

DR	1044	Removal of Cooling off Period	<i>Priority</i> Fast Track
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Harmonisation Status	Progress to Change Request	CR Status	Approved
		Status Date	15/12/2010

Date	Version	Reason For Change	Version Status
25/11/2010	v1.0	Initial version for review by HWG	Final
13/12/2010	v2.0	Revised to include 2-day period for debt/objection management	Final

PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:

Requesting Organisation(s)	NIE	Originating Jurisdiction	NI
Contact name	Ann Ferguson		
Date Request Raised	25/11/2010	Originating Request	-

Detail of Request
Reason for Request

To remove the cooling off period from enduring solution systems design for all domestic changes of Supplier, both credit metered and prepayment. This proposal also allows the Supplier to submit the registration market message after the cooling off period has completed. For domestic credit metered registrations the 010 market message can include the readings collected at the point of sale ie at the start of the cooling off period and the effective date of the CoS will be the day following the date of the reading. Under NIE's proposal for keypad non-visit Cos, documented under DR1031, the readings cannot be provided on the 010.

With the removal of the cooling off period from the registration window it becomes necessary to include a period, following the validation of the registration market message but prior to the issue by NIE of completion market messages, to allow the Old and New Suppliers to submit debt contact notifications or cancellation market messages respectively before the CoS process completes. Following discussions with some Suppliers, NIE now proposes a delay of 2 business days from registration receipt by NIE, to align with the 2 day delay for debt objections for non-domestic reg in NI.

Proposed Solution

The UR has come to a clear position that the cooling off period functionality should not be included in the Enduring Solution. This view is principally based on two rationale. Firstly it is not the function of the distribution business to enforce consumer law or IME3 requirements on suppliers. They are obligations that the supplier has to its customer. Further to this a cooling off period built in to the market systems seems only to create inflexibility and extra cost which should not be borne by those customers who are not switching. Secondly for IME 3 implementation it is envisaged that the obligation to allow customers a cooling off period will be written in to supplier licences and it will be through this avenue that DETI/UR will ensure that the legislation of IME 3 is adhered to by the industry.

Classification of Request

Harmonisation Impacting		X	Harmonisation Baseline Version No.		TBD
NI Specific		Rol Specific	Operational	Date of Transfer from HWG	

Scope of Request

Design Documentation	Business Process	Market & MP Systems	Market Gateway (Hub)	MPCC/ EMMA	Schema	Web Forms	Extranet
X							

Harmonisation Baseline Documents impacted by Request

Market Messages:	No impact
Data Definitions:	No impact
Data Codes:	No impact
Value Lists:	No impact
Rol MM Guide:	No impact
NI MM Guide:	NI Market Message Implementation Guide - Meter Registration
Harm. Impact (Rol):	No impact

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Change Note (NI):	Yes			
Comment:				

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Jurisdictional Market Design Baseline Documents impacted by Request	
Market Process Diagrams (MPDs):	TBD
Guidance Documentation	TBD
Briefing Documents:	TBD
User and Technical Documents:	TBD
Comment:	TBD

PART 2 MARKET ASSURANCE:					
Applicability	DSO	Suppliers	TSO	SEMO	Generators
	X	X			
Scope of Test	Business Solution Assessment	Integration Test Assessment	Data Transfer Testing	IPT	Other (specify)

PART 3 RECOMMENDATION					
Recommended by		SIG	IGG	HWG	
ACCEPTANCE (Date)	REJECTION (Date)	NO RECOMMENDATION	COMMENT		
Reason for Recommendation					