

MARKET PROCESS DESIGN

MPD 04 – Supplier of Last Resort (SoLR)

TABLE OF CONTENTS

1. INTRODUCTION	3
1.1 SCOPE.....	3
1.2 HISTORY OF CHANGES	3
2. PROCESS MAP	5
2.1 PROCESS DESCRIPTION	9
3. SUPPLEMENTARY INFORMATION	13

1. Introduction

1.1 Scope

This Procedure describes the process for the Supplier of Last Resort.

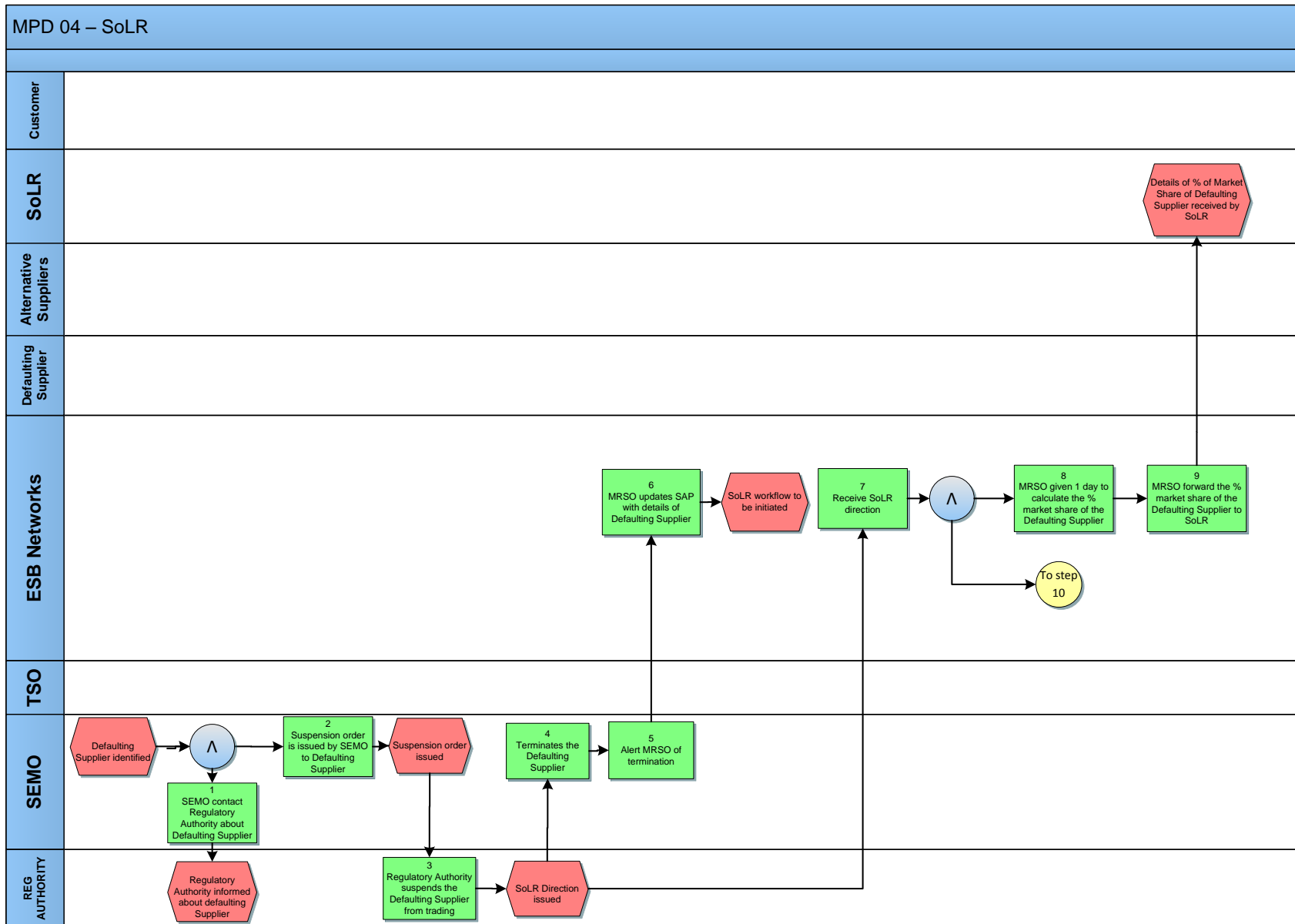
1.2 History of Changes

This Procedure includes the following changes:-

Version in which last change Implemented	Source of Change	Description of Change
Draft	MIG September 17 th	Standardised on use of QH/NQH Terminology – Change applied since Version 3.1
Draft	MIG September 17 th	Updated diagram to show 210 flow (already included in text)
		<i>Updates arising from Supplier Clarification sessions</i>
Draft	Clarification 1	Update to scope of process.
Draft	Written Supplier Clarifications	All references to Profile/Non profile replaced by QH/NQH
Version 4.2	MCR 0021	Addition of New Market Message 105L sent to the Old Supplier
Version 5.0	DRR 0087	Amendments to text to cater for Single Point Unmetered & QH Sites
Version 6.0	MCR 0116	Amendments to satisfy a new requirement of SEM implementation to inform the SEMO where there is a reversion to Supplier of Last Resort for a Trading Site. This will necessitate changes to:- ARIS Process Flow Diagram Supplementary Information
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 9.0	Non-Conformance (AIQ-1768 - Non-conformities	MPD 04 updated to align with MCR 162 and also to reflect recent (March '11) discussions with MRSO on how the process actually operates.

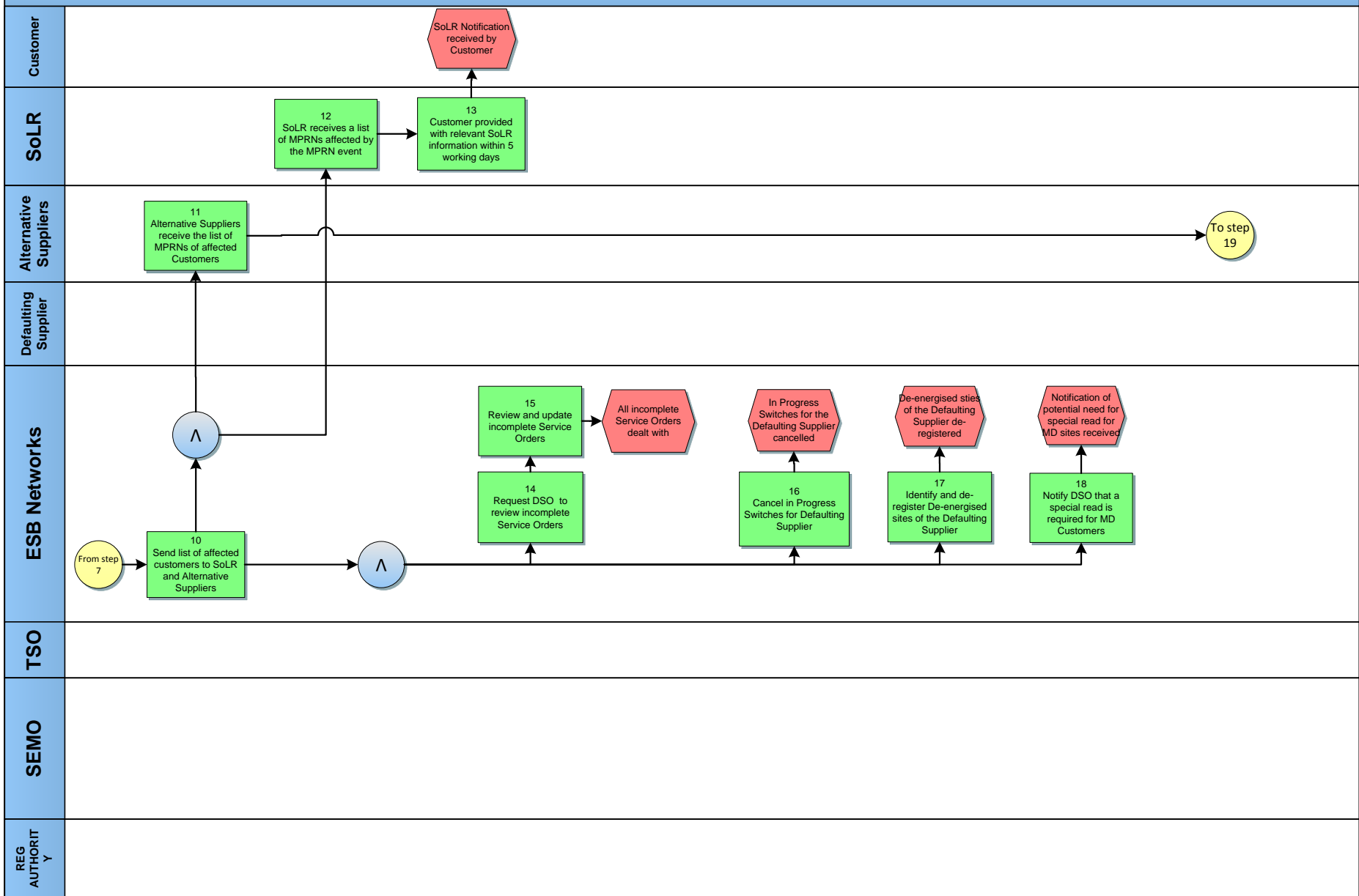
Version in which last change Implemented	Source of Change	Description of Change
	relating to MCR 162)	
Version 10.5	MCR 1155 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Swimlane name amended from Alternative Supplier to Alternative Suppliers. Changed from SMO to SEMO.

2. Process Map

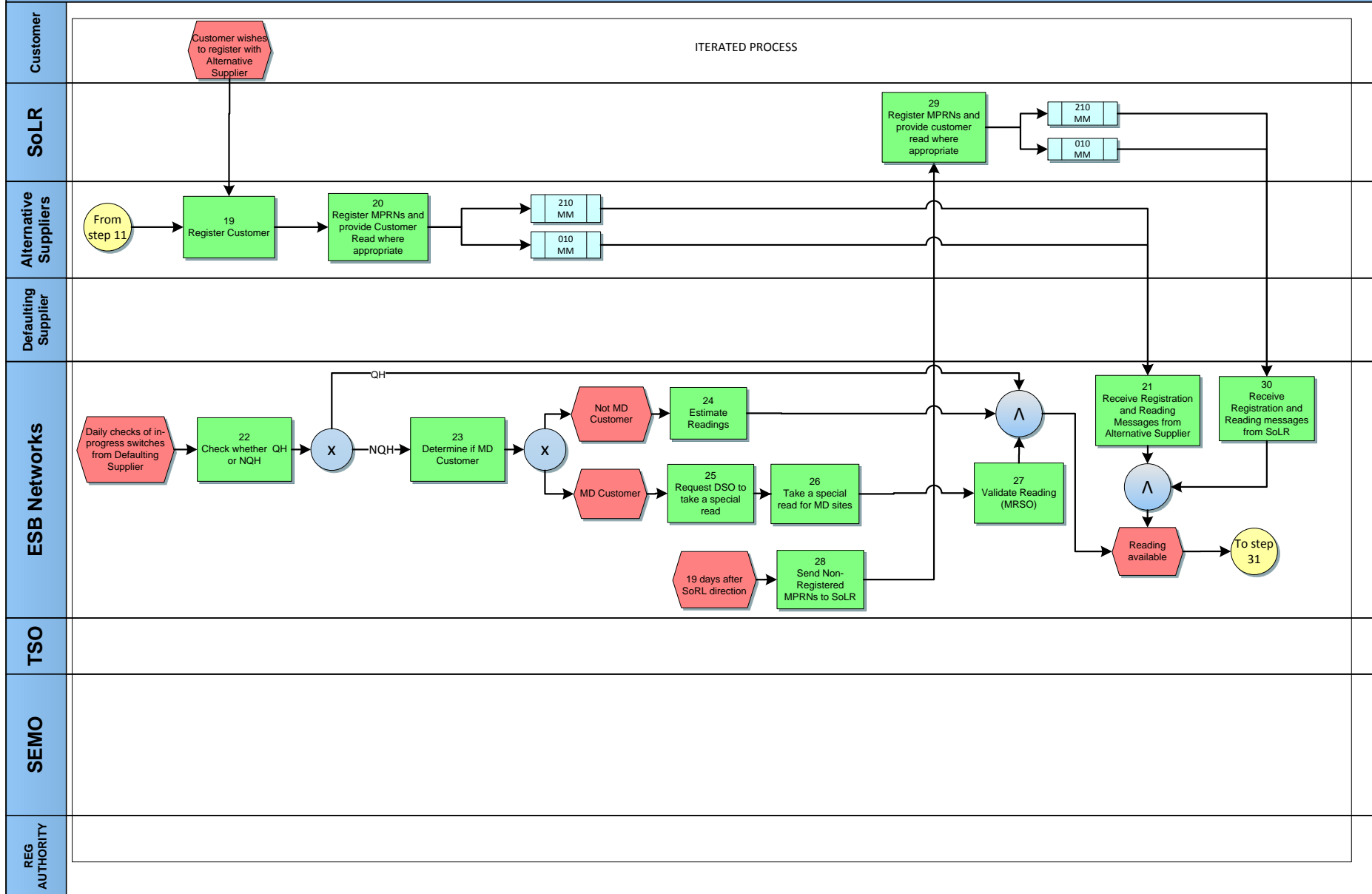


MPD 04 SoLR
Market Design Version 10.5

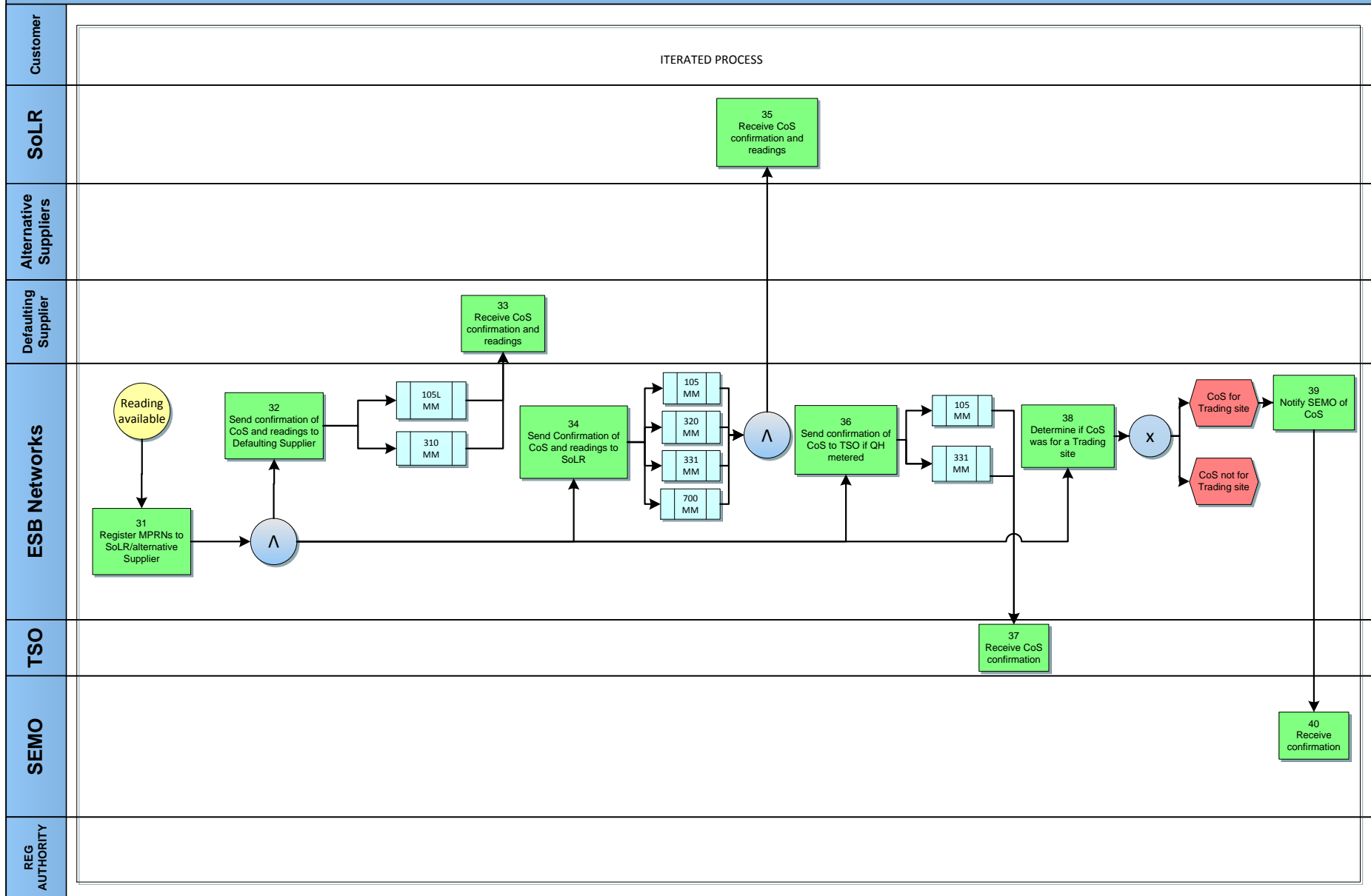
MPD 04 – SoLR



MPD 04 – SoLR



MPD 04 – SoLR



2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	SEMO contact Regulatory Authority about Defaulting Supplier	SEMO	Where a Default Supplier is identified the Single Electricity Market Operator (SEMO) contacts the Regulatory Authority regarding the Defaulting Supplier.	
2	Suspension order issued by SEMO to Defaulting Supplier	SEMO	Suspension Order issued by SEMO to Defaulting Supplier.	
3	Regulatory Authority suspends the Defaulting Supplier from trading	Regulatory Authority	The Regulatory Authority suspends the Defaulting Supplier from trading and the SoLR direction is issued.	
4	Terminates the Defaulting Supplier	SEMO	SEMO will terminate the Defaulting Supplier.	
5	Alert MRSO of termination	SEMO	SEMO will alert Meter Registration Services Operator (MRSO) of termination.	
6	MRSO updates SAP with details of Defaulting Supplier	ESBN	MRSO will update SAP (SAP application for Utilities business) with details of Defaulting supplier. The SoLR workflow is initiated	
7	Receive SoLR direction	ESBN	MRSO receives SoLR direction from the Regulatory Authority.	
8	MRSO given 1 day to calculate the % market share of the Defaulting Supplier	ESBN	MRSO calculates the % market share of the Defaulting Supplier.	
9	MRSO forward the % market share of the Defaulting Supplier to SoLR	ESBN	MRSO advises the SoLR of the % market share of the Defaulting Supplier.	
10	Send list of affected Customers to SoLR and Alternative Supplier	ESBN	MRSO sends list of affected Customers to the SoLR and Alternative Suppliers.	
11	Alternative Suppliers receives the list of MPRNs of affected Customers	Alternative Suppliers	The Alternative Suppliers receives a .CSV file containing a list of MPRN's of affected Customers <ul style="list-style-type: none"> • Register Customer - next step 19 	

Process Step		Role	Process Step Description	Interface
12	SoLR receives a list of MPRNs affected by the MPRN event	SoLR	The SoLR receives a .CSV file containing a list of MPRN's of affected Customers.	
13	Customer provided with relevant SoLR information within 5 working days	SoLR	The SoLR informs the affected Customers by letter, of the various CoS options (including list of alternative, active Suppliers in the market) within 5 working days of receiving the .CSV file.	
14	Request Meter Operations to review incomplete Service Orders	ESBN	MRSO will request Distribution Service Operator (DSO) to review all incomplete Service Orders for the MPRN's on the .CSV file.	
15	Review and update incomplete Service Orders	ESBN	DSO will review and update incomplete Service Orders. [See Supplementary Information – Incomplete Service Orders].	
16	Cancel in Progress Switches for Defaulting Supplier	ESBN	MRSO will cancel all In-Progress Change of Supplier (CoS) switches to the Defaulting Supplier.	
17	Identify and de-register de-energised sites of the Defaulting Supplier	ESBN	MRSO will identify and de-register all de-energised sites of the Defaulting Supplier.	
18	Notify DSO that a special read is required for MD Customers	ESBN	MRSO will notify the DSO that special reads will be required for the Maximum Demand sites.	
19	Register Customer	Alternative Suppliers	Customer of Defaulting Supplier wishes to register with Alternative Supplier.	
20	Register MPRNs and provide Customer Read where appropriate	Alternative Suppliers	The Alternative Supplier provides a registration application, completed in accordance with the applicable rules, to MRSO . The Alternative Supplier may provide a Customer reading to MRSO. The Supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	210 MM 010 MM
21	Receive Registration and Reading Messages from Alternative Supplier	ESBN	ESB Networks (ESBN) Receive Change of Supplier (CoS) Registration Requests.	
22	Check whether QH or NQH	ESBN	MRSO will carry out daily checks of In-Progress CoS switches from Defaulting Supplier to determine if they are QH or NQH sites.	

Process Step		Role	Process Step Description	Interface
23	Determine if MD Customer	ESBN	MRSO will determine if In-Progress CoS is for a MD Customer. <ul style="list-style-type: none"> • Not MD Customer - Next Step 24 • MD Customer - Next Step 25 	
24	Estimate Readings	ESBN	MRSO will provide estimate reading for NHQ site if required.	
25	Request DSO to take a special read	ESBN	MRSO will request the DSO to take a special reading for MD sites.	
26	Take a special read for MD sites	ESBN	The DSO arranges for the collection of readings for the affected Maximum Demand Meter Points. In exceptional circumstances, such as a high volume of meter points affected, the DSO may opt to provide estimates.	
27	Validate Reading (MRSO)	ESBN	MRSO will validate readings.	
28	Send Non-Registered MPRNs to SoLR	ESBN	19 days after the SoLR Direction MRSO will send a .CSV file containing the list of MPRN's which remain registered to the Defaulting Supplier.	
29	Register MPRN and provide Customer ready where appropriate	ESBN	The SoLR provides a registration application, completed in accordance with the applicable rules, to MRSO. The SoLR may provide a Customer reading to MRSO. The Supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	210 MM 010 MM
30	Receive registration and reading messages from SoLR	ESBN	ESB Networks (ESBN) Receive Change of Supplier (CoS) Registration Requests.	
31	Register MPRNs to SoLR/Alternative Supplier	ESBN	MRSO will complete the CoS process for both the SoLR and the Alternative Suppliers.	
32	Send confirmation of CoS and readings to Defaulting Supplier	ESBN	MRSO will confirm the Completion of the CoS to the Defaulting Supplier and will send CoS readings.	105L MM 310 MM
33	Receive CoS confirmation and readings	Defaulting Suppliers	The Defaulting Supplier will receive Confirmation of CoS and readings.	
34	Send Confirmation of CoS and readings to SoLR	ESBN	MRSO will confirm the Completion of the CoS to the SoLR and will send CoS readings.	105 MM 320 MM 331 MM 700 MM
35	Receive CoS confirmation and readings	SoLR	The SoLR will receive confirmation of CoS and readings.	
36	Send confirmation of CoS to TSO if QH metered	ESBN	MRSO will send confirmation of CoS to TSO if site is QH metered.	

Process Step		Role	Process Step Description	Interface
37	Receive CoS confirmation	ESBN	The TSO receive CoS confirmation of QH site.	105 MM 331 MM
38	Determine if CoS was for a Trading site	ESBN	<p>MRSO will determine if CoS was for a trading site:-</p> <ul style="list-style-type: none"> • Not for trading site - no further action • For Trading site - Next Step 39 	
39	Notify SEMO of CoS	ESBN	Where CoS is for trading site MRSO will notify SEMO.	
40	Receive notification	SEMO	SEMO receive notification of CoS for trading site.	

3. Supplementary Information

Supplier of Last Resort Instructions

The Supplier of Last Resort need not initially provide a registration request to MRSO. After day 19 however, they must send in 010 MMs to register any remaining Customers.

Alternative Supplier Instructions

An alternative Supplier should provide a registration request to MRSO using the appropriate interface by using the 010 MM. The use of a scheduled read should not be requested.

The alternative Supplier may provide a Customer read using the 210 MM or the 010 MM.

Non-Participant Generator Export

This section is being added as a placeholder pending further discussions regarding the treatment of Supplier of Last Resort for the Export Arrangements on a Non Participant Generator.

SoLR Assumptions

- This SoLR process is for a Defaulting Supplier only and cannot be initiated by a Defaulting Supplier Unit.
- On day 1 all MPRNS are to be reviewed by MRSO / ESNB for any outstanding service orders.
- Two .CSV data files are to be issued by MRSO on Day 1.
 - The first .CSV file is for the SoLR and will consist of the following:
MPRN Level Details, the Meter Point Address, Customer Name, Customer Contact Details, Notification Address, Technical Contact Details, Technical Contract Address, Medical Equipment Special Needs, Customer Service Special Needs where applicable
 - The second .CSV file is for the alternative Suppliers and will consist of the following:-
MPRN Level Details, the Meter Point Address, and the Customer Name where applicable.
 - MRSO will issue a revised .CSV data file by close of business on day 19 to the SoLR. This revised file will exclude any MPRNS that have since been registered to alternative Suppliers.
- Existing CoS to the exiting Supplier are to be cancelled and notified by MRSO.
- A letter is to be issued to the Defaulting Supplier's Customers explaining the various CoS options.
- The designated Supplier of Last Resort is responsible for informing the affected Customers by letter, of the alternative active suppliers¹ in the electricity market within 5 working days.

- Existing CoS to alternative Suppliers are processed to the SoLR event date and procedures.
- Alternative Suppliers are obliged to cancel 010 CoS messages for any MPRN on the day 1 .CSV file if the message is submitted after day 19.
- Alternative Suppliers will not receive a Customer Name for domestic MPRNS (which is in line with existing market rules).
- Meter Work service orders should be analysed on case by case basis.
- 010 MMs received from alternative Suppliers for SoLR MPRNs are required to contain the new SoLR Read Arrangement Code.
- MRSO will lock down for 3 months any MPRN that has not transferred to an alternative Supplier within the 19 day SoLR window.
- Registrations for NQH Customers will be processed to estimated reads as of Day 1.

Incomplete Service Orders

- The following analysis work and actions will be carried out by MRSO and ESNB with the statuses identified in the table below.

MPRN Status	Service Order Status	MRSO / ESNB Action
De-energised MPRNS	Completed	De-register the MPRN
De-energised MPRNS	In Progress	Complete the Service Order and de-register the MPRN
De-energised MPRNS	Completed not Updated	Update Central Market System and de-register the MPRN
Existing Re-energisation Service orders	In Progress	Complete the Service Order
Existing Re-energisation Service orders	Completed not Updated	Update Central Market System
Meter Works	Meter Works physically complete awaiting paper work	Complete by day 19
Meter Works	Meter Works scheduled and underway	Suspend Meter Works and review
Meter Works	Meter Works not scheduled.	Suspend Meter Works and review