

Discussion Request 1180			New Registrations		
Status	Issued to Market	Priority	High	Status Date	24/08/2016

Date	Version	Reason for Change	Version Status
29/06/2016	1.0	Issued to Market	Final
24/08/2016	2.0	Cooling off for New Registrations	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST

Requesting Organisation(s)	CER	Originating Jurisdiction	RoI
Request Originator Name	Seán Mac an Bhaird		
Date Raised	20/05/2016		

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.	N/A
Change Type	Non-Schema Impacting		

Detail of Request

Reason for Request

Background

CER have reviewed the New Registration' process for customers who do not actively choose a supplier as part of the new connection process. In the interest of a level playing field and to further support the development of competition, CER-are considering a change to the current default process to a single supplier.

The core driver from CER is that the default Supplier, for sites which do not elect a supplier within 5 days of energisation, should not automatically be Electric Ireland. This is seen to be an unfair advantage from market perspective.

The intention of the change request is to look at the process and develop an equitable process around New Connections which does not give unfair advantage to any one supplier.

CER initially proposed the following options:

1. Where new registrations are allocated to suppliers based on market share (pro rata basis).
2. Where new registrations are allocated to each supplier in turn (1st new registration goes to supplier A, the 2nd goes to supplier B, the 3rd goes to supplier C until we get back to the 1st supplier and start again).

These options were assessed and are not part of the proposed solution for the following reasons:

1. Supplier choice and Customer choice would be compromised.
2. Onerous system changes would be required to implement this change.
3. A high amount of administrative work would be required ongoing if this was implemented.

Current Process:

Customer completes an application form for a New Connection and sends completed application form and site details to ESN.

On receipt of an application from the customer, ESN will prepare and issue a quotation letter for the new connection, with terms and conditions, to the customer. The MPRN for the new meter point will be issued to the customer with the quotation letter. In the case of multi-site developments e.g. housing schemes, the developer will be issued with a list of the MPRNs, one for each addressed connection point quoted.

The status of the MPRN will be set to 'Assigned' once the following criteria have been met

- The quotation must have been accepted and Capital Contribution paid
- The customer must have accepted the terms of connection and returned a signed Connection Agreement (over MV (Medium voltage))/Acceptance of Offer (Under MV(Medium Voltage))
- The developer has signed and returned the Development Agreement

As soon as the MPRN has reached the status of 'Assigned' registrations will be accepted by MRSO for that MPRN

At Assigned status (following customer acceptance of terms for the new connections) any Supplier can look at the Extranet and can make contact with the customers. The address of the site will be available on the extranet.

When the customer has chosen a Supplier, the Supplier will provide a registration application, completed in accordance with the applicable Rules to MRSO. The Supplier is responsible for the validity of all information provided for the purposes registering a Meter Point. A registration request from a Supplier will be taken as a request for energisation by ESN.

For Site $\geq 30\text{kVA}$, the customer is required to choose a Supplier before Energisation.

For Sites $< 30\text{kVA}$, if the Customer satisfies the requirements (duct ready cert and electrical completion cert) and when construction of the new connections is complete the MPRN is energised. Five days after energisation, if there is no registration on the system, the site is automatically assigned to Electric Ireland.

Electric Ireland will then write to the customer, the customer can change Supplier after 20 days of energisation if they so choose.

Proposed Solution

Proposed New Process

RMDS have investigated this issue and recommend the solution below:

RMDS recommends that New Registrations would follow a similar process to that which exists for $\geq 30\text{kVA}$ new connections. The customer must sign up with a supplier of choice before energisation. The choice of the Supplier is therefore correctly in the hands of the customer.

This process is currently operating in NI since 21st May 2012 and appears to be working well.

An end result of this would be that the same process would be in place in ROI and NI. This would benefit Suppliers in both jurisdictions.

When the quotation letter for a new connection is sent out to the customer by ESN this should contain a paragraph which will detail the requirement for mandatory selection of a Supplier by the customer in advance of energisation.

For multi-site developments (housing schemes and apartment blocks and multi unit commercial

developments) the list of MPRNs is provided to the developer for each individual unit at quotation stage and the customer must contact ESBN in advance of energisation in order to provide the name for the new connection.

The difference to the current process is that for sites < 30 kVA the customer will in future have to contact a Supplier of choice who will submit a registration to ESBN with the customer name, and receipt of the registration by MRSO becomes a requirement before the site is energised.

On the Central Market System the site will not be released for energisation until the registration is received. The Central Market System would wait for the MM010 to be received.

Although the current MPD covering New Registrations does not refer to cooling off period or rules in relation to customer change of mind of supplier before energisation and following initial registration, this MCR will discuss this. The existing NQH new registration MPD will include details of how change in mind/cooling off is applied in relation to New Registration.

The new process will allow for the customer to change their mind in relation to their selected Supplier at 2 points in this process. The mechanism behind the change of mind is different at the different stages of the process. The points where change of mind can be accommodated are:

1. Before the site has been energised
2. Following the completion of the New registration.

1. Before the Site has been energised.

The change in supplier choice prior to energisation is best explained through use of a walkthrough example. The customer, following receipt of the New Connection quotation letter, selects Supplier A. Supplier A submits a registration request (MM 010) and receives Provisional acceptance (MM 101P). The ESBN work order is updated to indicate that registration request has been received. Assuming all checks for energisation are met, the energisation order is released and the work scheduled. Under normal circumstances, the work would progress and the site would be energised with CMS being updated accordingly.

The customer can change their mind and select an alternative Supplier at any point in the above detail up until the site has been physically energised and system updated. This would work as follows: the customer decides they wish to register with Supplier B instead of Supplier A. Supplier B sends in an 010 for the site. This causes the existing 010 received from Supplier A to be cancelled (101R with reject reason RP issued to Supplier A). The 010 from Supplier B is processed successfully and Supplier B receives 101P as provisional acceptance of registration. The process would proceed by energisation taking place and the CMS being updated accordingly with energisation status and meter details.

If the customer, decided they wanted to register with Supplier C at the stage between energisation and registration being completed, the 010 received by Supplier C would be rejected. Once the site is marked as energised in the CMS and has a registration in process, any 010's received would be rejected.

Registration completes at midnight on the day of energisation

2. Following the Completion of New Registration

There are different scenarios associated with the New Registration process and how cooling off is effected.

For New Registrations the 20 day rule (no new Change of Supplier permitted for up to 20 days following COS – any MM 010's received during the 20 day period would be rejected) does not apply. This means that once registration for Supplier A has completed (midnight of the day of energisation), the customer can change Suppliers if they so wish.

Scenario 1:

If the customer who has just undergone New registration to Supplier A decides to change to another Supplier within the agreed cooling off period (therefore the cooling off period from initial registration) the following must take place.

Supplier B must issue an 010 MM. Because the 20 day rule does not apply following a new registration, the 010 will not be rejected and if Supplier A does not object, Supplier B will be processed as new supplier

Scenario 2

Scenario 1 takes place [Following registration to Supplier A, customer wishes to change to Supplier B within cooling off period]

If Supplier A (Supplier who customer originally registered with) engages in winback activities, the customer can opt to return to the original supplier as a result of the cooling off period.

If Supplier A manages to winback the customer, Supplier B must send an 011 with reason SE (supplier error) .

The original Supplier must accept the cancellation and accept the customer back.

The old Supplier would use the registration receipt date in the 110 market message to determine whether the 011 market message was sent before or after the 22 day period (agreed cooling off policy – another DR will contain this detail).

This DR will be assessed once the Cooling Off DR is finalised.

This benefits of this proposed solution are as follows

1. A more equitable process than the one that is currently in place.
2. Selection of Supplier will be the customer choice.
3. Any unfair advantage in the new connections process that currently exists is removed.
4. Less administrative work for Electric Ireland.
5. System changes while significant would be less than other potential options.

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

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	y		

Comments

ROI - Market Process Diagrams – MPDs		
Market Process Diagram Number	Market Process Diagram Description	Affected
MPD 5	MPD 5 - New NQH Metered Connection	Y

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		