

Market Process for Change of Supplier – NQH Metered

1. Introduction

1.1 Scope

This Procedure describes the process for the Change of Supplier for a meter point with metered supply to be settled on an NQH basis.

1.2 History of Changes

This Procedure includes the following changes

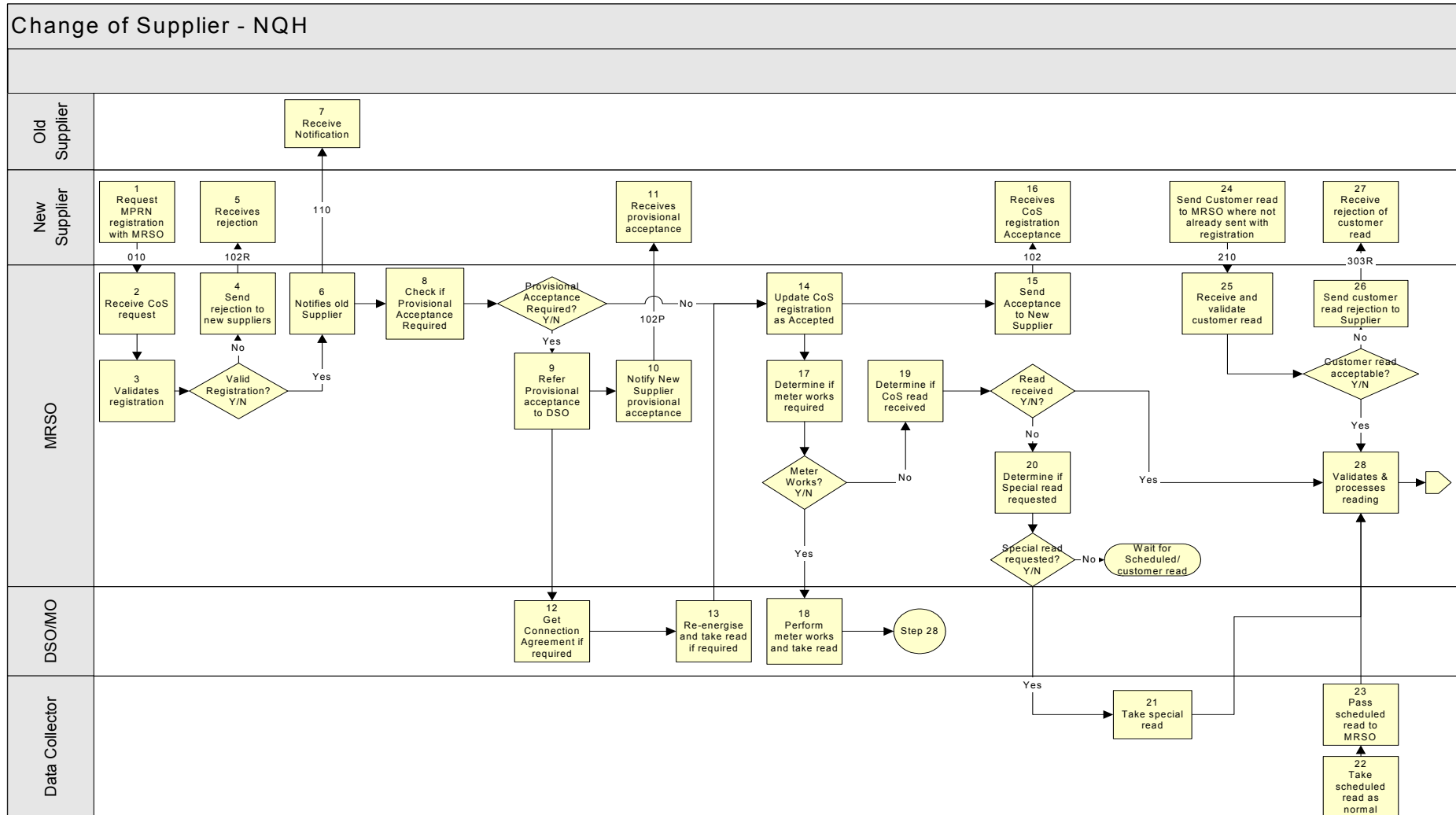
Source of Change	Description of Change
235	Changes to provisional acceptance criteria for change of legal entity
B14	Restriction on MCC Changes
B21	CoS validation checks prior to sending 110 old supplier notification
B31	Implicit energisation during registration process
B39	Customer read may be provided as part of, or following, registration
B66	Read Date Management
B67	Changes to validation rules and use of readings
B93	Identification of change of supplier and withdrawn meter readings
B97	Rejection of Customer Reads
	Removal of 103 flow to New Supplier to inform of delay in processing due to need for additional information
	<i>Further Changes since version 3.1</i>
B99	Energisation and meter works, where requested, will not be performed by DSO till the objection period has expired
B99	Updated to include Time-out rules
B110	Updated to include token meters
MIG 3/9/03	Standardised on use of QH/NQH terminology
Design	Modified text to show that message 252 is used to request a binding estimate rather than message 208
B138	Updated MPD to include processing of CoS requests mid way through meter works.
	<i>Updates arising from Supplier clarifications</i>
Proposed Modification 3	Clarify diagram to show the route by which a request for a binding estimate is processed

B168 / Proposed Modifications 1 & 2	Changes to handling of Customer Own Reads
B 193 – MIG 19/11/03	Updated text in section 3.1 to handle CoS at sites where QH metering is required
B204/Written Supplier Clarification (MPD 14) 10	Updated to clarify that a customer read received whilst a Scheduled Meter Read Order is open will be used for DUoS Billing (Section 3.2)
B192- MIG 28/11/03	Process updated to remove delay on meter works for expiry of objection period.
	No changes applied since version 4.0 DRAFT

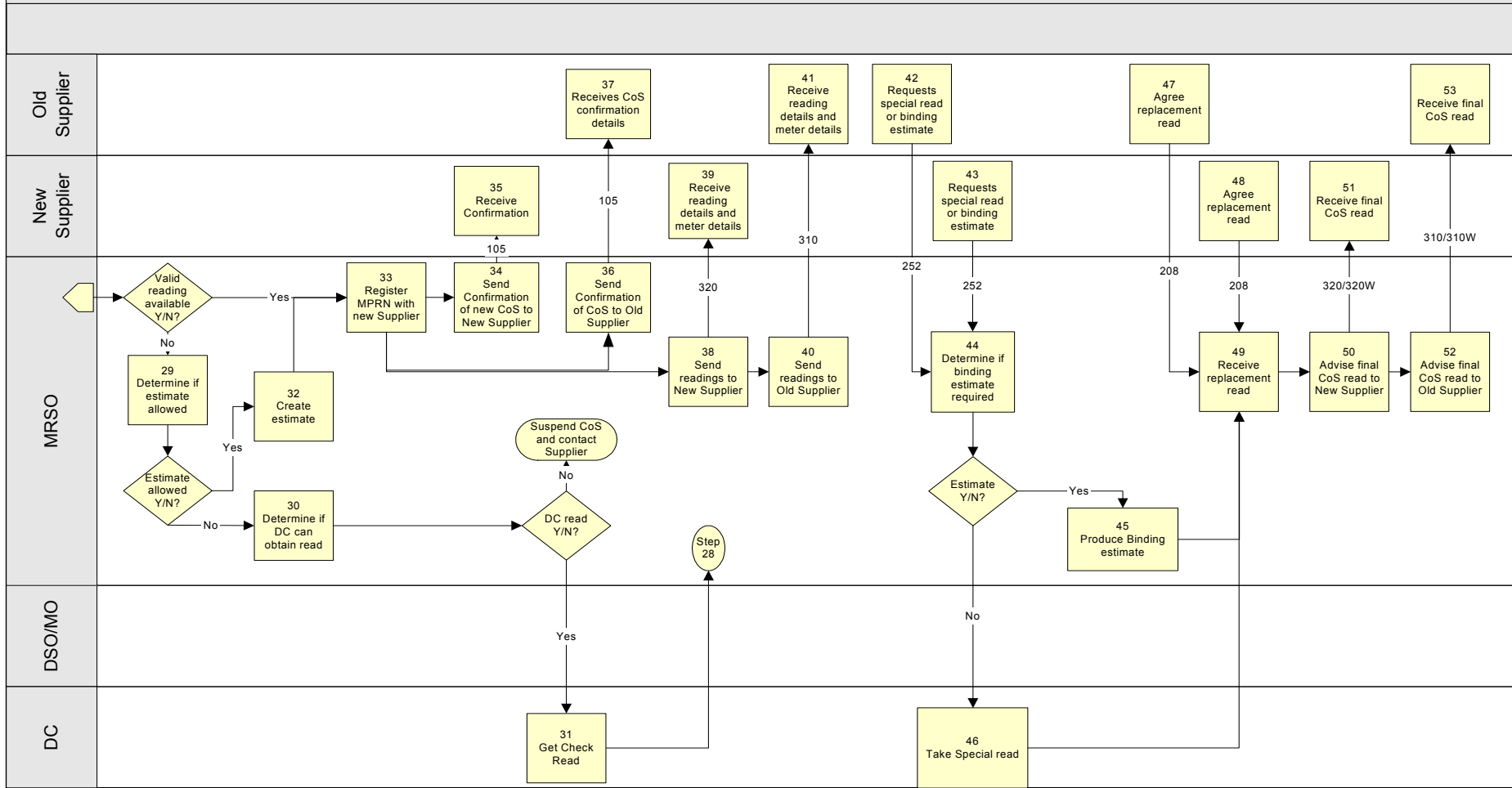
1.3 Outstanding Issues

1.3.1 Rules for determining if a CoS reading dispute is upheld

2. Process Map



Change of Supplier - NQH



2.1 Process Description

Step	Role	Action	Interface
Step 1	New Supplier	The new Supplier provides a registration application, completed in accordance with the applicable rules, to MRSO. The new Supplier may provide a customer reading to MRSO dated at and as part of the registration request. The supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	010 to MRSO
Step 3, 8	MRSO	MRSO will validate the registration in accordance with the applicable validation rules (see section 3.1)	
Step 4	MRSO	<u>Rejection</u> If registration is rejected the requesting Supplier is informed of the rejection with the reasons.	102R to New Supplier
Step 6	MRSO	<u>Notification to Old Supplier</u> If the registration is not automatically rejected then MRSO will notify the old Supplier that a registration has been received	110 to Old Supplier
Step 9, 10	MRSO	<u>Provisional Acceptance</u> If the registration is provisionally accepted the New Supplier will be informed of the provisional acceptance, with reasons. If the registration is provisionally accepted then MRSO will make available the registration details to DSO	102P to New Supplier
Step 12	DSO	Where DSO is informed that a registration has been provisionally accepted pending confirmation of Connection Agreement, DSO shall confirm the receipt of the Connection Agreement to MRSO.	

Step	Role	Action	Interface
Step 13, 18	DSO	<p>DSO will provide changeover readings to MRSO as follows:</p> <ul style="list-style-type: none"> • A re-energisation reading if the meter point was de-energised • A meter installation reading if no meters were previously installed • Meter works reading associated with permitted MCC Changes in accordance with instructions from the Supplier • Meter works reading associated with removal of token meter 	
Step 14, 15	MRSO	<p>Acceptance If the registration is accepted the New Supplier will be informed of the acceptance. Acceptance may be dependent on the resolution of causes of provisional acceptance.</p>	102 to New Supplier
Step 21, 22, 23	Data Collector	<p>The Data Collector will collect Special or Scheduled reads in accordance with instructions from the Supplier and make these available to MRSO.</p> <p>A no read notification is provided in the event of a failure to collect a scheduled read.</p>	
Step 24	New Supplier	The new Supplier may also provide a customer reading to MRSO, at any time subsequent to the registration request.	210 to MRSO
Step 25, 26	MRSO	<p>MRSO will reject the readings where customer reads fail the following validation:</p> <ul style="list-style-type: none"> • Readings cannot be matched to meters at the Meter Point • Meter Point is a Maximum Demand site • A complete set of readings is not provided 	303R to New Supplier
Step 28, 29, 30, 31, 32	MRSO	MRSO will select and validate, in accordance with the instructions provided by the New Supplier, meter change, special, scheduled, re-energisation or customer read for use as the Change of Supplier reading. This selection shall not be made before the required date (or scheduled date if a scheduled read was requested).	

Step	Role	Action	Interface
		Section 3.2 describes the read selection rules.	
Step 31	Data Collector	Where a scheduled read could not be obtained and an estimate is not allowable the Data Collector will arrange for the provision of the non-chargeable special read to MRSO. The Data Collector may at their option (but not for MD sites) provide a customer read.	
Step 33	MRSO	<p>MRSO will complete the Change of Supplier, within the permitted period,¹ when the following are complete:</p> <ul style="list-style-type: none"> • Five days have elapsed after the notification to the old Supplier • Any reasons for provisional acceptance have been resolved • Any outstanding objection expires or is withdrawn. • A full set of valid Change of Supplier readings is available <p>The Change of Supply is completed using the effective reading date² to determine the Change of Supplier date. The Change of Supplier will be effected at 00h00 on the Change of Supplier date³, meaning that consumption on that date will be provided to and settled by the new Supplier.</p>	
Step 34, 38	MRSO	MRSO will confirm the completion of the Change of Supplier and the Change of Supplier readings to the New Supplier.	105 and 320 to New Supplier
Step 36, 40	MRSO	MRSO will confirm the completion of the Change of Supplier and the Change of Supplier readings to the Old Supplier.	105 and 310 to Old Supplier
Step 42, 43	New / Old Supplier	Either supplier has the option to dispute a Change of Supplier reading by requesting a special reading. This will be chargeable to the requesting Supplier if the original read proves to be valid ⁴ .	252 to Data Collector

¹ The permitted period for a Change of Supplier is:

- Where a scheduled read was requested, twenty days after the date of the next scheduled reading date.
- Where meter works or energisation has been requested and remains outstanding, an unlimited period is allowed for completion.
- Forty days after the registration acceptance in all other cases

Where a Change of Supplier has not been completed five days prior to the permitted period then a warning report will be sent to the New Supplier.

² The effective reading date is the date that DSO collects the reading or, for a customer read provided by the supplier, the date specified by the supplier.

³ The changeover date is, for a customer, special or scheduled read, the day following the read and for a meter exchange, the day of the meter exchange.

Step	Role	Action	Interface
		Alternatively, either Supplier may request a binding estimate as at the Change of Supplier date.	
Step 45	MRSO	Where requested, MRSO will produce a binding estimate for use as the replacement reading	
Step 46	Data Collector	Where requested, the Data Collector will arrange for the provision of the special read to MRSO	
Step 47, 48	New / Old Supplier	Either supplier has the option to dispute a Change of Supplier reading by providing a replacement reading	208 to MRSO
Step 49, 50, 51	MRSO	<p>MRSO will replace the change of supplier read, in accordance with Supplier instructions, with:</p> <ul style="list-style-type: none"> • An estimate as at the Change of Supplier date calculated from the special read • An estimate as at the Change of Supplier date, provided this is agreed by both Suppliers • A replacement read provided by an Old or New Supplier provided this is agreed by both Suppliers <p>A dispute concerning a Change of Supplier meter reading does not affect the Change of Supplier date. The original readings are withdrawn and replacement readings will be provided to the Old and New Suppliers.</p>	<p>320W and 320 to New Supplier</p> <p>310W and 310 to Old Supplier</p>

⁴ The rules for deciding whether the original read is valid are yet to be determined.

3. Supplementary Information

3.1 Registration Validation Rules for a Change of Supplier (NQH Settled)

Failure of the following validations will cause the registration to be rejected.

- The Supplier must have provided all mandatory information
- The MPRN must have been assigned and not terminated
- The Supplier Id is a valid one and the Supplier has a UoS agreement
- The Supplier must be entitled to register a Meter Point under the legislation and in accordance with the Trading and Settlement Code
- The Supplier must warrant that a supply agreement exists with the customer at the Meter Point being registered
- The Supplier must provide a sub-aggregation code that is valid for the Supplier and for the class of metering
- A separate Change of Supplier may not be in progress for this meter point
- A Change of Supplier was completed with an effective date less than 20 days before the required date for the requested Change of Supply. This rule does not apply if the Change of Supplier includes a change of tenancy or legal entity
- Any meter configuration change request must be from the list of permitted meter configuration code changes
 - In cases where the change requires a wiring certificate, connection agreement or quotation then the Meter Configuration change is not permitted.
 - If a Meter Configuration change is not permitted then the Change of Supplier must be completed before the meter configuration change can be considered. The New Supplier will be required to submit a separate meter works request.
- The read arrangements for the Change of Supplier are valid.
 - A customer read is not allowable for a Maximum Demand site
- Required date must be no more than forty days after the registration receipt (required date is not required for a scheduled read)
- Required date is mandatory if a customer read is to be used and may not be more than three days prior to receipt date.
- Required date must provide at least five days notice for a special read or meter works site visit.
- Meter point is listed as eligible to change supplier only if QH metering is installed and QH metering and communications have not yet been installed. In this instance DSO will be requested to prioritise QH meter and communications installation and, following this, the Supplier will be asked to re-submit the registration as a QH Metered Registration.

Failure of the following validations will cause the registration to be rejected unless the DSO agrees that the exception is allowable

- Meter Point Address advised by Supplier is materially inconsistent with Meter Point Address known to MRSO. DSO may accept or reject the new address submitted by the Supplier.

Failure of the following validations will cause the registration to be provisionally accepted, unless rejected above, pending approval by the DSO.

- The Meter Point is de-energised. In this case the Change of Supplier will be effected using the re-energisation reading.
- The MIC is equal to or exceeds 100 kVA and there is no Connection Agreement in place or there is a change of customer name or registered company number. In this case the DSO must confirm the existence of a signed Connection Agreement before the registration is accepted.

- A token meter is installed. In this case the DSO are requested to remove the token meter and the Change of Supplier is effected using the readings taken at removal. Requests for the use of a scheduled, customer or special read will be cancelled.

Treatment of Requests for Estimates

An estimate is not allowable for Maximum Demand sites or where there has been no actual read in the previous twelve months. In these circumstances MRSO will disregard a request for an estimate but shall not reject the registration.

3.2 Change of Supplier Read Selection

MRSO will endeavour to select a Change of Supplier reading in accordance with the instructions of the New Supplier.

However the following situations can occur.

Where a **customer reading** is requested then:

- If a meter works, re-energisation or special read becomes available in the five days following the required date then this will be selected and used in preference to a customer reading
- If no valid reading becomes available in the five days following the required date the MRSO will estimate a reading, dated at the required date, if an estimate is allowable and the New Supplier has indicated an estimate is acceptable.
- A customer reading provided by a Supplier may not be dated more than three days prior to the DSO receipt date.
- An estimate shall not be used in preference to a customer reading.

Where a **special reading** is requested but does not become available within five days of the required date, then:

- If a meter works, re-energisation or scheduled read is available in the five days following the required date then this will be selected and used
- If no valid reading becomes available in the five days following the required date the MRSO will estimate a reading, dated at the required date, if an estimate is allowable and the New Supplier has indicated an estimate is acceptable.

Where a **scheduled reading** is requested then while the meter reading order is open:

- If a meter works, re-energisation or special read becomes available then this will be used for the change of supplier
- If a customer read becomes available and is allowable then the customer read will be used for the change of supplier

Where a **scheduled reading** is requested, but the meter reading order is closed and no reading has been obtained then:

- If a customer read becomes available and is allowable then the customer read will be used for the change of supplier
- If an estimate is not allowable because the site is a Maximum Demand site MRSO will request a non-chargeable special read.
- If an estimate is allowable MRSO will estimate a reading, dated at the scheduled read date, for use as the Change of Supplier reading.

Where no reading becomes available or can be estimated under the above rules then MRSO will inform the New Supplier of the situation.

- If an estimate is not allowable because there has been no read in the previous twelve months, then the Supplier may either:
 - Provide a customer read
 - Provide an access arrangement to allow DSO to collect a non-chargeable special read
- In other circumstances the Supplier should contact MRSO to determine an alternative read arrangement

An estimate is not allowable for Maximum Demand sites or where there has been no actual read in the previous twelve months.

3.3 Change of Read Arrangements

If a Supplier opts to alter the read arrangements for a Change of Supplier read then, provided a valid read has not already been obtained and the new arrangements are valid the MRSO will instruct DSO accordingly.

3.4 Processing of outstanding meter works requests

When a change of Supplier request is received by MRSO a check will be made for any open service orders. Where such orders exist, MRSO will manually notify both the old and new supplier of any outstanding meter works or de-energisation request. As a result of this notification then:

- The old supplier may cancel the work order subject to the applicable DSO/MO rules. In this case the new supplier will be informed of the cancellation of the work order
- The new Supplier may cancel the registration request

In the event that neither Supplier cancels their request, both the meter work and Change of Supplier proceed as normal then the Old Supplier will remain liable for any charges arising from the work they have requested.