

Form A – IIG Design Discussion Request

Discussion Request Number	Title	Priority
<i>DR 0118</i>	Avoidance of Erroneous De-registrations – proposed Market Design change	<i>Med</i>

Name of Requesting Organisation	<i>RMDS</i>
Contact name	Tim Cragg
Date Request sent to RMDS	11th August 2006

Date	Version	Reason for Change
11/08/06	V1.0	Initial version
08/12/06	V1.1	Revised version to issue to MP's

Detail of Discussion Request

Background

Since go-live of Market Systems (Jan 05) it has been noted that a number of sites have been de-registered where a customer is present and the supply is available. This is due to the energisation status on the central market system being incorrect. The principal causes are:

1. The sites were de-energised and subsequently re-energised but the re-energisation status was delayed in being input into the Market System resulting in Suppliers requesting de-registration after three months
2. The sites were visited for NPA de-energisation but were not de-energised due to a reason in the Code of Practice
3. In some cases these sites have been re-energised by Night time emergency crews under the Outage Management System and so the Market System has no record of the re-energisation
4. A small number of sites have been re-energised in error under an increase in MIC service order
5. Two cases were identified where the Re-energisation Service Order was marked as completed without changing the Energisation status

(Issues 1 and 2 have been addressed by a system change in Networks, implemented since Aug 05, that carries out a check for open Service orders but the market design needs to be updated to reflect this.)

The out of date energisation status resulting from the above causes can lead to the site being de-registered 3 months later while supply is available and a customer present. Market rules require a registration to be in place for supply to remain available.

This discussion request has been raised to enhance the process to resolve this issue.

Proposed solution

Proposed change to v5.1 of the Retail Market Design to implement the following:

1. The Supplier must warrant that no supply agreement exists with a customer at the Meter Point being de-registered and that there has been no activity on the MPRN / Customer Account for the previous three month period.
2. The Supplier must check that they do not have open requests for re-energisation, CoLE or Meter Works (017,016 and 030) outstanding for the site before sending a De-registration request
3. On receipt of a 021 De-registration request, the central market system will reject the request if there is an in-process service order for the MPRN.
4. On receipt of a 021 De-registration request, the central market system will reject the request if there has been an advance in the meter based on actual readings.
5. A further service order check will be developed in the Central Market System so that on receipt of a de-registration request the System checks for re-energisation Service Orders of any status that have occurred after the original de-energisation date and sends them to a user inbox for checking
6. A System message will be developed in the Central Market System to warn users that Service Orders should not be marked as completed without changing the Energisation Status and imputing readings
7. Sites that show an advance on a de-energised meter are picked up on a Meter Reader report and followed up on by ESB Networks personnel.

Resolving a status error

Where investigation reveals a site to be energised, the status of the meter point on the central market system must be corrected:

- Meter Point never de-energised: reverse de-energisation. 306W / 332W or 106E is sent
- Meter Point incorrectly re-energised: advise re-energisation. 307 / 332 or 106D is sent

In addition, ESB Networks will develop a report on unregistered energised sites and will use this to monitor the issue.

NOTE - Some new validations have now been implemented as part of the fix namely:

- a) On receipt of the 021 de-registration message, the service order check in the workflow should be expanded to include a check for existing service orders. If one of these is in process (status = open) at the site this should be flagged to MRSO in a user inbox.
- b) On receipt of the 021 de-registration message, the service order check in the workflow also includes a check for existing service orders of any status which were created after the original date of de-energisation. This should also be flagged to MRSO in a user inbox.

Reason for Discussion Request

There are a small number of sites that were originally de-energised and have subsequently been de-registered erroneously. This discussion request seeks to enhance the market design in order to resolve this issue (as above).

Market Design Documents impacted by Request

MPD 21 De-registration v5.1

Date of IGG where discussed

Change Request xref

(if applicable)	
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PART 2 MARKET ASSURANCE:

Applicability

ESB Networks	Suppliers	TSO	SSA	Generators
x	x			

Scope of Test

Connectivity	DTT	MSA	IPT	Other
		x		
			No. Of Scenarios	

Scope of Discussion Request

Correction to Document	Business Process	Participant & Central Market Systems		MPCC	Readings Processor	Market Gateway	Schema	Web Forms
		Central	MP					
x	x	x	x					