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## SCHEDULE [...]

### MRA Transition Schedule

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Status: Draft

Version: 0.1

Effective Date: [TBC]

Domestic Suppliers	Mandatory <sup>1</sup>
Non-Domestic Suppliers	Mandatory <sup>2</sup>
Gas Transporters	N/A
Distribution Network Operators	Mandatory
DCC	N/A
Meter Equipment Managers	N/A
Non-Party REC Service Users	N/A

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<sup>1</sup> Electricity Suppliers only.

<sup>2</sup> Electricity Suppliers only.

### *Change History*

Version Number	Implementation Date	Reason for Change
0.1	[TBC]	Agreed draft for publication July 2020.

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## **1 Introduction**

- 1.1 This REC Schedule defines a number of processes previously included in the Master Registration Agreement (MRA).
- 1.2 With the termination of the MRA with effect from [1 September] 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 REC Schedule will be removed from the Code at CSS Go Live, as part of the Switching Programme Significant Code Review.
- 1.4 Words beginning with a capital letter that are not otherwise defined in this Code shall have the meaning set out in Paragraph 22, and shall otherwise have the meaning that they were given in the MRA.

## **2 Conditions Precedent**

- 2.1 A Distribution Network Operator (DNO) shall not be obliged to provide Services until:
  - (a) it has become Qualified to provide MPAS;
  - (b) it has become a party to the Data Transfer Service Agreement in its capacity of a DNO and an MPAS Provider; and
  - (c) it has received a valid Market Participant Id from the Market Domain Data Agent in respect of its Market Participant Roles as a DNO and an MPAS Provider.
- 2.2 The obligations on a DNO to provide Services to an Electricity Supplier in relation to any particular Metering Point in its Distribution System are subject to the DNO providing values for the data items (other than the ERS Metering System Id) for that Metering Point to the MPAS Provider and that MPAS Provider entering such values into the relevant MPAS Registration System except where:
  - (a) the Metering Point at a particular time is a New Metering Point, in which case the provisions of Paragraph 5.65 shall apply; or
  - (b) the Metering Point is registered in CMRS in which case the DNO shall ensure that any records are maintained in accordance with the Balancing and Settlement Code (BSC).
- 2.3 The rights of an Electricity Supplier to receive Services in relation to any particular Metering Point are in each case subject to:
  - (a) the Electricity 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 between the relevant DNO and the Electricity Supplier in relation to that Metering Point;
  - (b) the Electricity Supplier being a party to the Data Transfer Service Agreement; and
  - (c) a valid Market Participant Id for the Electricity Supplier having been received from the Market Domain Data Agent, and entered in the MPAS Registration System.

- 2.4 Once any of the conditions precedent in Paragraph 2.1 applicable to a DNO or its Appointed MPAS Agent have been fulfilled, that DNO shall use its reasonable endeavours to keep such condition precedent fulfilled whilst this REC Schedule remains effective.
- 2.5 Once the condition precedent in Paragraph 2.2 has been fulfilled, the DNO shall keep such condition precedent fulfilled whilst this REC Schedule remains effective.

### **3 Enforceability of Obligations**

#### **Appointed MPAS Agent Obligations**

- 3.1 If, pursuant to Paragraph 3.6, a DNO 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 REC Schedule, then that DNO 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 REC 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 Paragraph 8; and
  - (c) such person is bound by an obligation of confidentiality no less onerous than that set out in Clause 18 (Confidentiality) of the main body of this Code; and
  - (d) due notice of such appointment is provided to Electricity Suppliers in accordance with Paragraph 3.8, and that such notice shall include:
    - (i) the name and address of the Appointed MPAS Agent; and
    - (ii) contact details in relation to requests pursuant to Paragraph 4.3, if different to those of the MPAS Provider; and
    - (iii) a fax number for such Appointed MPAS Agent; and
  - (e) any changes to the details in Paragraph 3.1(d) are provided to Electricity 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**

- 3.2 In this REC Schedule where there is a reference to an obligation of a Data Aggregator such obligation shall be deemed to apply to either the Electricity Supplier that has appointed the Data Aggregator in relation to the Metering Point, or the SoLR.
- (a) Each Electricity Supplier shall be required to procure compliance by that Data Aggregator with that obligation and such obligation may be enforced against the Electricity 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.

- 3.3 In this REC Schedule where there is a reference to an obligation owed to a Data Aggregator from a DNO or MPAS Provider, that obligation shall be deemed to be owed to either the Electricity Supplier that has appointed the Data Aggregator in relation to the Metering Point or the SoLR and that Electricity Supplier, or SoLR, may enforce that obligation.

#### **Assignment and Sub-contracting**

- 3.4 Subject to Paragraph 3.6, and except as provided elsewhere in this REC Schedule, no Party shall assign any of its rights under this REC Schedule without the prior written consent of all other Parties to this Code, such consent not to be unreasonably withheld.
- 3.5 Any Party may sub-contract or delegate the performance of all or any of its obligations under this REC 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.
- 3.6 Each Electricity Supplier shall notify the DNO, on request, of any subcontractors appointed by it for the purposes of this REC Schedule.
- 3.7 Each DNO shall notify the relevant Electricity Supplier, on request, of any subcontractors appointed by it for the purposes of this REC Schedule. Where such notice relates to an Appointed MPAS Agent, the relevant DNO 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 Paragraph 3.1(d).

## **4 MPAS Technical Constraint, Service Availability and Service Levels**

#### **MPAS Technical Constraints**

- 4.1 Each MPAS Provider shall ensure that its MPAS Registration System enables only one Electricity 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 Paragraph 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 Paragraph 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 Paragraphs 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 Electricity Suppliers or the DCC in relation to the provision of MPAS.
- 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 Electricity 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 Paragraphs 4.4 and 4.5 shall not relieve that MPAS Provider from the application of the service levels referred to in Paragraphs 4.7 to 4.26 except where such failure is due to a circumstance of Force Majeure in which case the provisions of Clause 21 (Force Majeure) of the main body of this Code or Paragraphs 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 Paragraphs 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 Paragraph 5.43, it shall notify the relevant persons listed in those Paragraphs; or for notifications received under Paragraphs 5.79, the persons listed in Paragraphs 5.80; or for notifications received under 6.13, the persons listed in Paragraphs 6.18 and 6.48 (except for its Distribution Network Operator) in the manner contained in Paragraph 4.10.
- 4.9 Where an MPAS Provider receives any notification pursuant to Paragraph 6.14, it shall not process such notifications until the procedures pursuant to Paragraph 4.11 have been satisfied.
- 4.10 Each MPAS Provider shall produce the notifications required under the Paragraphs listed in Paragraph 4.8 in accordance with the requirement set out in Paragraph 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 Paragraphs 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 Paragraph 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 Paragraph 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 Electricity 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
  - (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 Paragraphs 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 Paragraphs 4.11 to 4.12 over each Quarter; provided that where there are breaches of the requirements in Paragraphs 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.

#### **Elexon 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 Paragraphs 4.11(a) to 4.11(c) exceeds the number of allowable failures indicated in the relevant Paragraph, 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 Paragraphs 4.11(b) to 4.11(d)



exceeds the number of allowable failures indicated in the relevant Paragraph, that MPAS Provider shall be liable to pay Electricity Suppliers the following amounts:

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

**4.18** Any liquidated damage payment for which an MPAS Provider is liable under Paragraph 4.17 shall be apportioned amongst Electricity 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 an Electricity Supplier in respect of that Quarter;

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

$A_i$  = maximum (( $x_1 - x_0$ ), 0) + maximum (( $x_2 - x_1$ ), 0) + maximum (( $x_3 - x_2$ ), 0) for the relevant Electricity Supplier;

$\sum A_{i...n}$  = sum of (maximum (( $x_1 - x_0$ ), 0) + maximum (( $x_2 - x_1$ ), 0) + maximum (( $x_3 - x_2$ ), 0)) for all Electricity Suppliers in the relevant Distribution System;

$x_0$  = the number of Metering Points in respect of which the Electricity Supplier was Registered at the 15<sup>th</sup> day of the third month in the preceding Quarter;

$x_1$  = the number of Metering Points in respect of which the Electricity Supplier was Registered at the 15<sup>th</sup> day of the first month in the relevant Quarter;

$x_2$  = the number of Metering Points in respect of which the Electricity Supplier was Registered at the 15<sup>th</sup> day of the second month in the Quarter; and

$x_3$  = the number of Metering Points in respect of which the Electricity Supplier was Registered at the 15<sup>th</sup> 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 Electricity Supplier or Data Aggregator, that MPAS Provider shall contact the Electricity Supplier or Data Aggregator as soon as reasonably practicable. The relevant MPAS Provider and

Electricity 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.

#### **RECCo Board Discretion**

- 4.20 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 Paragraphs 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 the MRA.
- 4.21 Paragraph 11 includes procedures in relation to changes to Meter Operator Id and/or Data Collector Id and/or Data Aggregator Id 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.

#### **Review**

- 4.22 RECCo Board may conduct a formal review of liquidated damages.
- 4.23 The liquidated damage payments referred to in Paragraphs 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 Paragraph 4.11 and 4.12 and the corresponding costs per Total Daily Processing and per Metering Point incurred by Electricity 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 the MRA are set out below and shall be taken into account by 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 the RECCo Board when proposing any revised liquidated damage payments to be applied after the review:
- (a) Electricity Suppliers will not take any action on a Metering Point specific basis where an MPAS Provider fails the service levels set out in Paragraphs 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 Electricity Suppliers are affected by a failure to process and deliver a Total Daily Processing;
  - (d) Electricity Suppliers carry out the following activities where an MPAS Provider fails the service level set out in Paragraph 4.12(d):
    - (i) contact all Consumers affected by the failure of the service level set out in Paragraph 4.12(d) in writing;
    - (ii) 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 Paragraph 4.12(d) in writing to indicate that the Supply Start Dates for those affected Metering Points are likely to change;

- (iii) 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 Paragraph 4.12(d); and
- (iv) 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 Paragraph 4.12(d).

- 4.24 Each Party agrees to provide the RECCo Board with all reasonable information that the RECCo Board may require for the purposes of carrying out its review pursuant to Paragraphs 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 Paragraph 4.23 and how the values ascribed to such assumptions may have changed since the date of the MRA.
- 4.25 Nothing in Paragraph 4.23 shall be construed as restricting the scope of the RECCo Board's review pursuant to Paragraph 4.22. In particular, 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 Paragraphs 4.7 to 4.26.
- 4.26 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 REC Schedule that 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 the Change Management Schedule shall be followed.

## 5 Registration Services

### Procedure for Application for Registration by an Electricity Supplier

- 5.1 An Electricity 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 Paragraphs 5.1 to 5.21 or Paragraphs 5.65 to 5.78, as appropriate except where:
- (a) that Electricity Supplier is already Registered in relation to that Metering Point; or
  - (b) that Metering Point is registered in CMRS.
- 5.2 The Electricity Supplier shall, prior to applying for Registration in respect of any Metering Point, populate the Change of Tenancy Indicator for that Metering Point by satisfying itself whether its Consumer is a new owner or occupier.
- 5.3 Where an Electricity Supplier includes in its Application for Registration 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 Consumer, that the Consumer is a new owner or occupier. The Electricity Supplier shall retain, for a period of not less than one year, evidence to

substantiate that belief. This Paragraph applies to Applications for Registration of Domestic Premises and Non-Domestic Premises.

- 5.4 The Electricity 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 Electricity 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 Electricity 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 Paragraphs 5.1 to 5.21 is one that:
- (a) contains values that the Electricity Supplier has identified as Distribution business Id, Unique reference, Check digit, Supplier Id and Effective from Settlement Date 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 Electricity Supplier's application under Paragraph 5.5(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:
    - (i) the eleventh Working Day following the date when the relevant MPAS Provider has Registered the Old Supplier for the relevant Metering Point; and
    - (ii) 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 an Electricity Supplier's Application for Registration or whether an Electricity Supplier has complied with the provisions of Paragraphs 5.1 to 5.4 except to the extent that the relevant MPAS Provider Accepts the application.
- 5.7 The Electricity Supplier may also include in its Application for Registration 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 for the Metering Point. Where the Application for Registration relates to a Pseudo Metering Point the Electricity Supplier shall ensure the Profile Class Id, Change of Tenancy Indicator, Meter Operator Id, Data Collector Id, Energisation Status, Measurement Class Id and Standard Settlement Configuration contain the same value as the corresponding data items for the associated Half Hourly Metering Point. The Electricity Supplier shall use its reasonable endeavours to ensure that the Change of Tenancy Indicator is set to "T" (True) in its Application for Registration if the Consumer at the Metering Point is a new owner or occupier. The MPAS Provider shall not be required to check that the Change of Tenancy Indicator has been included or is accurate in an Application for any Registration for where there is a Consumer that is a new owner or occupier.

- 5.8 Where the New Supplier does not include any of the optional items listed in Paragraph 5.7 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 an Electricity Supplier in relation to a Metering Point, it shall Register that Electricity Supplier and shall notify that Electricity 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 DNO for that Metering Point that the Electricity Supplier has been Registered.
- 5.10 Subject to Paragraphs 5.11, 5.34 and 5.43, 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 Paragraph 6.32, then Paragraph 6.34 shall apply and Paragraph 5.10 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 Paragraph 5.5.(b). The MPAS Provider shall not be responsible for ensuring that the New Supplier complies with the requirements of this Paragraph 5.12.
- 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 Paragraph 5.13. Where the New Supplier is unable to comply with the provisions of this Paragraph 5.13 due to the relevant MPAS Provider’s failure to send out a notice confirming its Registration within the timescales indicated in Paragraph 4.11 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 Paragraph 5.13.
- 5.14 Where an Old Supplier makes a change to one of the data items for which it is stated to be responsible, 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 Paragraph 5.44, if necessary.
- 5.15 Where an MPAS Provider receives an Application for Registration from an Electricity Supplier which is not a Valid Application for Registration, it shall Reject the Application for Registration and shall notify the Electricity Supplier that such application has been Rejected, setting out all the reasons for the Rejection. Notwithstanding Paragraph 5.5(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 Electricity 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 DNO, 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 Paragraph 6.12.
- 5.18 The New Supplier shall not be able to make any changes to 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 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 Paragraph 5.16, 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 Paragraph 5.16 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.
- 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 Paragraph 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 Paragraph 5.9 are defined in Condition 14 of the Electricity Supply Licence.
- 5.23 Where the notice received by the Old Supplier pursuant to Paragraph 5.9 indicates that the Change of Tenancy Indicator 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 Paragraph 5.23 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 Paragraph 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 Consumer at the Premises of the grounds for the objection and how the Consumer may dispute or resolve such grounds (which notification shall include resolution pursuant to Paragraph 7.12, 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 Consumer at the Premises that a Consumer 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 DNO, 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 Paragraph 6.12;
  - (d) notify the Old Supplier of all changes to data items made by the New Supplier pursuant to Paragraph 6.13 or made by the DNO pursuant to Paragraph 6.8 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 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 Paragraph 5.35.

- 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 Paragraph 5.16 in respect of a particular Metering Point, the relevant MPAS provider in addition to Paragraph 5.20 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 Paragraph 5.29, 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 in Paragraph 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 Paragraph 12 includes the procedure in relation to Consumer Requested Objections.
- 5.37 Where the Old Supplier withdraws a Notice of Objection pursuant to Paragraph 5.35 it may not re-submit a Notice of Objection in respect of the same Application for Registration pursuant to Paragraph 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 DNO of the removal of the Notice of Objection.
- 5.39 Where the Old Supplier has made changes to the data items pursuant to Paragraph 6.12, or the DNO has made any changes to data items pursuant to Paragraph 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 Consumer at the Premises as soon as is reasonably practicable.
- 5.42 Where the relevant MPAS Provider removes a Notice of Objection in accordance with Paragraph 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 Paragraph 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 Paragraph 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 Paragraphs 5.1 to 5.21.
- 5.45 Notwithstanding the above, where the relevant MPAS Provider receives a Message from an Electricity Supplier requesting the identity of the Old or New Supplier, it shall send a Message to both the Electricity Suppliers containing the other's identity. Where the MPAS Provider Rejects the Message it shall notify the Electricity 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 Paragraph 5.45 except to check that the Electricity Supplier requesting the information is the New or Old Supplier.

#### **Error Rectification**

- 5.47 Each Electricity Supplier shall use its reasonable endeavours to check any notice it receives from an MPAS Provider pursuant to Paragraphs 5.1 – 5.21 for errors.

#### **Related Metering Points**

- 5.48 Pursuant to Paragraph 5.47, where 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 Paragraphs 5.1 to 5.21 or Paragraphs 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 Paragraphs 5.22 to 5.43, using the facility provided under Paragraph 5.44 if necessary; or
  - (b) contact the New Supplier as soon as possible using the facility provided under Paragraph 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 Electricity 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 Paragraph 5.44, if necessary.
- 5.51 Where either the Old Supplier or New Supplier contacts the other pursuant to Paragraph 5.49 or 5.50, these Electricity 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 Paragraphs 5.22 to 5.43; 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 Paragraphs 5.22 to 5.43; or
  - (d) the New Supplier applying for Registration in relation to the other associated Related Metering Points after the time period indicated in Paragraph 5.51(c).
- 5.52 The Electricity Suppliers shall, as soon as reasonably practicable, settle any costs between them including any settlement costs that are incorrectly allocated to the Electricity 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 Paragraph 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 Electricity 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 Electricity Suppliers.

## Erroneous Registrations

- 5.54 Paragraph 14 includes the procedure 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).
- 5.55 Each Electricity 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 Paragraph 5.44 if necessary.
- 5.57 Where the New Supplier becomes aware, including notification pursuant to Paragraph 5.56, 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 Paragraph 5.44 if necessary or ii) responding to a notification pursuant to Paragraph 5.56, 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 Paragraphs 5.22 to 5.43 (a Co-operative Objection);
  - (b) where 5.57(b) is not applicable, in accordance with the procedure in Paragraph 15 ; or
  - (c) the New Supplier using the facility provided under Paragraph 5.16.
- 5.58 Where the Old Supplier acts in accordance with Paragraph 5.57(b) the Electricity 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 Electricity Supplier has not Erroneously Registered more than 100 Metering Points on that Working Day.
- 5.59 The Electricity 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 Paragraph 5.57 between them including any settlement costs that are incorrectly allocated to the Electricity Suppliers.

5.60 Where any costs are incurred by the relevant MPAS Provider in implementing the method of rectifying an Erroneous Registration pursuant to Paragraph 5.57 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 Electricity 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 Electricity Suppliers.

5.61 Not used.

5.62 Not used.

#### **Retrospective Amendment of MPAS Registration System**

5.63 Paragraph 10 includes further detail in relation to the retrospective manual amendment of MPAS Registration Systems.

5.64 Where the procedures detailed in Paragraphs 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 procedure in Paragraph 11 at a charge to be agreed between the relevant MPAS Provider and the Electricity Suppliers.

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

5.65 Where a DNO:

- (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 Paragraph 5.65(a), agrees with an Electricity 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 Paragraph 5.65(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 Paragraphs 5.65(b), (c) or (d) no later than the end of the second Working Day following its agreement with the Electricity 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 Electricity Supplier has identified as representing the DNO Id, Unique reference, Check Digit, Supplier Id and Effective from Settlement Date 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 Electricity Supplier's application under Paragraph 5.66(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 an Electricity Supplier's Application for Registration for a New Metering Point or whether an Electricity Supplier has complied with the provisions of Paragraphs 5.1 or 5.4 except to the extent that the relevant MPAS Provider Accepts the Application for Registration.
- 5.68 The Electricity Supplier may also include in its Application for Registration for a New Metering Point the values for other data items that are the Electricity Supplier's responsibility for that New Metering Point. Where the Application for Registration relates to a Pseudo Metering Point the Electricity Supplier shall ensure that 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 Electricity Supplier includes the Energisation Status in its Message and all the other data items that are the Electricity Supplier's responsibility have not been included, the relevant MPAS Provider shall Reject the Message and shall inform the Electricity 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 an Electricity Supplier in relation to a New Metering Point which it does not Reject in accordance with Paragraph 5.68, it shall Register the Electricity Supplier and shall notify the Electricity Supplier and, where 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 Electricity Supplier has been Registered for that New Metering Point. The Electricity 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.
- 5.70 Subject to Paragraph 5.66, the Electricity 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 Paragraph 5.66(b). An MPAS Provider shall not be responsible for ensuring that the Electricity Supplier complies with the requirements of this Paragraph 5.70.
- 5.71 The Electricity 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 Electricity Supplier's Application for Registration. An MPAS Provider shall not be responsible for ensuring that the Electricity Supplier complies with the requirements of

this Paragraph 5.71. Where the Electricity Supplier is unable to comply with the provisions of this Paragraph 5.71 due to the relevant MPAS Provider's failure to send out a notice confirming its Registration within the timescale indicated in Paragraph 4.10, that Electricity Supplier shall be deemed not to be in breach of the obligation set out in this Paragraph 5.71.

- 5.72 Where an MPAS Provider receives an Application for Registration for a New Metering Point from an Electricity Supplier which is not a Valid Application for Registration, it shall Reject the Application for Registration and shall notify the Electricity Supplier that the application has been Rejected together with all the reasons for its Rejection. Notwithstanding Paragraph 5.66(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 Electricity Supplier's Application for Registration.
- 5.73 Where the Line Loss Factor Class Id for the New Metering Point included in the Skeleton Record is a default value and the Electricity Supplier has provided the values for the Profile Class Id, Meter Timeswitch Code and Standard Settlement Configuration Id for the New Metering Point the DNO shall provide the correct value for the Line Loss Factor Class Id 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 Electricity Supplier, for the Profile Class Id, Meter Timeswitch Code and Standard Settlement Configuration Id or (ii) the date that MPAS Provider is made aware of the change, whichever date is the later.
- 5.74 The Electricity Supplier shall notify the relevant MPAS Provider as soon as reasonably practical of the other data items for which the Electricity Supplier is identified as being responsible, where it has not already done so pursuant to Paragraph 5.68. 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 Electricity Supplier shall provide such combinations of data items at the same time. On each occasion that the Electricity Supplier provides such information and the relevant MPAS Provider Accepts such information it shall confirm its Acceptance to the Electricity Supplier and, where the Energisation Status has a value other than null, where such person is identified in respect of the New Metering Point, the Electricity Supplier's Data Aggregator. Where the information is not Accepted, the MPAS Provider shall Reject such information and shall inform the Electricity Supplier that the Message has been Rejected together with all the reasons for its Rejection.
- 5.75 If at any time the Electricity Supplier attempts to send a Message including the Energisation Status and all the other data items that are the Electricity Supplier's responsibility for the New Metering Point have not yet been provided to the relevant MPAS Provider or 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 Electricity 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 Electricity Supplier notifies the relevant MPAS Provider of the other data items referred to in Paragraph 5.74 after the Supply Start Date submitted pursuant to Paragraph 5.69 and such application is Rejected the Electricity Supplier shall contact that MPAS Provider and

the Electricity Supplier and MPAS Provider shall agree on an appropriate means of enabling the Electricity Supplier to register all its other data items after that Supply Start Date. This may include use of the procedure provided for in Paragraph 10.

- 5.77 Where a DNO creates a new Metering Point in accordance with Paragraph 5.65(b), 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 DNO 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 DNO 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 Paragraph 10. Where the MPAS Provider does not Accept the Message, it shall Reject the Message and shall inform its DNO 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 DNO in respect of a Green Deal Metering Point, it shall Reject the Message and shall inform its DNO that the Message has been Rejected and all the reasons for such Rejection.
- 5.81 The MPAS Provider shall send the Electricity Supplier that is Registered in respect of that Metering Point at the date included in the De-Registration Notice sent under Paragraph 5.79 and that Electricity Supplier's Data Aggregator and any Data Aggregator that the Electricity 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 Electricity 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 Paragraph 5.79, but such Metering Point shall not be included in any reports provided by that MPAS Provider pursuant to Paragraphs 6.37 to 6.48 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 DNO 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 DNO shall also ensure that any records maintained in accordance with Paragraph 5.77 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 DNO shall also ensure that any records maintained in accordance the DCUSA are updated to reflect the change to the Metering Point.

## **6 Provision of MPAS Data**

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

- 6.1 An Electricity Supplier, Data Aggregator or the DCC may request a Full Refresh from the relevant MPAS Provider. The Electricity Supplier or Data Aggregator shall provide any such request using a mode of communication permitted under Clause 25 (Notices) of the main body of this Code, or in case of the DCC as specified in the Smart Energy Code.
- 6.2 Where the relevant MPAS Provider receives the Electricity Supplier's, Data Aggregator's or the DCC's request under Paragraph 6.1, it shall respond within 1 Working Day of receipt of such request sent pursuant to Paragraph 6.1, 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 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 Electricity 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 Paragraph 6.1 to the relevant Electricity Supplier, Data Aggregator or the DCC on a CD ROM or by another electronic method agreed between that MPAS Provider and Electricity Supplier, Data Aggregator or the DCC, as appropriate, so that it is deemed to be received by the Electricity Supplier, Data Aggregator or the DCC by the scheduled date for delivery indicated in Paragraph 6.2.

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

- 6.4 Where an Electricity 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 Electricity Supplier or Data Aggregator shall provide such request using a mode of communication permitted under Clause 25 (Notices) of the main body of this Code, or in case of the DCC as specified in the Smart Energy Code.
- 6.5 Where the MPAS Provider receives the Electricity Supplier's, Data Aggregator's or the DCC's request pursuant to Paragraph 6.4 by 15:00 hours on a Working Day which it Accepts, it shall provide the Electricity 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 Electricity Supplier, Data Aggregator or the DCC, allocated in the order in which those requests are received; and
  - (b) where Paragraph 6.7(a) has been complied with, any extra requests which have been received shall be provided in the order in which they were received.
- 6.6 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 Electricity 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 DNO is responsible**

- 6.7 The DNO 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, other than the Metering Point Address and 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 DNO shall act in accordance with the procedures in Paragraph 10.
- 6.8 The DNO shall notify its MPAS Provider of any changes to the Metering Point Address and Metering Point Postcode 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 DNO accepting the change, within 10 Working Days of the effective date of the change or receipt of a notification pursuant to Paragraph 6.9:
- (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 DNO accepting the change, within 10 Working Days of the effective date of the change or receipt of a notification pursuant to Paragraph 6.9.
- 6.9 Where an MPAS Provider is notified of any changes to data items pursuant to Paragraph 6.6 or 6.7 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 Electricity Supplier that is Registered for the affected Metering Point(s) and that Electricity Supplier's Data Aggregator (apart from where the change relates to the Metering Point Address and Metering Point Postcode) 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) of such changes;

- (c) acknowledge to the DNO that such change has taken place; and
  - (d) notify the DCC in accordance with Paragraph 6.48 where the change relates to:
    - (i) the Metering Point Address and Metering Point Postcode,
    - (ii) the Disconnection Date.
- 6.10 Where notification of change(s) pursuant to Paragraph 6.6 or 6.7 is Rejected, the MPAS Provider shall notify its DNO that such changes have been Rejected together with all the reasons for that Rejection.
- 6.11 Where an Electricity 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 DNO of any suggested changes to the Metering Point Address and Metering Point Postcode 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.
- 6.12 Subject to Paragraph 6.10, where the Electricity Supplier identifies that a change is required to a data item for which the DNO is stated to be responsible it shall act in accordance with the procedures in Paragraph 10.

#### **Procedure for changes to data items for which Electricity Supplier is responsible**

- 6.13 Subject to Paragraph 5.42, an Electricity Supplier may only notify the relevant MPAS Provider of changes to data items for which it is stated to be responsible (apart from the Effective from Settlement Date) for any Metering Point from the date that the MPAS Provider Registers a Valid Application for Registration for that Electricity Supplier in relation to that Metering Point, such changes to take effect from the later of the Supply Start Date for that Electricity Supplier or the date from which such change is to take effect.
- 6.14 Subject to Paragraph 6.14, the Electricity 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 (other than the Change of Tenancy Indicator, Supplier Id and Effective from Settlement Date) 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 Electricity Supplier shall act in accordance with the procedures in Paragraph 10.
- 6.15 Where an Electricity Supplier identifies changes to the Meter Operator Id and / or Data Collector Id and / or 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 in Paragraph 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.

- 6.16 The Electricity Supplier shall notify the relevant MPAS Provider of any changes to the Change of Tenancy Indicator and Effective from Settlement Date in accordance with the procedures in Paragraph 10.
- 6.17 Where the Electricity Supplier identifies a change to the Supplier Id it shall act in accordance with Paragraphs 5.47 to 5.62 or Paragraphs 5.63 to 5.64, as appropriate.
- 6.18 Where changes relate to a Half Hourly Metering Point with any associated Pseudo Metering Points the Electricity 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 Electricity 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 contain the same value as the corresponding data items for the associated Half Hourly Metering Point.
- 6.19 Where the MPAS Provider Accepts the changes notified by the Electricity Supplier under Paragraph 6.13 or 6.14, the MPAS Provider shall update its MPAS Registration System to reflect the changes.
- (a) Where a change is made to the Data Aggregator Id, the MPAS Provider shall notify the Data Aggregator appointed in relation to the Metering Point before the change, the Data Aggregator the Electricity Supplier has appointed in its place, the Electricity 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 DNO 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 Electricity Supplier is stated to be responsible (other than the Change of Tenancy Indicator, Supplier Id and Effective from Settlement Date) the MPAS Provider shall notify the Electricity Supplier and that Electricity 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) 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 DNO that such changes have been made.
  - (c) Where a change is made to 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 Profile Class Id and/or MSPC Effective from Settlement Date or Meter Operator Id and/or MOA Effective from Date, the MPAS Provider shall ensure this change is included in the file provided to the DCC pursuant to Paragraph 6.48.
  - (e) Where the MPAS Provider does not Accept the changes provided by the Electricity Supplier under Paragraph 6.13 or 6.14 it shall Reject such changes and shall notify the Electricity 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 Electricity 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**

- 6.20 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.
- 6.21 Where an MPAS Provider receives Market Domain Data pursuant to Paragraph 6.19 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.
- 6.22 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.
- 6.23 Acknowledgement of receipt from an MPAS Provider's Gateway shall be deemed sufficient acknowledgement of receipt for the purposes of Paragraphs 6.6 to 6.28.

#### **Confirmations from Electricity Suppliers of Data Items**

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

#### **Standard Address Format**

- 6.25 The DNO shall use reasonable endeavours to notify its MPAS Provider of the Metering Point Address and Metering Point Postcode using the Standard Address Format for all Metering Points created pursuant to Paragraph 5.65.
- 6.26 Electricity Suppliers shall use reasonable endeavours to use the same format as the DNO for the Metering Point Address and Metering Point Postcode data items when sending Messages containing such data items to the DNO or its MPAS Provider.
- 6.27 Paragraph 19 includes procedures in relation to a Standard Address Format and the updating of the Metering Point Address and Metering Point Postcode pursuant to Paragraphs 6.6 to 6.28.

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

- 6.28 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.
- 6.29 Where the MPAS Provider:
- (a) 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 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
  - (b) 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.
- 6.30 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 Electricity Suppliers, Data Aggregators and the DCC**

- 6.31 Where an Electricity Supplier, Data Aggregator or the DCC requires the MPAS Provider to re-transmit one or more Files which was originally transmitted to the Electricity 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 Electricity 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 Electricity Supplier, or Data Aggregator shall provide such request using any mode of communication permitted under Clause 25 (Notices) of the main body of this Code, or in case of the DCC as described in the Smart Energy Code.
- 6.32 Where the MPAS Provider receives the Electricity Supplier's, DCC's or Data Aggregator's request under to Paragraph 6.29 by 15:00 hours on a Working Day, it shall provide the Electricity Supplier, DCC or Data 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 Electricity Supplier, DCC or Data Aggregator, allocated in the order in which those requests are received; and
  - (b) where Paragraph 6.30(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.
- 6.33 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.

- 6.34 For the purposes of charging, each MPAS Provider shall determine whether the original Message that is required to be Resent reached and was accepted on the Electricity Supplier's, DCC's or Data Aggregator's Gateway before the Electricity Supplier, DCC or Data Aggregator submitted a request for a Resend pursuant to Paragraph 6.29, and shall on request provide its reasons for such determination. The relevant MPAS Provider shall only levy a charge pursuant to Paragraph 6.29 for Resends where it determines that the Message did reach the Electricity Supplier's, DCC's or Data Aggregator's Gateway.

### **Revocation of Licence**

- 6.35 Where an MPAS Provider receives a copy of a direction (the "**Last Resort Supply Direction**") from the Authority to an Electricity Supplier ("**SoLR**"), which directs the SoLR to inform the Consumers of another Electricity Supplier whose Electricity Supply Licence has been or is about to be revoked (the "**Defaulting Electricity 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 Electricity 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.
- 6.36 Where an MPAS Provider receives a request from the Authority to notify it of the number of Metering Points registered to a specific Electricity 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.
- 6.37 Pursuant to Paragraph 6.32, the SoLR shall be deemed responsible, and the Defaulting Electricity 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.
- 6.38 The SoLR shall use reasonable endeavours to Register for all Metering Points detailed in the notification from MPAS received pursuant to Paragraph 6.32, 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.

### **Reporting**

- 6.39 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 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 an Electricity Supplier on its MPAS Registration System.
- 6.40 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.
- 6.41 On request, each MPAS Provider shall provide the REC PAB and/or an Electricity Supplier with a report, in a format to be agreed, detailing its performance against the requirements set out in Paragraph 4.11 and 4.12 during the relevant Quarter, or any previous Quarter specified by the

REC PAB or the Electricity Supplier in its request. This report shall also detail the MPAS Provider's performance against Paragraphs 6.2, 6.3, 6.5 and 6.30, where requested.

- 6.42 Each MPAS Provider shall provide the Authority with a report within 10 Working Days after each Quarter Day detailing by Electricity Supplier the number of Notices of Objection received by that MPAS Provider in the preceding Quarter.
- 6.43 Each MPAS Provider shall provide the Code Manager with a report detailing, for each Electricity 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 Electricity 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 an Electricity Supplier was Registered on that 15th day. The report shall be provided within 21 Working Days of the 15th day in each calendar month.
- 6.44 Within 15 Working Days of the end of each calendar month where the Code Manager has received a report pursuant to Paragraph 6.41 it shall provide to each Electricity Supplier a report detailing the relevant information relating to that Electricity Supplier for each MPAS Registration System in respect of which that Electricity Supplier was Registered.
- 6.45 Within 15 Working Days of the end of each calendar month the Code Manager shall forward copies of each report received pursuant to Paragraph 6.41 to the Data Transfer Service Controller and DCUSA Limited.
- 6.46 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, within 10 Working Days of the end of each calendar month, detailing by Electricity 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 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 the Energisation Status set to de-energised.
- 6.47 Each MPAS Provider and Electricity 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.
- 6.48 Each MPAS Provider and Electricity Supplier shall provide the Code Manager with the additional data in the format and timescale pursuant to 6.45.

#### **Provision of MPAS data to DCC**

- 6.49 Each MPAS Provider shall provide the DCC with data in accordance with this Paragraph 6.47 or Paragraph 6.48 as appropriate. All the DNOs and Electricity 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 Paragraph 6.47(a) and



Paragraph 6.48 as amended from time to time, shall be provided to the DCC 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 and the relevant provisions of the Smart Energy Code. Nothing in this Paragraph 6.47(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 Paragraph 6.48 and the relevant provisions of the Smart Energy Code.

**6.50** 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 Paragraph 6.47(a) which were Accepted in the relevant MPAS Registration System in the course of Total Daily Processing. The file provided pursuant to this Paragraph 6.48 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 in the course of Total Daily Processing:
  - (i) Supplier Id;
  - (ii) Metering Point Address and Metering Point Postcode;
  - (iii) Effective from Settlement Date;
  - (iv) Meter Operator Id and MOA Effective from Date;
  - (v) Disconnection Date; AND
  - (vi) 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 Paragraph 6.48 (or 6.47(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, (and 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 Paragraph 5.35 or was not withdrawn within the Objection Resolution Period such that the Old Supplier retains responsibility for the Metering Point pursuant to Paragraph 5.43.



### **Accuracy Validation of Data and Message Processing**

- 6.51 Each Electricity Supplier shall use its reasonable endeavours to ensure that any data items, for which it is deemed responsible, that it submits to an MPAS Provider pursuant to this REC Schedule are complete and accurately reflect the circumstances relating to the Metering Point.
- 6.52 Each DNO, including in its capacity as an MPAS Provider, shall use its reasonable endeavours to ensure that:
- (a) any data that it provides under this REC Schedule is complete, in the correct format and consistent with the information provided to it, and is sent to the correct recipient; and
  - (b) the DNO 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**

- 6.53 Each DNO shall document the MPAS Validation Procedures applicable to its MPAS Registration System and shall publish these to Electricity Suppliers. The current versions of the relevant MPAS Validation Procedures are available on the REC Portal.
- 6.54 MPAS Validation Procedures shall comply with the BSC's validation requirements.
- 6.55 Changes to the MPAS Validation Procedures shall be treated as if they were a proposal to change this REC Schedule and the procedures set out in the Change Management Schedule shall apply.
- 6.56 In the event of any inconsistency between the provisions of this REC Schedule and any MPAS Validation Procedures, the provisions of this REC Schedule shall prevail.

### **Message Processing**

- 6.57 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 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:
    - (i) a fault on the Data Transfer Network, the MPAS Provider shall treat the failure as a request for a Resend and the provisions of Paragraphs 6.29 to 6.31 shall apply; or
    - (ii) 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
    - (iii) a fault of the Data Aggregator, the MPAS Provider shall notify the Data Aggregator of that fact.

- 6.58 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 Paragraph 6.55(aiii), it shall notify the Electricity Supplier who appointed that Data Aggregator, of that fact, and that Electricity Supplier may refer the matter to the REC PAB.
- 6.59 Where a Message from an Electricity Supplier or Data Aggregator is Rejected by the MPAS Provider to which it was sent, the Electricity Supplier or Data Aggregator shall attempt to resolve the cause of the Rejection. If the Electricity 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 Electricity 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 Electricity Supplier or Data Aggregator, the MPAS Provider shall notify the Electricity Supplier or Data Aggregator of that fact.
- 6.60 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 Paragraph 6.56(c), it shall notify the Electricity Supplier who appointed the relevant Data Aggregator, of that fact.

## **7 Other Switch Services**

### **Switch Meter Reading**

- 7.1 Within 5 Working Days of receiving notification from the relevant MPAS Provider pursuant to Paragraph 5.9 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 Paragraph 5.9. Where the Old Supplier does send a Notice of Objection in relation to the Registration, Paragraph 7.1(a) or Paragraph 7.1(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 Paragraph 7.1 within 5 Working Days of the end of the Objection Resolution Period; or
  - (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 Paragraph 5.9 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 Paragraph 7.2 send the New Supplier notification of Old Supplier information; or
  - (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 a Switch 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;
  - (e) Annex S2 paragraph 3.3 and Annex S2 paragraph 4.3 of the Balancing and Settlement Code; and
  - (f) Paragraph S of the Balancing and Settlement Code.
- 7.4** A Switch meter reading (which term includes a deemed meter reading) may be disputed<sup>3</sup>:
- (a) by either the Old or New Supplier if (i) no more than 12 months have passed since the original Switch date and (ii) there is a difference of more than 250 kWh between the Electricity Supplier's view of consumption and that derived from the initial MroCoS;
  - (b) at any time by a Consumer. The Electricity Supplier contacted by the Consumer shall use reasonable endeavours to reach an accommodation with the Consumer to resolve the dispute. Where the Electricity Supplier has agreed to act on behalf of the Consumer in relation to a dispute it must act in accordance with Paragraphs 7.1 to 7.10 and the BSC.
- 7.5** Where a meter reading (which term includes a deemed meter reading) is disputed pursuant to Paragraph 7.4 the Initiating Supplier shall notify the Associated Supplier of the dispute as soon as possible, using the contact notice facility provided under Paragraph 5.44, 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 Paragraph 7.5 it shall use reasonable endeavours to respond to the Initiating Supplier within 5 Working Days of receipt of the notification.
- 7.7** Pursuant to Paragraphs 7.4, 7.5 and 7.6 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

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<sup>3</sup> Further details provided in Paragraph 15.

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 Switch the Old Supplier and the New Supplier shall ensure that the Consumer 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 Switch 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 Electricity Supplier to the extent necessary to comply with the provisions of Paragraphs 7.1 to 7.10 or any other provisions applying to either of them.
- 7.10 Paragraph 15 includes the procedure in relation to Switch meter reading disputes.

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

- 7.11 Paragraph 13 includes the procedure 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.
- 7.12 Where Paragraph 13 applies, an Electricity 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 Consumer pursuant to Paragraph 5.28 that the Consumer may apply for the assignment of the outstanding charges (including 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 Electricity Supplier's Application for Registration.

## **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 Paragraph 8.1;
  - (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 Electricity 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 Electricity Supplier in relation to any Metering Point for which it is or has been Registered;
  - (b) any software, hardware, data or information held by the Electricity 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 Electricity Supplier's premises; and
  - (d) relevant staff members of the Electricity Supplier for a reasonable length of time in each year.
- 8.5 Each MPAS Provider shall ensure that its (or its Appointed MPAS Agent's) MPAS Registration System complies with the BSC Requirements.
- 8.6 On request by the RECCo Board each DNO and each Electricity Supplier shall ensure that any auditor appointed by the RECCo Board has access at reasonable times and on reasonable notice to:
- (a) in the case of an Electricity Supplier, any records maintained by that Electricity 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 DNO 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 Electricity Supplier or its agents where reasonably required by the auditor; and
  - (d) the DNO (in its capacity as MPAS Provider or otherwise) or Electricity Supplier's premises.

## **9 Charging, Billing and Payment**

### **Charging**

- 9.1 Subject to Paragraph 9.2, 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 Paragraph 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 Electricity 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,

the Electricity Supplier, Data Aggregator, BSC Agent or DCC shall pay the DNO the charges set out in its Condition 14 Statement, Condition 18 or Condition 36 Statement, as appropriate.

- 9.2 A DNO shall not charge for any of the Services referred to in Paragraph 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 Code.
- 9.3 Without prejudice to Paragraph 9.4, where a DNO 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 Electricity Suppliers, Data Aggregators, the BSC Agent and the DCC as soon as reasonably possible after such notice is sent to the Authority.
- 9.4 Each DNO may vary the charges payable in respect of those Services listed in Paragraph 9.1 at any time by giving at least 3 months written notice to all Electricity 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.
- 9.5 Charges for the provision of those Services not referred to in Paragraph 9.1 shall be recovered by each DNO as an element of the charges which it levies on Electricity Suppliers under the terms of the Distribution Connection and Use of System Agreement (DCUSA). Such charges shall be varied in accordance with the provisions of the DCUSA. Each DNO shall be entitled to recover from each Electricity Supplier the charges relating to those Services not referred to in Paragraph 9.1 set out in the DNO's Condition 14 Statement, Condition 18 or Condition 36 Statement, as appropriate, even where there is no express obligation on the relevant Electricity Supplier in the DCUSA to pay those charges.

#### **Billing and Payment**

- 9.6 Within 15 Working Days after the end of each calendar month, each DNO shall submit to each Electricity Supplier, each Data Aggregator and the BSC Agent a statement specifying:
  - (a) the Services listed under Paragraph 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 Paragraph 9.1 performed during that month for that Electricity 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 an Electricity Supplier or the BSC Agent, pursuant to Paragraph 9.6,

including any unpaid amounts pursuant to Paragraph 9.6(c), exceeds £100, not including any VAT, the DNO shall submit to that Electricity 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 DNO shall submit to that Electricity 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.

- 9.7 Subject to Paragraph 9.8, within 20 Working Days of receipt of an invoice submitted in accordance with Paragraph 9.6, the Electricity Supplier, Data Aggregator or the BSC Agent shall pay to the DNO 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.
- 9.8 Where any sum included in a statement submitted in accordance with Paragraph 9.6 is disputed by an Electricity Supplier, Data Aggregator or the BSC Agent in good faith, that Electricity Supplier, Data Aggregator or the BSC Agent shall within 10 Working Days of receipt of such statement provide the DNO with a statement of the amount in dispute. The Electricity 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.
- 9.9 If a statement is served by an Electricity Supplier, Data Aggregator or the BSC Agent under Paragraph 9.8, the relevant parties shall use reasonable endeavours to resolve the dispute in question within 20 Working Days of it being raised, failing which an appeal should be raised to the REC 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 DNO is located in England and Wales), as compounded annually.
- 9.10 Should an Electricity Supplier, Data Aggregator or the BSC Agent fail to make payment on or before the due date of any sum due in accordance with Paragraph 9.7 (other than any sum which is the subject of a bona fide dispute in accordance with Paragraph 9.8), 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 DNO is located in England and Wales), compounded annually.
- 9.11 Subject to Paragraph 9.8, all payments to be made by an Electricity 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 Paragraphs 4.7 to 4.26 but shall be without prejudice to any claims or rights which an Electricity Supplier, Data Aggregator, the BSC Agent, BSC Trading Parties or any of them may have against the DNO.
- 9.12 If the Authority determines or the DNO otherwise agrees that the charges (including any variations thereof) payable by an Electricity Supplier, Data Aggregator or the BSC Agent under this Agreement have not been calculated strictly in accordance with the terms of the DNO'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 DNO shall pay to the Electricity Supplier, Data Aggregator or the BSC Agent an amount in respect of each charging period equal to the amount, if any, by which that Electricity 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 Paragraph 9.10.

- 9.13** Within 15 Working Days after the end of each Quarter each DNO shall submit to each Electricity 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 Electricity Supplier or the BSC Agent pursuant to Paragraph 4.15 or 4.16 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 Paragraph 4.11 or 4.12 during the relevant Quarter.
- 9.14** Within 10 Working Days of receiving a statement submitted in accordance with Paragraph 9.13, the Electricity Supplier or the BSC Agent shall submit to the DNO a statement setting out any further liquidated damages payments which it considers to be payable by that DNO 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 Paragraph 4.11 or Paragraph 4.12, as relevant during the relevant Quarter over and above those set out in the statement submitted in accordance with Paragraph 34.8 together in each case with reasonable supporting evidence explaining why it considers that further liquidated damages payments are payable.
- 9.15** Subject to Paragraph 9.16, within 10 Working Days of receipt of a statement submitted in accordance with Paragraph 9.14 (or, if no such statement is submitted, within 20 Working Days of dispatching its statement in accordance with Paragraph 9.13) the DNO shall pay to each relevant Electricity 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 Paragraph 9.13;
  - (b) the undisputed portion of any further liquidated damages payments set out in the statement of the relevant Electricity Supplier or the BSC Agent submitted in accordance with Paragraph 9.14; 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 an Electricity Supplier or the BSC Agent submitted in accordance with Paragraph 9.14.
- 9.16** Any undisputed and unpaid sums from previous Quarters shall be shown on each statement issued pursuant to Paragraph 9.13 until those sums are paid provided that such sums shall only become payable by the DNO when the aggregate of the sums set out in Paragraphs 9.15(a) and 9.15(b) exceeds £100. All sums due shall be paid by the DNO 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 Electricity Supplier or the BSC Agent together with, where appropriate, an associated remittance advice, stating the period to which the payment relates.
- 9.17** Where any sum included in a statement submitted in accordance with Paragraph 9.14 is disputed by a DNO in good faith, that DNO shall within 10 Working Days of receipt of such statement provide the relevant Electricity Supplier or the BSC Agent with a statement of the



amount in dispute. The DNO 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.

- 9.18 If a statement is served by a DNO under Paragraph 9.16 the parties shall use reasonable endeavours to resolve the dispute in question within 20 Working Days of it being raised, failing which 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 DNO is located in England and Wales), compounded annually.
- 9.19 Should a DNO fail to make payment on or before the due date of any sum due in accordance with Paragraph 9.15 (other than any sum which is the subject of a bona fide dispute and which has been notified by that DNO in accordance with Paragraph 9.16), 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 DNO is located in England and Wales) compounded annually.

## **10 Liquidated Damages Payments Cap and Limitation of Liability**

- 10.1 The maximum aggregate liability of each DNO (in its capacity as the relevant MPAS Provider or otherwise) to all Electricity Suppliers jointly for liquidated damages pursuant to Paragraph 4.16 in any Financial Year, shall be £1,300,000.
- 10.2 Subject to Paragraphs 4.14, 4.15, 10.1, 10.4 and 10.6 and save as provided in this Paragraph 10.2 and Paragraph 10.3, 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 REC Schedule 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.
- 10.3 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 Paragraph XX insofar as such indemnity relates to a Green Deal Matter, in which case liability shall be unlimited.
- 10.4 Nothing in this REC 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.

- 10.5 Subject to Paragraph 4.15, 4.16, 10.1 and 10.6, 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 Paragraphs 10.2 and 10.3.
- 10.6 The rights and remedies provided by this REC 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 REC 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 REC Schedule and undertakes not to enforce any of the same except as expressly provided herein.
- 10.7 Save as otherwise expressly provided in this REC Schedule, Paragraphs 10.1 to 10.10 insofar as they exclude or limit liability shall override any other provision in this REC Schedule provided that nothing in these Paragraphs 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.
- 10.8 Paragraphs 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 Paragraphs shall remain in full force and effect and shall continue to bind the parties; and
  - (b) survive termination of this REC Schedule.
- 10.9 Each Party hereby acknowledges and agrees that each of the other Parties holds the benefit of Paragraphs 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.
- 10.10 Each Party hereby acknowledges and agrees that the provisions of Paragraphs 10.1 to 10.10 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 REC Schedule provides for a liquidated damage payment to be payable by a DNO 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.

- 10.11 For the avoidance of doubt, nothing in Paragraphs 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 REC Schedule.
- 10.12 The above provisions of this Paragraph 10 apply in respect of liability under or in relation to this REC Schedule, and apply (in respect of this REC Schedule) instead of the provisions of Clause 14 (Limitation of Liability) of the main body of this Code.

#### **Data Transfer**

- 10.13 Where the Data Specification specifies a reference number in relation to any notice, request or other communication under this REC Schedule, such notice, request or communication shall be sent in the format and with the content described under such reference in the Data Specification, as amended from time to time, and shall be transmitted by the means specified in the Data Specification.
- 10.14 Nothing in this REC 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 the Data Specification, whereupon the terms of Paragraphs 10.11 to 10.17 shall not apply to that notice, request or other communication.
- 10.15 Where this REC 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.
- 10.16 Where this REC 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 REC 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.
- 10.17 Where any provision of this REC Schedule refers to receipt of a Message or notification by an MPAS Provider pursuant to Paragraphs 5.9, 5.13, 5.30, 5.37, 5.45, 5.69, 5.72, 5.74, 5.75, 5.79, 6.8, 6.13 or 6.18 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.
- 10.18 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 REC 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 Paragraph 10.16(a), the Parties shall be relieved from any service levels set out in this REC Schedule relating to any affected notice, request or other communication (except to the extent that this REC 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 REC Schedule.

**10.19** Where any party, in breach of its obligation under Paragraph 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.

## **11 Error Resolution and Retrospective Manual Procedure**

### **Preface**

**11.1** On 12 January 1999, it was agreed that procedures for Retrospective Manual Amendments should be neither specified nor implemented. It was further agreed that restricted<sup>4</sup> 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 has been removed within the drafting in this REC Schedule, and the circumstances where a Retrospective Manual Amendment may be undertaken by an Electricity Supplier or DNO (i.e. the respective data owner) is now applicable to all MPAD items, notwithstanding the exclusions set out in Paragraphs 11.9 to 11.12 of this REC 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 this REC Schedule and the BSC. Retrospective Manual Amendments are intended for use in exceptional

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<sup>4</sup> 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 Electricity Supplier Hub and the Electricity Supplier wishes to reflect this status in the MPAS Registration System by requesting a Retrospective Manual Amendment of that system.

circumstances only. Existing methods for the resolution of data errors under this REC Schedule and BSC, should be employed wherever possible to prevent the need for a Retrospective Manual Amendment.

### Objectives & Purpose

11.3 This Paragraph 11 is for use by Electricity Suppliers and DNOs for the manual correction of errors to data in MPAS that cannot be resolved using the instructions specified in the Data Specification. The approach to error correction set out in this Paragraph 11 provides for the inter-operation between:

- (a) Electricity Suppliers and DNOs in their capacity as the respective parties responsible for data in MPAD; and
- (b) Electricity Suppliers and DNOs in the latter's capacity as the providers of the MPAS Services under this REC Schedule.

11.4 The purpose of this Paragraph 11 is to:

- (a) provide Electricity Suppliers and DNOs/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) provide for an Electricity Supplier or DNO 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 Paragraph 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 Electricity Suppliers of any Retrospective Manual Amendment(s) that has been implemented.

### Scope

11.5 This Paragraph 11 supports the progression of changes to data in MPAS only under Paragraph 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 Paragraph 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 Paragraph 11 enables the data owner, or an Electricity Supplier or Distributor who identifies a need for a Retrospective Manual Amendment, to instigate the procedures under this Paragraph 11 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 Paragraph 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 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 Paragraph 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 Paragraph 11 is to provide background in relation to the omission of some MPAD data items from the list defined in Appendix 1 of this Paragraph 11.
- 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 Switch. Since this is a time-bound event, a Retrospective Manual Amendment would not be applicable.
- 11.10 This REC Schedule sets out that changes to SSD and Supplier Id should be undertaken through the use of the Retrospective Manual Amendment procedures under Paragraphs 5.63 and 5.64. Whilst this Paragraph 11 has provided for amendments to this data item for a New Connection Registration, no provision has been made for a Switch, since this error is under the scope of Paragraph 15 for the resolution of Erroneous Transfers.
- 11.11 The MPAD data items '1998 Trading Arrangement Indicator' and ERS MSID 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 under this Paragraph 11 as address changes are covered exclusively in Paragraph 19.

#### **Principles**

- 11.13 This Paragraph 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 Paragraph 11 sets out the framework and mechanisms for the authorisation and progression of a Retrospective Manual Amendment in MPAS.
- (a) In the case of Electricity Suppliers this Paragraph 11 is designed for the correction of individual Registrations only, i.e. relating to resolution of error(s) associated with a

particular Registration<sup>5</sup> and the pro-formas supporting this Paragraph 11 are designed accordingly. Errors across multiple Registrations should be handled as a set of individual errors, unless otherwise agreed bi-laterally between the parties concerned. Electricity Suppliers are responsible for their respective MPAD during their Registration only and can only effect changes for this period.

- (b) MPAD for which the DNOs is responsible may span multiple Electricity Suppliers' Registrations. Therefore they may be required to make Retrospective Manual Amendments which are effective for >1 Registration period. In this case, the DNO will ensure that it liaises with all affected Electricity Suppliers prior to implementing the change.
- (c) Where an Electricity Supplier or DNO 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 an appeal may be raised to the REC PAB.
- (d) In the case of a Retrospective Manual Amendment to MPAN Supplementary Data made by an Electricity Supplier, MPAS will inform other Electricity 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 Electricity Supplier's authorisation. In the event that another Electricity 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 Paragraph 11 using either the pro-forma in Appendix 2 of this Paragraph 11 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 Electricity Supplier or DNO who identifies a need for a Retrospective Manual Amendment, is responsible for instigating a request for a Retrospective Manual Amendment and this Paragraph 11 sets no timescales in that regard.
- (g) Where the EFD for a Retrospective Error is near the Final Volume Allocation Run Date, the Electricity Supplier and DNO shall discuss the schedule required to implement any Retrospective Manual Amendment, having in mind that the typical timescales anticipated in Paragraphs 11.43 to 11.53 and Appendix 3 of this Paragraph 11 may not be suitable.

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<sup>5</sup> For the avoidance of doubt, a Registration is in respect of a particular MPID, and Electricity Suppliers who operate multiple MPIDS, or who have more than one Registration for the particular MPAN, should bear this in mind

## References

BSCP01 – Overview of Trading Arrangements;

BSCP11 – Volume Allocation and Settlement Run Queries;

BSC Paragraph S.

## Conditions Precedent

- 11.14 Prior to requesting a correction to a Retrospective Error, the Electricity 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 Paragraph 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 an Electricity Supplier or DNO 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.
- 11.18 The obligation remains with the Electricity 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 Electricity Supplier's behalf, are updated as necessary with the correct information so that consistency is maintained.
- 11.19 An Electricity Supplier, having authorised the implementation of a change in MPAS, shall ensure that arrangements to correct data in the Electricity 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 Electricity 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 Paragraph sets out the use of Retrospective Manual Amendments for particular scenarios.

#### **Disconnection Date**

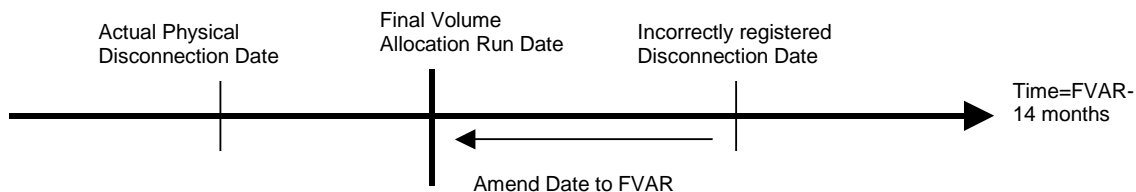
- 11.22 Any changes to Disconnection Date must be undertaken following this procedure.
- 11.23 As the Electricity Supplier needs to ensure that the data is removed or restored into Settlements for the period between the erroneous and the amended Disconnection Date, it is important that agreement between the Electricity Supplier and DNO is established prior to the implementation of any Retrospective Manual Amendment in relation to the Disconnection Date.
- 11.24 Where an Electricity Supplier or a DNO becomes aware that a Disconnection Date in MPAS is in error, the DNO shall confirm the actual Disconnection Date to its MPAS for the relevant Metering Point. The DNO shall issue Retrospective Form 02 (see Appendix 2 of this Paragraph 11), or communicate with the Electricity Supplier using a bilaterally agreed method, noting the correct Disconnection Date, from which date further Registrations are to be prevented.
- 11.25 Note: Amending the Disconnection Date will impact ETD for all data in the Registration, which includes Electricity Supplier MPAD. It is important that agreement between the Electricity Supplier and DNO is established prior to the implementation of any Retrospective Manual Amendment in relation to the Disconnection Date.
- 11.26 In all instances where a change to Disconnection Date is made, the MPAS will ensure that affected Electricity Supplier(s) are notified of the DNO 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.
- 11.27 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 Paragraph 11 does not seek to introduce a need for system changes for exceptional situations that require resolution using an RMA.
- 11.28 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 DNO 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 Retrospective Form 02.

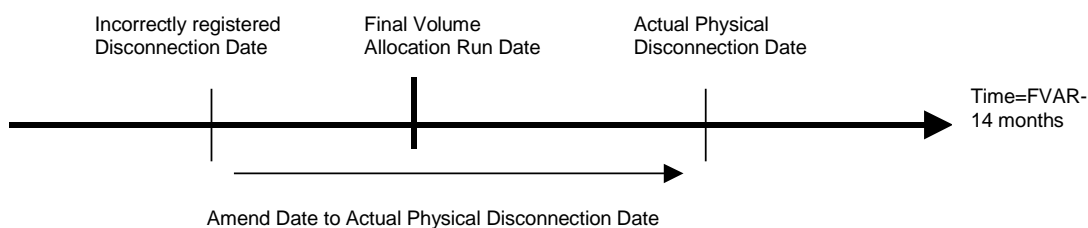
- (b) Cancelling a Disconnection Date - Where an MPAN which was previously Registered has been disconnected in error (e.g. the wrong MPAN was notified in a De-Registration Notice, or the wrong MPAN was Disconnected in MPAS), then the DNO will have to review the appropriate means of effecting the continuance of the Registration of the last Electricity 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 Paragraph 11.30) in order to effect a continuous Registration.
- (c) Where the remedy involves the use of a new MPAN, records will be kept in the MPAS Registration System and the Electricity Supplier's systems, including the Hub, as to the relationship between the old and new MPAN.

#### 11.29 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 DNO 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 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 DNO, notwithstanding any technical constraint within its MPAS System that prevents this action (see Conditions Precedent).



- 11.30 Note: In some of these scenarios the Electricity 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.

#### **Corrections to other DNO owned MPAD data items**

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

#### **Amending a New Connection SSD**

- 11.32 Where an Electricity Supplier becomes aware that its SSD for a New Connection Registration differs from the SSD previously advised to MPAS that Electricity Supplier may issue a notice (Retrospective Form 01) to the DNO 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.
- 11.33 Note: Amending the SSD will impact EFD for all data in the Registration, which includes DNO MPAD. It is important that agreement between the Electricity Supplier and DNO is established prior to the implementation of any Retrospective Manual Amendment in relation to the SSD.
- 11.34 Where the Registration has not been completed by the Electricity Supplier, often referred to as an Untraded Status, the Electricity Supplier shall ensure that this Registration is completed within 10 Working Days of the implementation of the Retrospective Manual Amendment.
- 11.35 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 Switch event.
- (a) Actual SSD is effective for a date earlier than previously advised - The erroneous SSD shall be cancelled and the revised SSD<sup>6</sup> provided by the Electricity Supplier in 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 Electricity Supplier should ensure that these items are included in their 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 Electricity Supplier in 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 for the avoidance of doubt, the Electricity Supplier should ensure that these items are included in their Retrospective Form 01 request.
  - (c) An alternative resolution to a Retrospective Manual Amendment for this error might be to update the Energisation Status for the Registration to be de-energised for the period

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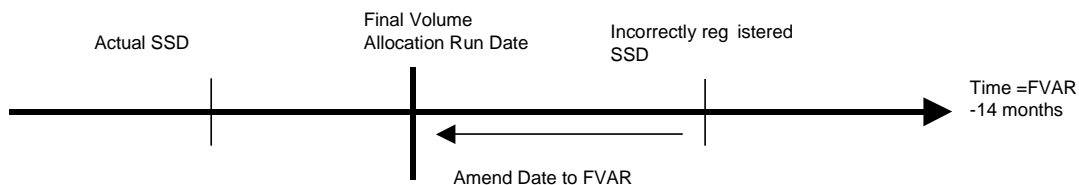
<sup>6</sup> Notwithstanding that in some MPAS Registration Systems the SSD cannot be earlier than the date that the MPAN was created on the MPAS Registration System.

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.

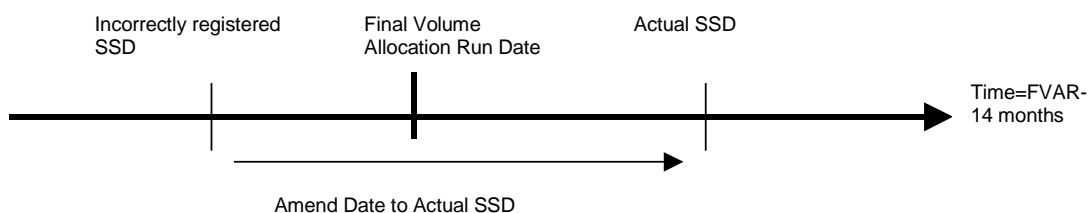
- (d) Removing the SSD - In circumstances where the Registration relates to an MPAN that was issued in error, this may be resolved through use of a De-Registration Notice (Paragraphs 5.79 to 5.85), whereby the MPAN is disconnected in MPAS, and in this circumstance the Electricity Supplier should contact the DNO using current business practices.

**11.36** 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 Electricity Supplier will request that MPAS will modify the SSD to the Final Volume Allocation Run date.



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



**11.37** Note: In some of these scenarios the Electricity 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.

#### Cancellation of an Initial Registration - removing a Supplier Id for a New Connection

**11.38** 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 DNO will also be required for the first Registration to be annulled.

#### Corrections to MPAN Supplementary Data (refer to Appendix 1)

**11.39** The Electricity Supplier shall provide data combinations in the Retrospective Form 01 request in accordance with the rules contained in the MPAS Validation Procedures.

**11.40** Where the Retrospective Manual Amendment is in respect of a cancellation of an Agent appointment, the Electricity 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.

- 11.41 Communications for requesting, quoting and authorising a retrospective manual amendment
- 11.42 The following process should be followed with regard to communications for requesting, quoting and authorising a Retrospective Manual Amendment. Appendix 3 of this Paragraph 11 provides a summary of the timings discussed below.

#### **Electricity Supplier**

- 11.43 The Electricity Supplier will forward a request to the appropriate DNO, 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 01 (see Appendix 2 of this Paragraph 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 Electricity Supplier and DNO<sup>7</sup>, 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 01 Part A, or in any bi-laterally agreed communication method.
- 11.44 Subject to Paragraph 11.46 below, the DNO will provide within 10 Working Days a quotation for any charges under Paragraph 9.1 regarding the proposed Retrospective Manual Amendment to be made. This information shall be included into the relevant Retrospective Form 01 form, or in any bi-laterally agreed communication method, and returned to the Electricity Supplier. In the event that 11.46 (a) is applicable, the DNO will also indicate this.
- 11.45 Within 10 Working Days of receiving the Retrospective Form 01 Part A, or a bi-laterally agreed alternative communication, if the DNO'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 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 01 if this was submitted at Paragraph 11.44. In this event, the parties will progress the matter in accordance with Paragraph 11.13(c). When a resolution is reached, the DNO will continue in accordance with Paragraphs 11.45 and 11.45(a).
- 11.46 Upon receipt of the information at Paragraph 11.45, and 11.45(a) if applicable, the Electricity 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 Paragraph 11.45 above confirm to the DNO their agreement to that charge and to proceed with the implementation of the Retrospective Manual Amendment by returning

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

either the Retrospective Form 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 DNO.

- 11.47 The DNO 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 Electricity Supplier, of receiving Retrospective Form 01 Part C, or a bi-laterally agreed alternative communication. Electricity 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 Paragraph 9.

#### **Distribution Network Operator**

- 11.48 The DNO will forward a notification to the appropriate Electricity Supplier(s), which may be in the form of email, fax or post, using the pro-forma Retrospective Form 02 Part A (see Appendix 2 of this Paragraph 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 DNO and the Electricity Supplier(s)<sup>8</sup>, the appropriate information, authorisations and audit-trail shall be maintained in keeping with the pro forma.
- 11.49 The Electricity Supplier(s) shall use reasonable endeavours to acknowledge the Distributor's notification within 10 Working Days using Part B of Retrospective Form 02, if this was provided under 11.49, or a bi-laterally agreed alternative communication. In the event that the Electricity Supplier(s) fails to send such acknowledgement, this shall not delay the progression of the Retrospective Manual Amendment by the DNO, providing that the Retrospective Manual Amendment relates solely to DNO owned data items, but in this situation the DNO should use reasonable endeavours to contact the Electricity Supplier to advise them that the Retrospective Manual Amendment is proceeding in the absence of such acknowledgement. Electricity Supplier(s) shall ensure that they inform their agents of the intended Retrospective Manual Amendment. In the event that Electricity 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 Paragraph 11.51.
- 11.50 Within 10 Working Days of the DNO notification under Paragraph 11.49, if the Electricity 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 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 02, if this was submitted at Paragraph 11.49 or a bi-laterally agreed alternative communication,. In this event, the parties will progress

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<sup>8</sup> It has been recognised that, for example, where a data cleansing exercise has been undertaken, the pro-formas may be superfluous.

the matter in accordance with Paragraph 11.13(c). When a resolution is reached, the Electricity Supplier(s) will continue in accordance with Paragraphs 11.50 and 11.51(a).

**11.51** The DNO shall ensure that the Retrospective Manual Amendment is completed in their MPAS System:

- (a) within 20 Working Days of the acknowledgement at Paragraph 11.50 above, if received, and, if applicable, the Retrospective Form01 Part A, if applicable, from the Electricity 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, DNOs and Future Electricity Suppliers**

**11.52** 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 DNO of the changes<sup>9</sup>; and
- (c) advise subsequent Electricity Suppliers of the changes.

#### **Contacts**

**11.53** The principle contact for each company will be the Contract Manager or another authorised designate as nominated to the Code Manager.

**11.54** Each DNO shall appoint a dedicated contact who will be responsible for Retrospective Manual Amendments under this Paragraph 11.

**11.55** Each Electricity Supplier shall appoint a dedicated contact who will be responsible for Retrospective Manual Amendments under this Paragraph 11 and who will be the point of contact for MPAS Providers in fulfilling the requirement to notify future Electricity Suppliers, where applicable.

**11.56** The contact details above should also specify the MPID(s), which each contact represents. This list will be published, and maintained, on the REC Portal. Each DNO and Electricity Supplier is responsible for providing the Code Manager with up-to-date information.

#### **Settlements Audit Requirements**

**11.57** All documents associated with a particular Retrospective Manual Amendment should be retained in keeping with the general requirements under Paragraph 8.

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

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<sup>9</sup> MPAS to DB communications are treated as internal flows under this REC Schedule 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 Electricity Supplier or Distribution Business Id (as appropriate to the data item that has been amended) and name and designation (e.g. 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.

**11.59** 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 –Extract of Metering Point Administration Data Items Relevant to this Paragraph 11**

MPAD Item No.	Data Item	Responsibility for provision and maintenance
4	Profile Class Id	Electricity Supplier
4A	Effective from Settlement Date (MSPC)	Electricity Supplier
5	Meter Timeswitch Code	Electricity Supplier
5A	Meter Timeswitch Code Effective From Date	Electricity Supplier
6	Line Loss factor Class Id	DNO
6A	Effective from Settlement Date (MSLLFC)	DNO
8	Supplier Id <sup>6</sup>	Electricity Supplier
10	Effective from Settlement Date {REGI}10	Electricity Supplier
11	Meter Operator Id	Electricity Supplier
11A	Meter Operator Type	Electricity Supplier
11B	Effective From Date (MOA)	Electricity Supplier
12	Data Collector Id	Electricity Supplier
12A	Data Collector Type	Electricity Supplier
12B	Effective From Date (DCA)	Electricity Supplier
13	Data Aggregator Id	Electricity Supplier
13A	Data Aggregation Type	Electricity Supplier
13B	Effective From Settlement Date (DAA)	Electricity Supplier
14	Energisation Status	Electricity Supplier
14A	Effective From Settlement Date (MSES)	Electricity Supplier
15	GSP Group Id	DNO



MPAD Item No.	Data Item	Responsibility for provision and maintenance
15A	Effective From Settlement Date (MSGG)	DNO
16	Measurement Class Id	Electricity Supplier
16A	Effective From Settlement Date (MSMC)	Electricity Supplier
17	Standard Settlement Configuration Id	Electricity Supplier
17A	Effective From Settlement Date (SCON)	Electricity Supplier
20	Disconnection Date	DNO

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

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

## Retrospective Form 01 – Electricity 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

Electricity 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):	
Electricity Suppliers who are responsible for more than one MPID should confirm here the	

MPID relevant to the registration/RMA	
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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
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SUPPLIER Data Update	Data Input for Retrospective Manual Amendment	
	FROM (i.e. existing data held)	TO (i.e. corrected data to be held)
Profile Class Id		
Effective from Settlement Date {MSPC}		
Meter Timeswitch Code		
Meter Timeswitch Code Effective From Date		
Meter Operator Id		
Meter Operator Type		
Effective From Settlement Date {MOA}		
Data Collector Id		

SUPPLIER New Connections Only	Data input for Retrospective Manual Amendment	
	FROM	TO
Supplier Id		
Effective from Settlement Date {REGI}		

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:

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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 Electricity 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 – DNO notification of a Retrospective Manual Amendment

This form should also be used to confirm changes associated with a Retrospective Manual amendment initiated by an Electricity 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:

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

REC Scheduled Date for RMA to be implemented in MPAS	dd/mm/yyyy
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#### 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 Electricity Suppliers acknowledge the RMA notification.

Electricity Supplier to complete following section:

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

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Electricity Supplier data in MPAS affected by the RMA?	Yes / No	If Yes, form 01A attached.	
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In order to prevent the return of the pro forma second time, the Electricity 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 Electricity 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
11/44	Electricity Supplier requests Retrospective Manual Amendment using Form 01 Part A	As required
11.45	Subject to 11.46, DNO provides a quote for any charges using Form 01 Part B and includes indication of Associated DNO's data items that require change(s)	Within 10 WDs of receipt of Form 01 Part A.
11.46	If the DNO'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
11.46(b)	Electricity Supplier contacts DNO to discuss way forward in accordance with Paragraph 11.13(c)	Ongoing
11.5	Electricity 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 DNO in order to authorise the RMA.	Within 10 WDs of receipt of Form 01 Part B

	RMA Request lapses.	After 10 WDs of sending Form 01 Part B
11.6	DNO schedules and implements the Retrospective Manual Amendment in MPAS and confirms this to the Electricity Supplier(s).	Within 20 WDs of Form 01 Part C, unless a Form 01 Part C has not been received; or the Electricity Supplier and DNO have agreed a scheduled date later than this timescale; or. a Form 01 Part B rejection has been sent; or the Electricity Supplier and DNO are in discussion in pursuant to 11.51(b)

#### RMA Communication initiated by DNO using Retrospective Form 02

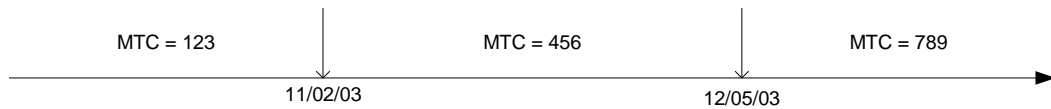
REF	Action	Timing
11.49	DNO requests Retrospective Manual Amendment using Form 02 Part A. Include indication of REC Scheduled date, if necessary.	As required
11.50	Electricity Supplier uses reasonable endeavours to acknowledge the RMA using Part B of the Form 02	Within 10 WDs of receipt of Form 02 Part A
	DNO proceeds with RMA in the absence of an acknowledgement, providing that the Retrospective Manual Amendment relates solely to DNO owned data items, but should use reasonable endeavours to contact Electricity Supplier to confirm this	After 10 WDs of 11.49 in the event of a failure to acknowledge the Form 02 Part A
	Subject to 11.51(b), Electricity 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 DNO
11.51	If the Electricity 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.
11.51(b)	DNO contacts the Electricity Supplier(s) to discuss way forward in accordance with Paragraph 11.13(c)	Ongoing
11.52	DNO schedules and implements the Retrospective Manual Amendment in MPAS and confirms this to the Electricity Supplier(s).	Within 20 WDs of 11.50, unless the DNO and Electricity Supplier may have agreed a scheduled date later than this timescale; or a

REF	Action	Timing
		Form 02 Part B rejection has been received; or the DNO and Electricity Supplier are in discussion in pursuant to 11.51(b).

## 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

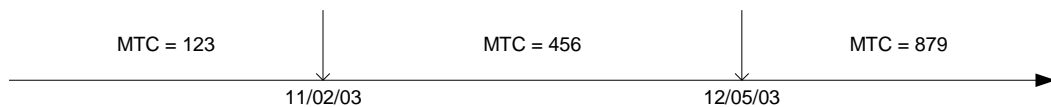
Should be MTC = 879

#### **Resolution:**

Send D0205 to change MTC Value to MTC 879

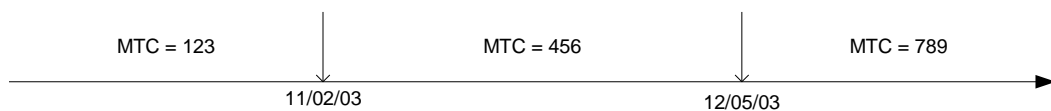
wef 12/05/03 (Day + 0 change)

#### **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:**

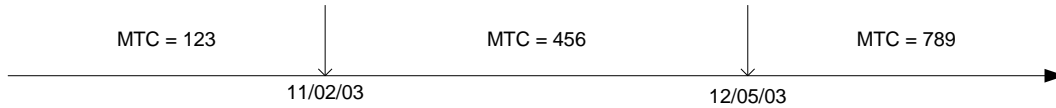
Retrospective Manual Amendment - Cancel MTC 456 & EFD

#### **Revised MPAS Details:**



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

#### **Current MPAS Details:**



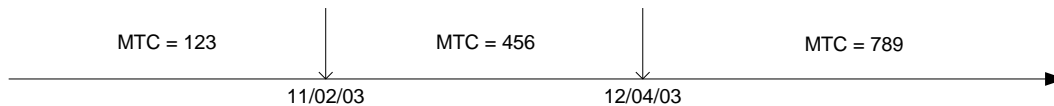
#### **Problem @ 12/05/03**

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

#### **Resolution:**

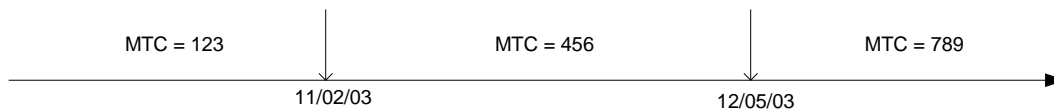
Retrospective Manual Amendment - Cancel MTC 789 & EFD 12/05/03 and  
EITHER include revised values (MTC 789, EFD 12/04/03) in MAP 04/  
01 pro forma;  
OR send D0205 (after RMA cancelling MTC 789, EFD 12/05/03)  
updating MPAS with MTC 789, EFD 12/04/03.

#### **Revised MPAS Details:**



### **4. Error in Value of a Previous Data Item**

#### **Current MPAS Details:**



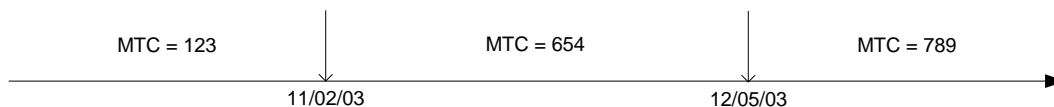
#### **Problem @ 11/02/03**

Incorrect value for MTC, should be 654.

#### **Resolution:**

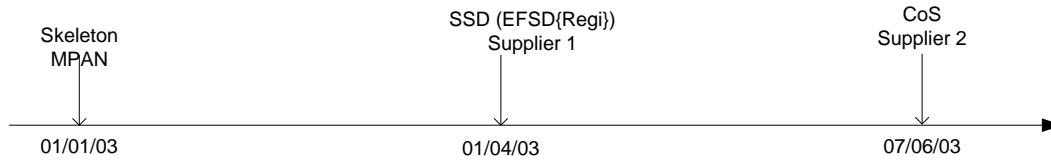
Retrospective Manual Amendment - Cancel data value 456 & replace with MTC654.

#### **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

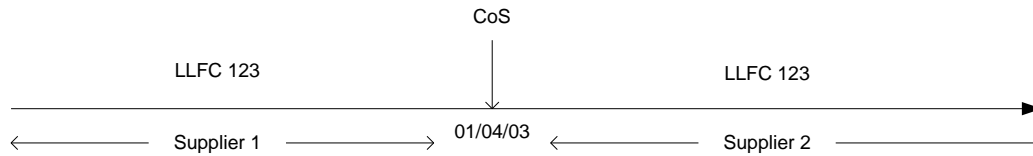


### Note:

- 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**

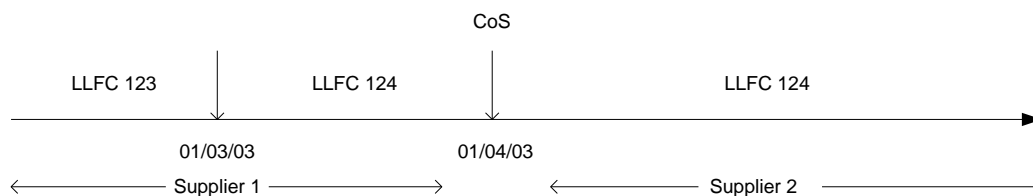
### **Current MPAS Details:**



### **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.

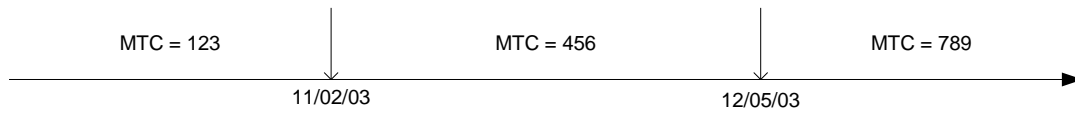
Example does not reflect any related amendment the supplier might require consequent upon the LLFC change.



***Example of where RMA should not be made:***

**Error in EFD for current data value - should be later**

**Current MPAS Details:**



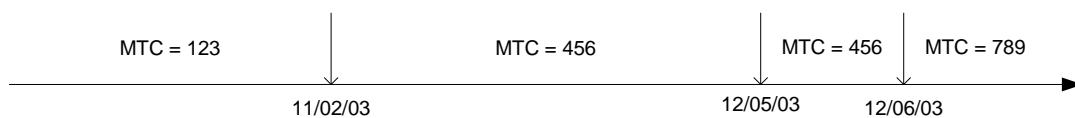
**Problem @ 12/05/03:**

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

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

- 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:**



## 12 Bulk Change of NHH Agent Procedure

### Preface

- 12.1 This REC Schedule requires an MPAS Provider to process all notifications received in its MPAS Registration System within a defined timescale under Paragraphs 4.7 to 4.26. The intent of this Paragraph is to provide for a reasonable volume of notifications (both Registrations and changes to data) to be sent to MPAS by all Electricity 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).
- 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 Electricity Suppliers and Elexon if the targets are not met.
- 12.3 In relation to TDP, nominal quotas for each Electricity 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 MPAS service levels equitably among all Electricity Suppliers using that MPAS, on any Working Day. For the purpose of this Paragraph 12, this nominal limit for an Electricity Supplier is defined as a "Daily Volume Quota". An Electricity 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 an Electricity Supplier undertakes a change of contracted agent for any of the Electricity Supplier Hub agency services, it may be desirable for that Electricity Supplier to engage the new agency services as soon as possible, or to transfer the agent responsibilities for the Electricity Supplier's portfolio of Metering Points from a 'cut-over' date, and to change the Agent Id for the relevant MPANs for which that Electricity Supplier is Registered.
- 12.5 This REC Schedule sets out the timescales required for an Electricity Supplier to notify MPAS of any changes to any items of MPAD for which the Electricity Supplier is responsible. For a change of agent the Registered Supplier needs to update the Agent Id<sup>11</sup> 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 Electricity Suppliers who have submitted notifications on that day. In addition, whilst this REC 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 Provider, there is no such provision to mitigate an excessive volume of notifications of changes to data.

### Purpose

- 12.6 The procedure in this Paragraph 12 seeks to provide the framework for notification of a material volume<sup>12</sup> of updates to agent details to be notified to MPAS following discussion and agreement

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<sup>11</sup> MPAS holds the details of the Agents an Electricity Supplier has appointed to the Metering Point, and these data items form elements of the MPAD as listed in the MRA (REC Schedule 2).

<sup>12</sup> as defined under the BSC and published on the BSC Website

between the Electricity Supplier and relevant MPAS Provider. In so doing, the integrity of Total Daily Processing is maintained for an MPAS Provider and all other Electricity 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 The procedure in this Paragraph 12 is intended for use where a change to the contracted provider of the MOp, DC or DA agency services for an Electricity Supplier, requires that those agent details held for the relevant MPANs Registered to that Electricity Supplier are to be replaced by a new agent. When the number of instructions from an Electricity Supplier to an MPAS required for a change to an Agent Id for all or any of that Electricity Supplier's NHH Metering Points registered on that MPAS either:

- (a) exceeds the volume defined under the BSC; or
- (b) causes that Electricity Supplier to exceed the Daily Volume Quota operated by the relevant MPAS Provider. The Electricity 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. Electricity 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 Switch (CoSCoA) and provides for a BCoA only where an Electricity 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 an Electricity 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 an Electricity Supplier;
- (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 an Electricity 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 an Electricity Supplier.

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

- 12.13 The following principles apply to the procedure in this Paragraph 12:

- (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 Paragraphs 4.7 to 4.26. 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) An Electricity Supplier requesting and undertaking a Bulk Change of Agent in any MPAS shall take due consideration of the expectation of all other Electricity Suppliers who have submitted notifications to that MPAS of the MPAS' ability to meet the MPAS service levels required under Paragraphs 4.7 to 4.26.
- (d) An Electricity 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 an Electricity 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. Electricity 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 an Electricity 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 REC Schedule 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 Electricity Supplier, together with the reason for such amendment or rejection.
- (f) This REC Schedule provides a framework to facilitate Electricity 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 an Electricity 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 Electricity Supplier in assessing the processing and timescales that may be required, where the MPAS Provider is unable to meet the Electricity 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 Electricity 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 requirement for an Electricity 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 Electricity 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 Electricity 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 Electricity 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 an Electricity Supplier from using Total Daily Processing to effect a BCoA for volumes in excess of the threshold applicable under the BSC PROVIDED THAT
  - (i) the number of notifications submitted to MPAS does not exceed the Daily Volume Quota operated by the relevant MPAS Provider; and
  - (ii) that Electricity Supplier can meet the obligations of Paragraphs 6.6 to 6.28 to update MPAS within 5 Working Days of the effective date of the change or becoming aware of that change having become effective; and
  - (iii) the relevant conditions of BSCP513 have also been satisfied.

For example an Electricity Supplier could, where the EFD (MOA) of the new MOp, or EFD (DCA) of the new DC or EFSD (DAA) of the new DA is in the future<sup>13</sup>, 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 Electricity 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 Paragraph 12 does not set out procedures to be followed in this situation, although it is anticipated that any

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<sup>13</sup> Electricity 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.

event which was outside the control of the Electricity Supplier, but resulted in a BCoA, would be considered under exceptional conditions by the parties impacted.

## **Procedure**

### **Conditions Precedent**

- 12.14 The procedure in this Paragraph 12 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 an Electricity Supplier on a particular MPAS exceeds the Daily Volume Quota operated by that MPAS Provider.
  - (b) An Electricity 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 an Electricity 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 Paragraphs 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 Electricity 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 Market Messages to effect the BCoA.

### **Main users of the Procedure**

- 12.15 The main users of this procedure are Electricity Suppliers and MPAS Providers, but due consideration should be given to the impact on Electricity 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 12.28 and 12.29, should be taken into consideration.

### **Requesting a Bulk Change of Agent to be effected by an MPAS Provider**

- 12.16 The Electricity Supplier's Contract Manager shall contact the Contract Manager for the relevant MPAS Provider's DNO in order to notify a request under this procedure to affect a Bulk Change of Agent.
- 12.17 The request to the Contract Manager for the relevant DNO 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 12.13(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 Data 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 processing 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 (an Electricity Supplier BCoA Contact);

12.18 Within 2 Working Days of receiving such a request the DNO's 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).

#### **Determining and agreeing the provision of the Bulk Change of Agent file/instructions to the MPAS Provider**

12.19 Once a request has been notified and acknowledged, the Electricity Supplier and MPAS BCoA Contacts shall endeavour to determine and agree the method and timetable for the proposed Bulk Change of Agent.

12.20 An MPAS Provider shall consider the Electricity Supplier's request under 12.20, and within 5 Working Days of receiving that request provide a written response to the Electricity Supplier either

- (a) confirming that the request can be accepted for the proposed timescale and volume; or
- (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.

12.21 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 Electricity Supplier may re-submit a request for consideration and agreement.

12.22 In considering the request, the MPAS Provider shall bear in mind the provisions of Paragraph 12.32 in relation to the scheduling of a Bulk Change of Agent.

12.23 Agreement by the Electricity 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 Paragraph 12.28). The agreement reached in 12.22 shall then be supplied in accordance with BSCP513 (see BSC Requirements in Paragraph 12.28).

12.24 BSC Requirements - The BSC requires an Electricity 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 Electricity Supplier and the MPAS Provider for the proposed Bulk Change of Agent.

12.25 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.

- 12.26 Where no agreement is reached an Electricity 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 Electricity Supplier Contract Manager shall contact the DNO Contract Manager in order to seek resolution.
- 12.27 In the event that the Contract Mangers are unable to reach a resolution, an appeal may be raised to the REC PAB.

#### **Scheduling the Bulk Change of Agent**

- 12.28 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.
- 12.29 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.
- 12.30 This REC Schedule 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 this REC Schedule excludes the BCoA instructions from Paragraphs 4.7 to 4.26 setting out Total Daily Processing and this procedure allows for the Bulk Change of Agent to be scheduled outside of Total Daily Processing.
- 12.31 The Data Specification demonstrates that the D0205, 'Update Registration Details' via the DTN, is the method by which an Electricity 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 Paragraph 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 this REC 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 Electricity Suppliers have sent to that MPAS Registration System on that Working Day.
- 12.32 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 Electricity Suppliers.
- 12.33 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.



- 12.34 It should also be considered that the confirmation (D0172<sup>14</sup>) 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 Electricity Supplier's or DA's Gateway for the proposed volume of files generated after processing the Bulk Change of Agent.
- 12.35 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 Electricity 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 Electricity Supplier and MPAS Provider and the Data Transfer Services Controller shall use reasonable endeavours to resolve these issues.

### **Implementing the Bulk Change of Agent**

- 12.36 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 an Electricity Supplier shall have received authorisation under BSCP513 to proceed with the proposed Bulk Change of NHH Electricity Supplier Agent. The Electricity 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.
- 12.37 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.
- 12.38 Upon approval of the proposed BCoA from the appropriate Settlements committee, the Electricity 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 Electricity Supplier BCoA Contact and MPAS BCoA Contact. Any failure by the Electricity Supplier to meet this requirement shall halt the use of this procedure.
- 12.39 In implementing the BCoA, an MPAS Provider shall ensure that its MPAS Validation Procedures, and the BSC Validation Requirements<sup>15</sup> 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.

### **Rejection of the entire File**

- 12.40 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 Electricity Supplier or if the file(s) cannot be processed. In either case, the MPAS Provider shall notify the Electricity Supplier of the rejection and the reasons for that rejection, which notification shall include a revised period during which the Electricity Supplier may re-submit the file under this procedure.

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<sup>14</sup> 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.

<sup>15</sup> See REC Schedule 10 of the MRA

In the event of a notification of rejection, where the Electricity 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

#### **Rejection of instructions**

- 12.41 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 Electricity 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 Electricity Supplier and MPAS BCoA Contacts at the time of the agreement to the BCoA.
- 12.42 Where the number of instructions that require re-submission following the Rejection remains in excess of the volume defined in the BSC then an Electricity Supplier shall re-apply for a BCoA under the provisions of BSCP513 and this REC Schedule. However, this shall not preclude circumstances where the MPAS Provider's agreement has been established at the time of the formal agreement between the Electricity 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

#### **Completion of the Bulk Change of Agent procedure**

- 12.43 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
  - (c) confirmations or Rejections of the instructions have been notified to the relevant participants by the MPAS Provider or its MPAS Registration System.

### **13 Consumer Requested and Co-Operative Objections Procedure**

#### **Background**

- 13.1 A post-implementation review of the Resolution of Erroneous Transfers process identified that the Old Supplier should initiate an Objection when it has been advised by the Consumer that the Switch was erroneous.
- 13.2 IREG requested in December 2015 that the Consumer Requested and Co-Operative Objections process 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.

#### **Purpose**

- 13.3 Pursuant to Paragraphs 5.35(a) and 5.57(a), this procedure sets out the process that Electricity Suppliers shall undertake when raising an Objection

- (a) at the request of the Consumer, where a Consumer 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 Paragraph 13 is limited to governance and procedures relating to Consumer Requested Objections and Co-Operative Objections for Consumers at Domestic Premises occurring in the Domestic Electricity Market of England, Wales and Scotland.
- 13.5 The objectives of this Paragraph 13, subject to a raised Consumer Requested or Co-Operative Objection, are to:
- (a) document Consumer expectations; and
  - (b) document the communication with Consumers and Electricity Suppliers.

#### **Exclusions**

- 13.6 The following are specifically excluded from the scope of this Paragraph 13:
- (a) Instances where the Objection Raising Period has expired;
  - (b) Instances where the New Supplier has withdrawn the Registration;
  - (c) Any Consumer Requested Objection where the reason given does not fall within the remit of 13.3(a).

#### **Principles**

- 13.7 Electricity Suppliers shall ensure the correct application and administration of the process as the Consumer is not expected to be aware of the grounds for objection, the Switch process or the potential for an objection to be raised.
- 13.8 The Notice of Objection for a Consumer Requested Objection cannot be withdrawn, pursuant to Paragraph 5.35.

#### **Process**

##### **Initial Consumer Contact**

- 13.9 The Old Supplier shall initiate a Consumer Requested Objection in cases which meet the criteria in 13.3 upon contact from the Consumer after the Consumer has been notified of the impending Switch:
- 13.10 In cases which meet the criteria in 13.3 (b), the New Supplier shall contact the old Electricity 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 on the REC Portal.

- 13.11 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.
- 13.12 The Old Supplier shall, upon initiation of an Objection that meets the criteria in 1.4(a):
- (a) obtain authorisation from the Consumer; and
  - (b) inform the Consumer of the nature of the process.

#### **Raising the Objection**

- 13.13 On the same day that a Consumer Requested or (in accordance with 13.11) a Co-operative Objection is raised, the Old Supplier shall contact the New Supplier to:
- (a) advise them that the Objection has been raised; and
  - (b) provide any additional information to facilitate the New Supplier's investigation.
- 13.14 The Old Supplier shall inform the New Supplier using the D0305 (Notice of Consumer Requested Objection) Market Message when a Consumer Requested Objection is raised.
- 13.15 The Old Supplier may identify the New Supplier from the D0058 (Notification of Termination of Supply Registration) Market Message.
- 13.16 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.
- 13.17 The Old Supplier shall inform the Consumer in accordance with Paragraph 5.28.

#### **New Supplier Acknowledgement**

- 13.18 In cases where a Consumer Requested Objection has been raised,
- 13.19 the New Supplier shall acknowledge receipt of the Objection in 13.15, as soon as possible and within 48 hours.
- 13.20 Any Electricity Supplier receiving the Objection in 13.15 that is not acting as the New Supplier shall advise the Old Supplier within 48 hours.
- 13.21 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

#### **The New Supplier's Response**

- 13.22 Where the Consumer Requested or Co-Operative Objection has been accepted in MPAS, the Objection Resolution Period shall apply.
- 13.23 The New Supplier, upon receipt of the Consumer Requested or Co-operative Objection by the Old Supplier, shall determine whether to make contact with the Old Supplier or the Consumer in order to query the basis of the Objection.

- 13.24 The New Supplier shall not submit another Application for Registration in respect of the relevant Metering Point Administration Number unless the Consumer Requested or Co-operative Objection has been resolved

#### **Retention of Information**

- 13.25 Electricity Suppliers shall record all Consumer contact and objections by maintaining an adequate audit trail for the Consumer Requested or Co-operative Objection, for example, by recorded call or Consumer signed correspondence.
- 13.26 The Old Supplier shall keep evidence of the Consumer Requested or Co-operative Objection and reasons for the request for at least 12 months.

### **14 Assignment of Debt in Relation to Prepayment Meters Agreed Procedure**

#### **Background**

- 14.1 The development of a process that allows outstanding Consumer charges owed to one Electricity Supplier to be assigned to another follows an initiative by the Authority. This process would enable Consumers with outstanding charges to transfer to the Electricity 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 Electricity Suppliers, and supported by the Authority, undertook a trial for debt assignment between Electricity 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 Electricity 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 REC 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 Electricity Suppliers in September 2012. This included a commitment from Electricity 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 Electricity Suppliers provided DAP Privacy Notices at the point of acquiring a new Consumer. The Consumer 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 Electricity Suppliers and several smaller Electricity Suppliers implemented this process. The process was viewed to be a success inasmuch that the numbers of indebted Consumers switching using the DAP increased significantly. As such, it was implemented as the standard procedure for Debt Assignment into this Paragraph 14 to ensure all Electricity Suppliers follow the process and Consumers benefit accordingly.
- 14.6 In November 2016 a suite of changes was implemented which addressed a number of key areas:

- (a) mis-match of Consumer 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 Consumer addresses and stream lining the process.

#### **Purpose**

**14.8** Pursuant to Paragraph 7.11, this REC Schedule sets out the actions that Electricity Suppliers are required to undertake in conjunction with the Switch process in order to assign outstanding charges owed by Domestic Supply Consumers who have a debt scheduled for repayment on a Prepayment Meter (“Debt Assignment”).

#### **Document Scope & Objectives**

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

- (a) the Consumer at that Metering Point has a debt, repayment of which is scheduled on a Prepayment Meter;
- (b) the Consumer 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 Market Message D0055 (Registration of Electricity 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 Switch Made by the Old Supplier) Market Message 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 Paragraph 14 are:

- (a) to ensure a DAP Privacy Notice is provided to the Consumer 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 Market Message; and
- (b) the New Supplier and the Old Supplier shall complete the Debt Assignment process in accordance with this Paragraph 14.

#### **Exclusions**

**14.12** The following are specifically excluded from the scope of this Paragraph 14:

- (a) Metering Points where a Consumer debt has been identified as Complex Debt;
- (b) non-domestic Metering Points;
- (c) debt in relation to a Consumer account to which the applicable rate of VAT indicates that the Consumer 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).

**14.13** Notwithstanding Paragraph 14.10 above, nothing in this Paragraph 14 shall preclude Electricity Suppliers agreeing bilaterally to an assignment of:

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

**14.14** Where a Consumer debt has been assigned, under a bi-lateral agreement according to Paragraph 14.11, the Electricity Suppliers shall use the process set out under this Paragraph 14.

#### **Status of the Procedure**

**14.15** Parties are reminded of the objective to maintain harmonised procedures for gas and electricity in relation to Debt Assignment and it is recommended that any changes proposed to this Paragraph 14 should also be considered as potential changes to the corresponding provisions of the SPAA Transition REC Schedule.

#### **Principles**

**14.16** Electricity 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 Market Messages are completed in accordance with this Paragraph 14;
- (d) all reasonable steps shall be taken to ensure that the Consumer 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 Consumers.

#### **Consumer initiates change of Supply**

**14.17** The New Supplier shall provide a DAP Privacy Notice to the Consumer at the PoA

**14.18** The New Supplier shall ensure that:

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

**Notifying the Consumer of the Objection to Switch**

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

- (a) advise the Consumer of the reason(s) for such Objection in accordance with Paragraph 5.28; and
- (b) inform the Consumer that Debt Assignment will progress if this has been agreed with the New Supplier; and
- (c) provide a DAP Privacy Notice to the Consumer as part of the Objections process to support compliance with DPL and promoting the Consumer's understanding of the DAP.

**Notifying the Request for Debt Information**

**14.20** Within 4 WDs of receipt of D0067 (Notification of an Objection to Switch Sent to the New Supplier) from the MPAS, the New Supplier shall contact the Old Supplier using the D0306 (Request for Debt Information) Market Message to notify a request for information in relation to Debt Assignment under this Paragraph 14.

**Responding to Debt Information Request**

**14.21** Within 4WD of receipt of the D0306 Market Message, the Old Supplier shall validate the Market Message and shall either:

- (a) send a D0306 Market Message where the inbound D0306 Market Message 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) Market Message.

**14.22** Following receipt of D0306 Market Message rejection, the New Supplier shall send a corrected D0306 Market Message within 3WD where appropriate.

**14.23** 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 Market Message, with F.

**14.24** Where the Old Supplier identifies that the debt is Complex Debt, the Old Supplier shall:

- (a) populate J1694 (Complex Debt Indicator) Data Item, in the D0307 Market Message, with T;



- (b) 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 Consumer; and
- (c) populate the J0012 (Additional Information) field as this is Mandatory where the J2249 (DAP Rejection Code) of "Other" is used.

#### **Processing the Information Regarding Outstanding Charges**

**14.25** Following receipt of the D0307 Market Message, the New Supplier shall within 3WD validate the Market Message and;

- (a) send a D0307 Market Message where the inbound D0307 Market Message was rejected with one of the reasons as defined within the J2249 (DAP Rejection Code) Data Item; or
- (b) otherwise proceed to Paragraph 14.30 or 14.31 (as applicable).

**14.26** On receipt of a D0307 Market Message rejection, the Old Supplier has 3WD to correct the D0307 Market Message and reissue to the New Supplier.

**14.27** Upon receipt of a valid D0307 Market Message, where the J1694 (Complex Debt Indicator) Data Item has been populated with T, the New Supplier shall:

- (a) assess whether it wishes to progress with Debt Assignment under this Paragraph 14, or
- (b) inform the Consumer that there is an issue on the account; and
- (c) advise the Consumer to contact their Registered Supplier in relation to any resolution or dispute regarding Debt Assignment.

**14.28** Upon receipt of a valid D0307 Market Message, where the J1694 (Complex Debt Indicator) Data Item has been populated with F, the New Supplier shall:

- (a) assess whether it wishes to progress with Debt Assignment under this Paragraph 14, or
- (b) inform the Consumer that there is an issue on the account; and
- (c) advise the Consumer to contact their Registered Supplier in relation to any resolution or dispute regarding Debt Assignment.

**14.29** Upon receipt of a valid D0307 Market Message, where the J1694 (Complex Debt Indicator) Data Item has been populated with F, the New Supplier shall:

- (a) review the information regarding the outstanding charges that have been provided by the Old Supplier in the D0307 Market Message; and
- (b) assess whether it wishes to progress with Debt Assignment under this Paragraph 14.

**14.30** The setting of the Complex Debt flag may not exclude the Consumer's Debt from being assigned under this procedure under Paragraph 14.11.

#### **Declining to proceed with a Debt Assignment**

**14.31** Where the New Supplier declines to undertake the Debt Assignment of outstanding charges, it shall notify the Consumer accordingly. The New Supplier is not required to respond to the

D0307 Market Message. Any such failure to respond within 5WD of issuing of a valid D0307 Market Message shall mean that no further action needs be considered by the Old Supplier.

#### **Confirming that the Debt Assignment is accepted: Electricity Supplier-to-Electricity Supplier**

- 14.32 Where the New Supplier determines to proceed with Debt Assignment, it shall send the D0308 (Confirmation of Consumer Debt Transfer) Market Message within 5WD of receiving a valid D0307 Market Message.
- 14.33 Following receipt of the D0308 Market Message, the Old Supplier shall within 4WD:
- (a) validate the Market Message; and
  - (b) send a D0308 Market Message where the inbound D0308 Market Message was rejected with one of the reasons as defined within the J2249 (DAP Rejection Code) Data Item;
  - (c) otherwise proceed to paragraph 14.40.
- 14.34 On receipt of a D0308 Market Message rejection, the New Supplier has 5WD to correct the D0308 Market Message and reissue to the Old Supplier.
- 14.35 Upon receipt of a valid D0308 Market Message, the New Supplier shall:
- (a) populate the J1696 (Earliest Resubmission Date) Data Item in the D0308 Market Message to indicate the earliest date during the Earliest Resubmission Window on which the New Supplier will send a D0055 Market Message to the relevant MPAS for the Metering Point.
  - (b) re-register the Consumer by submitting a D0055 Market Message to the relevant MPAS on, or no later than 2WD after, the Earliest Resubmission Date as noted in the D0308 Market Message.

#### **Accepting an Application for Registration**

- 14.36 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) Market Message 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.

#### **Rejecting of an Application for Registration**

- 14.37 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 Market Message; and
  - (c) inform the Consumer and the Old Supplier that the Switch cannot be completed where the reason for rejection of the Application for Registration cannot be resolved.

- 14.38 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.

#### **Finalising the Debt Assignment**

- 14.39 Upon receipt of a D0086 (Notice of Switch Readings) Market Message the Old Supplier shall:
- (a) calculate the Total Debt Outstanding owed by the Consumer at the time of the Switch; and
  - (b) send a D0309 (Confirmation of Debt Assigned) Market Message to the New Supplier within 3WD of issuing the final bill to the Consumer account, notifying them of the Total Debt Outstanding inclusive of VAT for each Consumer. The D0309 Market Message shall include details of:
    - (i) the Factored Total Payment, inclusive of VAT; and
    - (ii) 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 Paragraph 14.51.
- 14.40 Upon receipt of the D0309 Market Message, the New Supplier shall:
- (a) validate the Market Message as soon as possible, but within 3WD after receipt; and
  - (b) if valid, issue a D0309 Market Message acceptance to the Old Supplier; or
  - (c) if invalid, issue a D0309 rejection flow with the appropriate rejection.
- 14.41 On receipt of a D0309 rejection, the Old Supplier must resend a corrected D0309 within 3WD.
- 14.42 Where the New Supplier issues a D0309 Market Message acceptance in respect of a Consumer in accordance with Paragraph 14.48(b), the Total Debt Outstanding shall be transferred from the Old Supplier to the New Supplier (such that it is owed by the Consumer to the New Supplier and not to the Old Supplier).

#### **The Old Supplier Invoices the New Supplier**

- 14.43 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 Market Message.
- 14.44 The invoice shall also contain details of the agreed mechanism of factorisation as detailed below, such that the actual payment due is made clear.
- 14.45 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 penny<sup>1</sup>**

**PLUS**

**VAT on Actual Final Debt @ 100%**

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14.46 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 Market Message, the Old Supplier shall issue the following for each Electricity Supplier with whom the Old Supplier has assignments for which the D0309 Market Message 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:
  - (i) the relevant MPAN;
  - (ii) the Consumer's name;
  - (iii) the Total Debt Outstanding;
  - (iv) the Factored Total Payment; and
  - (v) the amount of VAT.

14.47 The New Supplier shall:

- (a) validate the invoice on receipt;
- (b) raise any query or dispute (in accordance with 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.

14.48 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
- (b) include the disputed items on a future invoice once resolved (to be issued via secure encrypted means).

14.49 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

14.50 Where an Electricity 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

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

the relevant Electricity Supplier according to the timescales and responsibility levels outlined in Table 1:

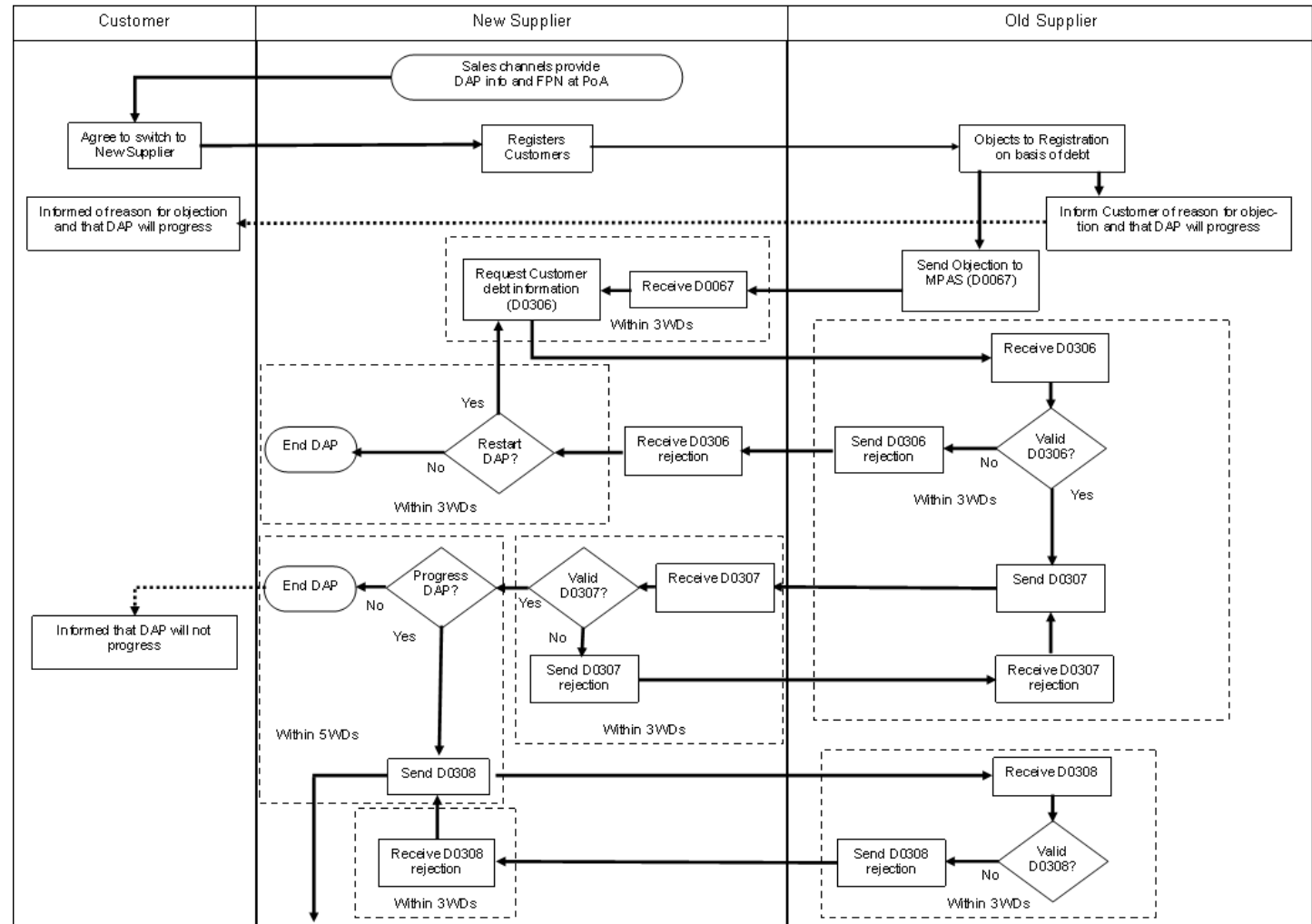
Process	Timescale	Responsibility Level of Contact(s)
Raise Initial Dispute	Day 0	Operational Staff
Initial follow up	Day +5	Supervisor / Manager of Operational Staff
Second follow up	Day +10	Nominated Debt Assignment Handling Contact
Final follow up	Day +15	Electricity Supplier Contract Manager

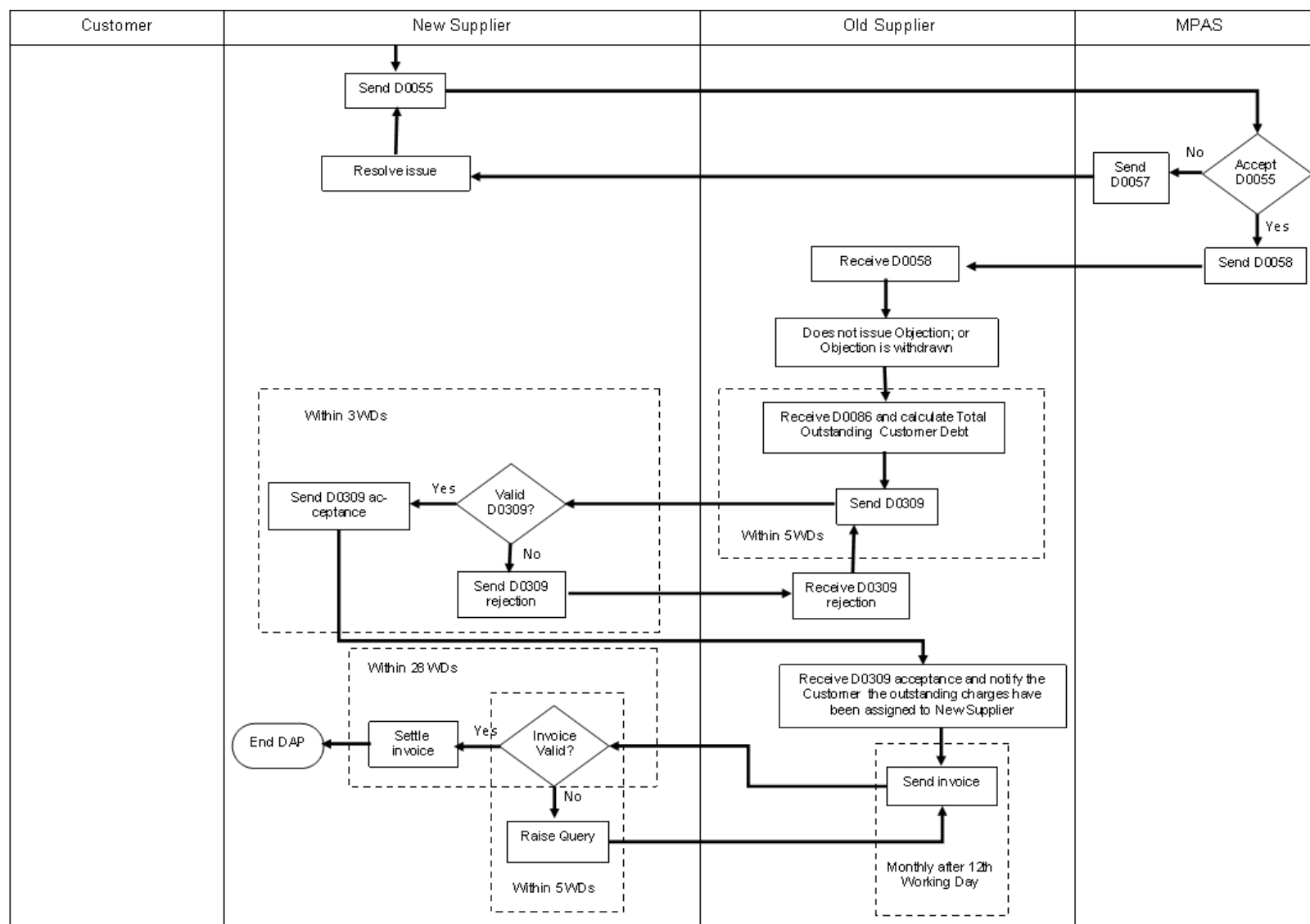
- 14.51** Where an Electricity Supplier identifies a need to resolve any invoicing queries in respect of paragraph 14.46, it may escalate to the relevant Electricity Supplier according to the timescales and responsibility levels outlined in Table 2:

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

- 14.52** Electricity 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).
- 14.53** Electricity 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 REC Portal.

## Appendix A: Process Flow Chart





Appendix B: Format Of Spreadsheet to Support Invoice

DAP Invoice Reference	Invoice Month/Year	Electricity Supplier Name (who is being invoiced)						
XXXXXX	XX/XXXX	XXXXXX						
	MPAN/MPRN	Consumer 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	



## **15 Resolution of Erroneous Transfers**

### **Purpose**

- 15.1 This Procedure describes the actions Electricity Suppliers are required to undertake to resolve an Erroneous Transfer (ET). An (ET) occurs where a Consumer has been transferred to an Electricity Supplier without a valid contract being in place and the Application for Registration has been processed in the relevant MPAS Registration System.
- 15.2 The procedure should be used in conjunction with Paragraphs 5.47 to 5.62 and the Data 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:
- (a) New Supplier identifies a potential ET;
  - (b) Consumer contacts New Supplier believing that they have been erroneously transferred; and
  - (c) Consumer 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 Consumer to their Old Supplier on a goodwill basis under the category of 'Consumer 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:
- (a) the Erroneous Registration has been identified within the Objection Raising Period; or
  - (b) 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 Paragraph 13 – The procedure for Consumer Requested and Co-operative Objections.
- 15.7 Electricity Suppliers should take all reasonable steps to stop an Erroneous Registration by either withdrawing the Registration or objecting to the transfer if timescales allow.

### **Erroneous Transfer Consumer Charter**

- 15.8 The Erroneous Transfer Consumer Charter (ETCC) is as follows:
- (a) If a Consumer 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.
  - (b) An appropriately trained representative of the contacted supplier should explain to the Consumer:

- (i) What action will be taken;
  - (ii) When they can reasonably expect to be transferred back to their original supplier;
  - (iii) That they will only pay once for the energy consumed and where possible, how their billing arrangements will be treated;
  - (iv) How they will be kept informed of progress towards resolution; and
  - (v) On request, how complaints will be resolved and, where appropriate, how compensation claims will be dealt with.
- (c) The contacted supplier will send written confirmation of the details provided above within five Working Days of the Consumer contact. Where possible the supplier will include an explanation of why the erroneous transfer took place.
  - (d) The Consumer 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 the Authority for monitoring ETs. 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) Consumer Service Returners
- (f) Technical Issues.

**15.10** See Appendix 2 of this Paragraph 15 for further information on these categories and some typical business scenarios for each.

#### **Conditions precedent**

**15.11** Electricity Suppliers are required to comply with the obligations as contained in this REC Schedule (specifically Paragraphs 5.47 to 5.62).

**15.12** The Electricity Supplier that is first contacted by a Consumer shall be responsible for beginning the Erroneous Transfer procedure.

**15.13** 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 Electricity Suppliers via telephone. Following this, an email confirmation can be sent to the first escalation point.

**15.14** Up to 24 months following the last registration of a given metering point, Electricity Suppliers should proceed with this procedure when a potential ET is identified. Beyond this point, the

New Supplier will have discretion in how to treat a potential ET, which may involve bi-lateral agreement.

- 15.15 Once it has been established that an ET has occurred, the New Supplier should not treat the circumstances as an opportunity to secure the Consumer and should process the loss notification when received.
- 15.16 Electricity Suppliers will endeavour to meet their obligations under the Green Deal with respect to ETs, as outlined in the Green Deal Arrangements Schedule.

#### **Procedure for the Resolution of an Erroneous Transfer outside the Objection Period**

- 15.17 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.
- 15.18 A high-level process diagram is provided in Appendix 1 of this Paragraph 15 and the individual phases are described below

#### **Phase One – Determine Requirement and Initiate Erroneous Transfer Procedure**

- 15.19 Where the Consumer believes that they have been erroneously transferred they may contact either the New or Old Supplier. The contacted Electricity Supplier will, after discussion with the Consumer, and if they believe it to be an ET, initiate the ET Procedure on the Consumer's behalf.
- 15.20 Prior to initiating an ET, the Electricity 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.
- 15.21 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 Market Message to the Old Supplier immediately they identify the erroneously registered MPAN.
- 15.22 Where the contacted Electricity 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.
- 15.23 Where the contacted Electricity 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.
- 15.24 The New Supplier shall take reasonable steps to stop collecting data from the Meter once a potential ET has been identified.
- 15.25 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 Consumer).

- 15.26 The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Consumer, or from the D0271 Contact Notice Facility. However it is not necessary for the Consumer 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 the EES.
- 15.27 In accordance with the ETCC, the contacted Electricity Supplier shall provide the Consumer 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).

#### **Phase Two – Response from Associated Supplier to agree course of action**

- 15.28 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.
- 15.29 Disparity between Old Supplier and New Supplier records for Meter Serial Numbers should not be a reason for rejecting an ET.
- 15.30 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 Consumer has decided to cancel the ET, or where a Dual Initiation has taken place. All rejections must be accompanied with a detailed rejection reason.
- 15.31 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 Electricity Supplier shall default to the Initiating Supplier and reject the ET initiation from the Associated Supplier (the old Electricity Supplier in this case) stating within the rejection reason that a Dual Initiation has occurred and it will take the Initiating Supplier role.
  - (b) 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.
- 15.32 Once the Initial Request has been made one of the following options shall be taken:
- (a) Both Electricity Suppliers agree that the Consumer 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 Switch event on the specified Effective from Settlement Date (go to Phase 4 of this Procedure).
  - (c) 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

- 15.33 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, Electricity Suppliers must offer an effective telephone enquiry service for representatives of other Electricity 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 Electricity 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.
- 15.34 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	Electricity Supplier Contract Manager

\* Electricity 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

- 15.35 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.
- 15.36 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 Consumer Contact Date (J1668) (ddmmyyyy)	New supplier date (J0924) (ddmmyyyy)	D0301 sent date (ddmmyyyy)	Additional Comments

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

- 15.37 Where both Electricity Suppliers agree that the Consumer is to be returned to the Old Supplier as per Phase 2 then:
- (a) Where the Associated Supplier is the Old Supplier,
    - (i) 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;
    - (ii) they shall, complete the re-registration of the Consumer 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;
    - (iii) they shall, where such an application for registration is invalid pursuant to Paragraph 5.5(c), use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.
  - (b) Where the Associated Supplier is the New Supplier,
    - (i) 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;
    - (ii) the Initiating Supplier shall complete the re-registration of the Consumer 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;
    - (iii) the Initiating Supplier shall, where such an application for registration is invalid pursuant to Paragraph 5.5(c), use reasonable endeavours to re-submit a valid Application for Registration as soon as possible thereafter.
- 15.38 Where the New Supplier agrees that an ET has taken place, the New Supplier registration of the relevant MPAN by the Old Supplier.
- 15.39 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.
- 15.40 If, within 3 Working Days of both Electricity 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.
- 15.41 The Initiating Supplier shall (unless having already done so) provide the Consumer within 20 Working Days of their initial contact, with confirmation that they will be returned to their Old Supplier via the ET Procedure.

## Escalation Summary for Re-registration

- 15.42 The table below summarises the escalation procedure that should be followed where there are delays in the re-registration of the relevant MPAN.
- 15.43 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 Electricity Suppliers that the original reason for failure to re-register has been outstanding for an unanticipated period of time.
- 15.44 In relation to the timescales in the table below, 'Day' is defined as the date on which both Electricity 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	Electricity Supplier Contract Manager*

\* Electricity 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

- 15.45 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.
- 15.46 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	New Supplier	Old supplier	Additional Comments

## Phase Four – Associated Supplier rejects Erroneous Transfer Communication Flow

- 15.47 Where the Associated Supplier believes that they have been contacted in error because they were not involved in the Switch 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 Electricity Supplier.

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

15.49 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.

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

15.51 Where the Associated Supplier has received three transfer requests for the same MPAN from the same Electricity 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'; and
- (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.

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

15.53 See Appendix 3 of this Paragraph 15 for further information on these categories and some typical business scenarios for each.

#### **Billing Arrangements**

15.54 This section refers to the circumstance where the New Supplier agrees that the Consumer has been Erroneously Transferred but the Old Supplier has either re-registered the Consumer or is



currently carrying out the Switch re-registration and, hence, the SSD for the return of the Consumer to the Old Supplier has not yet been reached.

- 15.55 Under normal circumstances, the billing of the Consumer should be treated as ET and the Old Supplier should contact the Consumer to confirm billing arrangements. In accordance with the principles outlined in the ETCC whereby the Consumer 'will only pay once for the energy consumed', these arrangements establish billing continuity for the period of the ET where re-registration has been followed.
- 15.56 If the New Supplier identifies that an ET has occurred for a Consumer 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 Consumer will remain at the discretion of the Old Supplier.

#### **Use of Market Messages Over the DTN**

- 15.57 The following Market Messages are used in the ET process:
- (a) D0301 Erroneous Transfer Communication; and
  - (b) D0055 Registration of Electricity Supplier to Specified Metering Point.
- 15.58 The rules for population and processing of these Market Messages are set out in the Data Specification and should be referred to in the first instance.
- 15.59 In November 2014, the D0301 Market Message 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.

## Appendix 1

### Phase Timings

#### The Old Supplier is the initiating Electricity Supplier

Action	Phase	Timing**
Old Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 2 WDs of initial Consumer contact.
Respond to Initial Request by Associated (New) Electricity Supplier	Phase 2 – Contact between involved parties to agree course of action for ET resolution.	Associated (New) Electricity Supplier to respond within 8WDs of Initial Request.
Consumer returns to Old Supplier	Phase 3 – If response code is Accepted (Code B), Consumer 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 Consumer, or the registration stands.	Within 10WDs of Initial Request.

#### The New Supplier is the initiating Electricity Supplier

Action	Phase	Timing**
New Supplier sends Initial Request	Phase 1 – Determine Requirement and Raise ET.	Within 8 WDs of initial Consumer 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.
Consumer returns to Old Supplier	Phase 3 – If response code is Accepted (Code E), Consumer 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 Consumer, or the registration stands.	Within 10WDs of Initial Request.

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

## Appendix 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 Electricity Supplier or its salesmen / agents.	<ul style="list-style-type: none"> <li>• Forgery of contract.</li> <li>• Consumer was deceased at the point the contract was signed/agreed.</li> </ul>
Incorrect MPAN/MPRN Selected	Where an ET is recorded in circumstances where the Consumer being transferred has been incorrectly identified.	<ul style="list-style-type: none"> <li>• A house is split into a number of flats where the MPAN/MPRN for the wrong flat is selected.</li> <li>• Consumer provided incorrect data.</li> <li>• Wrong number keyed in.</li> <li>• Industry data incomplete or out of date.</li> <li>• New estates where plots are converted to postal addresses.</li> <li>• Incorrect data provided via Price Comparison Website.</li> </ul>
Cancelled contract not actioned	Where an ET is recorded because the gaining supplier failed to act upon the cancellation of the contract by the Consumer.	<ul style="list-style-type: none"> <li>• Clerical Error.</li> <li>• If internal systems prove that the Consumer had previously contacted the supplier.</li> </ul>
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"> <li>• Contract signed/agreed by a vulnerable customer who was unaware of the consequences of signing.</li> <li>• Consumer felt coerced into signing the contract by the sales agent against their better judgement.</li> <li>• Consumer has found out that savings quoted were not accurate and they do not want to proceed.</li> <li>• Consumer was unaware that they were signing/agreeing a contract</li> </ul>

		and believed they were signing for more information.
Technical Issues	Where the ET process is used by Electricity Suppliers to correct a technical problem whilst at the same time enhancing customer service.	<ul style="list-style-type: none"> <li>• Related MPAN.</li> </ul>
Consumer 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 Consumer Service Returners should only ever be initiated by the New Supplier.</p> <p>Where a Consumer Service Returners ET is initiated by a New Supplier, the Old Supplier should endeavour to accept the request and re-register the Consumer.</p>	<ul style="list-style-type: none"> <li>• Consumer claims not to have signed but the New Supplier has evidence to suggest otherwise. E.g. has a signed Direct Debit with the Consumer's bank details.</li> <li>• Consumer has changed mind and is adamant that they will not contact a supplier of their choice because it is too inconvenient.</li> <li>• Consumer has changed mind after they spoke to a rude customer service agent.</li> <li>• Consumer deceased after signing contract.</li> <li>• Consumer 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.</li> <li>• Consumer cancels one day after registration has commenced and insists that the supply letter was not received in time.</li> <li>• Consumer 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.</li> </ul>

## Appendix 3 – ET Rejection Reason Guidance

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

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"><li>The ETCC states that the customer has to contact just one Electricity 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.</li></ul>
Do not hold a valid contract	<ul style="list-style-type: none"><li>This should not prevent the ET from being progressed where the Electricity Suppliers agree that an ET has occurred. The customer should be returned as a new customer on new contract terms if necessary. The</li></ul>

	important aspect is that 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"> <li>• 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.</li> </ul>
MSN does not match our records	<ul style="list-style-type: none"> <li>• The MSN is provided purely as a reference if meter readings are being exchanged. It should not be a validation point.</li> </ul>
MPAN shows as de-energised in EES	<ul style="list-style-type: none"> <li>• Energisation status does not prevent a Switch.</li> </ul>

## 16 Agreement of Switch Reading and the Resolution of Disputed Switch Readings

### Purpose

- 16.1 During the Switch process, it is necessary for a meter reading to be determined in order to establish:
- (a) 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
  - (b) that the closing and opening reads for the Old and New Suppliers respectively are derived from the same readings to ensure that the Consumer is not charged twice in respect of their consumption of electricity.
- 16.2 Non Half Hourly Data Collector (NHHDC) Meter Readings on Switch (MRoCoS) are provided in accordance with Paragraph 7.1 to 7.10, which requires that Electricity Suppliers procure that their NHHDCs exchange relevant information in order to meet the requirements of those Paragraphs as well as the change of Electricity Supplier process within BSCP504 (MRoCoS).
- 16.3 On 30th June 2016 BSC Modification P302 was implemented which made changes to the Switch 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 Switch 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 Paragraph 16 sets out the procedure for:
- (a) The agreement of a reading between Electricity Suppliers for billing in the event that the New NHHDC is unable to send a reading (Electricity Supplier Agreed Meter Readings Process), or where the New Supplier has been unable to obtain a remote reading from a smart meter.
  - (b) The resolution of a dispute where either the Old Supplier, the New Supplier or the Consumer subsequently disputes the notified reading (Disputed MRoCoS Process).
  - (c) 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 Consumers). The D0300 will be used to trigger this process.
- 16.7 The procedure is for use by Electricity Suppliers, who shall ensure that their NHHDC is sent any agreed MRoCoS.

## **Scope and objectives**

- 16.8** This Paragraph 16 applies to the agreement, post transfer, of Switch 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:

### **Supplier Agreed Meter Readings Process**

- 16.9** 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.

### **Disputed MRoCoS Process**

- 16.10** 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) Consumer disputes their final account from the Old Supplier;
  - (d) New Supplier disputes the MRoCoS on receipt of the first actual reading (including Consumer Own Reading (COR)) received after SSD;
  - (e) Consumer 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.

- 16.11** These processes comply with the obligations in this REC Schedule relevant to meter readings on a Switch as detailed in Paragraphs 7.1 to 7.10.

### **Electricity Supplier Agreed Meter Reading and Disputed MRoCoS process**

- 16.12** 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.
- 16.13** 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.

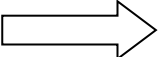
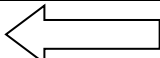
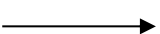
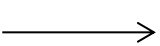
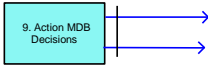
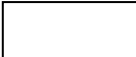
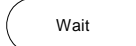


## Rules for the Population and Use of Data Items

16.14 Refer to the Data Specification for rules for the population and use of Data Items.

## Diagram Object Definitions

16.15 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.

## Principles

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

- 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);
- where the error has resulted from incorrect metering details being used, the correct metering set up should be reflected in the Switch Agreed read;
- on evidence, the registered Electricity 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.

## Conditions Precedent

16.17 Electricity Suppliers must comply with the obligations as contained in this REC Schedule (specifically Paragraphs 7.1 to 7.10), the Balancing and Settlement Code (BSCP504 and PSL120).

16.18 Electricity Suppliers shall ensure appropriate validation and checks are carried out prior to submitting a reading.

16.19 An escalation process can be found within Appendix 2 of this Paragraph 16, Electricity Suppliers should provide contacts for each of the respective responsibility levels.

16.20 Response Code 12 – Erroneous Registration in progress, dispute unnecessary, can only be used where an Erroneous Registration (ER) under Paragraph 15 is in progress. Once the process

under Paragraph 15 has been concluded (ER rejected or customer returned to correct Electricity Supplier) a new Dispute can be raised.

#### **Electricity Supplier Agreed Meter Readings Process**

- 16.21** 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 Switch 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 Electricity Suppliers initiate prior to receiving each other's flows; and
  - (e) where both Electricity Suppliers initiate the process prior to receiving the flow from the other Electricity Supplier, then the New Supplier's flow takes precedence.
- 16.22** 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.
- 16.23** 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.

#### **Disputed MRoCoS Process**

- 16.24** A dispute over the meter reading used on a Switch can only be raised when:
- (a) a Switch has occurred;
  - (b) the smart Switch process (as defined in BSCP504) is not being followed:
    - (i) the New NHHDC has generated the meter reading to be used on change of Electricity Supplier (MRoCoS); and
    - (ii) 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 Switch process (as defined in BSP504) is being followed:

- (i) a Candidate MRoCoS has been sent from the New Supplier to the Old Supplier; and
  - (ii) twelve months have not passed since the SSD for the disputed MRoCoS. Disputes raised greater than twelve months should be resolved by bilateral agreement outside settlements.
- 16.25 Where both Electricity Suppliers initiate the process prior to receiving the flow from the other Electricity Supplier, then the New Supplier's flow takes precedence.
- 16.26 A dispute commences on receipt of the D0300, based on the DTN recorded date and time of receipt of the initial flow. Electricity Suppliers have 70 Working Days to resolve the dispute regardless whether the 70 Working Days fall outside twelve months of SSD.
- 16.27 Where the smart Switch 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 Electricity 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.
- 16.28 Having made this allowance, the Old Supplier may follow the procedures outlined within this Paragraph 16, but if they do they will be disputing Candidate MRoCoS on a D0010 rather than a D0086.
- 16.29 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.

#### **Electricity Supplier Agreed Meter Reading Process**

- 16.30 During the Electricity Supplier Agreed Meter Reading Process, either Electricity 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 Electricity Supplier Agreed Meter Reading Process. The receiving Electricity Supplier should therefore reject the latest D0300 flow using "Record Rejection Reason Indicator" (J1663) code 19 (D0086 flow has already been issued).
- 16.31 Where the Electricity Supplier Agreed Meter Reading Process has been initiated as part of the smart Switch process, the Old Supplier may receive a candidate Switch reading on a D0010 flow. This will stop the Electricity 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).
- 16.32 The Initiating Supplier should not populate the "Register Reading" (J0040) or "Switch Reading Rejection Code" (J1265) fields as these are only to be used in the Disputed Reads process.

#### **Phase One – Determine Requirement**

- 16.33 Subject to Conditions Precedent in Paragraph 16.35, either Electricity Supplier shall attempt to agree a reading where no actual or estimated Switch Read 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.

16.34 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 Switch Read, generated using meter reading history as held on its billing systems; and
- (b) C – A Consumer reading obtained by the New Supplier within the Switch Read Window.

#### Phase Two – Initiation Process

16.35 The Initiating Supplier shall send the D0300 (“Initial Request”) to the Associated Supplier.

16.36 The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Consumer, or from the Contact Notice Facility.

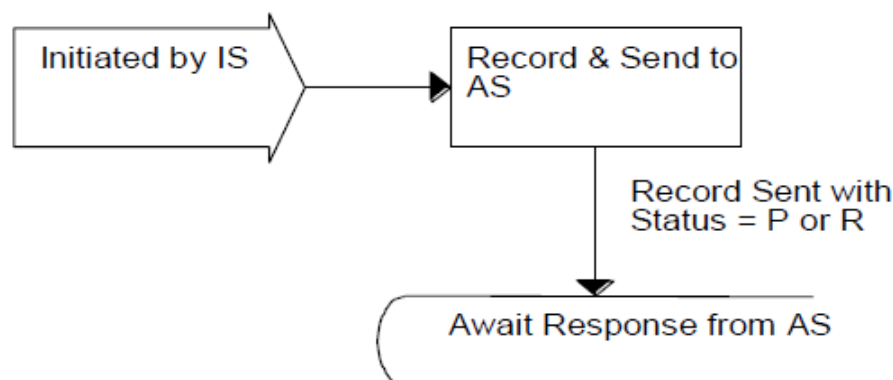
16.37 The Initiating Supplier should populate the “MPAN Core Process” with ‘M’ (Missing CoS Read Process).

16.38 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).

16.39 Where the Old Supplier has obtained midnight reads from a smart meter they should provide that reading in the “Proposed Register Reading” (J1659) field.

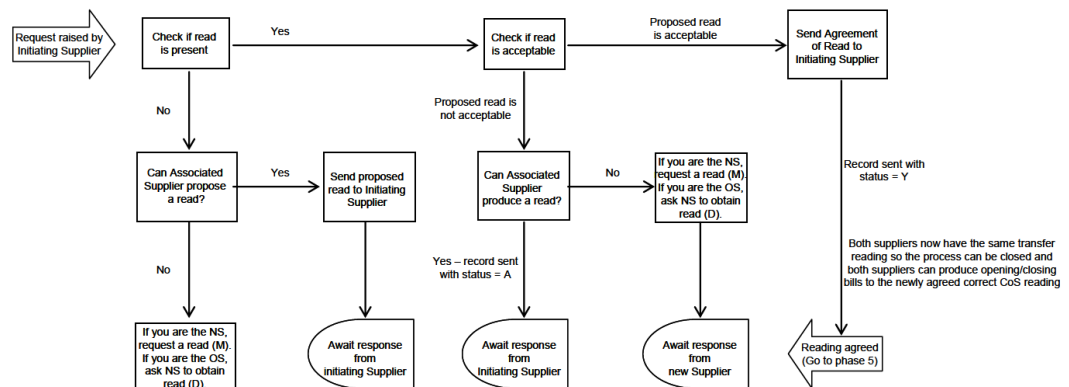
16.40 The Initiating Supplier should populate the “Initiating Flow Indicator” field with a 1. For any other iteration of the D0300, this field should be populated with a 2.



**Figure 1 – Initiation of a proposed read**

**Phase Three – Associated Supplier Responding to Initial**

- 16.41 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.
- 16.42 The Associated Supplier has four possible responses. These are:
- (a) Propose: where the Initiating Supplier has been unable to propose a reading (see Paragraph 16.5.3);
  - (b) Accept: the Associated Supplier agrees with the proposed reading (see Paragraph 16.5.5);
  - (c) Negotiate : the Associated Supplier feels they have a more suitable reading; (see Paragraph 16.5.8); 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 Paragraphs 16.60 or 16.61).
- 16.43 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 the escalation procedure.



**Figure 2 - Responding to a proposed read**

**Status of Proposed Reading P – Proposed**

- 16.44 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.
- 16.45 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 Paragraph 16.60 or 16.61).

### Status of Proposed Reading Y – Agreed

- 16.46 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 Electricity Supplier) in the “Proposed Register Reading” and “Reading Type” fields in the previous communication (see figure 3).

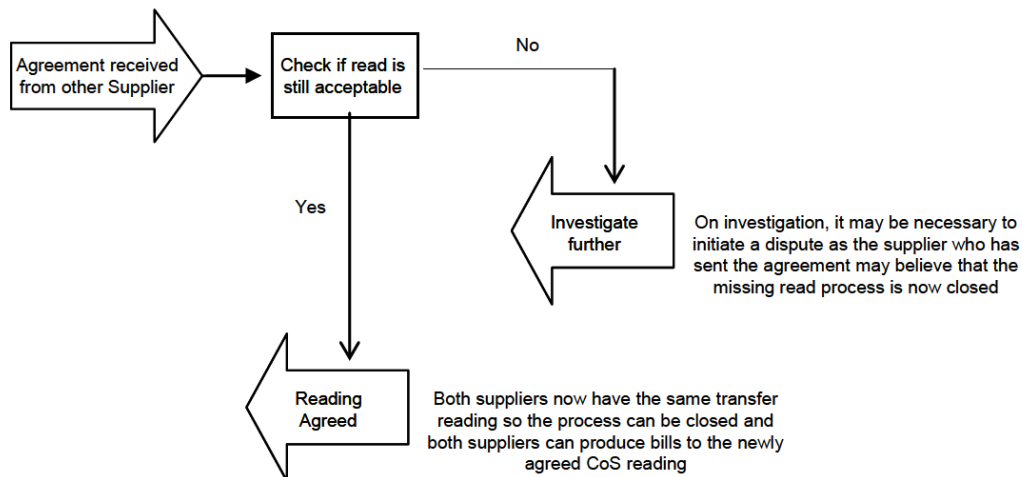


Figure 3 - Validation and closure of Agreed MRoCoS

- 16.47 **IMPORTANT:** Before closing the process the Electricity Supplier should ensure that the reading to which the other Electricity Supplier has agreed is the reading to which agreement was requested in the previous communication. Without this validation, there may be cases where Electricity Suppliers close to different readings cause problems with billing / metering, confusion to customers and damage to the reputation of the Switch 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 Electricity Suppliers.

### Status of Proposed Reading(s) A – Alternative

- 16.48 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.
- 16.49 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

- 16.50 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**

- 16.51 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.

**Phase Four – Dealing with Associated Supplier’s Response**

- 16.52 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**

- 16.53 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.
- 16.54 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 Paragraph 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 Paragraph 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.
- 16.55 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).
- 16.56 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 Electricity Supplier by telephone to progress.

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

- 16.57 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.

- 16.58 To minimise problems the Electricity Supplier should ensure the read on this flow is as expected.

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

- 16.59 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 Paragraph 16.6.8); 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.
- 16.60 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).
- 16.61 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 Electricity Supplier by telephone to progress.

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

- 16.62 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.
- 16.63 On receipt of this code the Initiating Supplier should request its NHHDC to collect a reading, or for smart meters, take a reading.
- 16.64 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**

- 16.65 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.



- 16.66 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.

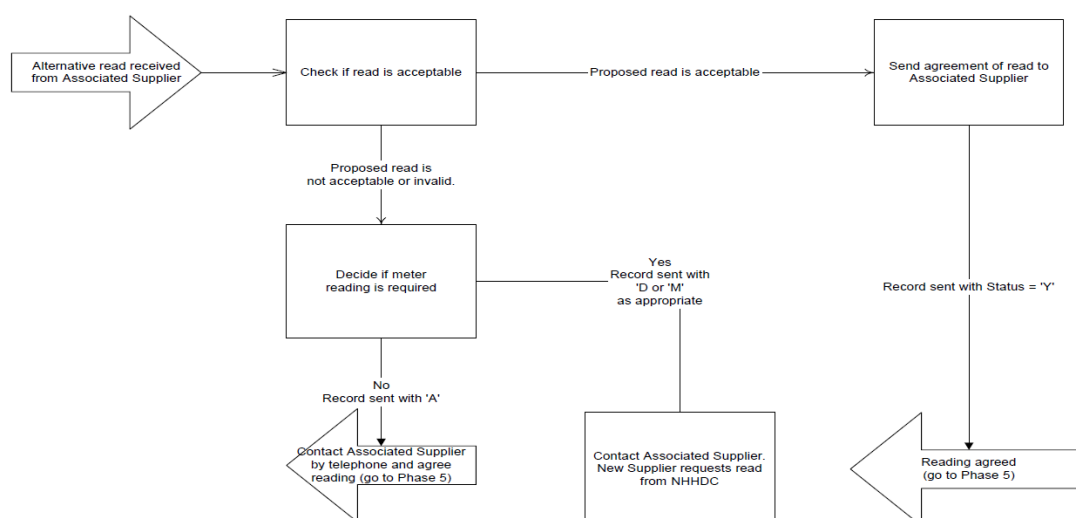


Figure 4 – Responding to an alternative read

## Phase Five – Amending the initial MRoCoS

### Electricity Supplier Process

- 16.67 The New Supplier (regardless of which Electricity 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

- 16.68 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.
- 16.69 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 Electricity Supplier Agreed Meter Reading Process) it should store the D0300 flow until such a time as it can process it.
- 16.70 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).
- 16.71 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 Consumer 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 Electricity Supplier Agreed Readings Process. The NHHDC will send the actual reading to the Electricity Supplier and then progress to Phase Six.

#### **Phase Six – Entry of Agreed Reading to Settlements**

- 16.72 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.
- 16.73 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.

#### **Phase Seven – Closure**

- 16.74 Electricity Suppliers will utilise the meter reading agreed through the process to provide a closing bill for the Consumer (in the case of the Old Supplier) and to initiate billing (in the case of the New Supplier).
- 16.75 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 Consumer’s account details on the same reading (or agreed otherwise); and
  - (b) the Consumer has received opening or final accounts; and
  - (c) both the New and Old Supplier have received a reading from the NHHDC.

#### **Disputed MRoCoS Process**

##### **Phase One – Determine Requirement**

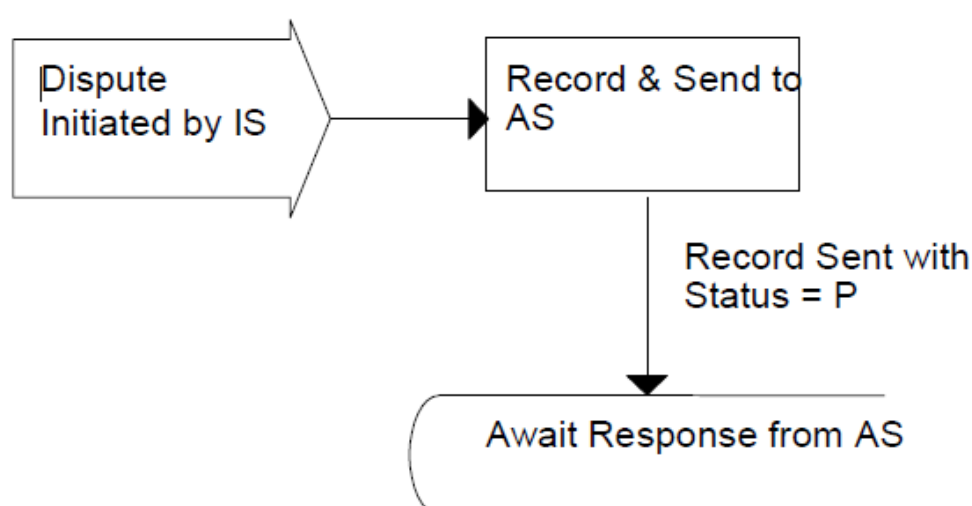
- 16.76 Subject to the Conditions Precedent to this Paragraph 16, either Electricity Supplier may raise a dispute either on its own behalf or on behalf of a Consumer.
- 16.77 An Electricity Supplier should use reasonable endeavours to raise a dispute within 5 Working Days of recognising that the MRoCoS should be disputed pursuant to Paragraph 16.11.
- 16.78 Where the Consumer is disputing the reading used on either its final or initial account the Electricity Supplier(s) should endeavour to reach an agreement with the Consumer without invoking this disputes process.

- 16.79 The Electricity Supplier contacted by the Consumer, or wishing to raise a dispute on their own behalf (the “**Initiating Supplier**”) should consider the specific circumstances relating to the dispute.
- 16.80 Where the difference between the Electricity Supplier’s view of consumption and that derived from the initial MRoCoS is 250 kWh (250 units) or less, the Electricity Supplier shall not dispute the meter reading unless the Consumer specifically requests a new reading, but should attempt to resolve the dispute with an accommodation e.g. cash allowance to the Consumer, thus retaining the initial MRoCoS used for Settlements. No further action is then required.
- 16.81 Where the Consumer is unwilling to accept an accommodation, or the difference between the Electricity 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.

#### **Phase Two – Initiation Process**

- 16.82 The Initiating Supplier shall send an Initial Request to the Associated Supplier as determined by Phase One.
- 16.83 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.
- 16.84 The identity of the Associated Supplier may be determined from the D0058/D0260 or from information provided by the Consumer, or from the Contact Notice Facility.
- 16.85 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, “Switch 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.
- 16.86 The “Status of Proposed Reading(s)” (J1660) field should be set to ‘P’ (Proposed reading submitted by Electricity 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.
- 16.87 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 Electricity Suppliers.
- 16.88 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.

- 16.89 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.
- 16.90 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).
- 16.91 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**

#### **Phase Three – Associated Supplier Responding to Initial Flow**

- 16.92 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.
- 16.93 The Associated Supplier has three possibilities. These are:
- (a) Accept: the Associated Supplier agrees with the proposed reading (see Paragraph 16.111);
  - (b) Negotiate : the Associated Supplier feels they have a more suitable reading (see Paragraph 16.113);
  - (c) Request Read: the Proposed Reading is invalid and an Actual Reading should be obtained see Paragraph 16.115 or 16.117).
- 16.94 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 procedure.

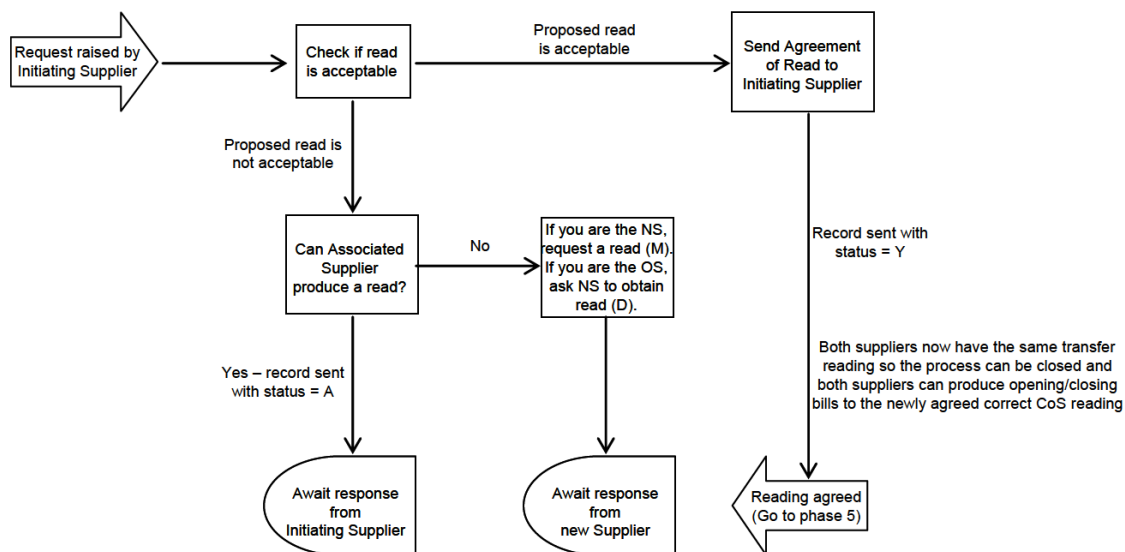


Figure 6 – Responding to a proposed read

#### Status of Proposed Reading Y – Agreed

- 16.95 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 Electricity Supplier) in the “Proposed Register Reading” (J1659) and “Reading Type” (J0171) fields in the previous communication (see Figure 7).

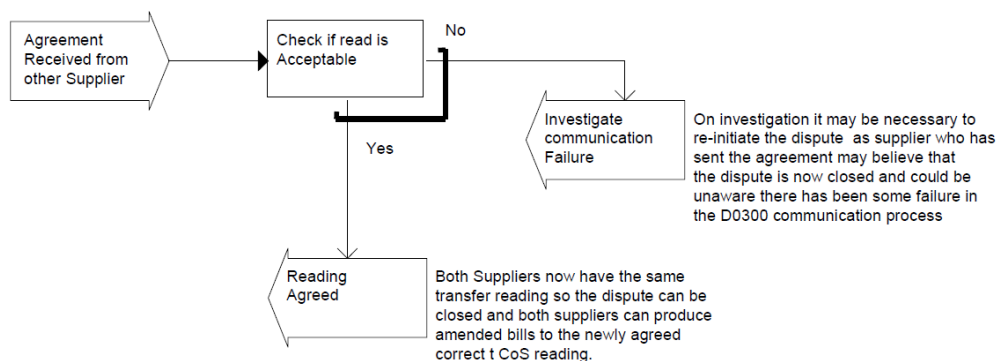


Figure 7 – Validation and closure of Agreed replacement MROCoS

- 16.96 **IMPORTANT:** Before closing the dispute the Electricity Supplier should ensure that the reading, to which the other Electricity Supplier has agreed, is the reading to which agreement was requested in the previous communication. Without this validation, there may be cases where Electricity Suppliers close to different readings causing problems with billing / metering, confusion to Consumers and damage to the reputation of the Switch 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 Electricity Suppliers.

#### **Status of Proposed Reading(s) A – Alternative**

- 16.97 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.
- 16.98 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**

- 16.99 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.
- 16.100 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a Consumer.

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

- 16.101 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.
- 16.102 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a Consumer.

#### **Phase Four – Dealing with Associated Supplier’s Response**

- 16.103 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**

- 16.104 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**

- 16.105 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 Paragraph 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.

16.106 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).

16.107 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 Electricity Supplier by telephone to progress.

16.108 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 Electricity Supplier by telephone to progress.

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

16.109 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.

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

16.111 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.

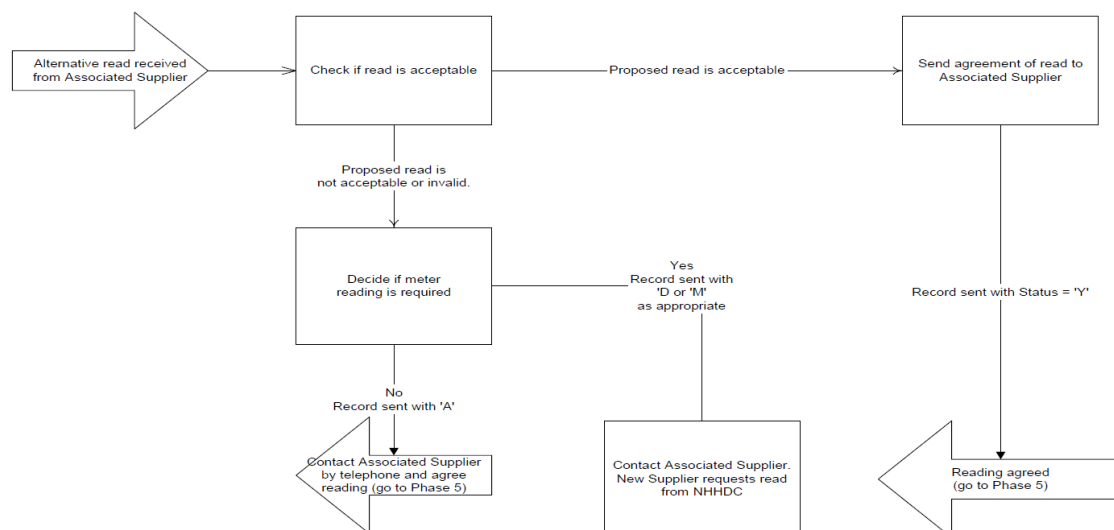
16.112 This status should not be used for any other reason, for example where the reading proposed would increase the level of indebtedness of a Consumer.

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

16.113 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.

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

16.115 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**

## Phase Five – Amending the initial MRoCoS

### Electricity Supplier Process

- 16.116 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 Electricity Suppliers should reach an accommodation e.g. cash allowance, and re-bill the Consumer 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).
- 16.117 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.
- 16.118 The agreed reading shall be sent in accordance with the following process:
- where the smart Switch process is not being followed, the New Supplier (regardless of which Electricity Supplier initiated the dispute) will send the agreed reading to the New NHHDC; or
  - where the smart Switch process is being followed, each Electricity Supplier will send the agreed reading to their NHHDC.
- 16.119 The agreed reading to the New NHHDC using the D0300 with the “Meter Register ID” (J0010), “Reading Type” (J0171) and “Proposed Register Reading” (J1659) populated and the “Status of Proposed Reading(s)” set to ‘Y’.

### NHHDC Process

- 16.120 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.



- 16.121 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 Electricity Supplier Agreed Meter Reading Process) it should store the D0300 until such a time as it can process it.
- 16.122 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).
- 16.123 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 Electricity 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 Electricity Supplier can review the reading. The Electricity Supplier can either assert that the reading the NHHDC received and processed was correct or the Electricity Supplier can attempt to agree another reading with the other Electricity Supplier and Consumer 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 Electricity Supplier Agreed Readings Process. The NHHDC will send a D0010 to the Electricity Supplier with the actual meter reading and then progress to Phase Six.

#### **Phase Six – Entry of Agreed Reading to Settlements**

- 16.124 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).
- 16.125 Where the smart Switch 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.
- 16.126 Where the smart Switch 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;

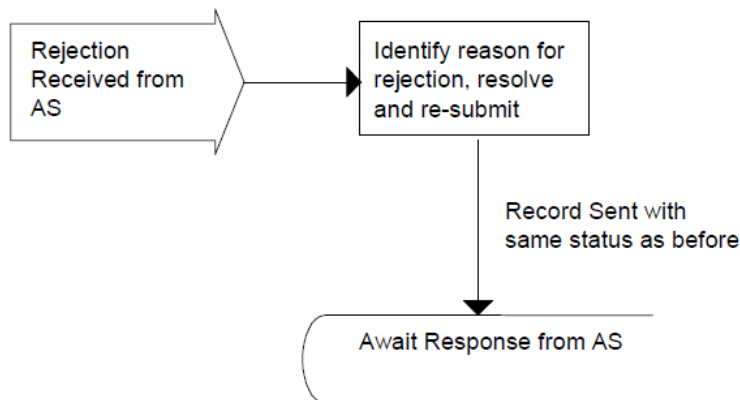
- (c) the New NHHDC shall send the D0086 (Withdrawn and Replacement) to the New Supplier and the Distributor following the receipt of the agreed MRoCoS from the New Supplier via the D0300;
- (d) the Old NHHDC shall send the D0086 (Withdrawn and Replacement) to the Old Supplier and the Distributor following 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.

#### **Phase Seven – Closure**

- 16.127** Where the Old Supplier presents the Consumer 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 Consumer querying the reading again.
- 16.128** Once the replacement MRoCoS has been agreed the two Electricity Suppliers shall consider the allocation of costs. Where a reading has been agreed between the Electricity 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 Paragraph 7.7.

#### **Record Rejection**

- 16.129** 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’.
- 16.130** 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**

- 16.131** Where the field “MPAN Core Process” (J1703) = ‘M’ (Missing CoS Read Process) in the Initial Request then the “Register Reading” and “Switch Reading Rejection Code” fields should be left unpopulated. Where these fields are erroneously populated the associated Electricity Supplier will reject the D0300 and return the flow unchanged except using “Record Rejection Reason Indicator” (J1664) = ‘14’ (Some fields are invalid or missing).
- 16.132** 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).
- 16.133** 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).
- 16.134** 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**

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

## Appendix 1

### Recommended Phase Timings

#### Electricity 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

## Appendix 2

### Escalation Process

#### Electricity 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 Electricity Supplier Agreed Meter Reading and Disputed MRoCoS disputes processes.

Electricity 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 Electricity Supplier Agreed Readings and Disputed MRoCoS Handling Contact
Final escalation	D +15WD	Electricity Supplier Contract Manager*

\* Electricity 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 Market Message

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 Electricity Supplier Agreed Readings and Disputed MRoCoS Handling Contact
Final escalation	D +15	Electricity Supplier Contract Manager

\* Electricity 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 Switch (D0300) overdue – LLLL escalation – NNNN OOOO”

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 Switch (D0300) overdue First escalation – EELC EMEB

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

## **17 Resolution of Crossed Meters**

### **Background**

- 17.1 In 2011, an MRA working group was established to investigate Crossed Meter issues in the electricity market, including the potential causes and parties' responsibilities in resolving these issues. A solution for Crossed Meters was not progressed for implementation in electricity whilst a mandatory procedure was implemented for gas under the Supply Point Administration Agreement (SPAA) in 2011.
- 17.2 Consequentially a further review of Crossed Meter issues in the electricity market was required and MRA parties agreed to implement a Working Practice (WP 145).
- 17.3 In 2018, the MRA Issues Resolutions Expert Group (IREG), under a new MRA Issue (MIF 281 Crossed Meters) were asked to review this Working Practice. IREG recommended that a new MRA Agreed Procedure should be developed, based on WP 145. Subsequently, the MRA Development Board (MDB) approved MAP 31 – The MRA Agreed Procedure for the Resolution of Crossed Meters, which set out the procedure in this Paragraph 17.

### **Purpose**

- 17.4 This Paragraph 17 sets out the requirements and processes for investigating and resolving Crossed Meters in Domestic and Non-Domestic Premises. A Crossed Meter refers to an issue where the Energy Meter recorded for a Premises is associated to another Metering Point, which can result in the Consumer being billed for the energy usage at another Premises.
- 17.5 This Paragraph 17 aims to provide a mechanism by which Electricity Suppliers and their MOps can implement a uniform approach to resolving Crossed Meters. This Paragraph 17 is not an exhaustive list of scenarios but sets a simple minimum set of criteria to follow.

### **Scope and Objectives**

- 17.6 The objectives of this Paragraph 17 are to:
- (a) document an agreed procedure for the resolution of Crossed Meters; and
  - (b) establish a communication method for the exchange of information between Electricity Suppliers, MOps, DNOs and the Meter Point Registration Service (MPRS) with respect to Crossed Meters.

### **Conditions Precedent**

- 17.7 This Paragraph 17 is only for use where a Crossed Meter is suspected or identified. A Crossed Meter only occurs where:
- (a) more than one Premises is involved; and
  - (b) different Electricity Suppliers are responsible for the different Metering Points.

### **Principles**

- 17.8 The Electricity Suppliers of the affected Metering Points are responsible for investigating and resolving Crossed Meters efficiently and completely.

- 17.9 The Electricity Suppliers of the affected Metering Points are responsible for resolving Crossed Meters as:
- (a) they have a contract with the Consumer at the Premises; and
  - (b) they are responsible for the activity of their appointed MOps.
- 17.10 Crossed Meter issues are commonly identified in the following scenarios:
- (a) a Consumer contacts their Electricity Supplier, informing them that they believe they are being charged incorrectly for their energy consumption;
  - (b) a MOp notifies the Electricity Supplier that the Meter Serial Number and/or Premises does not match the Electricity Supplier's records.
  - (c) a Data Collector may have noted that the Meter Serial Number at the Metering Point is different from its notified records;
  - (d) a Consumer may raise a billing query; or
  - (e) the associated DNO receives a Consumer enquiry to their help desk. In these cases, investigations by the MPRS may reveal a range of affected MPANs and Electricity Suppliers. MPRS shall contact the current Electricity Supplier of the MPAN(s) against the query that was first raised.
- 17.11 Crossed Meters may be caused during either the:
- (a) installation of a new Metering Point; or
  - (b) meter exchanges, including exchange of a group of meters within a building or housing development as part of an Energy Meter re-certification programme.
- 17.12 Where an Electricity Supplier suspects or is notified of a Crossed Meter, they shall take all reasonable steps to investigate the issue in a timely and efficient manner. This should include contacting the Consumer, MOp or DNO, reviewing the EES or performing a site visit to confirm data associated with the Metering Point and keeping any Associated Suppliers and MOps up to date with those investigations.
- 17.13 It is imperative that any Crossed Meters investigations are resolved in a timely manner regardless of any pending Registration from a New Supplier, change of MOp or change of tenancy events. In those circumstances, the following principles shall apply:
- 17.14 If an Electricity Supplier registers a Metering Point with a Crossed Meter, that Electricity Supplier shall use all reasonable endeavours to assist the timely resolution and rectification of the Crossed Meter;
- 17.15 If an Electricity Supplier loses a registered Metering Point with a Crossed Meter, that Electricity Supplier shall use all reasonable endeavours to assist the timely resolution and rectification of the Crossed Meter;
- 17.16 If a change of MOp occurs, the Electricity Supplier shall ensure that any records between the old and new MOp are exchanged in a timely manner;



- 17.17 If a new Consumer moves into the Premises, the Electricity Supplier shall ensure that the new Consumer is informed of, and updated as to the progress of, the Crossed Meter investigation; and
- 17.18 If a New Supplier's Registration occurs for a Metering Point with a Crossed Meter, the Old Supplier shall pass on all relevant information of the Crossed Meter to the New Supplier; such that the New Supplier can pass on that information to their appointed MOp.

## The Procedure

### Phase 1 – Electricity Supplier Initiating the Procedure

- 17.19 The Electricity Supplier responsible for the Metering Point for which the query was raised will be identified as the 'Initiating Supplier'. In addition, there may be differing levels of information available to the Initiating Supplier concerning the Crossed Meter at the outset that will influence the level of subsequent investigation that may be required to correct the situation.

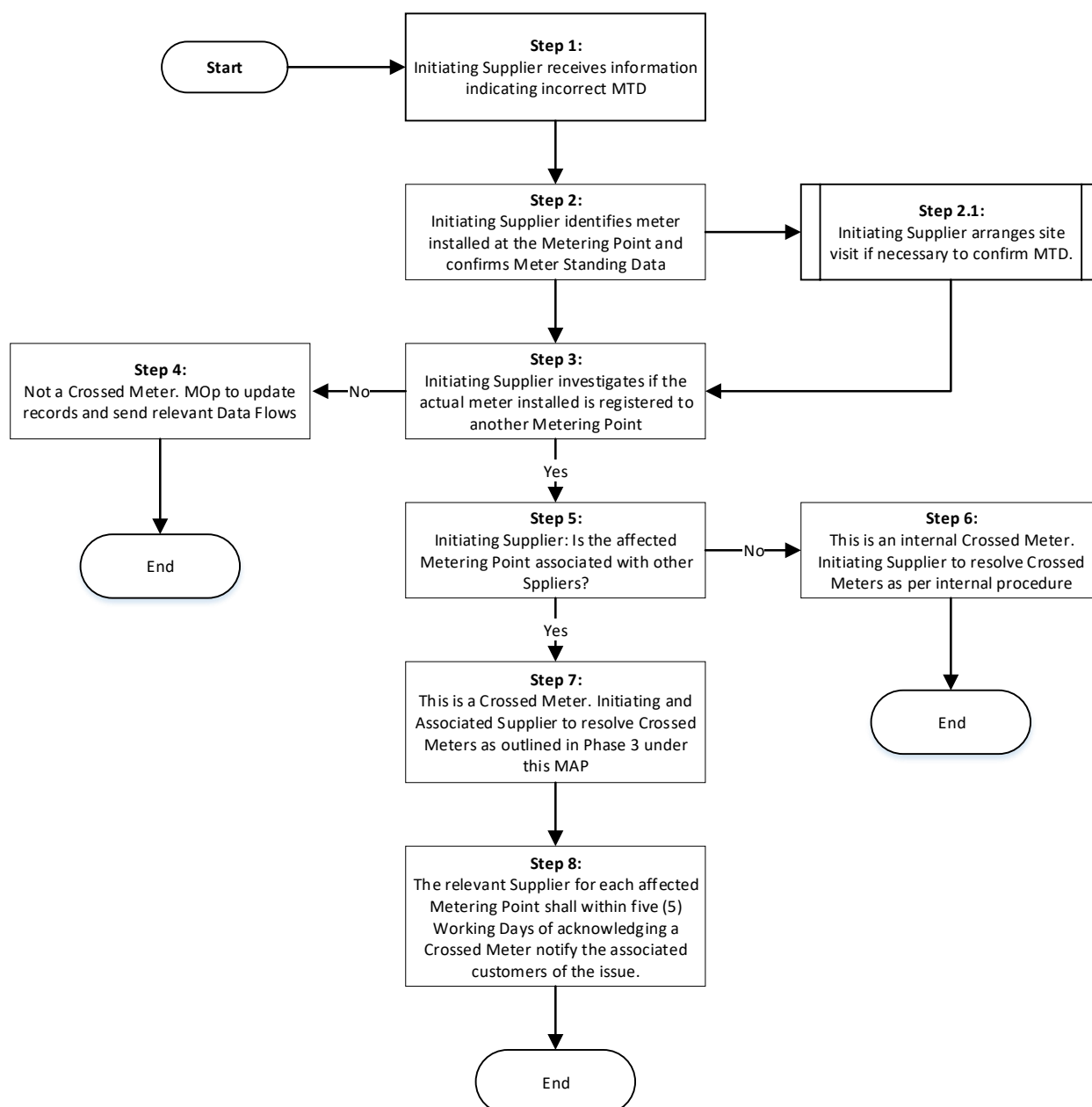
### Phase 2 – Identification of Crossed Meters

- 17.20 A decision tree detailing the steps for investigating Crossed Meter queries is outlined in Figure 1:

- |           |   |
|-----------|---|
| Step 1    | The Initiating Supplier receives information indicating that the Meter Technical Details for a Metering Point is incorrect.   |
| Step 2    | The Initiating Supplier should identify the actual Energy Meter installed at the affected Metering Point and confirm the Meter Technical Details for the Energy Meter installed (this may include performing a site visit or performing a search in the EES).   |
| Step 3 cc | The Initiating Supplier should investigate if the actual Energy Meter installed is registered to another Metering Point (the 'second Metering Point'). The Electricity Supplier shall check the EES to identify whether the installed Energy Meter is registered to another Metering Point elsewhere, if it is not, then this is not a Crossed Meter scenario , therefore go to Step 4, otherwise go to Step 5. |
| Step 4    | The Initiating Supplier should request that its MOp updates its records and update all records in line with their BSC obligations.  |
| Step 5    | If the check in the EES identifies that the Meter Serial Number is associated to another Metering Point, the Initiating Supplier should investigate the second Metering Point and all subsequent Metering Points that the Energy Meter may be registered to. If the affected Metering Points are not associated with other Electricity Suppliers, go to Step 6, otherwise go to Step 7.                         |
| Step 6    | This is an internal Crossed Meter scenario where the issue only affects one Electricity Supplier and its Consumer/s. The Electricity Supplier can resolve the Crossed Meters as per its own internal procedure to update metering details, which may include liaison with the relevant MOps. Electricity Suppliers shall update all records in line with their BSC obligations.                                 |
| Step 7    | The Initiating Supplier and Associated Suppliers and MOps can resolve the Crossed Meters by applying the steps outlined in Phase 3 - Resolving Inter-Electricity Supplier Crossed Meters for all Metering Points registered to each   |

Electricity Supplier. Electricity Suppliers and MOP's shall update all records in line with their BSC obligations.

- Step 8      The relevant Electricity Supplier for each affected Metering Point shall within five (5) Working Days of acknowledging a Crossed Meter, notify the associated Consumer of the issue, the actions that will be taken and an indicative timescale for the resolution.



**Figure 1: Decision tree for identification of Crossed Meters**

- 17.21 In order to fully investigate all Metering Points, it may be necessary to involve several different Electricity Suppliers and their MOPs.
- 17.22 When investigating Crossed Meters in Steps 2, 4, 5 and 6, the Initiating Supplier may need to contact the Consumer, perform a site visit, review the information held in the EES (although

that is not the definitive source) or internal system records to ascertain the correct details of the Energy Meter installed at the Metering Point.

- 17.23 Where the Initiating Supplier identifies another MPAN with incorrect meter details, usually at Steps 3 and 5 above, but this does not relate to a Crossed Meter, they should contact the Associated Suppliers of any MPANs identified through that investigation.

### **Phase 3 – Resolving Inter-Electricity Supplier Crossed Meters**

#### **Principles**

- 17.24 Where the Initiating Supplier identifies Crossed Meters in the process above, each Associated Supplier shall be responsible for liaising with its MOPs and for ensuring that the Meter Technical Details relating to its Metering Points are corrected.
- 17.25 Electricity Suppliers shall follow the steps below to resolve the affected Metering Points.
- 17.26 Electricity Suppliers shall co-ordinate the booking of appointment dates and times for site visits for Metering Points which have the same MOPs; or use reasonable endeavours to co-ordinate site visits where the Metering Point(s) are in close proximity.
- 17.27 All steps will be completed using the Secure Data Exchange Service.

#### **Process**

- Step 1 Electricity Suppliers shall establish the identity of the Associated Suppliers, by reviewing the affected Metering Points in SDES.
- Step 2 The Electricity Supplier shall undertake reasonable endeavours to provide the Associated Supplier(s) including any pending new Electricity Supplier(s) with an initial notification within two (2) Working Days of establishing the Associated Supplier(s) identity, to advise of the Crossed Meter scenario.
- Step 3 The Associated Supplier(s) shall acknowledge the notification of the suspected Crossed Meter for its registered Metering Points to the Initiating Supplier within two (2) Working Days.
- Step 4 The Associated Supplier(s) shall make reasonable endeavours to agree the necessary steps to resolve any issues with the Initiating Supplier. The Associated Suppliers should share and compare records, accordingly, including the Energy Meter read history if available, with the information provided on the first notification within five (5) Working Days.
- Step 5 Electricity Suppliers shall exchange the results of any site visits to clarify the correct details for each Metering Point for which they are the registered Electricity Supplier within five (5) Working Days of receiving the results of the site visit from the MOP.
- Step 6 Once any Crossed Meters are resolved, Electricity Suppliers shall ensure that their MOPs carry out any relevant updates for all industry parties and systems including MPRS in line with their BSC obligations.

## Phase 4 – Consumer Contact

- 17.28 The registered Electricity Supplier for each affected Metering Point should engage with the Consumer within five Working Days of acknowledging each Crossed Meter, to ensure that they are notified of the issue, the actions to be taken and an indicative timescale for resolution. Electricity Suppliers should also provide written confirmation to the Consumer once the issue has been resolved.
- 17.29 The Electricity Supplier for each impacted Metering Point shall ensure that the relevant central systems are updated with the same Energy Meter readings so that settlement charges and settlement runs are allocated appropriately in line with their BSC Obligations.

## Contact Information and Escalation

- 17.30 For the purposes of this Paragraph 17, all Electricity Suppliers shall provide telephone numbers and email addresses for their Crossed Meters points of contact to the Code Manager. The information will be made available to all Electricity Suppliers, MOPs and DNOs for the purpose of communicating and escalating Crossed Meter issues where necessary.
- 17.31 When changes are applied to the relevant Crossed Meters contacts, Electricity Suppliers shall ensure that the contact information is updated.
- 17.32 The table below summarises the points within this procedure where an Electricity Supplier may need to escalate the need for a response when resolving any issues with a Crossed Meter query. All timings referred to in this table are in Workings Days. The escalation procedure shall be followed by all Electricity Suppliers involved if a response is not received within the timescales detailed below.

Process	Escalation type	Scenario where escalation may be determined	Timescale
Phase 3 – Resolving Inter-Electricity Supplier Crossed Meters	Initial Escalation (Supervisor/Manager)	Where an update or response is agreed or expected in accordance with one of the steps in Phase 3, and no response is received.	5 Working Days after the expected response date.
Phase 3 – Resolving Inter-Electricity Supplier Crossed Meters	Final Escalation (Contract Manager)	An Initial Escalation has been sent due to no response being received for one of the steps in Phase 3, and the Escalation hasn't been resolved.	5 Working Days after sending the Initial Escalation.

Table 1 – Table of steps where an escalation may be required by Initiating or Associated Suppliers

## 18 Misdirected Payments Procedure

### Background

- 18.1 There is a historic problem with the allocation of PPM transactions in circumstances where Consumers use a prepayment Device issued to them by a previous Electricity 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 Electricity Supplier whose identity is encoded on the Device (a “**Misdirected Payment**”), rather than the Electricity 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 Electricity Suppliers used. Electricity Suppliers do not need to make a request for such transactions from the PPMIP, except where specifically excluded as detailed in Paragraph 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 procedure came into effect in June 2005, the industry has visibility of MPAS data through the EES. This Paragraph 18 has therefore been redrafted to reflect this service.

#### **Purpose**

- 18.5 The Prepayment REC Schedule provides that an Electricity Supplier shall be responsible for the data and communication requirements with PPMIPs. The purpose of this Paragraph 18 is to set out the framework for Electricity 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 Electricity 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 Paragraph 18.46 of this procedure.
- 18.6 For the avoidance of doubt, this obligation will survive where an Electricity Supplier’s contractual arrangement with the Consumer 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 Paragraph 18 covers the allocation of PPM transactions relevant to MPANs located within Great Britain. 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:
- (a) Erroneous Transfers<sup>17</sup>: Rectification of an Erroneous Registration for a particular Metering Point will result in a period of registration for an Electricity Supplier in an MPAS Registration System between the (erroneous) Supply Start Date and the date that the

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<sup>17</sup> Please refer to Paragraph 14 for further information on the Erroneous Transfer processes.

Erroneous Registration is resolved. It is recognised that the Consumer may have been issued with and made PPM transactions using the (erroneous) Electricity Supplier's Device during the period of Erroneous Registration. Whilst not technically a Misdirected Payment, all PPM transactions shall fall due to the Electricity Supplier that had a valid contract to supply electricity to that Consumer during this period.

- (b) Objections to a Switch event: Misdirected Payments may arise during the Objection Raising Period and associated Objection Resolution Period in circumstances where an Electricity Supplier has raised an Objection to a Switch 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 Consumer that are used at different premises to those that are recorded on the Token Card with which the Tokens were purchased.
- (d) Budget Consumers: Circumstances may arise where a budget Consumer continues to use a Token card associated with a Token Meter previously installed at their premises 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 Electricity Supplier registered as at the date of the transaction in accordance with Paragraph 18.85 of this procedure.

- 18.9 It should be noted that this Paragraph 18 does not list all exceptional situations where a Misdirected Payment is not averted due to Electricity Suppliers and/or PPMIPs acting in good faith on information available at the time of the transaction.

#### **Conditions Precedent**

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

#### **Definitions and Interpretation**

- 18.11 In this Paragraph 18 the terms "may", "shall" and "should" are to be interpreted as follows:

- (a) may, optional on the requirement to comply;
- (b) shall, mandatory on the requirement to comply; and
- (c) should, mandatory on the requirement to comply.

#### **Request for re-allocation of misdirected payments**

- 18.12 Following a Switch, it is the New Supplier's responsibility to ensure that a new prepayment key is issued to a Consumer. However, prepayment Consumers may continue to use the prepayment key issued by the Old Supplier. Under the arrangements detailed in this Paragraph 18, PPMIPs use the EES to try and identify the current Electricity Supplier from a combination of the Meter Serial Number (MSN) and the Meter Point Administration Number (MPAN). If the

EES does not hold the correct information the transactions may get routed to an incorrect Electricity Supplier or will be retained by the PPMIP and added to an unallocated report.

- 18.13** Additionally, for the newer smart meters, some Electricity Suppliers will arrange for those meters to be exchanged for the traditional Key meter on or as near to the new Electricity Supplier Start Date (SSD) as possible. In that interim period the Consumer will continue to use the existing Electricity Supplier issued device and as such payments will get routed to the Old Supplier leading to misdirected payments that will need to be claimed under this procedure.
- 18.14** The following principles should be considered when following the processes described in this procedure:
- (a) It is the New Supplier's responsibility to determine whether the Consumer they are gaining is a prepayment Consumer or not. The New Supplier's Consumer acquisition and registration processes and procedures should support this principle.
  - (b) Payments for the charging of a prepayment Key belong to the Electricity Supplier registered to the metering point at the time of the credit purchase. The PPMIP should always allocate payments using information held in its database and validated against the EES, as prescribed in this Paragraph 18. Any payments the PPMIP cannot allocate should be made unallocated.
  - (c) Payments received for the charging of Keys on or after the SSD of the New Supplier and sent to an incorrect Electricity Supplier shall not be used by the incorrect Electricity Supplier to reduce outstanding debts.
  - (d) Where an Electricity Supplier instigates the installation of a new key meter e.g. a change from credit meter to prepayment or prepayment to prepayment etc., it should ensure its appointed Meter Operator (MOp) updates the EES (via MPAS) with the correct MSN and installation date via the appropriate Industry Market Messages (D0312).
  - (e) Electricity Suppliers should make any claims for misdirected payments on a regular basis and, where possible, should notify the Electricity Suppliers receiving such claims, in advance, if they anticipate a substantial increase in the volume of claims that will be made. A substantial increase is one where the number of claims in a period is expected to increase by more than 50% compared to the last period or if the total number of claims is to increase by more than 1000 in any given month (or 250 in any given week if claims are made on a weekly basis). Where there is a substantial increase, the two Electricity Suppliers shall enter a bilateral agreement for the handling of the excess.
- 18.15** It is recommended that an Electricity Supplier endeavours to make a claim for any period of misdirected payments within two months of:
- (a) the Consumer commencing to use the correct key;
  - (b) there being a change of meter technology following which, the old key is no longer used;
  - (c) the New Supplier losing the Consumer via a subsequent Switch event;
  - (d) there being a Change of Tenancy;
  - (e) there being an Erroneous Transfer;

- (f) the EES being updated to show the correct meter on site.
- 18.16 Under normal circumstances the Electricity Supplier receiving a claim should not charge for passing misdirected payments to the Electricity Supplier making the claim (the '**initiating Electricity Supplier**').
- 18.17 Electricity Suppliers should issue claims for misdirected payments on at least a monthly basis; the exact frequency should be as agreed between the initiator and recipient of such claims. If the initiator of a claim determines that any particular claim is going to be issued later than the agreed date for such claims, it is recommended that the initiating Electricity Supplier notifies the Electricity Supplier receiving the claims of this fact.
- 18.18 It is acceptable for 'one off' Consumer specific claims to be submitted via e-mail where urgency warrants this action e.g. Consumer complaints. This should be made clear in the subject of the claim.
- 18.19 If the initiating Electricity Supplier forecasts there to be a change in the frequency of issuing claims, the initiating Electricity Supplier should provide the receiving Electricity Supplier with 20 Working Days' notice of the change.
- 18.20 Claims for the reallocation of misdirected payments should be submitted using the REC Schedules described in this procedure. However, it is recommended that claims should not be made for misdirected payments covering less than 14 calendar days' supply with the exception of Erroneous Transfers.
- 18.21 Where the New Supplier is able to demonstrate that reasonable endeavours have been applied to encourage the Consumer to use the new key or to prevent misdirected payments, after a period of 12 months (or some other period of time as mutually agreed between the Electricity Suppliers) during which payments continue to be misdirected, a claim may be submitted to the Old Supplier. Subsequent claims can be made on this same basis if the Consumer continues to use a device causing a misdirected payment. A minimum of 3 different approaches must have been taken during the last 12 months (or whatever period is agreed between the Electricity Suppliers) and at least one of those should have been a site visit, in order for it to be deemed that reasonable endeavours have taken place.
- 18.22 Possible methods that could be used by an Electricity Supplier are:
- (a) phone call to the Consumer to explain the need to use correct key
  - (b) letter sent to the Consumer to explain the need to use correct key
  - (c) replacement key sent to the Consumer
  - (d) visit to premises
  - (e) D0190 UPD Market Message sent to PPMIPs
  - (f) MOP instruction to update the EES
  - (g) Transaction Routing Flag set.
- 18.23 A Misdirected Payments Backstop Date exists. The Misdirected Payments Backstop Date is the Transaction Date prior to which no claims for Misdirected Payments should be submitted.



- 18.24 The Misdirected Payments Backstop Date shall be 30th June and will roll forward annually by one year each 30th June, ensuring the maximum claim period is always between 3 years and 4 years minus 1 day, as illustrated in Table 1.

Roll Forward Date	New Misdirected Payments Backstop Date
30th June 2023	30th June 2020
30th June 2024	30th June 2021
30th June 2025	30th June 2022

**Table A – Illustration of Misdirected Payment Backstop Date progression**

- 18.25 If an Electricity Supplier gains a Consumer with smart metering technologies, which they do not support and arranges to have the meter either exchanged for a key meter or switched to credit functionality, that Electricity Supplier should be able to make a misdirected payment claim against the previous Electricity Supplier under this procedure once the meter has been exchanged. Any commercial considerations that may need to be put in place shall be outside of this procedure and will be by bi-lateral arrangements.

#### **Procedure**

- 18.26 Detailed below are the procedures to follow when dealing with prepayment meter Consumers.
- 18.27 During a Switch, the New Supplier's Consumer acquisition and registration processes should determine if the Consumer is a prepayment Consumer. In terms of legacy prepayment meters, the meter timeswitch code or meter technical details, should indicate the type of metering - prepayment or credit - installed at a Premises. However, the meter timeswitch code cannot be relied upon since it is recognised that in some cases the details held on MPAS may be incorrect.
- 18.28 When a prepayment meter Consumer has been gained, the New Supplier should always clearly explain to the Consumer the implications of using the Key issued by the previous Electricity Supplier. The New Supplier should always check the metering data received is valid to ensure payments will be routed correctly upon gaining supply. Sufficient time in the registration process should be allowed by the New Supplier to issue a new prepayment key for use from SSD.
- 18.29 The Old Supplier should record and retain all payments received from a Consumer on or after the SSD of the New Supplier. The Old Supplier should not routinely refund any payments received after SSD to the Consumer but should instead allocate all related payments to the New Supplier once requested to do so and refer all enquiries to the New Supplier. In those instances where the Old Supplier has made a refund directly to the Consumer it shall be the New Supplier's responsibility to recover money owed from the Consumer.
- 18.30 It is the New Supplier's responsibility to manage the income received from their Consumers and as such should be able to identify when no or insufficient payments have been received from a prepayment Consumer. When the New Supplier believes that payments are missing, or are insufficient, that Electricity Supplier should contact the Consumer and/or the Old Supplier, which may have a record of payments received. It is possible that a Consumer may have a significant closing balance prior to the Switch taking effect and as such the meter will hold this credit for use with the New Supplier whilst the payment is with the Old Supplier. When contacted, the Old Supplier should respond in a timely fashion (preferably by e-mail) and within 20 Working Days at the latest to enable the New Supplier to validate monies held. If, following a request from the New Supplier, the Old Supplier confirms that no payments have been

received since the New Supplier's SSD, or no significant payment was made just prior to the Switch, the New Supplier should consider whether a claim with the previous Electricity Supplier is appropriate.

- 18.31** If it is found that incorrect metering details led to misdirected payment(s), the New Supplier should ensure that corrective Industry Market Messages (D0150 and D0312) are sent using the correct installation date where possible. Additional checks should be made if the metering data has existed elsewhere on the EES. If another MPAN is found, the New Supplier should pursue the claim with the Electricity Supplier responsible for that period. Following a request from the New Supplier, the Old Supplier confirms that no payments have been received since the New Supplier's SSD, the New Supplier should pursue the claim with the previous known Electricity Supplier responsible.
- 18.32** Where payments have been received by the Old Supplier due to the Consumer's use of the old key, the New Supplier should remind the Consumer of the need to use the correct Key, to ensure that payments are allocated correctly. Attempts should be made by the New Supplier to encourage the Consumer to use the correct key and to obtain the old key from the Consumer. See Principle 12 for a list of methods the Electricity Supplier could adopt to achieve this.
- 18.33** When an Electricity Supplier issues a claim for the reallocation of misdirected payment(s), the initiating Electricity Supplier should issue such claims in the form of the REC Schedule attached to Appendix 1 of this Paragraph 18 in an Excel compatible format. The initiating Electricity Supplier should issue REC Schedules as soon as reasonably possible. Where an Electricity Supplier has a one off Consumer claim then this can be submitted via e-mail as a speedier resolution may be necessary.
- 18.34** The Electricity Supplier receiving a claim for the reallocation of misdirected payments (the 'receiving Electricity Supplier') may reject any claims where the 'Claim Request From Date' or the 'Claim Request To Date' is not included.
- 18.35** The receiving Electricity Supplier must return the REC Schedule in the same format in which it was sent.
- 18.36** Provided that the 'Claim Request From Date' of the claim period contained in the REC Schedule is after the Supply End Date of the receiving Electricity Supplier's registration, then the receiving Electricity Supplier should process the REC Schedule. An exception to this would be where a significant payment was made just prior to the Switch resulting in a debt for the New Supplier. The initiating Electricity Supplier should ensure that the REC Schedule only includes claims for periods for which that Electricity Supplier was registered for the MPANs concerned.
- 18.37** Once the REC Schedule has been processed and the receiving Electricity Supplier determines that misdirected payments should be forwarded to the initiating Electricity Supplier, this transfer should be completed in a "one-off" transaction that includes the completed REC Schedule. The REC Schedule should be returned with the following additional information:
- (a) amount to be returned; and
  - (b) any suitable comments.
- 18.38** If there is no payment to be returned or only part payment, the Previous Electricity Supplier ID field should be completed where possible. (This information will enable the New Supplier to

contact the previous Old Supplier, as the Consumer may be still using the key of that Electricity Supplier.)

- 18.39 The Electricity Supplier receiving the money can then correctly allocate it to the appropriate Consumer accounts.
- 18.40 In exceptional circumstances if required, the New Supplier can request an individual breakdown of payments, or a receipt of payments subsequent to the return of the REC Schedule. This should be sent as a one-off (email) after the schedule has been returned.
- 18.41 The processed REC Schedule should be returned to a named contact within 20 Working Days of receipt.
- 18.42 The misdirected payment settlement should be sent out within 10 Working Days of return of the REC Schedule. If this settlement is made via BACS then specific details of the settlement should also be provided.
- 18.43 Where the number of claims in a period is significantly more than usual it may not be possible to meet the agreed timescales. In such cases the initiating and receiving Electricity Suppliers should enter a bilateral agreement for the handling of the excess. Please see Principle 5.
- 18.44 Where the Electricity Supplier who initiated the claim receives a returned schedule indicating that no payment or only a partial payment has been made by the Consumer, this may be due to the payment being held by the Electricity Supplier registered immediately prior to the Electricity Supplier to whom the claim was originally sent (the 'previous, previous Electricity Supplier'). The returned schedule should include the ID of the previous, previous Electricity Supplier where possible and in this circumstance, the initiating Electricity Supplier should issue a schedule to that Electricity Supplier.
- 18.45 The receiving Electricity Supplier should not make any charges for receiving, holding or transferring payments to the initiating Electricity Supplier, except where the receiving Electricity Supplier has already incurred re-direction charges relating to payments under this Paragraph 18 process. Where any disputes arise between an initiating Electricity Supplier and a receiving Electricity Supplier regarding the issue or return of payment claim schedules, the following table summarises the escalation procedure that should be followed:

Process	Timescale	Responsibility Level of Contacts
Issue schedule	Day of Issue	Operational Staff
Initial Follow Up	Day of Issue + 20 working days	Supervisor of Operational staff
Second Follow Up	Day of Issue + 25 working days	Senior Manager of Operational Staff
Final Follow Up	Day of Issue + 30 working days.	Electricity Supplier Contract Manager

#### Cost of transactions

- 18.46 In circumstances where a Consumer uses a previous Electricity Supplier's Device, it is possible that the PPMIP may have to distribute PPM transactions to an Electricity Supplier with whom they have no contractual relationship. Notwithstanding this, that Electricity Supplier shall pay

the appropriate published transaction charges as levied by the PPMIP as if a contract existed between them.

## 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 Electricity Suppliers to match Consumer-provided address details accurately and consistently to Metering Point Addresses held by the DNOs so that MPAN Cores can be uniquely determined in circumstances where the Electricity Supplier has not been able to acquire Supply Number information from the Consumer;
- (b) facilitate a general improvement in the accuracy of Metering Point Addresses held by DNOs; 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 Electricity Suppliers to automate Consumer-provided address matching with published Metering Point Administration Data (MPAD);
- (b) reducing the overhead on DNOs 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 This Paragraph 19 sets out the procedures to be employed when:

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

### Document scope

19.4 The scope of this Paragraph 19 comprises:

- (a) a main section setting out the mandatory requirements for completing Metering Point Address when communicating between Electricity Suppliers, DNOs and MPAS Service Providers and the triggers that initiate such communication; and
- (b) an appendix that illustrates how address lines within the Metering Point Address are to be completed in actual situations. The appendix also provides guidance as to the sequencing of data flows between the Electricity Supplier, its agents and the DNO.

19.5 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
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	together comprising the Locality element of a PAF Address
Dependant Locality	
Post Town	
Postcode	being the Postcode element of a PAF Address
PO Box	being the PO Box element of a PAF Address

- 19.6 References to a Metering Point Address within this 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

19.7 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, DNOs 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:
  - (i) 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;
  - (ii) subject to Paragraph 19.8(i), 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
  - (iii) where the Metering Point Address relates to flatted premises, and the DNO 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:
  - (i) the postal or administrative county for the address, this being a non-PAF element; or
  - (ii) other relevant and useful information that would assisting 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.

**19.8** 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:
  - (i) Sub-building names that would be included in Metering Point Address Line 2;
  - (ii) Building names and building numbers that would be included in Metering Point Address Line 3;
- (b) Thoroughfare, which may include:
  - (i) A Dependant Thoroughfare, which would be included in Metering Point Address Line 4, and;
  - (ii) A Thoroughfare, which would be included in Metering Point Address Line 5,
- (c) A Locality, which may include:
  - (i) A Double Dependant Locality, which would be included in Metering Point Address Line 6;
  - (ii) A dependant Locality, which would be included in Metering Point Address Line 7; and;
  - (iii) 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.

**19.9** Each Party shall make reasonable endeavours to provide details of each of the elements of the address as defined in Paragraph 19.8 in all communications to other Parties.

**19.10** 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 flatted premises addresses and addresses such as with Unmetered Supplies may be covered by this category (a “non PAF Address”).

**19.11** Where defined as a PAF Address, the Metering Point Address shall be populated exactly as held on PAF with the equivalent elements matching.

**19.12** 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.

**19.13** 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**

**19.14** 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.

#### **Guidance on completion of addresses**

**19.15** Appendix A to this Paragraph 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**

**19.16** This REC Schedule defines the DNO as responsible for the Metering Point address and the MPAS Registration System as a repository of that information.

#### **Updates by DNOs**

**19.17** The DNO shall initiate updates to the Metering Point Address held in the relevant MPAS Registration Systems where:

- (a) it identifies that:
  - (i) a postal address has replaced one for a plot or plots;
  - (ii) the Royal Mail has made changes to PAF that relate to one or more Meter Point addresses;

- (iii) 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;
  - (iv) 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 an Electricity Supplier in accordance with Paragraph 19.23 that leads to a need to amend one or more Metering Point Addresses.

#### **Electricity Supplier notifications of potential Metering Point Address updates**

- 19.18** Where the Registered Supplier identifies a potential need for an update to a Metering Point, it may notify the relevant DNO in accordance with Paragraph 19.23.
- 19.19** A notification to the DNO under Paragraph 19.23 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.
- 19.20** Where an Electricity 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 Electricity Supplier shall send the relevant DNO a D0381 (Metering Point Address Update) Market Message and provide details of the proposed changes.
- 19.21** Where an Electricity Supplier informs a DNO of a potential need to amend a Metering Point Address, that Electricity 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 Consumer 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. An Electricity Supplier shall not attempt to “customise” a Metering Point Address to solely accommodate its own internal business needs.

- 19.22 When informing a DNO of a potential need to amend a Metering Point Address, an Electricity Supplier shall use the Standard Address Format to provide full details of both the existing and proposed (complete) new address for the Metering Point.
- 19.23 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 DNO in any updated Metering Point Address.
- 19.24 The Electricity Supplier may provide contact details in the D0381 (Metering Point Address Update) Market Message to the DNO to allow the DNO to contact the Electricity Supplier to discuss the proposed changes.

#### DNO responses to Electricity Supplier notifications

- 19.25 A DNO shall endeavour to process notifications received in accordance with Paragraph 19.20 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) Market Message.
- 19.26 The DNO shall use reasonable endeavours to send within one working day or as soon as reasonably practicable.
- 19.27 If the DNO receives an unusually high volume of requests that impacts response timescales, the DNO's Contract Manager shall communicate this to the Electricity Supplier's Contract Manager.

#### Electricity Supplier updates to Metering Point Agents

- 19.28 Should the Electricity 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 Electricity Supplier shall inform those Metering Point Agents accordingly by use of a D0131 Market Message (Metering Point Address Details).

#### Appendix A

##### Sample formatted addresses:

Address (Consumer'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				

Address (Consumer's View)	PAF Element	PAF Examples	SAF Element	SAF Example
Flat 11 George House 21, High Street Rowley Regis West Midlands B65 0DR	SUBB	11	1	
	BNAM	George House	2	11
	BNUM	21	3	George House;2118
	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			
<b>non-PAF Address</b>				
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			
<b>non-PAF Address with partial postcode</b>				
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			
<b>PAF Address</b>				
	SUBB		1	

<sup>18</sup> 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 (Consumer's View)	PAF Element	PAF Examples	SAF Element	SAF Example
The Prince of Wales PH Windsor Lane Little Kingshill Great Missenden Buckinghamshire HP16 0DZ	BNAM	Prince of Wales	2	
	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			
<b>PAF Address with Organisation</b>				
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		
<b>PAF Address with Dependent Thoroughfare</b>				
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 DNOs and electricity 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 (Consumer'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			

### 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 an Electricity 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 Electricity 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 Electricity Supplier. Again, the address shall be provided in its entirety. Where an agent receives a D0131 from the Electricity Supplier following this process, the D0131 may be treated as the confirmation of acceptance of the change. While it is recognised that some Electricity Suppliers may wish to retain different address structures for “customer facing” and “MPAS facing” operations, it is recommended that the Electricity Supplier and its Agents maintain the Metering Point Address structure in the D0131 Market Message when communicating between each other.

## 20 Related MPANs

### Background

- 20.1 In 2018, The Faster Switching Expert Group (FSEG) was established under the MRA Executive Committee (MEC), in response to the need to progress MRA changes that facilitate faster switching and the introduction of the Central Switching Service (CSS).
- 20.2 Due to changes to the procedure for switching Related Metering Points within the new CSS, including new Market Messages and Data Items, it was agreed at FSEG that a new MRA Agreed Procedure was needed to give clarity for Parties.
- 20.3 MAP29, “Managing NHH Related Metering Points” replaced previous guidance contained in Working Practice 21, “Related MPANs”.
- 20.4 Following the introduction of MAP29, it was identified that in addition to Non-Half Hourly Metering Points, there were scenarios where Half Hourly Metering Points may be related for the purposes of switching. A workshop was held to identify these scenarios, and as a result further changes were proposed to expand this procedure to include those Half Hourly Metering Points that meet the definition of Related Metering Points.

### Purpose

- 20.5 This Paragraph 20 sets out the processes that DNOs and Electricity Suppliers shall undertake in order to ensure that Related Metering Points are managed correctly during their creation, registration event and disconnection.

### Document Scope and Objectives

- 20.6 The scope of this Paragraph 20 is limited to governance and procedures related to the management of Related Metering Points.
- 20.7 The objectives of this Paragraph 20 are to:
- (a) document procedures for the management of Related Metering Points; and
  - (b) define the processes relating to the passing of data between parties in relation to Related Metering Points.

### Context

- 20.8 The intent of this Paragraph 20 is to provide a standard process such that the life cycle of Related Metering Points is correctly managed.

### Principles

- 20.9 Nothing in this Paragraph 20 shall relieve parties of any of their obligations in respect of any industry code or agreement.
- 20.10 There are a number of key activities required in order to ensure that the creation, registration and disconnection are completed successfully. This Paragraph 20 sets out the steps involved in these key activities.



## **Creation of Related Metering Points**

**20.11** This procedure is used:

- (a) for Non-Half Hourly Metering Points – when either a new connection is created with a metering configuration that classifies it as a Related Metering Point or the metering system configuration is changed at two or more Metering Points resulting in them becoming classified as Related Metering Points; or
- (b) for Half Hourly Metering Points – when the DNO notifies the Electricity Supplier, or the Electricity Supplier becomes aware, that the Half Hourly Metering Points become classified as Related Metering Points, being where:
  - (i) There are two or more Half Hourly Metering Points supplying the same Premises; and
  - (ii) The Half Hourly Metering Points supply the same Consumer; and
  - (iii) Some or all Use of System Charges are aggregated and charged against a single Metering Point.

**20.12** Half Hourly Metering Points should not become classified as Related Metering Points unless all of the criteria in Paragraph 20.11(b) (ii) are met. For example, Half Hourly Metering Points are not Related Metering Points where:

- (a) there are two or more Half Hourly Metering Points that supply the same Consumer at the same Premises, but Distribution Use of System Charges are not aggregated and charged against a single Metering Point; or
- (b) there are two or more Half Hourly Metering Points that supply the same premises, and Distribution Use of System Charges are aggregated and charged against a single Metering Point, but the two Half Hourly Metering Points don't supply the same Consumer.

**20.13** The prerequisites for this Paragraph 20 are:

- (a) the Metering Points which are to become Related Metering Points have already been created and are registered to the same Electricity Supplier; and
- (b) the Registered Supplier has appointed a Meter Operator or nominated an Unmetered Supply Operator to the Metering Points.

### **Step 1a New connection created or Consumer requests tariff change for Non-Half Hourly Metering Points**

**20.14** Where the Consumer and Electricity Supplier agree a tariff that requires a metering system that is classified as a Related Metering Point the following steps shall be undertaken.

**20.15** Where meter work is required to create Related Metering Points, the Electricity Supplier requests the Meter Operator to install the appropriate metering equipment by sending a D0142, "Request for Installation or Change to a Metering System Functionality or the Removal of All Meters", Market Message for each Metering Point with the appropriate Standard Settlement Configuration. Alternatively, where the Related Metering Point configuration is setup for smart metering, the Electricity Supplier makes the relevant changes to the metering

configuration and advises the Meter Operator using a D0367, "Smart Meter Configuration Details".

- 20.16 On completion of the work or, in the case of smart metering upon receipt of a D0367, the Meter Operator will send a D0149 and D0150 Market Message to the Electricity Supplier and DNO for each Metering Point.
- 20.17 On receipt of the D0149 and D0150 Market Messages the Electricity Supplier shall:
- (a) assign a Related Metering Point Meter Timeswitch Code (500-799) to each of the Related Metering Points and update MPAS using the D0205 Market Message; and
  - (b) create a Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'C' (Create new relationship) and a MPAN Action of 'A' (Add MPAN to relationship) for each Secondary Metering Point in the relationship.
- 20.18 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

**Step 1b – UMSO advises Electricity Supplier of Non-Half Hourly Metering Points becoming Related Metering Points**

- 20.19 Where the UMSO notifies the Electricity Supplier that a number of Metering Points are now classified as Related Metering Points the Electricity Supplier shall:
- (a) Assign a Related Metering Point Meter Timeswitch Code (500-799) to each of the Related Metering Points and update MPAS using the D0205 Market Message.
  - (b) Create a Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'C' (Create new relationship) and a MPAN Action of 'A' (Add MPAN to relationship) for each Secondary Metering Point in the relationship.
- 20.20 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

**Step 1c – DNO advises Electricity Supplier of Half Hourly Metering Points becoming Related Metering Points**

- 20.21 Where the DNO determines that some or all Distribution Use of System Charges for a Premise with two or more Half Hourly Metering Points that share the same Electricity Supplier will be aggregated and charged against a single Half Hourly Metering Point, they shall inform the Electricity Supplier that those Metering Points are now Related Metering Points.
- 20.22 Where the DNO has notified the Electricity Supplier, the Electricity Supplier shall:
- (a) Where relevant, assign a Related Metering Point Meter Timeswitch Code (500-799) to each of the Related Metering Points and update MPAS using the D0205 Market Message.
  - (b) Create a Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'C' (Create new relationship)

and a MPAN Action of 'A' (Add MPAN to relationship) for each Secondary Metering Point in the relationship.

- 20.23 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

#### **Ending of Related Metering Points**

- 20.24 The procedure in this Paragraph 20 is used:

- (a) for Non-Half Hourly Metering Points – when the metering system configuration is changed at two or more Metering Points resulting in them no longer being classified as Related Metering Points; or
- (b) for Half Hourly Metering Points – when the DNO notifies the Electricity Supplier that some or all of the Half Hourly Metering Points are no longer Related Metering Points; or the Consumer requests that the Electricity Supplier removes the relationship so the Half Hourly Metering Points can have different Electricity Suppliers.

- 20.25 Note that ending Related Metering Points is a prerequisite for disconnecting any of the Metering Points in the relationship under the Distribution Connection Use of System Code.

#### **Step 1a - Consumer requests tariff change for Non-Half Hourly Metering Points**

- 20.26 Where the Consumer and Electricity Supplier agree a tariff that no longer requires a metering system that is classified as a Related Metering Point the following steps shall be undertaken.

- 20.27 Where meter work is required to end the Related Metering Points, the Electricity Supplier shall request the Meter Operator to install the appropriate metering equipment by sending a D0142 Market Message for each Metering Point with the appropriate Standard Settlement Configuration. Alternatively, where Related Metering Point configuration is setup for smart metering, the Electricity Supplier makes the relevant changes to the metering configuration and advises the Meter Operator using a D0367, "Smart Meter Configuration Details".

- 20.28 On completion of the work the Meter Operator will send a D0149 and D0150 Market Message to the Electricity Supplier and DNO for each Metering Point.

- 20.29 On receipt of the D0149 and D0150 Market Messages the Electricity Supplier shall:

- (a) assign a non-Related Metering Point Meter Timeswitch Code (000-399, 800-999) to each of the previously Related Metering Points and update MPAS using the D0205 Market Message;
- (b) delete the Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'D' (Delete existing relationship) and a MPAN Action of 'D' (Delete MPAN from relationship) for each Secondary Metering Point in the relationship.

- 20.30 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

#### **Step 1b – UMSO advises Electricity Supplier of end to Related Metering Points for Non-Half Hourly Metering Points**

- 20.31 Where the UMSO notifies the Electricity Supplier that a number of Metering Points that were previously classified as Related Metering Points are now no longer classified as Related Metering Points the Electricity shall:
- (a) Assign a non-Related Metering Point Meter Timeswitch Code (000-399, 800-999) to each of the previously Related Metering Points and update MPAS using the D0205 Market Message.
  - (b) Delete the Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'D' (Delete existing relationship) and a MPAN Action of 'D' (Delete MPAN from relationship) for each Secondary Metering Point in the relationship.
- 20.32 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

#### **Step 1c – DNO notifies the Electricity Supplier that some or all of the Half Hourly Metering Points are no longer Related Metering Points; or the Consumer requests that the Electricity Supplier removes the relationship so the Half Hourly Metering Points can have different Electricity Suppliers**

- 20.33 Where the DNO becomes aware of a change, such as a Change of Occupier requiring an update to the Connection Agreement, that means one or more Half Hourly Metering Points are no longer Related Metering Points, they shall inform the Electricity Supplier that those Metering Points are no longer Related Metering Points.
- 20.34 Where the DNO notifies the Electricity Supplier that a number of Metering Points that were previously classified as Related Metering Points are now no longer classified as Related Metering Points, or the Consumer requests that the Electricity Supplier removes the relationship so the Half Hourly Metering Points can have different Electricity Suppliers, the Electricity Supplier shall:
- (a) Where relevant, assign a non-Related Metering Point Meter Timeswitch Code (000-399, 800-999) to each of the previously Related Metering Points and update MPAS using the D0205 Market Message.
  - (b) Delete the Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'D' (Delete existing relationship) and a MPAN Action of 'D' (Delete MPAN from relationship) for each Secondary Metering Point in the relationship.
- 20.35 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

#### **Amendment to Related Metering Points**

- 20.36 This procedure is used when changes to metering system configuration for a Non-Half Hourly Metering Point, or where changes are made to a Half Hourly Metering Point that have resulted in Secondary Metering Points being removed from or added to an existing relationship, without

the relationship being ended. In the event that the Electricity Supplier needs to change which Metering Point is the Primary Metering Point, the Electricity Supplier must first end the existing relationship (Paragraphs 20.24-20.35) and then create a new relationship (Paragraphs 20.11-20.24).

- 20.37 The Electricity Supplier shall update the Meter Timeswitch Code of the impacted Metering Points:
- (a) assign a non-Related Metering Point Meter Timeswitch Code (000-399, 800-999) to each Metering Point that was previously related but no longer is;
  - (b) assign a Related Metering Point Meter Timeswitch Code (500-799) to each Metering Point that was previously not related but now is; and
  - (c) update MPAS using the D0205 Market Message.
- 20.38 The Electricity Supplier shall amend the Related Metering Point relationship by sending the D0386 Market Message, for the Primary MPAN, to MPAS with a Relationship Action of 'A' (Amend existing relationship) and an MPAN Action of 'D' (Delete MPAN from relationship) for each Secondary Metering Point that is no longer in the existing relationship, an MPAN Action of 'A' (Add MPAN to relationship) for each Secondary Metering Point that is being added to the existing relationship and an MPAN Action of 'C' (MPAN continues in relationship) for each Secondary Metering Point that is remaining in the existing relationship.
- 20.39 For the avoidance of doubt, the sequencing of sending the D0205 and D0386 is for the Electricity Supplier to determine, i.e. they can be sent concurrently or sequentially.

## **21 Requesting Additional Import / Export MPANs**

### **Background**

- 21.1 The need for a solution to resolve issues that were being experienced in relation to the process of requesting new/additional MPANs by Electricity Suppliers, by the sending of a D0168 (Request for Additional/New MPAN Core(s)), and the DNO responses via the D0169 (Allocation of New/Additional MPAN Core(s)) Market Messages was identified in late 2017 and a solution using the SDES was identified and developed.
- 21.2 The solution is to allow Electricity Suppliers to request an additional MPAN, which is not a new connection, from the DNO directly via a new function in the SDES. On receipt of this request the DNO can determine whether the request is valid and either accept, reject or request more information from the Electricity Supplier. This fixes the issues identified by IREG in allowing for a two-way communication between Electricity Supplier and Distributor, whereas the existing process currently does not allow for a rejection or information request to be communicated to the Electricity Supplier in a D0169 Market Message.

### **Scope**

- 21.3 The scope of the process in this Paragraph 21 is to allow the following actions to take place:
- (a) Electricity Suppliers to request additional MPANs from DNOs;
  - (b) DNOs to respond to Electricity Supplier requests to accept, reject or request additional information; and

- (c) full tracking / reporting via specific download screens.

#### **Out of Scope**

- 21.4 It should be noted this process is not a replacement for the new connections process.

#### **Procedure**

- 21.5 Electricity Suppliers can request an additional MPAN for a number of reasons and each reason has specific individual steps to follow.

#### **Request for new Import MPANs.**

- 21.6 Related MPANs:

- (a) This is only to be used for secondary tariffs that are linked to the primary MPAN via a related MTC (e.g. electric central heating tariff).
- (b) The Electricity Supplier shall provide the current Import MPAN using EES search facilities. This allows the Metering Point Address to be auto-populated.
- (c) The Electricity Supplier shall provide any relevant information to assist DNO in determining if the MPAN related or not, the LLFC and timescales for completion.

#### **Non-related import MPAN**

- 21.7 Property being split-up:

- (a) The Electricity Supplier shall provide current property MPAN using EES search facilities. This allows the metering point address to be auto-populated.
- (b) Any relevant information
- (c) Premise on supply without a MPAN:
- (d) Identify the DNO or IDNO
- (e) Provide full address details
- (f) Any relevant information

- 21.8 Select relevant details dependent on property and type of MPAN required:

- (a) Measurement Class
- (b) Profile Class
- (c) Type of premise
- (d) Is power already at the site
- (e) Is there an open complaint associated with this?
- (f) Expected REGI date

- (g) Contact details – mandatory details are phone and email address. This can be auto-populated via SDES user profile but agents can change the details for this process where appropriate.

#### **Request for new Export MPAN**

**21.9** When sending a request for a new Export MPAN, the Export Electricity Supplier shall ensure the following information is provided, as a minimum, to ensure the DNO has sufficient information to comply with the request:

- (a) The associated import MPAN using EES search facility
- (b) Provide Metering Point Address – This should be auto populated from import MPAN
- (c) Either;
- (d) Where the Export Meter has already been installed, the meter serial number and installation date of the meter; or
- (e) Where the Export Meter has yet to be installed, an estimated connection date for the meter.

**21.10** The type of microgeneration equipment installed at the Premises (e.g. solar PV, micro CHP, etc.)

**21.11** Select relevant details dependent on property and type of MPAN required

- (a) Measurement Class
- (b) Profile Class
- (c) Type of premise
- (d) Is power already at the site
- (e) Is there an open complaint associated with this?
- (f) Expected REGI date
- (g) Contact details – mandatory are phone AND email address. Can be auto-populated via SDES user profile but agents can change the details for this process where appropriate.
- (h) Relevant information

#### **Bulk Request for Export MPANs**

**21.12** Any request for a bulk request in relation to a request for Export MPANs will be subject to a bi-lateral request between the Electricity Supplier and the relevant DNO. Any request of 50 or more Export MPANs per Electricity Supplier per day will be deemed to a bulk request and as such will be subject to a bi-lateral agreement.

#### **DNO response to request for additional MPANs**

**21.13** The DNO will respond to a request with one of the following reasons within 10 working days:

- (a) New MPAN generated

- (b) MPAN already exists
  - (c) Rejected – e.g. incorrect DNO
  - (d) Additional information required from Electricity Supplier – The DNO will clearly specify what information is required that is currently preventing creation of a new MPAN.
- 21.14 Where the DNO responds that a new MPAN has been generated, it shall ensure that a Skeleton Record for the New Metering Point is entered onto its MPAS Registration System, as set out in Paragraph 5.65.
- 21.15 The DNO shall not unreasonably reject a request for an MPAN, where the Electricity Supplier has complied with the requirements set out in this Paragraph 21.
- 21.16 If this timescale cannot be met the DNO Contract Manager will discuss with the Electricity Supplier Contract Manager. Timescales are monitored via SDES reporting and are visible to both parties.

#### **Contact Details**

- 21.17 In respect of Paragraphs [2 and 3] above, contact details and appropriate e-mail address, name and phone number shall be provided by both the Electricity Supplier making the request and the Distributor responding to such a request.

#### **Electricity Supplier obligations once an MPAN is created**

- 21.18 Electricity Suppliers should note that reporting is based on MPANs live in the EES not MPRS so there may be a slight delay due to the EES upload process. As such the Electricity Supplier obligations will only begin once the newly created MPAN has a status of MPAN live in the EES.
- 21.19 Electricity Suppliers must register the new MPAN as per timescales set out in BSCP501. However, it should be noted that if these timescales are not met then the DNO has the right to disconnect the MPAN and as such Electricity Suppliers will have to raise another request for a new MPAN should this occur.
- 21.20 The SDES reporting function will include the status of any new MPANs so both Electricity Suppliers and DNOs can clearly see the status of any MPANs that have not been registered within appropriate timescales.

## **22 Definitions**

*[Definitions from the MRA to be inserted.]*