Discussion Request 1156		Cancellation Reason Code OS on 111A MM	
Status	Approved	**Priority**	High	**Status Date**	14/01/2015

Date	Version	Reason for Change	Version Status
07/01/2015	1.0	Issued to Market	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST

Requesting Organisation(s)	ESB Networks	**Originating Jurisdiction**	RoI
Request Originator Name		Gerry Halligan	
Date Raised		05/12/2014	

Classification of Request			
Jurisdictional Applicability	RoI	**Jurisdictional Implementation**	RoI Specific
If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?	N/A	**Co-Ordinated Baseline Version No.**	TBC
Change Type		Non-Schema Impacting	

Detail of Request
Reason for Request

Where an existing Supplier believes they are losing a site due to an erroneous transfer, the losing Supplier may object to the CoS using the 012 MM. Unless a cancellation is received within 10 working days the Market System withdraws the objection (112W MM) and the CoS completes. The objection period is therefore limited to 10 days (start marked by 012MM and end by 112W MM if objection period lapses). Cancellation reason code OS is the code used in the cancellation message (011 MM) by the Gaining Supplier when responding to an objection raised by the losing Supplier during the objection period. The cancellation reason code OS denotes that the gaining Supplier is cancelling in response to an objection.

Some Gaining Suppliers do not respond (by sending 011 MM) during the 10 day objection period but do so subsequently – up to 65 days after the initial CoS. They consider the cancellation still associated with the original Losing Supplier Objection (even though the objection period has timed out) and continue to use cancellation reason code OS when sending in the 011 MM. When a cancellation is submitted (011 MM) after a CoS has completed / objection period ended a 111A MM is sent to the Losing Supplier requesting agreement for the cancellation to go ahead. Please note, if the cancellation (011 MM) was submitted within the 10 day objection period then **agreement from the losing Supplier using the 111A MM is not required**. The Central Market system automatically populates the 111A MM cancellation reason with the cancellation reason that was contained in the 011 MM (in the case where there are issues this is cancellation reason code OS).

Cancellation reason code OS is a valid reason code for the 011 MM during the objection period. It is not a valid reason on the 011 MM after the objection period or once the CoS has completed [this detail is not highlighted in the Market Design]. Cancellation reason code OS is also not a valid cancellation reason code on the 111A MM [this is indicated in Market Design by indicating the allowable cancellation reason codes].

The business logic behind this design is as follows:
It is assumed that once the objection period lapses with no cancellation from the Gaining Supplier, the CoS completes and the objection is deemed withdrawn. It is therefore not appropriate for the Gaining Supplier to respond outside the objection period with cancellation reason code OS (which is only applicable within the objection period).

Once the CoS completes the customer becomes registered to the Gaining Supplier and it would not be possible for the Losing Supplier to issue a further objection (012 MM) for this customer. All cancellations or dealing with the customer must go through the Gaining Supplier.

This highlights that the issue that a Supplier brought to the attention of MRSO, and initiated this discussion, is due to non-compliance with the market rules around Objections. That is, the only way that a 111A MM with cancellation reason code OS will be generated is when the Gaining Supplier responds outside the cancellation period of 10 days to the 012 MM originally sent at the start of the cancellation period by the Losing Supplier. The primary cause of this issue is that the Gaining Supplier is not responding to the original Objection message (011 MM) in the allotted time.

The 111A MM does not fail in TIBCO as it is a non-enumerated code and therefore no validation exists for it. If Suppliers have their own validation on allowable codes on the 111A MM, and if cancellation reason code OS is sent, it fails on the Supplier side.

Scale of Issue.
It is important to quantify the scale of the issue in order to understand the overall market impact. Currently one Market Participant is known to have validation on the 111A MM whereby it fails on the Supplier side if cancellation reason code OS is used. Approximately 2,900 111A MM were sent in the period March to October 2014, 10 of these messages had reason code 'OS', 6 messages were sent to 3 suppliers none of which failed on their systems, 4 messages were sent to one supplier which did fail and resulted in the Losing Supplier being unable to take the customer back after the gaining Supplier had cancelled.

This DR is raised to address the situation.

Proposed Solution

Various options have been looked at in relation to resolving the issue. The proposal to resolve this issue is as follows:

1. Update market documentation to elaborate as to when cancellation reason code OS can and cannot be used during the objection period.
   a. Cancellation reason code OS should not be used when cancelling a CoS after the objection period or when the CoS has completed. That is the 011 MM Market Message Guide – Meter Registration should include detail around when cancellation reason code OS is to be used and when it is not to be used. If cancellation reason code OS is not used on the 011 MM after the objection period/CoS completion the 111A MM will not be auto populated with OS. This will then not fail in any Supplier Systems who have validated against it.
   b. It is suggested that one of the other appropriate and allowable cancellation codes are used, e.g. reason code SE.
   .
2. Manage validation errors caused by Suppliers receiving 111A MM (where their systems cannot accept them) on a case by case basis in MRSO. The source of this part of the issue is with the Gaining Supplier submitting an 011 MM with cancellation reason code OS. Gaining Suppliers need to ensure cancellation reason code OS is NOT used in these cases. It is suggested that monitoring of the issue takes place.

3. Technical changes – Based on the number of cases and the overall impact on all Market Participants, it is suggested that a technical solution is optional. Suppliers may opt to implement option I or II below. Option III below would involve considerable system change to the Central Market systems and it is unlikely to be prioritised based on the volume of historic cases of this issue. It may be sufficient that items 1 and 2 above are completed and that the situation is monitored. If it continues to be a significant market issue, items I,II, III below could be revisited.
   I. Suppliers to determine whether validation is to be invoked for 111A MM with cancellation reason code OS and how to deal with it if cancellation reason code OS is sent in error.
   II. Suppliers to implement validation to prevent sending 011MM with cancellation reason code OS once the CoS has cancelled or objection period has completed.
   III. Central Market system rejects 011 MM if sent with cancellation reason code OS for a CoS that has completed or where the objection period has lapsed.

Finally it must be stressed that the market position on the use of the cancellation reason OS on the 111A MM and 011 MM is as follows:

- Cancellation reason code OS can be used on the 011MM during the objection period (after 012 MM has been received).
- Cancellation reason code OS is an allowable, enumerated value in the 011 MM and the 111A MM. No validation exists in the schema for allowing/preventing any of the cancellation reason codes in the 011 MM or 111A MM.
- Cancellation reason code OS cannot be used on the 011 MM after the objection period has lapsed or the CoS has completed.
- An alternative cancellation reason code must be used on the 011 MM after the objection period has elapsed even if the Supplier is responding (albeit too late) to an objection (012 MM).

Relevant market documentation must be updated to reflect the above detail.

Scope of Change

Jurisdiction	Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EMMA	Schema	Webforms	Extranet/NI Market Website
ROI	☒	☐	☐	☐	☐	☐	☐	☐	☐
NI	☐	☐	☐	☐	☐	☐		☐	☐

Co-Ordinated Baseline Market Design Documents Impacted by Request

Market Messages

Message No.	Message Name	CoBL	ROI	NI
No Impact	No Impact	No Impact	No Impact	No Impact

Data Definitions

No Impact

Data Codes

No Impact

Market Message Implementation Guides

ROI	Yes/No	NI	Yes/No
Meter Registration	Yes	Meter Registration	N/A

Comments

ROI - Market Process Diagrams – MPDs

Market Process Diagram Number	Market Process Diagram Description	Affected
N/A	N/A	N/A

NI - Market Procedures		
Market Process Number	**Market Procedure**	**Affected**
No Impact	No Impact	No Impact

ROI Guidance Documentation			
Document	**Version**	**Affected**	
No impact		No Impact	

ROI Briefing Documents			
Document/Paper	**Version**	**Affected**	
No impact		No Impact	

User and Technical Documents			
Reference	**Name**	**Version**	**Affected**
No impact			No Impact

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
Details of Data changes e.g. cleansing	

Part 3 - ReMCoSG / CER Approval		
Approved by	**ReMCoSG**	**CER**
Comments		