

MCR	1019	Cancellation of De-Energisation Service Orders for Change of Supplier with CoLE	<i>Priority</i> Medium
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Harmonisation Status	CLOSED - Jurisdictional Specific	CR Status	Approved
		Status Date	13/11/2013

Date	Version	Reason For Change	Version Status
22/09/2010	v0.1	1st Draft from BGE submission on 22/09/10. Hold post Harmonisation	Draft
30/07/2013	v0.2	Original submission revised following discussions with BGE & ESBN	Draft
07/08/2013	V1.0	Issued to Market	Final
09/10/2013	V2.0	Converted from DR to MCR	Final
06/11/2013	V3.0	Change to process - removal of requirement for email notification to old Supplier of possible cancellation of SO. 131MM will issue if SO cancelled and will give text reason i.e. 'SO Cancelled for reason CoS with CoLE'.	Final

PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:

Requesting Organisation(s)	Bord Gais	Originating Jurisdiction	Rol
Contact name	Deirdre Lee		
Date Request Raised	22/09/2010	Originating Request	-

Detail of Request

Reason for Request

When a new Supplier sends in a 010 Market Message for a Change of Supplier, there may be an outstanding Service Order, requested by the outgoing Supplier, which needs to be completed at the site. Consequently, in order that the CoS can progress, MRSO manually notifies both Old and New Suppliers of the outstanding Meter Works/De-energisation request. The Old Supplier then cancels the Work Order, subject to the applicable DSO/MO rules, and the New Supplier is informed of the Work Order cancellation.

This manual process can lead to unnecessary Meter Works and consequent delays in the completion of the Change of Supplier transaction, because it can sometimes transpire that new sign-ups need to be de-energised before they can be registered with a New Supplier. The time period without energy is normally 24 hours however, there is potential for this period without supply to extend for longer as the official SLA is set at 10 days. Additionally, Transaction Charges are applied where the Meter Works is carried out. This is unnecessary for a CoS with a CoLE. Automatic cancellation of Meter Works in such a situation, and notifying Supplier(s) of such an action, would rectify this problem.

BG Energy therefore initiated this DR to propose that, in situations where the Change of Supplier request also includes a CoLE, the current manual process be amended to allow for:

- Automatic cancellation of the outstanding Works Order, subject to the applicable DSO/MO rules
- Automatic notification to the New Supplier regarding cancellation of the Work Order and the type of Work Order that was outstanding at the site.

Proposed Solution

On receipt of the initial draft DR, discussions were held with ESBN and the following points were clarified:

- The status of a Service Order can change very quickly, particularly since the introduction of the Click Scheduling System – a significant number of De-energisations are carried out on the same day, if not the next.
- It would be difficult to implement an automatic system of cancellation as there would be a considerable effort involved in cancelling a small number of Service Orders that match the criteria. The main criteria is an Open De-energisation Service Order in existence at the time of a CoS with a CoLE (either Explicit or Implicit).
- It would not be possible to have the system automatically cancel all de-energisation Service Orders as they may be scheduled or even completed at the time the 010 with CoLE is triggered.

Following these discussions, the following alternative solution is now being proposed:

- When an 010MM with CoLE (either Explicit or Implicit) is received and there is an Open Service Order for De-Energisation in existence, MRSO will request ESBN Services to cancel the Service Order if it is possible.
- If the status of the Service Order is such that it can be cancelled, ESBN Services will cancel it manually (Old Supplier will not need to send an 017W) and a 131MM will issue to the Old Supplier. The 131MM will include the text 'SO Cancelled for reason CoS with CoLE'.
- If the Service Order cannot be cancelled then the process will continue as it does currently.
- There will be no changes to the current application of charges.
- Where there are outstanding Meter Works and a **CoS with no CoLE** is received, there will be no change to the existing process

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Classification of Request

Co-Ordinated Baseline Impacting			Co-Ordinated Baseline Version No.			TBD
NI Specific		RoI Specific	X	Operational	X	Date of Transfer from ReMCoWG
						14/08/2013

Scope of Request

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

Co-Ordinated Baseline Documents impacted by Request

Market Messages:	No
Data Definitions:	No impact
Data Codes:	No impact
Value Lists:	No impact
RoI MM Guide:	No
NI MM Guide:	No
Harm. Impact (RoI):	No impact
Change Note (NI):	No impact
Comment:	No impact

Jurisdictional Market Design Baseline Documents impacted by Request

Market Process Diagrams (MPDs):	MPD01 - CoS NQH - Supplementary Information
Guidance Documentation	No
Briefing Documents:	No
User and Technical Documents:	No
Comment:	No

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		ReMCoWG	
ACCEPTANCE (Date)	REJECTION (Date)	NO RECOMMENDATION	COMMENT				
Reason for Recommendation							