

ESB Networks

DR1111 Automated Debt Flagging

Discussion Document

Meeting of the IGG , 8th August 2012

DR1111 Automated Debt Flagging - So far



Discussion Document was presented by ESBN to the meeting of the IGG on 27.06.2012

- 2 options were presented , based on a market messaging solution with each involving 3 new MM
- Differences between the two options were that Option B had the additional features of [1] introducing automation of two timelines to monitor the sending of a Debt Flag by the losing supplier and the sending of a corresponding cancellation of the COS by the new supplier and [2] automation to suspend the raising of service orders to prevent certain meter works from progressing until suppliers had a chance to work through their own internal debt flagging solution
- Suppliers were also asked to consider the length of the timelines in Option B viz 24+24 or 48+48

Key points from Supplier feedback- 4 Suppliers responded by 18.07.2012 - Thank You

- 2 Suppliers want to use Objections/Cancellation instead of 3 new MM, and
 - each support the Option B[1] approach of implementing 48+48 hrs timelines, initially at least
 - each are in favour of suspending the raising of certain service orders i.e. Option B[2]
- 1 Supplier supported the full Option B , with a 48+48hrs timeline
- 1 Supplier was not in a position to express a preference for either solution and requested a workshop to consider options/alternatives
- and, Option A was not chosen by any respondent

Comments from ESBN :

From an RoI Central Market Systems perspective, Option C proposals to automate Debt Flagging via changes to the Objections/Cancellations process is more complex, involving more effort and more testing than Option B , and with consequences that Option C would not fit into a June 2013 release timeline.

DR1111 Automated Debt Flagging – Option C : Objection/Cancellation process - Overview



A third Option C is presented today for your consideration, and it is to implement the automation of Debt Flagging via the Objection/Cancellation process.

[Slides that follow go into the detail in increasing levels of depth.](#)

At a high level Option C includes proposals:

- to implement the automation of Debt Flagging via the Objection/Cancellation process and using existing Messages
- no new messages are proposed
- reuse of existing codes, albeit the meaning of some may need to change in the Harmonised design
- to suspend the automatic raising in the COS of Service Orders (Re-energisation of DE/NPA /Remove Token Meter) until it is clear that the debt flagging process has run its course for this MPRN
- to introduce two automated timelines to monitor the sending of a Debt Flag by the losing supplier and the sending of a corresponding cancellation of the COS by the new supplier
 - proposals are presented on how long should the timelines stay open
 - each option is timed so that the Debt Flagging process finishes within the current 5 day COS window
- There is no proposal to withdraw/subsequent rejection/confirmation of withdrawal of a Debt Flag
- There is no cancellation of a COS that has already completed for reasons of Debt Flagging
- Old Supplier must Debt Flag where specific conditions and thresholds are met
- New Supplier can if they choose Cancel the COS, but is not obliged to do so : in RoI there is no automatic cancellation of a COS when an MPRN is Debt Flagged by the Old Supplier

DR1111 Automated Debt Flagging – Option C : Objection/Cancellation process



Option C : Objection/Cancellation process

Do not raise Service Orders (Re-energisation of DE/NPA /Remove Token Meter) Introduce automated timelines

- For all COS, MRSO via the Central Market System will perform automated checks and where there is no COLE either implied or explicit , or a DUoS Group that is valid for Debt Flagging , then there will be a further check carried out such that
 - if the MPRN has been Deenergised for NPA or has a Token Meter that is to be removed then no Service Order will at this point be raised for Reenergisation / Removal of Token Meter resp.
 - The Old Supplier will get a notification message **110** from MRSO that they are losing an MPRN in a COS process.
 - The **First Wait Period** of << 24hr or 48hr >> is kicked off. [FWP]
 - This is to allow the Old Supplier to carry out their own checks and where a Debt Flag is necessary then the MPRN is sent by the Old Supplier to MRSO via the **012MM** Notification of Objection with 'DCN' Objection Reason Code **Note** DCN will apply to Commercial as well as Domestic sites for Rol Debt Flagging [See #7.1]
 - MRSO will perform automated checks via the Central Market System [See #7] on the **012MM** and where passed will send the Debt Flagged MPRN to the New Supplier via the **112MM** Notification of Objection, **DCN** Objection Reason Code
- Should these checks detect a problem then the **012MM** will be rejected and the **112R** Notification of Objection - Rejection will be sent to the **Old Supplier** with the appropriate reject reason code [See #7]
- Should the **012MM** not be received by MRSO from the Old Supplier while FWP is open then it will be rejected via **112R** Notification of Objection - Rejection with reject reason code 'TIM' [See #7]
 - Where the Old Supplier has not sent in a valid DCN code on the **012MM** before the expiry of FWP then the ReEnergisation or Token Meter Removal **Service Order is now raised**, where needed.
 - the **112W** would normally be sent from MRSO to the New Supplier when the existing Objection expiry window has been reached , but this will not apply for Debt Flagging and **no 112W** will be triggered at the expiry of FWP
 - the Cos process will continue as normal



Option C : Objection/Cancellation process

**Do not raise Service Orders (Re-energisation of DE/NPA /Remove Token Meter)
Introduce automated timelinescontinued**

- Otherwise at the expiry of FWP and where the Old Supplier has sent in a valid Debt Flag on 012MM the ReEnergisation or Token Meter Removal **Service Order will not be raised**
- The **Second Wait Period** of <<24hr or 48hr >> is kicked off [SWP] . This is to allow the New Supplier time to send in an 011MM Cancellation Registration Request before Service Orders are raised.

See #6 for greater detail on the meaning and interpretation of the DE cancellation reason code in Rol

- If the New Supplier sends in an 011MM Cancellation Registration Request with the cancellation reason code 'DE' Objection for Debt there will be new validations to check if MRSO has received the 011MM before the SWP expiry.

If not then the Cancellation Registration Request will be rejected on a 111R Notification of Objection - Rejection and with the existing TIM rejection reason code [See #7]

- Where the New Supplier does not send in a valid Cancellation 011MM by the expiry of the SWP then the ReEnergisation or Token Meter Removal **Service Orders will be raised**, where needed.

- and the Cos process will continue as normal

DR1111 Automated Debt Flagging – Sundry items



- #1 The **110** is proposed to be amended to indicate where there is a **COLE** either explicit or inferred
- #2 Where the Old Supplier submits a **late 012MM** Notification of Objection with '**DCN**' Objection Reason Code then the proposal is to reject back to the old supplier via **112R** with reject reason code '**TIM**'
 - For Option C an **012MM** must arrive into MRSO before expiry of <<24hr or 48hr >> **First Wait Period**
- #3 **QH sites**, where eligible for Debt Flagging, will need to be accommodated in the final approved design and changes to accept an objection for reasons of debt flagging at an interval site are proposed
- #4 Assumption tbc is that **Unmetered** will be included in Debt Flagging and
 - As Unmetered is a manual process the assumption is that the Debt flagging process for Grouped Unmetered will be manual and via the current SFTS
 - Single Point Unmetered is assumed to be part of the automated solution
- #5 Should **Suppliers' sign-up process** include a warning where a prospective customer is de-energised due to NPA or has a token meter to be removed that the physical work of Re-Energisation or Removal of Token Meter may be prevented from starting until the Debt Flagging process has run its course ?

DR1111 Automated Debt Flagging – Sundry items



#6 Proposals for [cancellation of COS due to Debt Flagging](#)

General

- In RoI there is no automatic cancellation of a COS for Debt Flagging when an objection for Debt Flagging has been raised by the Old Supplier. It is up to the New Supplier whether or not they will submit a cancellation 011MM.
- 'DE' Objection for Debt is proposed to become a valid Cancellation Reason Code value for the RoI 011MM Cancel Registration Request .
 - This will be available for use in RoI for Domestic and Commercial MPRNs.
- 'DE' Objection for Debt is proposed to be made available as a valid code for entry on the RoI Webforms for the 011MM Cancel Registration Request
- The harmonisation MMGs for ROI 011MM Cancel Registration Request states that Cancellation Reason ME denotes that the Supplier Cancellation of Registration is due to Customer above the Debt threshold with Old Supplier. It is proposed that Cancellation Reason DE Objection for Debt will replace the current interim use of ME, and that ME will revert to being the code that represents the cancellation reason for a Meter Registration error

Where a Supplier submits an 011MM and the cancellation is for Debt Flagging there will be new validations to check if MRSO has received the 011MM before an *expiry window*

For Option C the expiry window is proposed as follows

- There will be new validations to check if MRSO has received the 011MM from the new supplier before the SWP expiry.
- where late, TIM is proposed to be sent on a 111R Change of Supplier Cancellation Rejection to the New Supplier where the 011MM with Cancellation reason DE Objection for Debt is received from the new Supplier after the expiry of the SWP
- The 011MM Cancellation Registration Request with cancellation reason code DE Objection for Debt will not be accepted if sent in before the start of the SWP , with a rejection sent back to the new supplier 111R Notification of Objection - Rejection with the existing reject reason code IRC – The Cancellation Reason Code is invalid

DR1111 Automated Debt Flagging – Notes on Objection Messages - Option C

012, 012W, 112, 112R , 112W



#7

- 7.1 The Harmonised code value description for objection reason code '['DCN' Debt contact notification \(residential only\)](#)' is proposed to be amended to '['DCN' Debt contact notification](#)', as DCN will apply to Commercial as well as Domestic sites for Rol Debt Flagging .
- '['DCN' Debt contact notification](#)' is proposed to become a valid objection reason code value for the **012MM** Notification of Objection for Rol.
 - '['DCN' Debt contact notification](#)' is proposed to be made available as a valid code for entry on the [Rol Webforms](#) for the **012MM** Notification of Objection .
- 7.2 Existing reject reason codes will continue to be used as normal for non-debt flagging reasons on the **112R**
- 7.3 Changes to existing reject reason code usage for Rol [112R Notification of Objection Rejection](#) are proposed as follows:
- IRC** – [The Objection Reason Code is invalid \(not for Erroneous Transfer\)](#) will be changed to allow for an **012MM** to be submitted with a '['DCN' Debt contact notification](#)' objection reason code
- QHM** – [An objection is not valid for an Interval Meter Point](#) will be changed to allow for an **012MM** to be submitted for an Interval Meter Point with a '['DCN' Debt contact notification](#)' objection reason code .
- Note QHM will remain as a valid objection reject code eg should ' ET' be submitted for QH site
- TIM** – [The objection has been received more than 60 days after effective date of Change of Supplier](#) will be changed to allow for a check against the new automated timelines where an **012MM** is submitted with a '['DCN' objection reason code](#) , such that 'TIM' will be sent on a **112R** to the Old Supplier where the **012MM** is received from the Old Supplier after the expiry of the FWP . In other words,
- the present timeline that suspends the Change of Supplier process for a period of 10 working days as a result of an 'ET' Erroneous Transfer code will not apply in Debt Flagging Cases as identified by an **012MM** with a DCN objection reason code
 - an **012MM** with a DCN objection reason code that is received by the CMS any time after the expiry of the FWP will be 'late', and is proposed to be rejected on a **112R** with a reject reason code 'TIM'

DR1111 Automated Debt Flagging – Notes on Objection Messages - Option C 012, 012W, 112, 112R , 112W



- 7.4 Existing Rejection Reason Codes will become valid in RoI for use on the **112R** Notification of Objection Rejection following validation of an **012MM** Notification of Objection with 'DCN' Debt contact notification
- 7.4.1 **COL** where there is a COLE with the COS [COL rejection reason 'Change of Legal Entity in progress']
- 7.4.2 **IID** Rejection Reason 'Invalid/Incomplete data' will apply where the DUoS Group is invalid
- 7.5 Existing rejection reason codes that are valid for RoI on the **112R** and which will be valid as a result of a 'DCN' Debt contact notification objection reason code being sent on an **012MM** are :
- **AMM** – The Meter Point Address on the message does not match that held by DSO for the MPRN
 - **IMP** – The MPRN does not exist or is for a Grouped Un-metered site (either at GMPRN or TMPRN level) or is not valid for this jurisdiction
 - **SNR** – The Supplier submitting the objection is not registered to this MPRN and is not the Old Supplier for this MPRN
 - **IA** – The **012** received was a duplicate request. MRSO Already have a valid, open objection for this MPRN
- Note on IA:** this means that the receipt in MRSO of an **012MM** which has either the same or a different objection reason code than a concurrent open **012 MM** is not valid and will be rejected.
- In other words an **012MM** with an objection reason code of ET cannot be in train at the same time as an **012MM** with an objection reason code of DCN . Neither can there be a duplicate **012MM** with the same objection reason codes.
- 7.6 The Old Supplier cannot submit an **012W** withdrawal of an **012MM** which was raised with a 'DCN' Objection Reason Code . It is not clear why this would be needed from a business perspective and no additional new functionality or messages are proposed to handle the complexities of a withdrawal of a DCN , eg no message or functionality currently exists to automatically reject where an 012W withdrawal message is invalid

DR1111 Automated Debt Flagging – Notes on Cancellation Messages - Option C 011 , 011A , 111 ,111R ,111L, 111A



- 7.7 Message **011** Cancel Registration Request is currently sent by an existing or prospective new Supplier to MRSO in order to request cancellation of a registration to a Meter Point. The message may be sent either before the registration is confirmed or within 65 days following confirmation in the event of an erroneous transfer
- It is not proposed to extend the current process whereby a cancellation is processed after the COS completes to the Debt Flagging solution:
 - For non Debt Flagging Cancellations, Message **111A** is sent to the Old Supplier if the request is for cancellation of a Change of Supplier that has been completed and is not subject to an outstanding objection; **message 111A will not be sent by MRSO as a result of a Debt Flagging Cancellation**
 - Message **011A** is sent by an Old Supplier to MRSO to indicate agreement, or otherwise, to the cancellation of a New Supplier's registration to a Meter Point. An Old Supplier should only send message **011A** in response to receipt of message **111A** : Therefore message **011A will not be a valid message for the Debt Flagging** process, and should MRSO receive a message **011A** where there was no corresponding **111A** message then **111R** will **not** be sent to the New Supplier to indicate that the New Supplier registration will not be cancelled.
 - Message **111L** is currently sent to the Old Supplier to indicate cancellation of the registration for non-Debt Flagging Cancellations , and the **RoI market design will be extended to send a 111L to the Old Supplier for a Debt flagging cancellation.**
 - Message **111** is currently sent to the New Supplier to indicate cancellation of the registration for non-Debt Flagging Cancellations, and the **RoI market design will be extended to send a 111 to the New Supplier for a Debt flagging cancellation.**
 - Message **111** is also currently sent to **TSO for Interval Meter Points**, however it is proposed that **TSO will not be sent Message 111 in cases where the COS is cancelled by the New Supplier before completion due to Debt Flagging**

DR1111 Automated Debt Flagging – Notes on Cancellation Messages - Option C 011 , 011A , 111 ,111R ,111L, 111A



- 7.8 Existing reject reason codes will continue to be used as normal for non-debt flagging reasons on the **111R**
- 7.9 Changes to existing reject reason code usage for Rol **111R Change of Supplier – Cancellation Request Rejection** are proposed as follows:
- **TIM** – The cancellation request has been received more than 65 days after effective date of Change of Supplier will be extended to cater for where **011MM** with Objection for Debt cancellation reason code 'DE' is received from the new Supplier after the expiry of the SWP
 - **IRC** – The Cancellation Reason Code is invalid will be extended to allow for cases where an **011MM** is submitted with a **DE** Objection for Debt cancellation reason code before the start of the SWP and a rejection is sent back to the new supplier on the **111R** Notification of Objection - Rejection
- 7.10 There are **no proposals** to introduce any **new Rejection Reason Codes** for use on the **111R** Change of Supplier – Cancellation Request Rejection
- 7.11 Existing rejection reason codes that are valid for Rol on the **111R** and which will be valid as a result of a ':DE' Objection for Debt cancellation reason code being sent on an **011MM** Cancel Registration Request are :
- **IMP** – The MPRN does not exist or is for a Grouped Un-metered site (either at GMPRN or TMPRN level) or is not valid for this jurisdiction
 - **SNR** – The Supplier submitting the cancellation request is not registered to this MPRN
 - **IA** – The 011 received was a duplicate request. MRSO Already have a valid, cancellation for this MPRN
 - **TSR** – Trading Site Rejection
- 7.12 Existing reject reason code usage for Rol **111R Change of Supplier – Cancellation Request Rejection** which will not apply to **011MM** with Objection for Debt cancellation reason code 'DE'
- **CAN** – The Old Supplier has not agreed to the cancellation request
 - **IMS** – A cancellation request is received for New Registration and the MPRN status is Energised

DR1111 Automated Debt Flagging – Sundry items



#8 Service Orders for certain MPRNs that are Deenergised for NPA or need a Token Meter to be removed are prevented from being raised by this process from << 2 or 3>> and possibly up to << 3 or 4>> time periods **ref#11 for time periods**

- There is no Fast-tracking element in this proposal
- Operationally, ESB Networks would not favour a new manual fast-tracking process

#9 Not all MPRNs that are Deenergised for NPA or need a Token Meter to be removed will meet the euro criteria for Debt Flagging.

- It is the Old Supplier and not MRSO who is able to perform this calculation after receipt of the **110MM**.

This is why all of these MPRNs would be included in the process to prevent the Service Orders from being raised , and not just those that are eligible for Debt Flagging

#10 In the specific Debt Flagging scenario where Service Orders are not being raised pending the outcome of the Debt Flagging process then Suppliers would need to be aware that the **102P** will issue even though no Service Order has been raised at that point , and in cases where there is a cancellation of that COS then no Service Order may have been raised at all even though a **102P** has issued

- ESB Networks SLA timelines start as normal once the Service Orders are raised.

DR1111 Automated Debt Flagging – Sundry items



#11

General

The proposal is that the start of the automated timeline will be from an identified trigger , and not from midnight.

This allows for a Service Order to be raised earlier than if using a midnight-midnight clock , and from a Customer perspective the Re-Energisation following NPA to be processed as soon as possible

Days are Working days, and therefore Weekends and Bank Holidays are not counted within the wait period timelines

<<48hr + 48hr >> wait periods

FWP starts from when 110 is outbound from SAP and ends a max of 48hr later

SWP starts from when 112 is outbound from SAP and ends a max of 48hr later

This timeline is consistent with WP20 and along Gas timelines

Up to 4 days longer for impacted Customers to have Service Order raised for Reenergisation of NPA or Token Meter removal

<< 24hr + 24hr >> wait periods

FWP starts from when 110 is outbound from SAP and ends a max of 24hr later

SWP starts from when 112 is outbound from SAP and ends a max of 24hr later

Earlier raising of Service Orders than with <<48hr + 48hr >>

Less time for Suppliers to respond with 012MM [Old] , 011MM [New]

DR1111 Automated Debt Flagging – Next Steps



Asking for your consideration of this presentation and to feedback your comments to RMDS over the next two weeks and by **22nd August 2012**

- If you wish to comment on identified items then we ask you to flag your comment with the associated item # reference number
- feedback will be circulated as soon as possible
- the intention is to arrive at a draft text for DR1111 in time for the September IGG/HWG

Thank You