calculate an AA. The Old NHHDC will send the AA up to and including SSD-1 to the relevant NHH DA (and Old Supplier) on a D0019; and
- f) The New NHHDC will use the replacement MRoCoS and the D0052 they received from the New Supplier to send the associated EAC (i.e. from SSD) to the relevant NHHDA (and New Supplier) on a D0019.

16.148 Phase Seven – Closure

16.149 Where the Old Supplier presents the customer with an amended final account based on the agreed replacement MRoCoS it is recommended that the Old Supplier provides an explanation of how the MRoCoS has been determined to avoid the customer querying the reading again.

16.150 Once the replacement MRoCoS has been agreed the two Suppliers shall consider the allocation of costs. Where a reading has been agreed between the Suppliers these costs should be negligible, however, in those cases where a new meter reading has been obtained (as per Phase 3) any costs incurred shall be allocated as per ~~MRA~~ Clause ~~297~~.7.

Record Rejection

16.151 The Record Rejection Reason Indicator can be used in the response to a request. It indicates that a problem has been identified with some data in a record, which must be resolved before the record can be processed successfully. The record should be returned unchanged apart from the Rejection Reason Indicator which should be populated with the rejection code

indicating what the problem is, where necessary Additional Information should be provided and “Initiating Flow Indicator” set to ‘2’.

- 16.152** On receipt of a rejection the cause of the problem should be identified and resolved, and the record re-submitted with its original “Status of Proposed Reading(s)” and information intact (where this was not the cause of the rejection- see Figure 9).

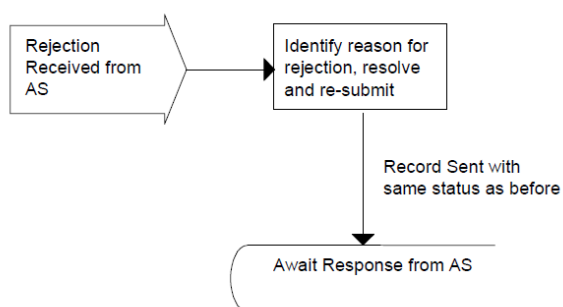


Figure 9 – handling record rejections

- 16.153** Where the field “MPAN Core Process” (J1703) = ‘M’ (Missing CoS Read Process) in the Initial Request then the “Register Reading” and “Change of Supplier Reading Rejection Code” fields should be left unpopulated. Where these fields are erroneously populated the associated Supplier will reject the D0300 and return the flow unchanged except using “Record Rejection Reason Indicator” (J1664) = ‘14’ (Some fields are invalid or missing).
- 16.154** Where the field “MPAN Core Process” = ‘D’ (Disputed Read Process) in the Initial Request and the fields “Proposed Register Reading”, associated “Reading Type” and “Status of Proposed Reading(s)” are not populated the Associated Supplier will reject the D0300 and return the flow unchanged except using “Record Rejection Reason Indicator” (J1663) = ‘14’ (Some mandatory fields are invalid or missing).
- 16.155** If the flow has been sent to the wrong supplier, it should be rejected by populating the “Record Rejection Reason Indicator” (J1663) with value ‘16’ (not the Associated Supplier).
- 16.156** If both suppliers receive initiation flows at the same time, the New Supplier’s request shall prevail. In this instance the New Supplier shall reject the Old Supplier’s initiation using “Record Rejection Reason Indicator” (J1663) ‘18’ (Already Initiated).

Escalation Procedure

- 16.157** If, during either the Supplier Agreed Meter Reading or the Disputed MROCoS process, either Supplier does not receive a timely response to a communication they should follow the Escalation Process outlined in Annex 2.
- 16.158** The Associated Supplier shall use reasonable endeavours to respond to the Initial Request within 5 Working Days of receipt.

Annex 1

Recommended Phase Timings

Supplier Agreed Meter Read process timings

Action	Phase	Timing
Send Initial Request	Phase Two – Initiation Process	Within 5 Working Days of determining requirement
Respond to Initial Request	Phase Three – Associated Supplier Responding to Initial Flow	Associated Supplier to respond within 5 Working Days of Initial Request
Dealing with the Associated Supplier’s Response	Phase Four – Dealing with the Associated Suppliers Response	Where appropriate, Initiating Supplier to respond within 5 Working Days
Obtain and return actual reading		Within 10 Working Days of request
Agreeing initial MROCoS	Phase Five – Amending the initial MROCoS	ASAP
Obtain and return actual reading		Within 10 Working Days of request
Entering the Meter reading in Settlements	Phase Six – Entry of Agreed Read into Settlements	Within 5 Working Days of receipt of valid reading
Closure	Phase Seven – Closure	Within 5 Working Days

Disputed Reads process timings

Action	Phase	Timing
Send Initial Request	Phase Two - Initiation Process	Within 5 Working Days of determining requirement
Respond to Initial Request	Phase Three - Associated Supplier Responding to Initial Flow	Associated Supplier to respond within 5 Working Days of Initial Request
Dealing with the Associated Suppliers Response	Phase Four - Dealing with the Associated Suppliers Response	Where appropriate, Initiating Supplier to respond within 5 Working Days
Obtain and return actual reading		Within 10 Working Days of request
Agreeing initial MROCoS	Phase Five - Amending the initial MROCoS	ASAP
Obtain and return actual reading		Within 10 Working Days of request
Entering the Meter reading in Settlements	Phase Six - Entry of Agreed Read into Settlements	Within 5 Working Days of receipt of valid reading
Closure	Phase Seven - Closure	Within 5 Working Days

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Annex 2

Escalation Process

Supplier Agreed Meter Reading and Disputed MROCoS Processes

The table below summarises the escalation procedure that should be taken when resolving any issues with the Supplier Agreed Meter Reading and Disputed MROCoS disputes processes.

~~In line with MRA Clause 42.5~~ Supplier Contract Managers should provide escalation contacts for each level of responsibility.

Process	Timescale	Responsibility Level of Contact(s)
Send D0300	Day 0 (D)	Operational Staff
First escalation	D + 5WD	Supervisor/Manager of Operational Staff
Second escalation	D +10WD	Nominated Supplier Agreed Readings and Disputed MROCoS Handling Contact
Final escalation	D +15WD	MRA Supplier Contract Manager*

*~~MRA~~ Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up.

NHHDC sending D0086 Data Flow

The table below summarises the escalation procedure that should be taken when resolving any issues where the NHHDC has not issued a D0086 following the receipt of the agreed MROCoS from the New Supplier via the D0300.

Process	Timescale (WD)	Responsibility Level of Contact(s)
MROCoS sent to Settlements	Day 0 (D)	Operational Staff
First escalation	D + 5	Supervisor/Manager of Operational Staff
Second escalation	D +10	Nominated Supplier Agreed Readings and Disputed MROCoS Handling Contact
Final escalation	D +15	MRA Supplier Contract Manager

* ~~MRA~~ Supplier Contract Manager shall ensure a response to the Final follow up escalation is sent within 10 Working Days of receipt of Final follow up.

Escalation Summary

It is anticipated that first and second escalations will be made by phone or email. Final follow ups should be made by email.

Emailed escalations should be sent as a standard format, using the template below. The subject header should state:

“URGENT - Response to Missing Reads or Disputed Reads on Change of Supplier (D0300) overdue – LLLL escalation – NNNN OOOO”

Draft for consultation – [...]

Where LLLL is the escalation level (First/Second/Final), NNNN is the New Supplier MPID and OOOO is the Old Supplier MPID. For example the Subject would state:

URGENT – Response to Disputed Reads on Change of Supplier (D0300) overdue First escalation – EELC EMEB

MPAN	New Supplier Supply Start Date (SSD)	Initial D0300 sent (ddmmyyyy)	Additional Comments

18.17. Resolution of Crossed Meters

Background

Commented [SJ17]: To be included when the new schedule is approved

19.18. Misdirected Payments Procedure

Background

Commented [SJ18]: Based on 14 v3.7

- 18.1 There is a historic problem with the allocation of PPM transactions in circumstances where Customers use a prepayment Device issued to them by a previous Supplier to charge their prepayment meter. Where this occurred, the only course of action available to a PPMIP was to distribute that PPM payment to the Supplier whose identity is encoded on the Device (a “Misdirected Payment”), rather than the Supplier that was registered as at the date of the transaction.
 - 18.2 The decisions regarding the proposed solutions under the MRA for resolving this problem were subject to an appeal to Ofgem, who recommended that the industry should review the issues and develop a solution, based on the principles of the “PPMIP to PPMIP” (P2P) solution such that PPMIPs were able to route transactions correctly regardless of which Device the Suppliers used. Suppliers do not need to make a request for such transactions from the PPMIP, except where specifically excluded as detailed in [Section 1.3 Clause 18.8](#).
 - 18.3 Additionally, since the development of the original P2P solution, an independent PPMIP has become active in the market, and the industry noted that the review of MDP procedures should ensure that it recognised this wider participation.
 - 18.4 Since this [MAP procedure](#) came into effect in June 2005, the industry has visibility of MPAS data through the Electricity Central Online Enquiry Service (ECOES). This [MAP section 18](#) has therefore been redrafted to reflect this service.
- Purpose**
- 18.5 [MRA Clause 54 The Prepayment Schedule](#) provides that a Supplier shall be responsible for the data and communication requirements with PPMIPs. The purpose of this [MRA Agreed Procedure \(MAP\) section 18](#) is to set out the framework for Suppliers to ensure that PPMIP(s) are provided with and can maintain sufficient details, past and present, about an MPAN expressly for the purpose of minimising the incidence of Misdirected Payments, so that:

- a) PPM transactions can be distributed to the Supplier registered as at the date of the transaction, irrespective of the Device used for that transaction; and
- b) Unallocated Transactions can be administered in accordance with [Section 2.7 Clause 18.46](#) of this procedure.

18.6 For the avoidance of doubt, this obligation will survive where a Supplier's contractual arrangement with the Customer ends. It will also survive the termination of any contractual arrangement with a PPMIP and will begin with the commencement of any new contractual arrangements with a PPMIP.

Scope

18.7 This procedure covers the allocation of PPM transactions relevant to MPANs located within Great Britain ~~and under the governance of the Master Registration Agreement (MRA).~~ However, notwithstanding this, it is recognised that there are various scenarios where this procedure will not prevent Misdirected Payments.

18.8 Consequently, Misdirected Payments arising in accordance with the following scenarios are excluded from this procedure; ~~this procedure requires that, under such scenarios, all relevant Suppliers and PPMIPs shall co-operate to retrospectively resolve the Misdirected Payment using MRA Working Practice 124 (WP124);~~

- a) Erroneous Transfers¹⁷: Rectification of an Erroneous Registration for a particular Metering Point will result in a period of registration for a Supplier in an MPAS Registration System between the (erroneous) Supply Start Date and the date that the Erroneous Registration is resolved. It is recognised that the Customer may have been issued with and made PPM transactions using the (erroneous) Supplier's Device during the period of Erroneous Registration. Whilst not technically a Misdirected Payment, all PPM transactions shall fall due to the Supplier that had a valid contract to supply electricity to that Customer during this period.
- b) Objections to a Change of Supplier event: Misdirected Payments may arise during the Objection Raising Period and associated Objection Resolution Period in circumstances where a Supplier has raised an Objection to a Change of Supplier event that is subsequently upheld.
- c) Misuse of Tokens: Whilst SmartCards and Keys are specific to a prepayment meter, Tokens purchased at a Vending Outlet may be used in any compatible Token Meter. This procedure does not cover transactions resulting from Tokens purchased by a Customer that are used at different premises to those that are recorded on the Token Card with which the Tokens were purchased.
- d) Budget Customers: Circumstances may arise where a budget Customer continues to use a Token card associated with a Token Meter previously installed at their premises

¹⁷ Please refer to [MAP10 section 14](#) for further information on the Erroneous Transfer processes.

to make budget payments in respect of the Credit Meter currently installed at their premises. Resolution of such situations is outside the scope of this procedure. However, notwithstanding this, the PPMIP may levy a charge for resolving misdirected payments against the Supplier registered as at the date of the transaction in accordance with ~~Section 3~~ [Clause 18.85](#) of this procedure.

- 18.9** It should be noted that this ~~MAP section 18~~ [does not list all exceptional situations where a Misdirected Payment is not averted due to Suppliers and/or PPMIPs acting in good faith on information available at the time of the transaction.](#)

[Status of the Procedure](#)

- ~~14.65 This procedure corresponds to the obligations on the MRA Executive Committee (MEC), contained in MRA Clause 54, to establish the procedures to provide for PPMIP Services under the MRA. MAP14v2.5 will be effective from 24th February 2011.~~

Conditions Precedent

- 18.10** Whilst this procedure places obligations on a Supplier to ensure that their appointed PPMIP(s) operate in accordance with the provisions of this procedure, nothing in this procedure shall prevent a Supplier from using a third party to support part or all of these obligations.

Definitions and Interpretation

- 18.11** In this procedure the terms “may”, “shall” and “should” are to be interpreted as follows:
- may, optional on the requirement to comply;
 - shall, mandatory on the requirement to comply; and
 - should, mandatory on the requirement to comply.

The Procedure

- 18.12** [PPMIP services for a Metering Point](#)
- 18.13** Suppliers shall contract with a PPMIP to provide prepayment meter infrastructure services for a Metering Point to which it is registered.
- 18.14** To assist Suppliers in identifying organisations providing PPMIP services for a particular PPM technology in a particular area, ~~MRASCo the Code Manager~~ [will make information available as to PPMIPs operation across Great Britain. It is envisaged that this will be in table format and the information held will include the PPMIP identity and contact details, geographical footprint for service provision, and the PPM technology supported. It will also retain historic information to ensure that previous details are kept so Suppliers will have correct information at all dates. Where a change is made, this will be communicated to Suppliers. This information will be available on the MRASCo website \(\[www.mrasco.com\]\(http://www.mrasco.com\)\) and via the MRASCo Helpdesk/REC Service Desk \(020 7090 1029\).](#)
- 18.15** Furthermore, Suppliers shall use this information to ensure that all PPMIPs (which, for the avoidance of doubt, includes those PPMIPs with which it has no bi-lateral contractual arrangement) are provided with the necessary information to enable them to distribute PPM

transactions, where relevant. Suppliers shall do this by issuing database update versions of D0174, D0183, or D0190 (as appropriate and as detailed in the [DTF Data Specification](#)) to PPMIPs that are not required to issue a Device when there is a Change of Meter, Change of Tenant, or Change of Supplier.

18.16 This [MAP section 18](#) does not consider the method used by a Supplier to appoint and de-appoint the PPMIP that provides infrastructure services in any area. Current market practice is that this is managed in accordance with the provisions of the contract/service agreement between these parties, and a change to the current practice was not considered appropriate at the time of introducing this [MAP procedure](#).

18.17 [Data Exchange Requirements](#)

18.18 This [MAP section 18](#) anticipates that data transfer between a Supplier and PPMIP shall be in accordance with the Data [Transfer Catalogue Specification](#), as the common industry standard for the format and data required, unless agreed otherwise by the Supplier and PPMIP.

18.19 [Device Issue](#)

18.20 Following its registration in MPAS, the Supplier shall arrange for the Customer to be issued with a Device relevant to the PPM installed at their premises. However, in practice, it may be the Supplier, PPMIP, Meter Operator or another agent that issues the Device to the Customer (the “Device Issuer”). Similarly, a Supplier shall arrange for a Customer to be issued with a relevant Device where a Change of Tenancy or Change of Meter, if applicable for that technology, occurs.

18.21 In circumstances where the PPMIP is not the Device Issuer, the Supplier shall ensure that the PPMIP is promptly informed of all relevant data to enable it to process transactions as detailed in Section [2-418.22](#) of this procedure. Currently, where Suppliers issue their own Devices, they shall use a Device Issue flow whose purpose is to inform the PPMIP of the relevant data rather than instruct device issue. This method may be replicated to pass information regarding PPMIP Database data.

18.22 [Transaction Processing](#)

18.23 PPM transactions received by the PPMIP will have different Transaction References depending on the Prepayment Meter Type (J0483), as detailed in Table 2.

Table 2: Prepayment Meter Type and associated Transaction Reference

Meter Type (J0483)	Transaction Reference
Smartcard	Customer descriptor (J0559)
Token	PAN Number (J0525)
Key	Key Meter Supplier / Customer ID (J0582)

- 18.24 Amongst other things, a Transaction Reference is specific to a Customer’s account and Supplier, such that all PPM transactions can be allocated to that Supplier by Customer account. However, where the Customer has not used the correct Supplier Device, the Transaction Reference will refer to an incorrect Supplier. There are numerous reasons why a Customer may use an incorrect Device and this [MAP-section 18](#) cannot anticipate all scenarios. It is anticipated that Suppliers and PPMIPs will continue to review the various scenarios at an appropriate industry forum.
- 18.25 Notwithstanding this, Suppliers shall ensure that their appointed PPMIP(s) provides an enduring service to distribute PPM Transactions to the Supplier registered as at the Customer Payment Date, regardless of the Device used for the transaction.
- 18.26 Prior to the implementation of this [MAP-procedure](#), PPMIPs have routed PPM transactions to the Supplier identified on the Customer’s Device. In some cases, these transactions have been routed incorrectly and it is understood that Suppliers are incentivised to work with current and previously appointed PPMIPs to resolve outstanding retrospective MDPs.
- 18.27 Where the PPMIP changes any transaction data from that originally supplied by the National Service Provider, the PPMIP must keep a record and audit trail of these changes and ensure Suppliers can obtain this information.
- 18.28 [PPMIP Database](#)
- 18.29 To facilitate transaction processing in accordance with this agreement, the Supplier shall advise the PPMIP of certain data items (and changes to those data items); recommended data requirements are listed in Table 3. Whilst a method of data storage is not mandated by this procedure, it is assumed that the PPMIP will manage the data within a database, referred to hereafter as the “PPMIP Database”.

Table 3: Recommended data requirements to population the PPMIP database

Recommended Data Requirement*	Prepayment Meter Type (J0483)		
	SmartCard	Token	Key
MPAN Core	✓	✓	✓
Meter Id (Serial Number)	✓		✓
Supplier ID	✓	✓	✓
Effective From Settlement Date (REGI) ¹⁸	✓	✓	✓
Transaction Reference (Customer Descriptor)*	✓		

¹⁸ Use of Effective from Settlement Data (REGI) data item J0049 for MAP14 is detailed within Section 4.7.4. This definition must always be used for MAP14 dataflows sent to a PPMIP.

Transaction Reference (PAN number)*		✓	
Transaction Reference (Key Meter Supplier / Customer ID)*			✓

- 18.30** For each transaction received, the Supplier shall ensure that the PPMIP:
- a) Cross-references the MSN and/or Transaction Reference with the MPAN held in the PPMIP Database;
 - b) For Key transactions, validate with [ECOES the Electricity Enquiry Service](#) the Supplier registered to that MSN on the Customer Payment Date (see Section [2-618.35](#));
 - c) For Token and SmartCard transactions where an MPAN is held in PPMIP Database, allocate to Supplier registered to that MPAN in PPMIP database (see Appendix 8); and
 - d) Distributes the associated PPM payment to that Supplier with the appropriate Transaction Reference where possible.
- 18.31** There are a number of reasons why it may not be possible to provide a correct Transaction Reference. In this situation, Suppliers should not rely solely on this reference number when determining a Customer related to a PPMIP transaction.
- 18.32** For the avoidance of doubt, the PPMIP shall distribute PPM transactions to a Supplier in accordance with timescales set out in the contract between them. Where there is no contractual arrangement, all actions will be taken as if a contract existed, that is, the PPMIP shall use its reasonable endeavours to distribute PPM transactions from the date of that transaction.
- 18.33** The PPMIP shall offer a service to ‘Break the Link’ between the MPAN and MSN in the PPMIP database upon request in the format of Appendix 10. The ‘Break the Link’ process removes the link between MPANs and MSNs and shall be completed within 10 Working Days of the receipt of valid requests (made using the Break the Link pro-forma set out in Appendix 10), with a confirmation email being issued when complete. For metering records contained within the PPMIP database that have not been accessed in over six months, PPMIPs will automatically ‘Break the Link’ between the MPAN and the MSN.
- 18.34** Where data is being sourced externally rather than being sent directly, for example using [ECOES the Electricity Enquiry Service](#) to search for Supplier ID, no reconciliation period has been set in this [MAP-section 18](#) for checking for changes. It is anticipated that Suppliers will usually register for an SSD sufficiently in the future (e.g. to provide time for Device issue) and therefore Change of Supplier information will be available in advance rather than having to check on a daily basis.
- 18.35** [Transaction Processing in ECOES](#)
- 18.36** The processing rules differ for each prepayment meter technology; this is due to the different information available within transactional data returned from the vending outlet.

18.37 The identifiers that will be used from the vending transactions to map against the PPMIP Databases are shown below:

Technology	Identifier
Key	Meter ID (Serial Number) – J0004 or Key Meter Supplier / Customer Id – J0582 if Meter ID (Serial Number) is corrupt or not located on PPMIP Database

18.38 PPMIPs shall use NSP transaction data in an attempt to identify MPAN associated with this data in their PPMIP Database. Meter Serial Number information from NSP transaction must be converted to format used in PPMIP Databases, as detailed in [section 2.6.1 Clause 18.35](#). In all cases a PPMIP shall use Customer Payment Date of a transaction to ensure that any associated MPAN is valid at that date. To associate a MPAN with a transaction a PPMIP shall:

- a) Check 1 – use Meter Serial Number to check in their PPMIP Database to find an associated MPAN.
- b) Check 2 – If no MPAN is found from Check 1 then Customer Reference Number aspect of Transaction Reference should be used. For the avoidance of doubt this is characters 5 to 17 for Key Meter Supplier/Customer Id (J0582).

18.39 Firstly, PPMIP should determine if Customer Reference Number itself is an MPAN. If first two digits are not a valid Distributor Business Id (J1310 and detailed in Market Domain Data) or Customer Reference Number is not 13 digits long then PPMIP will ignore remainder of this check and go to Check 3. If first two digits are a valid Distributor Business Id then PPMIP will perform check digit algorithm calculation defined in Appendix 7 to determine if this could be a valid MPAN. If that check indicates that this could be a valid MPAN then this will be used as associated MPAN, if not then PPMIP will continue with Check 3. It should be noted that even if this check produces a result indicating a valid MPAN it does not mean that this MPAN will exist in [ECOES](#).

- a) Check 3 – If no MPAN is found from Checks 1 and 2, then PPMIP should use Transaction Reference to check in their PPMIP Database to find an associated MPAN.
- b) Check 4 – If an associated MPAN is found in any of these three checks above then Meter Serial Number and MPAN, along with Customer Payment Date, should be sent to ECOES for checking using the file format detailed within Appendix 6. If no associated MPAN has been found then go to Check 5.
- c) Check 5 – If PPMIP is unable to validate the Meter Serial Number, the transaction should not be sent to ECOES and should be considered unallocated. In all other cases PPMIP should send details of Meter Serial Number, along with Customer Payment Date, to ECOES for checking using the file format detailed within Appendix 6.

18.40 ECOES should return information about the MPAN(s) where the MSN is registered, as well as details of Suppliers relevant to the MPAN(s) returned using the file format detailed within

Commented [SJ19]: Further work required to consider use of ECOES for prepayment activities

Appendix 6. ECOES should always return the results of the Supplier of a found MSN regardless of meter type. PPMIPs should use information returned by ECOES as detailed in Appendix 2.

ECOES Meter Serial Number Formats

- 18.41** ECOES metering information is provided by MOPs (as laid down by Distribution Businesses) via their D0312 update to MPAS. MPAS updates ECOES via a batch update overnight. This format differs from Meter Serial Number format provided on NSP transactions, which are of the form LYYP012345.
- 18.42** The format which should be used by Meter Operators when sending Key meter information to MPAS on the D0312 and therefore held by ECOES is of the format shown below:
- 18.43** Where the Meter Type is Key:
- a) LYYP12345 where
 - b) L indicates the manufacturer
 - c) YY indicates the year of manufacture
 - d) P is the purchaser
 - e) 12345 is a numeric serial number, and is last five digits from NSP transaction.
- 18.44** There are two exceptions to this rule:
- a) Where the purchaser code is B, then the transaction Meter Serial Number should be translated into the format LYY12345. The purchaser code must be removed.
 - b) Where the purchaser code is A, then the transaction Meter Serial Number should be translated into the format LYYP 12345. A blank character must follow the purchaser code.
- 18.45** PPMIPs should translate the Meter Serial Numbers on the NSP transactions to the format described above to ensure that ECOES can match data based on Meter Serial Number. This format should also be used when sending transactions to Suppliers.

Unallocated

- 18.46** Unallocated Transactions
- 18.47** It is recognised that circumstances may arise where it is not possible to allocate a PPM transaction received by the PPMIP to the correct Supplier. Such PPM transactions shall be referred to as “Unallocated Transactions”. Examples are:
- a) For Token meter transactions, if PAN Number on an NSP transaction does not exist on a PPMIP Database.
 - b) ECOES does not hold any data relating to MPAN/MSN that is relevant to PPMIP operations.
 - c) ECOES provides multiple data which has no consistency, and does not allow a PPMIP to determine which Supplier should receive that transaction.

- d) For SmartCard transactions, if the Customer descriptor on an NSP transaction does not exist on a PPMIP database.

18.48 Unallocated transactions can only be released by Suppliers providing updates to a PPMIP Database to enable a MPAN to be located, or by MOPs updating Meter Serial Number data on ECOES. PPMIPs must ensure that all Unallocated Transactions are recycled through transaction processing, see section ~~2-6~~[18.35](#) (for Key), Appendix 8 (for Token and Smart Card), at minimum on a weekly basis.

18.49 Unallocated reporting

18.50 A PPMIP is required to produce a report of Unallocated Transactions, details of the Unallocated Transaction Report is contained in Appendix 3. A Supplier, on receipt of the Unallocated Transactions report, should check to see if any of the transactions might belong to them. For Token and Smartcard technologies, a Supplier should also check those transactions whose Transaction Reference indicates that they would have requested a device to be sent, to confirm that the requested device is being used. When a Supplier identifies such transactions, they should issue the appropriate data flow to the PPMIP with the relevant settings, especially for Effective From Settlement Date {REGI} (J0049) (See last table in Section ~~4-7~~[18.106](#)). If a Supplier is aware of potential problems with a transaction, they should contact the PPMIP by telephone/email before sending the appropriate data flow.

18.51 Subject to ~~2-7-3~~[18.53](#) below, Suppliers should use reasonable endeavours to initiate action to resolve entries on the Unallocated report within 20 Working Days. PPMIPs should endeavour to respond within 20 Working Days to any queries arising from the non-release of transactions after Suppliers have sent appropriate data flows. The queries should be sent to designated mailbox addresses. Where a Supplier makes a claim against the Unallocated Report, the PPMIP shall ensure that data is inserted into their Database appropriately.

18.52 The format and timescales of this report is detailed in Appendix 3, ~~section 6.1.2 and 6.1.3.~~

18.53 ECOES Multiple Supplier Reporting

18.54 Where a transaction is unallocated due to Section ~~2-7-1 point~~[18.47](#) (c) a separate daily report (the ECOES Multiple Supplier Report) in the format detailed in ~~section 12 (Annex~~[Appendix 9](#)) will be sent to Suppliers as per the format detailed in ~~section 6-1-4~~[Appendix 3](#). The process and timescales for Suppliers to deal with data related to them on this report is also detailed in ~~section 6-1-4~~[Appendix 3](#). This report will be used by Suppliers to resolve this inconsistency as this is the only method for a PPMIP to be able to release those transactions. It is recognised that in resolving this inconsistency misdirected payments could be created.

~~**18.55** Implementation~~

~~**18.56** The process detailed in 6.1.4, (on a daily basis; reports from non-Working Days shall be collated and issued by the next Working Day) will be implemented on [28th June 2012].~~

~~**18.57** In advance of implementation of the revised MSR, a staged timetable will be used to clear the majority of multiple Supplier instances (Soft Start). The reporting process and timetable to facilitate this Soft Start is set out in section 6-1-5.~~

18.55 Unallocatable Transactions

~~18.56~~ The process outlined in section 2.7.6 has been introduced as part of the extensive work conducted by the Prepayment Allocation Process Expert Group (PAPEG). PAPEG was formed by the MRA Executive Committee (MEC) specifically to investigate the root causes for Unallocated Transactions.

18.56 PAPEG identified that it has been identified that some transactions will be permanently unallocated due to a range of historic events. These Unallocated Transactions are captured in this process which distribute the monies in a fair and equitable way.

18.57 An Unallocatable Transaction is when a prepayment transaction meets the following criteria:

- a) A prepayment transaction which is an Unallocated Transaction
- b) A prepayment transaction for a Smartcard, Token Meter or Key Type
- c) For SmartCard and Token: when the Customer Reference Number associated to the prepayment transaction has no more prepayment transactions associated to it with a transaction date on or after 1st January 2013¹⁹
- d) For Key: All prepayment transactions prior to the Backstop Date.

18.58 Distributing Unallocatable Transactions

18.59 Processes within this section ~~2.7.6~~18.58 will only be followed by parties once they have been initiated by ~~MEC~~the RECCo Board. ~~MEC~~The RECCo Board will decide whether an allocation run is required, and shall request the ~~MRA Secretariat~~Code Manager to notify parties at least 10 Working Days prior to process initiation. This notification shall include details of all significant dates in process, especially with respect to provision of data from one party to another as required within this process. All Unallocatable Transactions held by each PPMIP are to be distributed to Suppliers in a proportion determined according to the Suppliers' market share (defined below).

18.60 Determining Market Share

SmartCard and Token

18.61 The ~~MRA Secretariat~~Code Manager will take a daily MPAN count from all GSP Groups and aggregate these to form a single value for market share for each Supplier from 1st January 2007 to 31st December 2012. The aggregation process will factor in only Suppliers that are still trading as of the date the market share is calculated.

18.62 The ~~MRA Secretariat~~Code Manager will provide separate market share figures for each prepayment technology. The market share will be an aggregated daily market share by GSP group and Meter Type.

Key

¹⁹ Some Token and Smartcard meters remain in the UK (as of February 2014)

- 18.63** The [MRA Secretariat Code Manager](#) will take a daily MPAN count from all GSP Groups and aggregate these to form a single value for market share for each Supplier for the period of allocation. For example the first market share will be from 1st January 2007 to the Backstop Date (i.e. 30th June 2009), the second market share will be based on figures from the day after the old Backstop Date (30th June 2009) to the new Backstop Date (30th June 2010). The aggregation process will factor in only Suppliers that are still trading as of the date the market share is calculated and that Supplier has been assigned a Key Infrastructure Supplier Id which was effective prior to the Backstop Date.
- 18.64** The market share will be an aggregated daily market share by Meter Type.
- 18.65** [Determining Monetary Values](#)
- 18.66** PPMIPs will provide the [MRA Secretariat Code Manager](#) with details of transactions to be used to determine monetary values using one of the options specified in section [18.752.7.6.4](#). The [MRA Secretariat Code Manager](#) will not use any data for a PPMIP previously provided to it unless that option is utilised by the PPMIP as is allowed under section [2.7.6.418.75](#).
- 18.67** On receipt of PPMIP data [MRA Secretariat Code Manager](#) will check that it has received data from every PPMIP and determine total value of transactions for each PPMIP. The value of the Unallocatable Transactions will be divided, to the nearest penny, amongst Suppliers in the proportion indicated by the market share analysis provided by the [MRA Secretariat Code Manager](#).
- 18.68** Identification of the Unallocatable Transactions and the calculations to determine monetary values owed to each Supplier will be performed by the [Code Manager MRA Secretariat](#). The output will be known as the Consolidated Allocation Run Report.
- 18.69** [Releasing the funds](#)
- 18.70** Each PPMIP will be informed by the [MRA Secretariat Code Manager](#) of the Unallocatable Transactions and the percentage market shares resulting from the Consolidated Allocation Run Report. This will include provision of zero values if that is determined under section [2.7.6.218.65](#).
- 18.71** Each Supplier will be informed by the [MRA Secretariat Code Manager](#) of the cash value they should expect to receive from each PPMIP.
- 18.72** A PPMIP will be given 5 Working Days to query results of Consolidation Allocation Run Report with the [MRA Secretariat Code Manager](#). For the avoidance of doubt this 5 Working Days period will not extend their timelines to distribute monies. If any query results in charges to values a PPMIP are to distribute and/or each Supplier's cash to be expected then notice of such changes will be provided to both PPMIPs and Suppliers.
- 18.73** The PPMIPs will then distribute monies within 30 Working Days of official notification from the [MRA Secretariat Code Manager](#) to individual Suppliers in the indicated values per Supplier MPID from the [MRA Secretariat Code Manager](#).

18.74 Once an Unallocatable Transaction has been released by this process it will be treated the same as an allocated transaction and is not subject to MDP claims.

18.75 PPMIPs' duties

18.76 In order to distribute Unallocatable Transactions a PPMIP must:

- a) Provide Unallocated Transaction Reports to the [MRA Secretariat Code Manager](#) within 10 Working days using one of the following options;
 - a full report of all Unallocated Transaction Report (UTR) as detailed in Appendix 3 of this [MAP section 18](#); or
 - a report of transactions up to and including relevant Backstop Date only, provided using format of a UTR report detailed in Appendix 3 of this [MAP section 18](#); or
 - notify [MRA Secretariat Code Manager](#) of the date of a previously provided UTR report that has been sent to [MRA Secretariat Code Manager](#) as detailed in Appendix 3 of this [MAP section 18](#) that shall be used;
- b) Allocate monies within the timescales, as set out in section ~~2.7.6.3~~ [18.69](#);
- c) Allocate monies in accordance with the proportions set by the [MRA Secretariat Code Manager](#);
- d) Maintain audit records of the above activities; and
- e) Maintain confidentiality around the advised allocation percentages and / or cash amounts.
- f) Not be expected to provide D0188 (Key Transaction Details) for those transactions deemed as Unallocatable Transactions; and
- g) Inform the [MRA Secretariat Code Manager](#) when the monies have been allocated, confirming the remaining Unallocated Transaction amount.

18.77 Suppliers' Duties

18.78 In order for a Supplier to receive its share of Unallocatable Transactions a Supplier must:

- a) Ensure that the contractual relationship with the associated PPMIP obliges them to perform the duties set out here-in; and
- b) Avoid attempting to claim transactions once formally advised by the [MECRECCo Board](#)

18.79 Once received, Suppliers can redistribute the monies, as they see fit.

18.80 Costs

18.81 The following costs are to be borne by Suppliers according to a method to be decided by ~~MEC~~ [the RECCo Board](#):

- a) the ECOES Service Provider for the preparation of market share data

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- b) an external auditor, to be appointed at the discretion of ~~MEC~~[the RECCo Board](#)

18.82 [External Audit](#)

18.83 Subject to ~~MEC~~[the RECCo Board](#) decision, an independent assessment of this working procedure by an external auditor might be required to validate the calculations associated with the distribution of unallocated transactions.

18.84 If an audit is required, it could include the following steps and must be run in parallel with activities carried out by ~~MRA Secretariat~~[Code Manager](#), PPMIPs and Suppliers with regard to sections ~~18.65 2.7.6.1 to 2.7.6.6~~[18.80](#) of this ~~MAP~~[section 18](#):

- a) Validating the Market Share Report
- b) Validating Unallocated Transaction Reports
- c) Verifying the accuracy of the reported output in the Consolidated Allocation Run Report
- d) Verifying that for each Supplier a Notification has been sent to the relevant ~~MRA~~[Contract Manager](#) advising of the total aggregated amount they are to receive
- e) Verifying that for each Supplier the amount notified in the Notification has the correct amount as calculated in line with the aforementioned process

Cost of transactions

18.85 In circumstances where a Customer uses a previous Supplier's Device, it is possible that the PPMIP may have to distribute PPM transactions to a Supplier with whom they have no contractual relationship. Notwithstanding this, that Supplier shall pay the appropriate published transaction charges as levied by the PPMIP as if a contract existed between them.

Appendix 1 – PPMIP Databases

18.86 [Introduction](#)

18.87 This Appendix describes the processes and operational procedures for Suppliers to update PPMIP databases.

18.88 [Scope and Objectives](#)

18.89 The scope of this Appendix ~~to the MAP14 procedure~~ is limited to the following objectives:

- a) Provide definition of updating the PPMIP Database;
- b) Detailing Electricity Pre-Payment Transactions processing per technology; and
- c) Use of relevant ~~DTC~~ dataflows.

18.90 [Supplier Updates to maintain the PPMIP Databases](#)

18.91 Suppliers must provide information to PPMIPs to allow them to maintain their PPMIP Databases. This is achieved by Suppliers sending ~~DTC~~ device issue dataflows to relevant PPMIPs. ~~DTC~~ device issue dataflows are used for updating PPMIP Databases, in addition to being used to request the issue of physical prepayment devices.

18.92 The type of DTC device issue dataflow sent by a Supplier will depend upon the prepayment metering technology installed at the MPAN as set out in Table 4:

Table 4 – Device Issue dataflows to be used

Technology	DTC Dataflow	Description
Key	D0190	Issue Customer Key
Smartcard	D0183	Issue New Customer Smart Card
Token	D0174	Issue Identity Card for Token meter Customer

18.93 For the purpose of updating PPMIP Databases, a Supplier must send a device issue dataflow to each of the PPMIPs supporting the prepayment meter technology which operates in the GSP Group for the MPAN, whenever the events referenced in Table 5 occur:

Table 5 – Events requiring device issue dataflows

Event	Description
Change of Supplier	Where a Supplier becomes the registered Supplier at an MPAN where a Prepayment meter is installed
Change of Tenancy	Situations where a new tenant takes legal responsibility for paying for electricity at an MPAN
Change of Meter	Prepayment to Prepayment exchange – no change of technology type Prepayment to Prepayment exchange –change of technology type Credit to Prepayment exchange New connections where a prepayment meter is the first meter to be installed

18.94 The Supplier should make all possible efforts to inform the PPMIP within 5 Working Days of being made aware of any of the above events taking place at, or being about to take place at, their registered MPANs.

18.95 Sending dataflows promptly will minimise the incidence of Misdirected Payments. Once a PPMIP has received and validated a dataflow, it will use the data contained in it to add to, or update, its PPMIP Database to allow correct routing of subsequent transactions received, and, in some cases, to enable unallocated transactions to be correctly routed.

18.96 Late arriving dataflows that are sent by a Supplier with retrospective ‘event’ dates will not be used by the PPMIP to retrospectively reallocate vending transactions that have already been routed to Suppliers. ~~Such transactions that have already been routed to Suppliers will be subject to the WP124 process.~~ PPMIP Databases must have functionality to insert data that

precedes current information to ensure full history is maintained, as this can be useful when PPMIPs re-examine unallocated files. For example, for a Token meter, PPMIP data might include a PAN Number about which it was previously unaware and via usage of this the PPMIP could find the MPAN related to it.

18.97 For the purpose of issuing physical Prepayment devices, a Supplier may use a PPMIP, a commercial Device Issuer or an in-house device-issuing department. When a physical Prepayment device requires issuing, the Supplier will ensure that an appropriately formatted device issue dataflow is sent to their Device Issuer. The Device Issuer will then act upon the data received, sending out a Prepayment device on the Suppliers' behalf.

18.98 [Flow Rejection Processing](#)

18.99 Where dataflows received by the PPMIP are found to contain errors, the procedure to follow for notifying the sending Supplier is as detailed in [Annex C of the Data Transfer Catalogue](#) [the Data Specification](#).

18.100 Specific contact points for dealing with these rejections must be provided by Suppliers and this information is available on the [MRASCo website](#).

18.101 [The Use of DTC Data Flows](#)

18.102 The [DTC Data Specification](#) indicates that certain data items are Optional on device issue data flows. Where this is the case, the data item MUST be populated where it is available. Such data items are only defined as optional so that the dataflow can still be issued if that optional data item is not available.

18.103 For clarity, Suppliers must populate Optional data items on device issue dataflows where they hold the information. Suppliers must populate Effective from Settlement Date {REGI}{J0049} as defined within Section [4.7.4](#) [18.106](#).

18.104 [PPMIP Notification](#)

18.105 When the Supplier identifies an event that occurs at an MPAN about which PPMIP Databases should be updated, they must notify all PPMIPs that operate that prepayment meter technology within the GSP Group Id where that MPAN is located.

18.106 [Device Issue Dataflow population for MAP14](#)

18.107 The following rules are to be used by the Supplier when populating specific data items on the Supplier generated device issue data flows.

D0174 – Issue Identity Card for Token meter Customer

Data Item	J item	Value	PPMIP actions
Database update only	J1701	N	Issue an Identity Card for Token Meter Customer if PPMIP contracted to issue Token devices, and Update Database

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		Y	Update Database
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D0183 – Issue New Customer Card

Data Item	J item	Value	PPMIP actions
Database update only	J1701	N	Issue New Customer Smart Card if PPMIP contracted to issue Smart Card devices, and Update Database
		Y	Update Database

D0190 – Issue Customer Key

Data Item	J item	Value	PPMIP actions
Reason Code	J0590	COS	Issue a Customer Key if PPMIP contracted to issue Key devices, and Update Database
		COT	Issue a Customer Key if PPMIP contracted to issue Key devices, and Update Database
		COM	Issue a Customer Key if PPMIP contracted to issue Key devices, and Update Database
		ROK ²⁰	Issue a Customer Key
		UPD	Update Database

18.108 In the event of a PPMIP receiving multiple flows for the same MPAN with the same date, all should be accepted and the last to be received should be actioned as detailed above.

18.109 [Population of Effective from Settlement Date {REGI} \(J0049\)](#)

18.110 [MAP14-This section 18](#) requires that the Effective from Settlement Date {REGI} (J0049) data item must be populated with the event date relating to the reason why the dataflow was sent as per the Reason Code (J0590) data item:

²⁰ The ROK reason code is only used to request that a PPMIP (or commercial device issuer) physically creates a prepayment device. There is no requirement in MAP14 to sent D0190's with Reason Code – ROK to PPMIPs that are not issuing the device.

Data Item	J item	J0590 value on dataflow	Population	Notes
Effective from Settlement Date (REGI)	J0049	COS	Supply Start Date (SSD)	Effective from Settlement Date (REGI) (J0049) as received on the D0217 dataflow
		COT	Change of Tenancy	Date that a Supplier has recorded as first date that a new tenant took legal responsibility for a property
		COM	Meter Exchange date	Date of Meter Installation (J0848) as received on D0193 or D0150 dataflows
		UPD	Relevant Supply Start Date (SSD) or Change of Tenancy date or Meter Exchange data	Populated with the relevant event date for which the 'Update' dataflow is being sent

18.111 [Related MPANs](#)

18.112 Where there are related MPANs, the Supplier will send a dataflow for each MPAN to the PPMIP, only one of which can be for the purpose of issuing a prepayment device.

18.113 [Erroneous Transfers \(ETs\)](#)

18.114 ETs must be resolved under [MAP10 section 15](#). Once the Supplier has re-gained the Customer they should issue the relevant Dataflows.

18.115 [Processing Corrupt Transaction Data received from NSP](#)

18.116 If the PPMIP receives a transaction from an NSP that holds a corrupted Customer Payment Date, the PPMIP must update the transaction date as follows:

Corruption type	Action

Date of transaction is in the future	Default to date received
Date of transaction is more than 12 months in the past	

Appendix 2 – ECOES Information Scenarios

18.117 This Appendix describes different scenarios relating to information sent and received from ECOES, and how PPMIPs should proceed in these scenarios. For the avoidance of doubt, data returned from ECOES should not be used to update information in a PPMIP Database.

18.118 Scenario 1 – Information sent to ECOES contains MSN and MPAN.

18.119 For Key meters, the transaction data should include an MSN and a Transaction Reference. The PPMIPs should cross-reference the MSN in their PPMIP Database to obtain an MPAN and both MSN and MPAN should then be sent to ECOES. If the Device has been encoded with an MPAN, and this is returned on the transaction in question, then this shall be used to query ECOES.

Scenario 1A

18.120 The information returned from ECOES shows that the MSN was registered on the Customer Payment Date at one or more MPANs, but not the MPAN held in the PPMIP Database.

- a) If a single MPAN is returned from ECOES then the transaction is routed to that Supplier with the Transaction Reference completed with the MPAN. This is classified as a redirected transaction
- b) If multiple MPANs are returned from ECOES and Supplier IDs for all MPANs are the same then the transaction is routed to that Supplier with the Transaction Reference completed with one of the MPANs. This is classified as a redirected transaction.
- c) If multiple MPANs are returned from ECOES but the Supplier IDs at these MPANs are different, then the PPMIP should report this to the Suppliers identified. In this case transaction becomes unallocated whilst Suppliers resolve this issue.

Scenario 1B

18.121 Neither the MSN nor MPAN are found on ECOES. In such circumstances the transaction become Unallocated.

18.122 Scenario 2 – Information sent to ECOES contains MSN only.

18.123 For Key meters, the transaction data contains the MSN.

18.124 Under these scenarios, the PPMIP Database does not hold that MSN and cannot therefore return an MPAN. Only the MSN from the transaction data is therefore sent to ECOES.

Scenario 2A

18.125 The information returned from ECOES shows that the MSN was registered on the Customer Payment Date to a single MPAN.

18.126 The transaction is forwarded to the Supplier ID returned by ECOES with the Transaction Reference completed with the MPAN. This is classified as a redirected transaction.

Scenario 2B

18.127 The information returned from ECOES shows that the MSN was registered on the Customer Payment Date to more than one MPAN.

- a) If multiple MPANs are returned from ECOES and Supplier IDs for all MPANs are the same then the transaction is routed to that Supplier with the Transaction Reference completed with one of the MPANs. This is classified as a redirected transaction.
- b) If multiple MPANs are returned from ECOES but the Supplier IDs at these MPANs are different, then the PPMIP should report this to the Suppliers identified. In this case transaction becomes unallocated whilst Suppliers resolve this issue.

Scenario 2C

18.128 ECOES does not recognise the MSN.



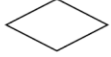


18.129 The transaction becomes Unallocated.

18.130 Transaction Processing Workflows

18.131 In order to assist PPMIPs and Suppliers, workflow diagrams showing the various results from the scenarios in [sections 5.1, 5.2, and Error!Appendix 2. Reference source not found.](#) are included within this Appendix. The diagrams within this [section 5.3Appendix](#) show outcomes where B type records are returned and where no records are returned.

Diagram Object Definitions

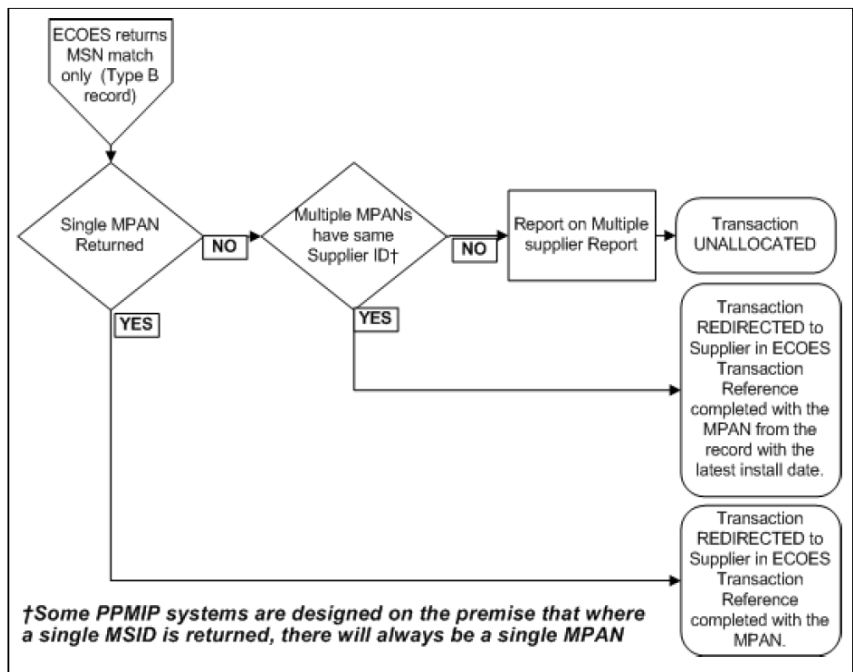
The following objects are used in the diagrams

Terminator		The first or last event in a procedure or workflow
Mandatory Flow		An unconditional flow of control between two procedures, an event and a procedure, or a procedure and a result;
Decision		An event in a procedure or workflow which may have multiple outcomes, depending on an internal condition in the procedure.
Process		An event in a procedure or workflow which has an input and an output
Off – Diagram Connector		A connection to or from a procedure which is represented in a separate diagram

Type B Records Returned

The allocation of transactions, where Type B records are returned are detailed in Figure 1.

Figure 1 – Workflow where only Type B record returned



20.19. Address Maintenance Using the Standard Address Format

Background

19.1 The need for a standard address structure in relation to Metering Points was identified in 2001, and the Standard Address Format (SAF) was subsequently developed in order to:

- a) enable Suppliers to match customer-provided address details accurately and consistently to Metering Point Addresses held by the Distribution Businesses so that MPAN Cores can be uniquely determined in circumstances where the Supplier has not been able to acquire Supply Number information from the Customer;
- b) facilitate a general improvement in the accuracy of Metering Point Addresses held by Distribution Businesses; and
- c) permit ongoing address maintenance processes to be accommodated effectively.

19.2 Key benefits identified from the introduction of SAF include:

- a) Maximising the opportunity for Suppliers to automate customer-provided address matching with published Metering Point Administration Data (MPAD);

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- b) Reducing the overhead on Distribution Businesses need to respond to address-related queries; and
- c) Obtaining a reduction in Erroneous Registrations caused by inaccurate or incomplete address data.

Purpose

19.3 Pursuant to Clause 24.21 of the Master Registration Agreement (MRA), this ~~This MRA Agreed Procedure (MAP)~~ section sets out the procedures to be employed when:

- a) creating and maintaining Metering Point Addresses using SAF; and
- b) communicating Metering Point Addresses between Suppliers, Distribution Businesses and MPAS Providers.

Document scope

19.4 The scope of this ~~MAP-procedure~~ comprises:

- a) A main section setting out the mandatory requirements for completing Metering Point Address when communicating between Suppliers, Distribution Businesses and MPAS Service Providers and the triggers that initiate such communication; and
- b) An annex that illustrates how address lines within the Metering Point Address are to be completed in actual situations. The annex also provides guidance as to the sequencing of data flows between the Supplier, its agents and the Distribution Business.

Defined terms

19.5 ~~Unless otherwise stated in this section 1.6, all d~~ Defined terms within this ~~MAP-section~~ shall have the meaning ascribed to them in the ~~MRA and the Data Transfer Catalogue (DTC) Interpretations Schedule~~.

19.6 Any reference to a PAF Address or its elements may include reference to one or more of the following fields or elements, all as defined within the PAF:

Organisation Name	together comprising the Organisation element of a PAF Address
Department Name	element of a PAF Address
Sub Building Name	together comprising the Building element of a PAF Address
Building Name	
Building Number	
Dependant Thoroughfare Name	together comprising the Thoroughfare element of a PAF Address
Dependant Thoroughfare Descriptor	
Thoroughfare Name	
Thoroughfare Descriptor	
Double Dependant Locality	

Dependant Locality	together comprising the Locality element of a PAF Address
Postcode	being the Postcode element of a PAF Address
PO Box	being the PO Box element of a PAF Address

19.7 References to a Metering Point Address within this [MAP procedure](#) include (as appropriate) the following defined elements, as defined in the PAF or otherwise identified:

Metering Point Address Line 1	being a free text field
Metering Point Address Line 2	being the sub-building name and/or number
Metering Point Address Line 3	being the building name and/or number
Metering Point Address Line 4	being the dependant thoroughfare as defined within the PAF, or otherwise identified
Metering Point Address Line 5	being the thoroughfare as defined within the PAF, or otherwise identified
Metering Point Address Line 6	being the double dependant Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 7	being the dependant Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 8	being the Locality as defined within the PAF, or otherwise identified
Metering Point Address Line 9	being a county
Metering Point Address Postcode	being the Postcode as defined within the PAF, or Outcode where no Postcode is available from the PAF

Use of the Standard Address Format

19.8 Metering Point Addresses shall be structured using the Standard Address Format, with regard to the following requirements for completion:

- a) When creating or amending Metering Point Addresses, Distribution Businesses shall use appropriate safeguards against loss of data for Metering Point Address Line 1 and Metering Point Address Line 2, either of which may contain data that is not on PAF.
- b) Metering Point Address Line 1 shall be a Free Text field, subject to the following:

- Where the Metering Point Address relates to an Unmetered Supply, Metering Point Address Line 1 shall be populated with the words “Unmetered Supply”, and no other value;
 - Subject to [2.1.219.8](#), where the presence of an organisation name would assist in positive identification of the Metering Point Address, and is not present elsewhere in that address, it may be entered in Metering Point Address Line 1; and
 - Where the Metering Point Address relates to flatted premises, and the Distribution Business holds sub-building information which does not appear on PAF, or is in a different format to that on PAF, then this shall be entered in Metering Point Address Line 1.
- c) Where populated, Metering Point Address Line 2 shall contain any sub-building name or number identified.
- d) Where the Metering Point Address relates to a flatted premises and it is possible to uniquely relate a PAF address to the Metering Point, any PAF sub-building name shall appear in Metering Point Address Line 2. Where it is not possible to uniquely relate a PAF address to the Metering Point then Metering Point Address Line 2 shall not be populated.
- e) Where populated, Metering Point Address Line 3 shall contain the building name and/or number.
- f) In the event that an address contains both building name and number, these values shall be concatenated into Metering Point Line 3 with building name first, a semi-colon separator, and then the building number, with no spaces. The semi-colon separator shall not appear unless there is both a building name and a building number.
- g) Where populated, Metering Point Address Line 4 shall contain any value that would constitute the Dependant Thoroughfare within a PAF address.
- h) Where populated, Metering Point Address Line 5 shall contain any value that would constitute the Thoroughfare within a PAF address.
- i) Where populated, Metering Point Address Line 6 shall contain any value that would constitute the Double Dependant Locality within a PAF address.
- j) Where populated, Metering Point Address Line 7 shall contain any value that would constitute the Dependant Locality within a PAF address.
- k) Metering Point Address Line 8 shall be populated with the Locality (Post Town).
- l) Where populated, Metering Point Address Line 9 shall contain either;
- the postal or administrative county for the address, this being a non-PAF element;
 - or

- other relevant and useful information that would assist in confirming the location for the address.

m) Parties shall use all reasonable endeavours to populate the Metering Point Postcode for a Metering Point Address. In the event that the full Postcode cannot be identified, the Outcode shall be provided wherever reasonably possible.

19.9 For the purposes of PAF, the Royal Mail has defined an address as being comprised of four elements, these being:

a) Premises, which may include:

- Sub-building names that would be included in Metering Point Address Line 2;
- Building names and building numbers that would be included in Metering Point Address Line 3;

b) Thoroughfare, which may include:

- A Dependant Thoroughfare, which would be included in Metering Point Address Line 4, and;
- A Thoroughfare, which would be included in Metering Point Address Line 5,

c) A Locality, which may include:

- A Double Dependant Locality, which would be included in Metering Point Address Line 6;
- A dependant Locality, which would be included in Metering Point Address Line 7; and;
- In all cases, a Locality (Post Town), which would be included in Metering Point Address Line 8; and

d) The Postcode, which would be included in a Metering Point Address as the Metering Point Postcode.

19.10 Each party shall make reasonable endeavours to provide details of each of the elements of the address as defined in clause 19.9 in all communications to other parties.

19.11 Each Metering Point Address shall be categorised as one of:

- a) A Metering Point address that exactly matches an entry on PAF, and for which the MPAS holds no supplementary details. A PAF Address Key can be determined for these addresses (a "PAF Address").
- b) A Metering Point Address where a PAF address exists that identifies the appropriate letterbox, but additional data element(s) is (are) required to identify the Metering Point uniquely and unambiguously (a "PAF Address with non-PAF elements").
- c) A Metering Point Address that cannot be matched to an individual PAF record. If the premises cannot be uniquely identified on PAF yet the thoroughfare and Locality

details are accurate, it may be possible to generate a full postcode for the address but not identify a PAF Address Key. Many flattened premises addresses and addresses such as with Unmetered Supplies may be covered by this category (a “non PAF Address”).

- 19.12** Where defined as a PAF Address, the Metering Point Address shall be populated exactly as held on PAF with the equivalent elements matching.
- 19.13** Where a Metering Point address is identified as being an Address with non-PAF Elements, the non-PAF elements shall be populated into appropriate fields within the natural hierarchy of the address. Additional Locality data, (e.g. London Boroughs) not appearing on PAF, shall be placed in the appropriate field between the Thoroughfare and Locality lines.
- 19.14** Non-PAF addresses are to be populated using the most appropriate SAF field, with PAF elements being allocated to the relevant line (e.g. Locality in Line 8).

Substitution of Characters for DTN transmission

- 19.15** The character set used for PAF include some characters that are not capable of being transmitted over the Data Transmission Network (DTN). In the event that these are encountered, they shall be replaced by the nearest valid equivalent. The valid characters that can be transmitted in any Data Item over the DTN (the EDIFACT Level B character set) are defined in the User File Design Specification [\(Appendix B\)](#).

Guidance on completion of addresses

- 19.16** Annex A to this MAP provides guidance regarding the completion of Metering Point Addresses using SAF, and shall be considered by parties when creating or seeking to amend Metering Point Addresses.

Procedure for Metering Point address updates

- 19.17** The MRA defines the Distribution Business as responsible for the Metering Point address and the MPAS Registration System as a repository of that information.
- 19.18** [Updates by Distribution Businesses](#)
- 19.19** The Distribution Business shall initiate updates to the Metering Point Address held in the relevant MPAS Registration Systems where:

- a) It identifies that:
- a postal address has replaced one for a plot or plots;
 - the Royal Mail has made changes to PAF that relate to one or more Meter Point addresses;
 - the PAF elements of an address as presented in a Metering Point Address are not on their own sufficient to uniquely identify the relevant metering system, and therefore non-PAF elements are required to be added;
 - a modification to a premises and associated New Connection(s) has led to a need to modify an existing Metering Point Address;

or

- b) It receives information from a Supplier in accordance with clause [3.519.23](#) that leads to a need to amend one or more Metering Point Addresses.

19.20 Supplier notifications of potential Metering Point Address updates

19.21 Where the Registered Supplier identifies a potential need for an update to a Metering Point, it may notify the relevant Distribution Business in accordance with clause [3.519.23](#).

19.22 A notification to the Distribution Business under clause [3.519.23](#) shall not place any obligation on that party to make an update to a Metering Point Address where it does not recognise that such an update would be appropriate.

19.23 Where a Supplier identifies a need for a Metering Point Address to be updated due to:

- a) A plot number being replaced by a postal address in an infill development;
- b) One or more plot numbers being replaced by postal addresses within a housing development;
- c) A change to PAF that has not been notified to it by the relevant MPAS Provider;
- d) A need to add non-PAF elements to an existing PAF Address in order to uniquely identify a Metering Point;
- e) An anomaly in the Metering Point Address, including where this indicates that an incorrect Metering Point is being associated to that address as a result; and
- f) Modification of premises, including where this leads to the need for amendments to existing Metering Point Addresses in parallel to one or more New Connections, that Supplier shall send the relevant Distribution Business a D0381 (Metering Point Address Update) Data Flow and provide details of the proposed changes.

19.24 Where a Supplier informs a Distribution Business of a potential need to amend a Metering Point Address, that Supplier shall:

- a) use reasonable endeavours to confirm the PAF Address is consistent with any proposed changes, and only direct any changes required to the PAF Address to the customer who occupies the premises in question; and
- b) satisfy itself that the proposed changes are required to better facilitate the unique identification of a specific Metering Point. A Supplier shall not attempt to “customise” a Metering Point Address to solely accommodate its own internal business needs.

19.25 When informing a Distribution Business of a potential need to amend a Metering Point Address, a Supplier shall use the Standard Address Format to provide full details of both the existing and proposed (complete) new address for the Metering Point.

19.26 In cases where the full Postcode cannot be determined, including where premises do not yet have a full Postcode allocated to it, the postal Outcode shall be provided and may be utilised by the Distribution Business in any updated Metering Point Address.

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19.27 The Supplier may provide contact details in the D0381 (Metering Point Address Update) Data Flow to the Distribution Business to allow the Distribution Business to contact the Supplier to discuss the proposed changes.

19.28 Distribution Business responses to Supplier notifications

19.29 A Distribution Business shall endeavour to process notifications received in accordance with clause 19.23 within 5 Working Days, and in any event shall respond within a total of 10 Working Days confirming the action taken using the J2212 (Response Code) Data Item in the D0381 (Metering Point Address Update) Data Flow.

19.30 The Distribution Business shall use reasonable endeavours to send within one working day or as soon as reasonably practicable.

19.31 If the Distribution Business receives an unusually high volume of requests that impacts response timescales, the Distribution Business’ Contract Manager shall communicate this to the Supplier’s Contract Manager.

19.32 Supplier updates to Metering Point Agents

19.33 Should the Supplier have already advised relevant Metering Point Agents of a potential update to a Metering Point address, and that update is subsequently not accepted by MPAS, that Supplier shall inform those Metering Point Agents accordingly by use of a D0131 Data Flow (Metering Point Address Details).

Annex A

Sample formatted addresses:

Address (Customer’s View)	PAF Element	PAF Examples	SAF Element	SAF Example
PAF Address (basic)				
35, Galloway Road Liverpool L22 4QX	SUBB		1	
	BNAM		2	
	BNUM	35	3	35
	DPTH		4	
	THOR	Galloway Road	5	Galloway Road
	DDLO		6	
	DPLO		7	
	TOWN	Liverpool	8	Liverpool
	CNTY		9	
	PCOD	L22 4QX	10	L22 4QX
ORGN				
PAF Address + non-PAF Element				
Flat 11	SUBB	11	1	
	BNAM	George House	2	11

Address (Customer's View)	PAF Element	PAF Examples	SAF Element	SAF Example
George House 21, High Street Rowley Regis West Midlands B65 0DR	BNUM	21	3	George House;2121
	DPTH		4	
	THOR	High Street	5	High Street
	DDLO		6	
	DPLO		7	
	TOWN	Rowley Regis	8	Rowley Regis
	CNTY		9	West Midlands
	PCOD	B65 0DR	10	B65 0DR
ORGN				
non-PAF Address				
Street Lighting Burton Grange Rags Lane Cheshunt Waltham Cross Hertfordshire EN7 6TE	SUBB		1	Unmetered supply
	BNAM		2	Street lighting
	BNUM		3	Burton Grange
	DPTH		4	
	THOR		5	Rags Lane
	DDLO		6	
	DPLO		7	Cheshunt
	TOWN		8	Waltham Cross
	CNTY		9	Hertfordshire
	PCOD		10	EN7 6TE
ORGN				
non-PAF Address with partial postcode				
Thames Water Pump Station Adj to Hansard Mews London W14	SUBB		1	Thames Water
	BNAM		2	Pump Station
	BNUM		3	
	DPTH		4	
	THOR		5	Adj to Hansard Mews
	DDLO		6	
	DPLO		7	
	TOWN		8	London
	CNTY		9	
	PCOD		10	W14
ORGN				
PAF Address				
The Prince of Wales PH	SUBB		1	
	BNAM	Prince of Wales	2	

²¹ Where an address contains both a building name and building number, these values are in different field for PAF, and should be concatenated into the single field for SAF, with building name first, a semi-colon separator, and then the building number, with no spaces. For example, for "Flat 11, George House, 21 High Street" the value in the Building Name/Number field shall be "George House;21". The semi-colon separator is not used unless there is both a Building Name and a Building Number

Address (Customer's View)	PAF Element	PAF Examples	SAF Element	SAF Example
Windsor Lane Little Kingshill Great Missenden Buckinghamshire HP16 0DZ	BNUM		3	Prince of Wales
	DPTH		4	
	THOR	Windsor Lane	5	Windsor Lane
	DDLO		6	
	DPLO	Little Kingshill	7	Little Kingshill
	TOWN	Great Missenden	8	Great Missenden
	CNTY		9	Buckinghamshire
	PCOD	HP16 0DZ	10	HP16 0DZ
ORGN				
PAF Address with Organisation				
Yorkshire Wold Mushrooms Unit 15 Rosedale Industrial Estate 7 Bridlington Road Hunmanby Filey North Yorkshire YO14 0LR	SUBB	Unit 15	1	Yorkshire Wold Mushrooms
	BNAM	Rosedale Industrial Estate	2	Unit 15
	BNUM	7	3	Rosedale Industrial Estate;7
	DPTH		4	
	THOR	Bridlington Road	5	Bridlington Road
	DDLO		6	
	DPLO	Hunmanby	7	Hunmanby
	TOWN	Filey	8	Filey
	CNTY		9	North Yorkshire
	PCOD	YO14 0LR	10	YO14 0LR
ORGN	Yorkshire Wold Mushrooms			
PAF Address with Dependent Thoroughfare				
Brush & Palette Sign Co Unit 21 Victoria Industrial Estate Victoria Road London W3 6UU	SUBB		1	Brush & Palette Sign Co
	BNAM	Unit 21	2	
	BNUM		3	Unit 21
	DPTH	Victoria Industrial Estate	4	Victoria Industrial Estate
	THOR	Victoria Road	5	Victoria Road
	DDLO		6	
	DPLO		7	
	TOWN	London	8	London
	CNTY		9	
	PCOD	W3 6UU	10	W3 6UU
ORGN	Brush & Palette Sign Co			

NB For the above 2 examples, the Industrial Estate ‘Unit’ details appear on different lines in SAF. This corresponds with their occurrence on PAF.

Flatted Premises

There are major difficulties and risks associated with addresses of flatted premises, particularly in Scotland. A significant percentage of PAF addresses for flatted premises contain no flat address detail, and the detail held for others is inconsistent with the identification commonly used in the electricity industry. PAF flat details are often in the form 1,2,3,4,..... or a,b,c,d,..... In many cases, particularly in Scotland, the addresses known to Distribution Businesses and electricity Suppliers are in the form 1F1, 1F2,...., 2F1, 2F2,...., 3F1, 3F2,..... or 1L, 1R, 2L, 2R, 3L, 3R.

Where it is not possible to uniquely match an existing MPAS address to a PAF address with 100% confidence then the existing MPAS address is to be placed in Line1, and Line 2 is to be unpopulated.

Address (Customer's View)	PAF Element	PAF Examples	SAF Element	SAF Example
PAF Address where PAF Flat ID cannot be uniquely related to that on MPAS				
Flat 3F1 15 Viewforth Edinburgh EH10 4JD	SUBB	Any of /1,/2,..../8 (or no flat identification)	1	Flat 3F1
	BNAM		2	
	BNUM	15	3	15
	DPTH		4	
	THOR	Viewforth	5	Viewforth
	DDLO		6	
	DPLO		7	
	TOWN	Edinburgh	8	Edinburgh
	CNTY		9	
	PCOD	EH10 4JD	10	EH10 4JD
ORGN				

Where it is possible to uniquely relate a Metering Point to a PAF address with 100% confidence then the PAF address is to take precedence, and the MPAS flat detail is to be inserted in Line 1.

PAF Address where PAF Flat has been uniquely identified to that on MPAS				
Flat 3F2 15 Viewforth Edinburgh EH10 4JD	SUBB	6	1	Flat 3F2
	BNAM		2	6
	BNUM	15	3	15
	DPTH		4	
	THOR	Viewforth	5	Viewforth
	DDLO		6	
	DPLO		7	
	TOWN	Edinburgh	8	Edinburgh
	CNTY		9	
	PCOD	EH10 4JD	10	EH10 4JD
ORGN				

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PAF Address where PAF Flat has been uniquely identified to that on MPAS

Island addresses

It should be noted that in a recent change to PAF for some Island addresses, the Island may appear in line 8 (Locality) and the town in line 7 (Dependant Locality). However, it is the practice of some parties to populate line 9 (County) with the Island and line 8 with the town.

Guidance notes on use of Metering Point Addresses

Where a Supplier provides address details on a D0168, the complete address including postcode shall be entered. If the Metering Point does not have a PAF Address and has no proper postcode, a partial postcode identifying the Outcode element of the postcode will be entered. The Supplier shall make reasonable endeavours to retain the same format as that of the originating MPAS. Where a line is to be deleted, the deleted line will be replaced with an empty line.

Where an Agent identifies a change in Metering Point Address, it should notify the Supplier. Again, the address shall be provided in its entirety. Where an agent receives a D0131 from the Supplier following this process, the D0131 may be treated as the confirmation of acceptance of the change. While it is recognised that some Suppliers may wish to retain different address structures for “customer facing” and “MPAS facing” operations, it is recommended that the Supplier and its Agents maintain the Metering Point Address structure in the D0131 Data Flow when communicating between each other.