

Market Process for Change of Supplier – QH Metered

1. Introduction

1.1 Scope

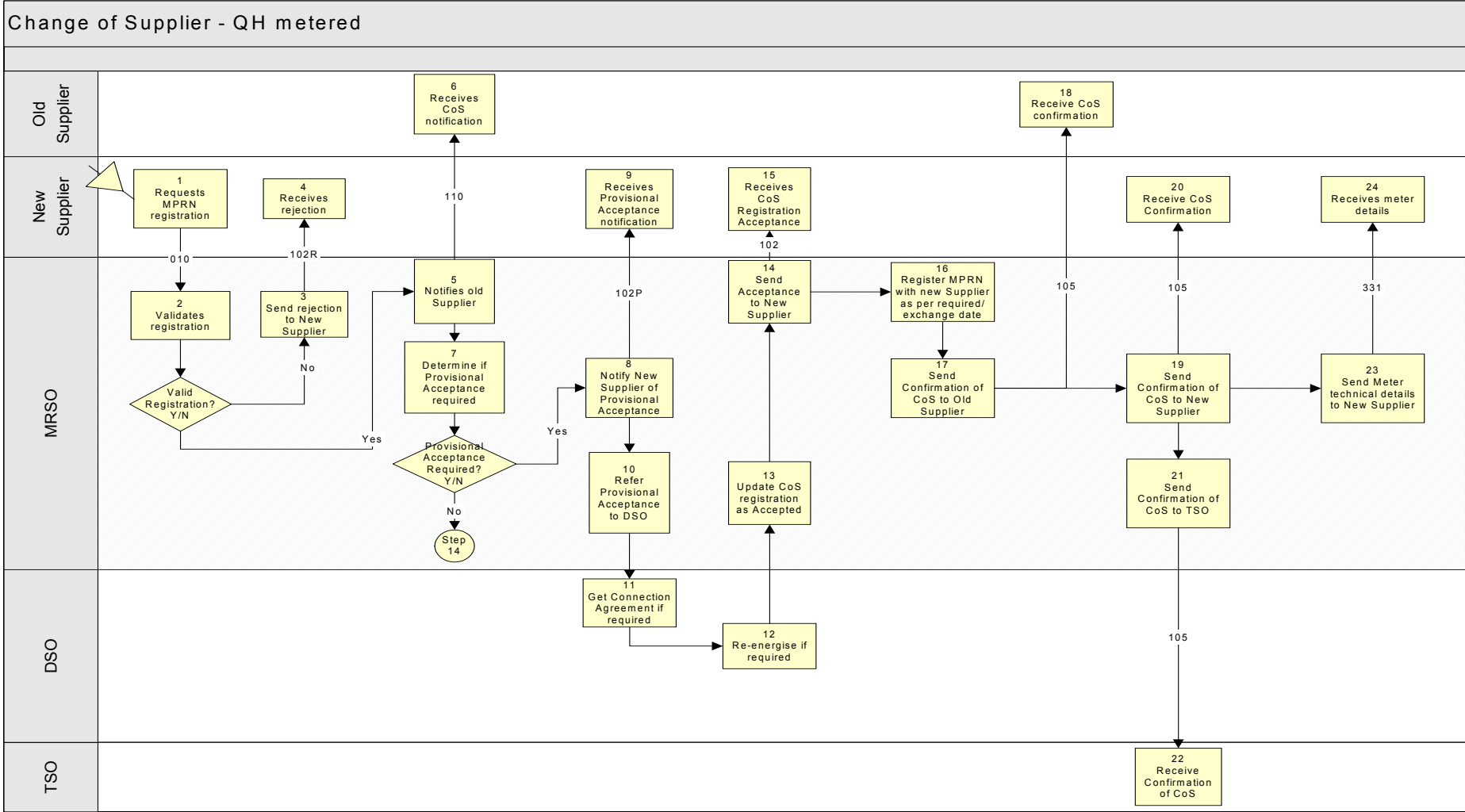
This Procedure describes the process for the Change of Supplier for a meter point with metered supply to be settled on a QH basis.

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
B21	CoS validation checks prior to sending 110 old supplier notification
B41	Removal of customer type
B67	Changes to validation rules
	Removal of 103 flow to New Supplier to inform of delay in processing due to need for additional information
B101	Removal of installation of QH metering a requirement for provisional acceptance
Written Supplier Clarifications 1	Process Map updated to remove 'Profile' from title.
Written Supplier Clarifications 2	Page 5, point 5 – 'warrants' should be singular
B193 - MIG – 19/11/03	Updated text in section 3.1 to handle CoS at sites where QH metering is required
	No Change applied since Version 4.0 DRAFT

2. Process Map



2.1 Process Description

Step	Role	Action	Interface
1	Supplier	The new Supplier provides a registration application, completed in accordance with the applicable rules, to MRSO. The supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	010 to MRSO
2, 7	MRSO	MRSO will validate the registration in accordance with the applicable validation rules (see section 3.1) and advise the Supplier and Distribution System Operator of the outcome.	
3	MRSO	<u>Rejection</u> If registration is rejected the Supplier is informed of the rejection with the reasons.	102R to New Supplier
4	MRSO	<u>Notification to Old Supplier</u> Whenever MRSO receives a registration of a Change of Supply that is not rejected it will notify the old Supplier when the registration has been received	110 to Old Supplier
8	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
11	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.	
12	DSO	Where a registration is provisionally accepted pending energisation, and providing a Connection Agreement has been agreed, then DSO will energise the site.	

Step	Role	Action	Interface
14	MRSO	<p>Acceptance</p> <p>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
16	MRSO	<p>MRSO will complete the Change of Supplier, within the permitted period¹, when all the following are satisfied:</p> <ul style="list-style-type: none"> • Five days have elapsed after the notification to the old Supplier • Metering and communications are in place and the details are recorded sufficient to allow QH data processing and aggregation to take place • Any necessary connection agreement is in place <p>The change of supplier will take place at 00h00 on the required date or such later date as connection agreements are in place and QH metering and communications are installed.</p>	
17, 19, 21	MRSO	MRSO will confirm the completion of the Change of Supplier to the TSO, Old Supplier and New Supplier.	105 to New/Old Supplier, TSO
23	MRSO	MRSO will confirm the meter details to the New Supplier	331 to New Supplier

¹ The permitted period for a Change of Supplier completion is forty days after the registration acceptance. Where a Change of Supplier has not been completed within this period the Change of Supplier will be cancelled. Five days prior to cancellation a warning will be sent to the New Supplier.

3. Supplementary Information

3.1 Registration Validation Rules for a Change of Supplier (QH Metered)

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
- The required date must be no less than five and no more than forty days after the registration receipt date
- The Supplier may not provide a read arrangement.
- 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.
- 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 new information is approved by the Distribution System Operator

- 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 upon re-energisation.
- 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.