

Market Process for Objections and Cancellations to Registrations for a meter point.

1. Introduction

1.1 Scope

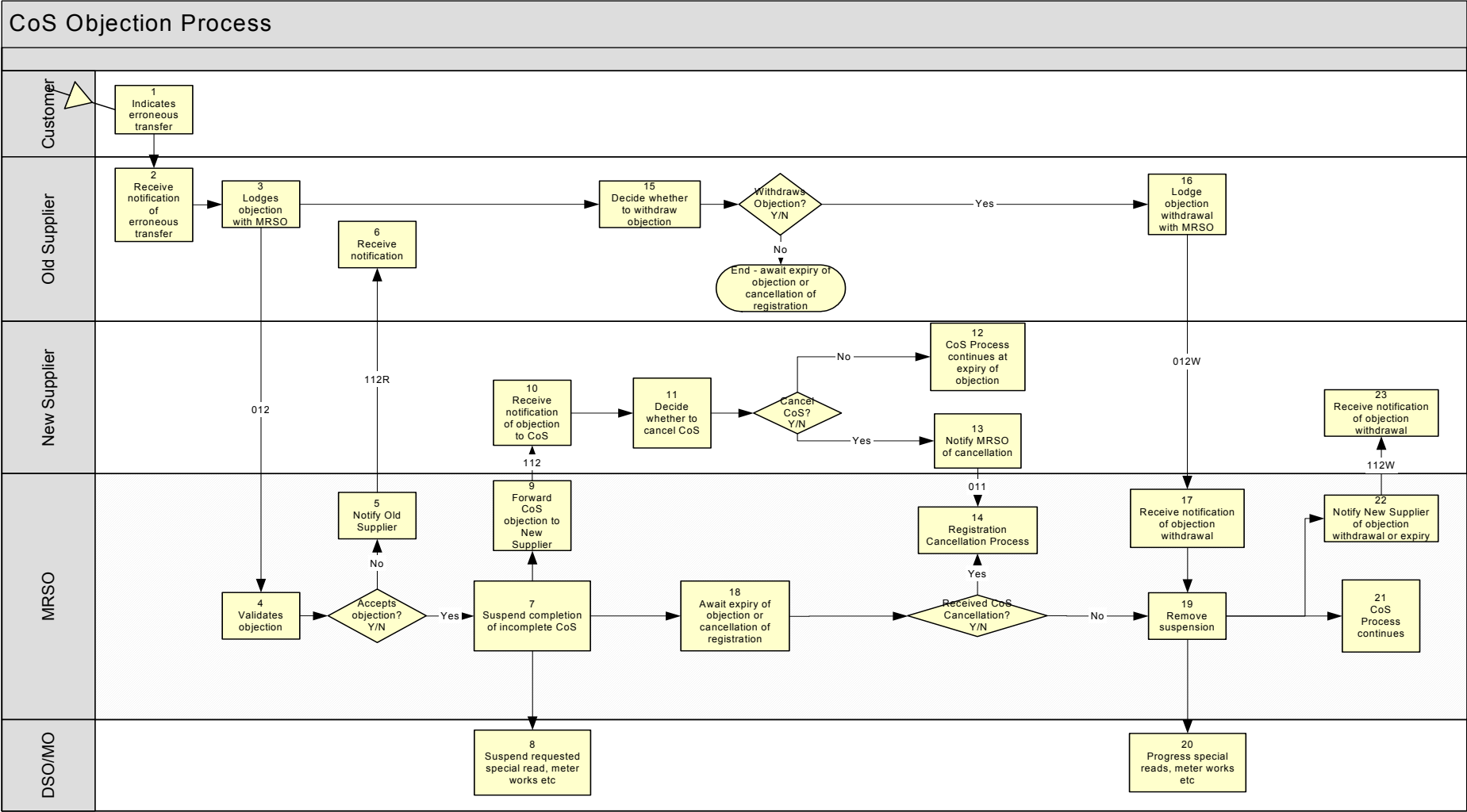
This Procedure describes the process for the objections to and cancellations to registrations for a meter point.

1.2 History of Changes

This Procedure includes the following changes

Source of Change	Description of change
B63	Extended window for old supplier to initiate objection/cancellation process for erroneous registrations.
	<i>Further Changes since version 3.1</i>
B99	Amendments to CoS Cancellation process to prevent the time-out of an accepted CoS where meter works or energisation has been requested Meter works/energisation will not be commenced until the objection period has expired
MIG September 3rd	Re-drawing of diagram to include clarifications around source of objections.
B125	Where meter works have been requested cancellation may only occur up to the point at which a service order is raised in DSO/MO
	<i>Updates arising from Supplier Clarification sessions</i>
B192 – MIG 28/11/03	Updated process to restrict objections to erroneous transfers only
CR 351	Re-introduction of text (from V 2.1) to allow a supplier to cancel a New Connection registration

2. Change of Supplier Objection Process Map



2.1 Process Description - Objection to a Change of Supplier

Step	Role	Action	Interface
Step 3	Old Supplier	On receipt of notification of a Change of Supplier the Old Supplier may lodge an objection for erroneous transfer with MRSO in accordance with the objection validation criteria (see section 2.2).	012 to MRSO
Step 4	MRSO	MRSO will validate the objection in accordance with the relevant criteria (see section 2.2).	
Step 5	MRSO	If the objection criteria are not met the MRSO will inform the Old Supplier that the objection is rejected.	112R to Old Supplier
Step 7, 9	MRSO	If the objection criteria are met the MRSO will: <ul style="list-style-type: none"> • Inform the New Supplier of the objection. • Notify the DSO if a special read or meter works is outstanding • Suspend completion of any incomplete Change of Supplier. 	112 to New Supplier
Step 11, 13	New Supplier	The Supplier may consider the objection and choose to cancel the Change of Supplier (refer to cancellation process).	
Step 16	Old Supplier	The Supplier may withdraw an objection with MRSO at any time.	012W to MRSO
Step 17, 18, 19, 21, 22	MRSO	If the objection is withdrawn by the objecting Supplier or expires according to the objection expiry criteria (see section 2.3) then the MRSO will: <ul style="list-style-type: none"> • Inform the New Supplier of the objection expiry or withdrawal • Notify the DSO if special read or meter works is outstanding • Complete any incomplete Change of Supplier providing all other conditions for completion have been satisfied and there has not been a Cancellation. 	112W to New Supplier

2.2 Objection Validation Criteria

MRSO will accept an objection if:

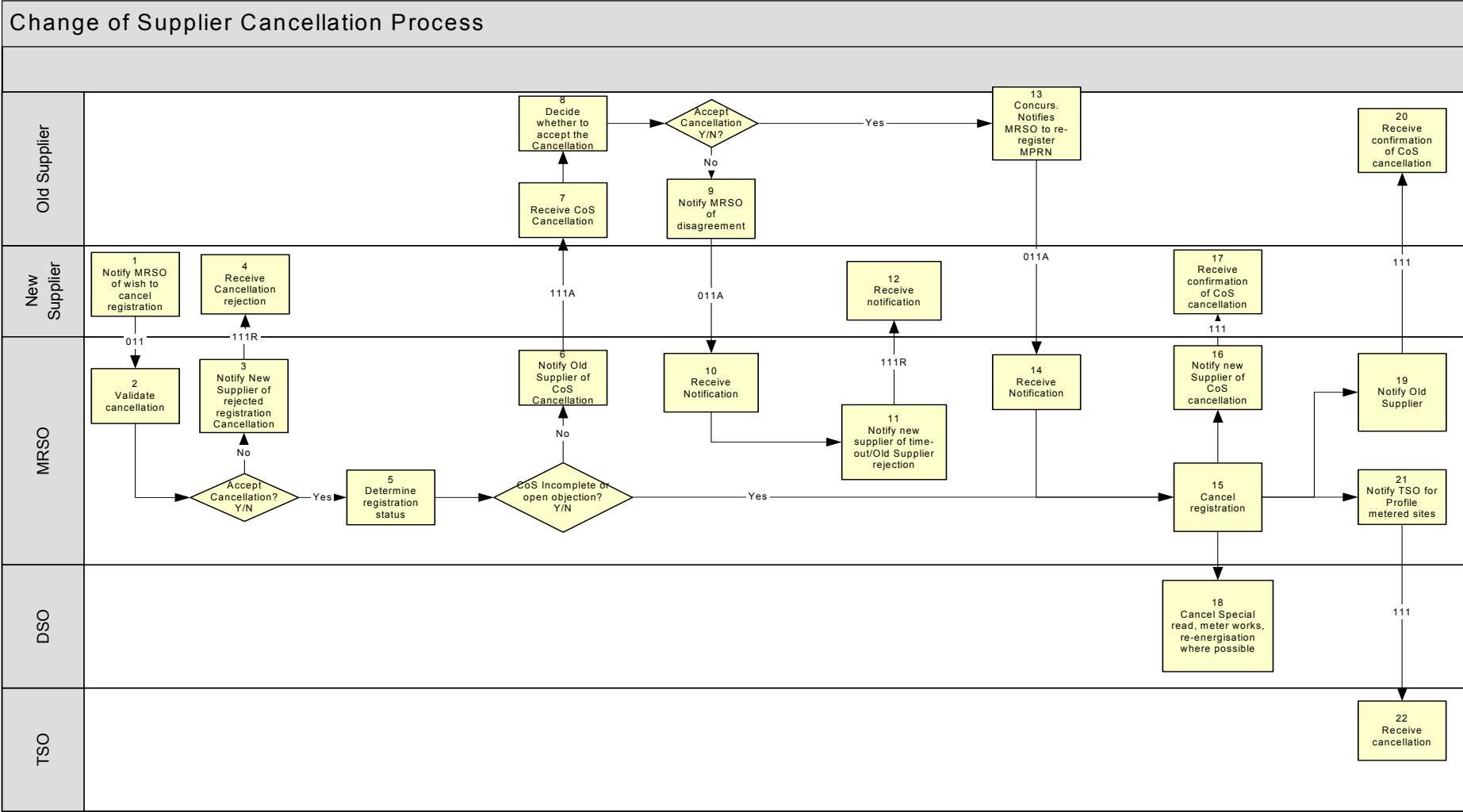
- The objecting Supplier is registered or was registered as the immediate Old Supplier to the Meter Point
- The objection is received not later than 60 days following the completion of the Change of Supplier.
- The Meter Point is NQH metered

2.3 Objection Expiry Criteria

If an objection is received after completion it will expire 65 days after completion of the Change of Supplier.

If an objection is received before completion it will expire 10 days after the objection is received by MRSO. The objection may be renewed after transfer if required.

3. Change of Supplier Cancellation Process Map



3.1 Process Description - Cancellation of a Change of Supplier Registration

Step	Role	Action	Interface
Step 1	New Supplier	The New Supplier requests MRSO to cancel a Change of Supplier registration.	011 to MRSO
Step 2	MRSO	<p>The MRSO will accept a cancellation request if:</p> <ul style="list-style-type: none"> • The Supplier requesting the cancellation has an outstanding and uncompleted Change of Supplier registration • The Supplier is registered to the Meter Point and no more than 65 days have elapsed since the registration in the case of an Erroneous Transfer. <p>A valid reason must be provided in all cases.</p>	
Step 3	MRSO	If the cancellation request is rejected then the MRSO will inform the New Supplier.	111R to New Supplier
Step 5, 6	MRSO	If the cancellation request is accepted and the Change of Supplier has been completed but MRSO has no open objection from the Old Supplier then MRSO will inform the Old Supplier of the cancellation request.	111A to Old Supplier
	DSO/MO	If a cancellation request is accepted and meter works have been started or completed and must be reversed then the cost of this will be chargeable to the Supplier requesting the cancellation.	
Step 9, 13	Old Supplier	If the Change of Supplier has been completed the Old Supplier should inform the MRSO if they agree or disagree with the cancellation of the Change of Supplier.	011A to MRSO

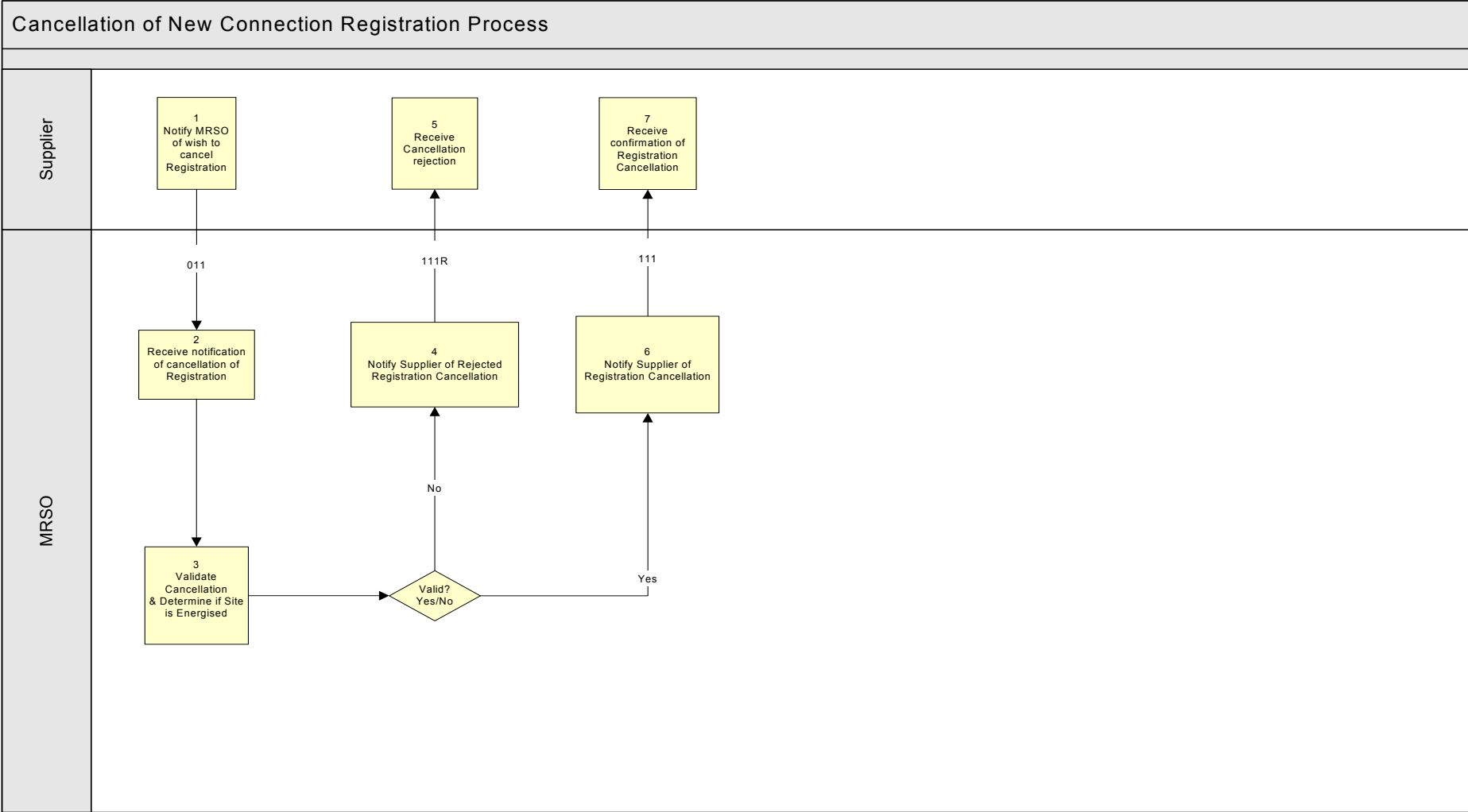
Step	Role	Action	Interface
Step 11	MRSO	In the event that an Old Supplier is requested to agree a cancellation request but either: <ul style="list-style-type: none"> Disagrees with the cancellation request; or Fails to agree the cancellation within 65 days after the Change of Supplier is effective then the MRSO will reject the cancellation request and inform the New Supplier. 	111R to New Supplier
Step 15	MRSO	<p><u>Cancellation</u></p> <p>Where a Change of Supplier has not been completed then MRSO will complete a cancellation in the following circumstances</p> <ul style="list-style-type: none"> A cancellation request is accepted from a New Supplier; or A Change of Supplier has otherwise not been completed in the permitted period¹ <p>Where a Change of Supplier has been completed then MRSO will complete a cancellation in the following circumstances</p> <ul style="list-style-type: none"> A cancellation request is accepted from a New Supplier and is agreed by the Old Supplier A cancellation request is accepted from a New Supplier and an objection is open from the Old Supplier 	
Step 16, 19, 21	MRSO	When a cancellation is completed then the cancellation will be confirmed as follows: <ul style="list-style-type: none"> to the New Supplier in all circumstances to the TSO for QH metered sites where a confirmation had previously been sent to the Old Supplier if a notification message 110 had previously been sent 	111 to Old / New Supplier / TSO
Step 18	DSO	On cancellation of a Change of Supplier, The DSO will cancel any requested special reads, meter or energisation works wherever possible.	

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.

4. New Connection Registration Cancellation Process Map



4.1 Process Description - Cancellation of a New Connection Registration

Step	Role	Action	Interface
Step 1,2	Supplier	The supplier informs the MRSO that a registration is to be cancelled.	011 to MRSO
Step 3-7	MRSO	<p>MRSO will accept a cancellation request if:</p> <ul style="list-style-type: none"> • The Supplier requesting the cancellation has submitted a registration and energisation has not occurred • A valid reason is provided. <p>The MRSO will inform the Supplier of the outcome of the validation and, if accepted, cancels the registration and informs the Supplier.</p>	111R to Supplier/ 111 to Supplier