

MARKET PROCESS DESIGN

MPD 03 - Market Process for Objection & Cancellation

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1 Introduction

1.1 Scope

This Procedure describes the process for the objections to and cancellations to registrations for a meter point.

This process applies to NQH Meter Points and Single Point Unmetered sites. The process to handle Objections and Cancellations for Group Unmetered sites will be a manual one.

The Objection Process needs to be read in conjunction with Working Practice 24 ‘Guidelines for Handling Objections to Change of Supplier’.

1.2 History of Changes

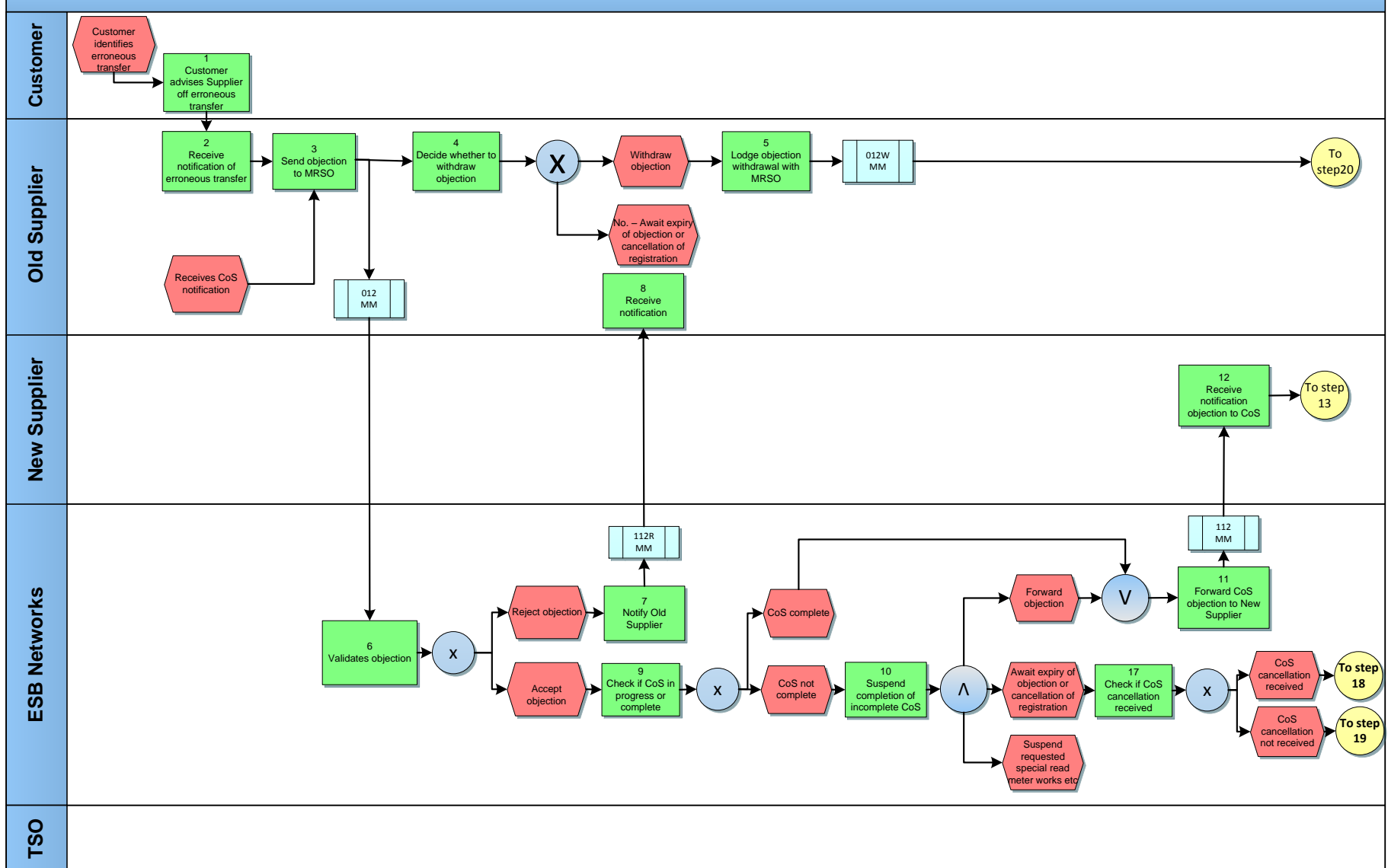
This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	B063	Extended window for old supplier to initiate objection/cancellation process for erroneous registrations.
		<i>Further Changes since version 3.1</i>
Draft	B099	Amendments to CoS Cancellation process to prevent the time-out of an accepted CoS where meter works or energisation has been requested
Draft	B099	Meter works/energisation will not be commenced until the objection period has expired
Draft	MIG September 3 rd	Re-drawing of diagram to include clarifications around source of objections.
Draft	B125	Where meter works have been requested cancellation may only occur up to the point at which a service order is raised in DSO/MO
		<i>Updates arising from Supplier Clarification sessions</i>
Draft	B192 – MIG 28/11/03	Updated process to restrict objections to erroneous transfers only
Draft	CR 351	Re-introduction of text (from V 2.1) to allow a supplier to cancel a New Connection registration
Version 4.2	MCR 0022	A new Market Message 111L (CoS Cancellation of Customer Loss) be sent to the Old Supplier
Version 4.2	MCR 0024	Updated to indicate that the objection process applies to NQH MD sites
Version 4.2	MCR 0042	Updated text to reflect Supplier requested clarifications.

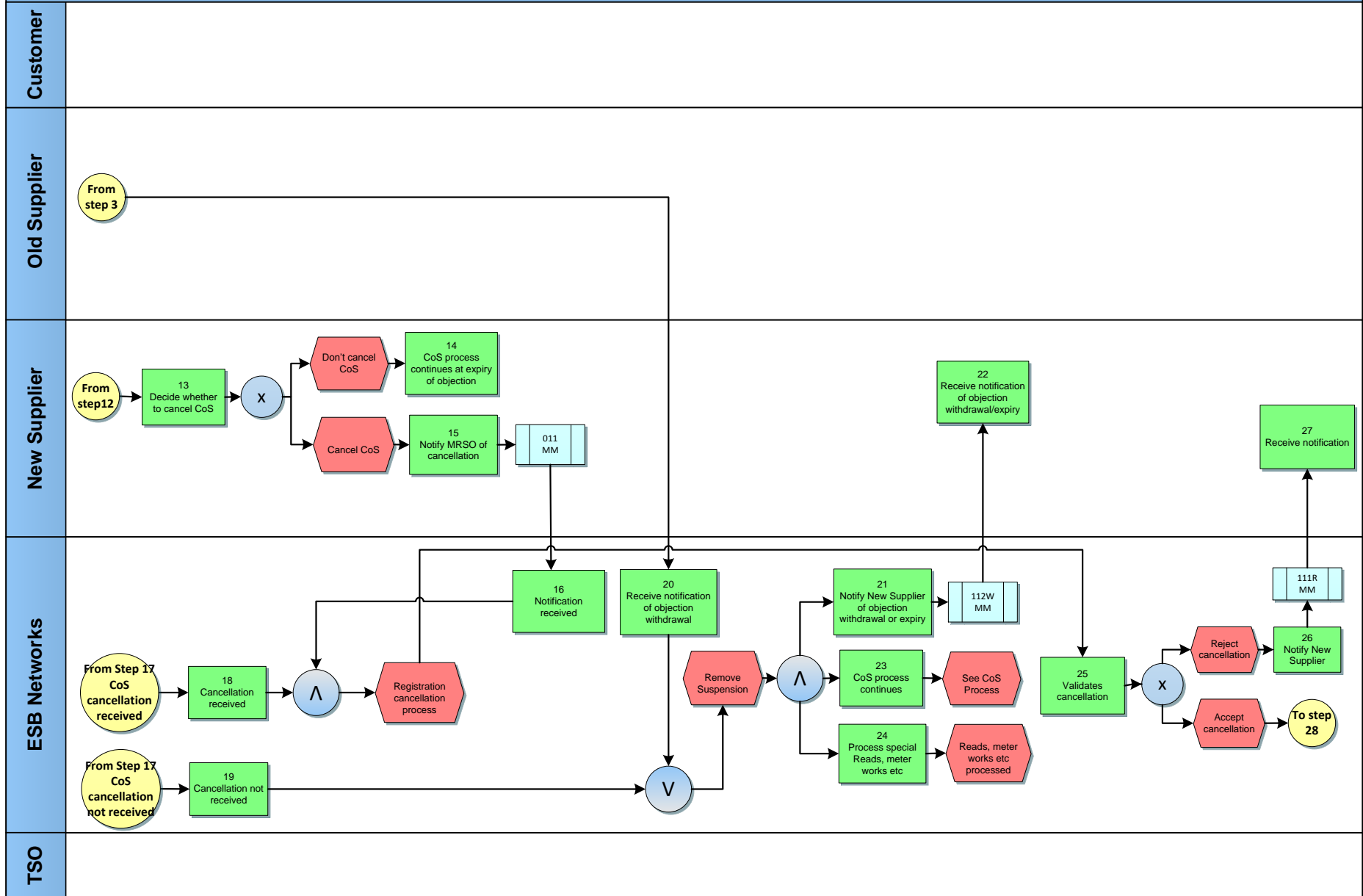
Version in which last change Implemented	Source of Change	Description of Change
Version 4.3	DRR 0010	Updates to diagram- Added a flow from step 13 to step 23 so that Expiry of objection is shown to trigger notification to the New Supplier Reword step 24 to Receive notification of objection withdrawal / Expiry so that the step caters for expiry
Version 4.4	DRR 0061	Updates to diagram-Added a flow from step 29-30 to show the 300 message containing the original CoS reading to re-instated Supplier.
Version 5.0	DRR 0084	Text added to Section 1.1 (Scope) to cater for Unmetered.
Version 6.0	MCR 0115	Amendments to satisfy the new requirement for SEM implementation that MRSO reject any cancellation of a Change of Supplier involving a Trading Site. This will necessitate changes to:- ARIS Process Flow Diagram ARIS Process Flow Diagram – Supporting Text
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 9.1	Objections / Erroneous Transfer Working Group CER decision on customer protection in the deregulated market (CER/11/057) MCR 1083	Erroneous Transfer Guidelines document embedded in MPD 03 Supplementary Information No changes to MPD
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Added initiation step from receipt of CoS Message. Moved decision to Withdraw Objection to after sending Objection. Added Option for CoS Not complete at end of process as not in ARIS and only route was for CoS Complete. Added to Supplementary Info. on cancellation and added reference to WP 24 Guidelines for handling objections to Change of Supplier.
Version 10.5	MCR 1156 - Cancellation Reason Code OS on 111A MM	Cancellation Codes details added into Supplementary information.
Version 11.0	MCR 1111	Updated Supplementary information regarding Automated Debt Flagging Solution.
Version 12.0	MCR1184	Cooling for Cancellation details added into Supplementary Information

2 Process Map

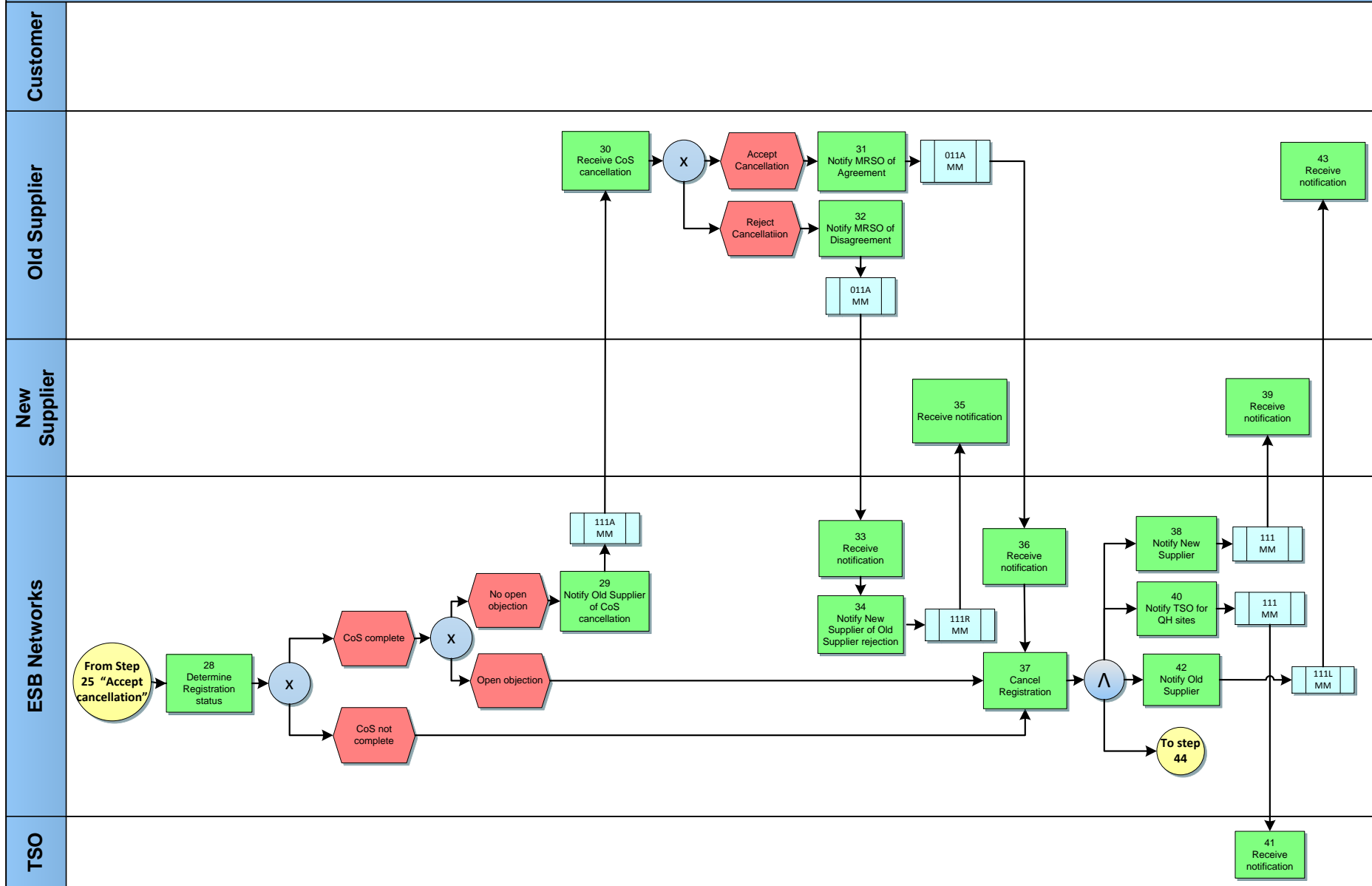
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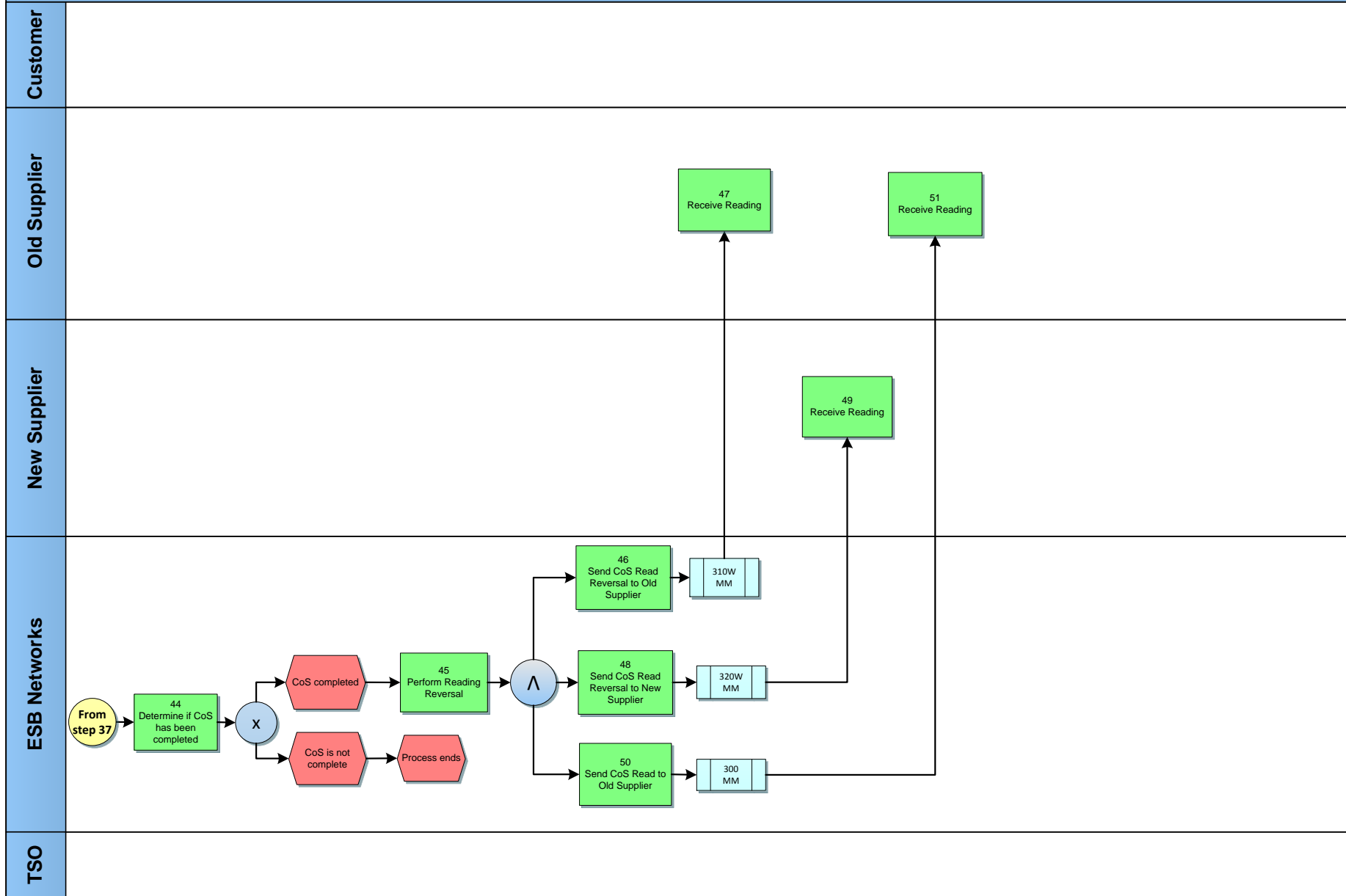
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2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Customer notifies Supplier of Erroneous transfer	Customer	Customer advises their Supplier of an erroneous transfer	
2	Receive notification of Erroneous transfer from Customer	Old Supplier	The Old Supplier receives notification of erroneous transfer from the Customer	
3	Lodge objection with MRSO	Old Supplier	The Old Supplier may have been contacted by the Customer advising that they have been erroneously transferred or alternatively on receipt of a Change of Supplier the Old Supplier may lodge an objection for erroneous transfer with MRSO in accordance with the objection validation criteria (See Supplementary Information) - Next step 6	012 MM
4	Decide whether to withdraw objection	Old Supplier	The Supplier may withdraw an objection with MRSO at any time	
5	Lodge Objection Withdrawal with MRSO	Old Supplier	The Old Supplier may send an objection withdrawal message to MRSO at any time. - Next Step 20	012W MM
6	Validates Objection	ESBN	MRSO will validate the objection in accordance with the relevant criteria (See Supplementary Information) <ul style="list-style-type: none"> • The objecting Supplier is registered or was registered as the immediate Old Supplier to the Meter Point • The objection is received not later than 60 days following the completion of the Change of Supplier. • The Meter Point is NQH metered • The Market Process as detailed for Change of Supplier Objection process can also be applied to NQH MD sites. <p>- Reject Objection - Next Step 7 - Accept Objection - Next Step 9</p>	
7	Notify Old Supplier	ESBN	If the objection criteria are not met the MRSO will inform the Old Supplier that the objection is rejected	112R MM
8	Receive Notification	Old Supplier	Old Supplier receives notification of rejection of objection raised.	
9	Check if CoS In Progress or Complete	ESBN	If the objection criteria pass validation and it is accepted then MRSO will check if the Change of Supplier transaction is In Progress or Complete:	

Process Step		Role	Process Step Description	Interface
			CoS Complete – Next Step 11 CoS Not Complete – Next Step 10	
10	Suspend completion of incomplete CoS	ESBN	If the objection criteria are met the MRSO will: <ul style="list-style-type: none"> • Notify the ESBN if a Special Read or Meter Works is outstanding • Suspend completion of any incomplete Change of Supplier • Inform the New Supplier of the objection. – Next Step 11 • Await expiry of objection or cancellation of registration – Next Step 17 	
11	Forward CoS Objection to New Supplier	ESBN	If the objection criteria are met then MRSO will forward the objection to the New Supplier by sending a 112 Market Message	112 MM
12	Receive Notification Objection to CoS	New Supplier	The New Supplier receives notification of the objection to the Change of Supplier on receipt of the 112 Market Message	
13	Decide whether to cancel CoS	New Supplier	The Supplier may consider the objection and choose to cancel the Change of Supplier (refer to cancellation process). <ul style="list-style-type: none"> - Do not cancel CoS – Next Step 14 - Cancel CoS – Next Step 15 	
14	CoS Process continues at expiry of objection	New Supplier	If the New Supplier decides not to cancel the CoS then the process continues at expiration of the objection: <ul style="list-style-type: none"> • If an objection is received after completion it will expire 65 days after completion of the Change of Supplier. • If an objection is received before completion it will expire 10 days after the objection is received by MRSO. The objection may be renewed after transfer if required. 	
15	Notify MRSO of Cancellation	New Supplier	If the new Supplier decides the objection is valid and decides to cancel the CoS then an 011 Market Message is sent to MRSO.	011 MM
16	Notification Received	ESBN	MRSO receive notification of the CoS cancellation from the New Supplier, the registration cancellation process is initiated – Next Step 25	
17	Check if CoS Cancellation received	ESBN	MRSO will check the expiration of an objection or receipt of cancellation of registration: <ul style="list-style-type: none"> - CoS Cancellation received – Next Step 18 - CoS Cancellation not received – Next Step 19 	

Process Step		Role	Process Step Description	Interface
18	Cancellation Received	ESBN	When the cancellation is received by MRSO then the registration cancellation process is initiated – Next Step 25	
19	Cancellation not received	ESBN	MRSO verifies that cancellation is not received for the CoS Registration then the suspension of the incomplete CoS needs to be removed. MRSO will: <ul style="list-style-type: none"> • Inform the New Supplier of the objection expiry • Notify ESNB if Special Read or Meter Works is outstanding • Complete any incomplete Change of Supplier providing all other conditions for completion have been satisfied and there has not been a Cancellation - Next Step 21 	
20	Receive notification of objection withdrawal	ESBN	If the objection is withdrawn by the objecting Supplier or expires according to the objection expiry criteria (see Supplementary Information) then the MRSO will: <ul style="list-style-type: none"> • Inform the New Supplier of the objection expiry or withdrawal • Notify the ESNB if Special Read or Meter Works is outstanding • Complete any incomplete Change of Supplier providing all other conditions for completion have been satisfied and there has not been a Cancellation 	
21	Notify New Supplier of objection withdrawal or expiry	ESBN	MRSO will notify the new Supplier of the withdrawal of the objection or the expiration of the objection.	112W MM
22	Receive notification of objection withdrawal expiry	New Supplier	The New Supplier receives notification of the withdrawal of the objection or its' expiration on receipt of the 112W Market Message	
23	CoS process continues	ESBN	On removal of the suspension the Change of Supplier process continues.	
24	Process Special Reads, Meter Works etc.	ESBN	On resumption of the Change of Supplier process any Special Reads or Meter Works are processed	
25	Validates Cancellation	ESBN	The MRSO will accept a cancellation request if: <ul style="list-style-type: none"> • The Supplier requesting the cancellation has an outstanding and uncompleted Change of Supplier Registration • The Supplier is registered to the Meter Point and no more than 65 days have elapsed since the Registration in the case of an Erroneous Transfer. • The site is not registered to a Trading Site. <p>A valid reason must be provided in all cases.</p> <ul style="list-style-type: none"> - Reject Cancellation - Next Step 26 - Accept Cancellation - Next Step 28 	
26	Notify New Supplier	ESBN	If the cancellation request is rejected then the MRSO will inform the New Supplier by	111R MM

Process Step		Role	Process Step Description	Interface
			sending the 111R Market Message	
27	Receive Notification	New Supplier	The New Supplier is advised of the rejection of the cancellation request on receipt of the 111R Market Message.	
28	Determine Registration Status	ESBN	If the cancellation passes validation then MRSO will determine the status of the registration: If the CoS is complete then MRSO will check if there is an open objection: <ul style="list-style-type: none"> - No Open Objection - Open Objection 	
			- Next Step 29 - Next Step 37	
			If CoS is not complete	- Next Step 37
29	Notify Old Supplier of CoS Cancellation	ESBN	If the cancellation request is accepted and the Change of Supplier has been completed but MRSO has no open objection from the Old Supplier then MRSO will inform the Old Supplier of the cancellation request.	111A MM
30	Receive CoS Cancellation	Old Supplier	The Old Supplier receives the 111A Market Message and notification of cancellation. The Old Supplier should inform the MRSO if they agree or disagree with the cancellation of the Change of Supplier. <ul style="list-style-type: none"> - Accept Cancellation - Reject Cancellation 	
			- Next Step 31 - Next Step 32	
31	Notify MRSO of Agreement	Old Supplier	The Old Supplier sends 011A Market Message to MRSO to advise of acceptance of cancellation request	011A MM
			- Next Step 36	
32	Notify MRSO of disagreement	Old Supplier	The Old Suppliers sends 011A Market Message to MRSO to advise of disagreement of cancellation request	011A MM
33	Receive Notification	ESBN	MRSO receive notification from the Old Supplier of their disagreement with the cancellation of the registration	
34	Notify New Supplier of Old Supplier Rejection	ESBN	MRSO will notify the New Supplier of the rejection of the cancellation request.	111R MM
35	Receive Notification	New Supplier	The New Supplier receives notification of the rejection of the cancellation request on receipt of the 111R Market Message	
36	Receive Notification	ESBN	MRSO receives notification (011A MM) from the Old Supplier to advise of acceptance of the cancellation request.	
37	Cancel Registration	ESBN	When a cancellation is completed then the cancellation will be confirmed as follows: <ul style="list-style-type: none"> • To the New Supplier in all circumstances 	
			- Next Step 38	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> To the TSO for QH metered sites where a CoS confirmation had previously been sent – Next Step 40 To the Old Supplier if a notification message 110 had previously been sent – Next Step 42 	
38	Notify New Supplier	ESBN	MRSO will advise the New Supplier of the cancellation of the registration by sending 111 Market Message	111 MM
39	Receive Notification	New Supplier	The New Supplier receives notification of the registration cancellation on receipt of the 111 Market Message	
40	Notify TSO for QH Sites	ESBN	MRSO will advise TSO of the registration cancellation	111 MM
41	Receive Notification	TSO	TSO receives notification of the registration cancellation on receipt of the 111 Market Message	
42	Notify Old Supplier	ESBN	MRSO will advise the Old Supplier of the cancellation of the registration by sending the 111L Market Message	111L MM
43	Receive Notification	Old Supplier	The Old Supplier receives notification of the registration cancellation on receipt of the 111L Market Message	
44	Determine if CoS has been completed	ESBN	<p>MRSO will determine if the CoS has been completed:</p> <ul style="list-style-type: none"> CoS Completed – Next Step 45 CoS Not complete – End of Process 	
45	Perform Reading Reversal	ESBN	Where a Change of Supplier has been completed then MRSO will reverse the Change of Supplier readings and notify the New and re-instated Old Supplier.	
46	Send CoS Read Reversal to Old Supplier	ESBN	MRSO reverse the CoS Read to the Old Supplier	310W MM
47	Receive Reading	Old Supplier	Old Supplier receives withdrawal of CoS Read on receipt of 310W Market Message	
48	Send CoS Read Reversal to New Supplier	ESBN	MRSO reverse the CoS Read to the New Supplier	320W MM
49	Receive Reading	New Supplier	New Supplier receives withdrawal of CoS Read on receipt of 320W Market Message	
50	Send CoS Read to Old Supplier	ESBN	Except where Meter Works have been carried out the re-instated Supplier will receive Market Message 300 containing the read which was originally used as the CoS reading. This reading may have been a scheduled or other reading.	300 MM
51	Receive Reading	Old Supplier	Old Supplier receives the reading on receipt of the 300 Market Message.	

3 Supplementary Information

Objection Validation Criteria

MRSO will accept an objection if:

- The objecting Supplier is registered or was registered as the immediate Old Supplier to the Meter Point
- The objection is received not later than 60 days following the completion of the Change of Supplier.
- The Meter Point is NQH metered
- The market process as detailed for Change of Supplier Objection process can also be applied to NQH MD sites.

Objection Expiry Criteria

If an objection is received after completion it will expire 65 days after completion of the Change of Supplier.

If an objection is received before completion it will expire 10 days after the objection is received by MRSO. The objection may be renewed after transfer if required.

Cancellation

Where a Change of Supplier has not been completed then MRSO will complete a cancellation in the following circumstances:

- A cancellation request is accepted from a New Supplier; or
- A Change of Supplier has otherwise not been completed in the permitted period¹
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Where a Change of Supplier has not been completed MRSO will complete the cancellation regardless of an objection having been raised

¹ The permitted period for a Change of Supplier is:

- Where a scheduled read was requested, twenty days after the date of the next scheduled reading date.
- Where meter works or energisation has been requested and remains outstanding, an unlimited period is allowed for completion.
- Forty days after the registration acceptance in all other cases
- Where a Change of Supplier has not been completed five days prior to the permitted period then a warning report will be sent to the New Supplier.

Where a Change of Supplier has been completed then MRSO will complete a cancellation in the following circumstances:

- A cancellation request is accepted from a New Supplier and is agreed by the Old Supplier
- A cancellation request is accepted from a New Supplier and an objection is open from the Old Supplier

Where meter works have been performed as part of the Change of Supplier then MRSO will instruct ESNB to reverse these if required by the Old Supplier. Where a meter change has occurred and is not required to be reversed by the Old Supplier then the Meter Technical Details will be passed as per MPD 11 – Change to Meter Configuration.

Where a Special Reading has been requested then, upon cancellation of a Change of Supplier, ESNB will endeavour to cancel the Special read where possible.

If Meter Works or Energisation has been requested then the old supplier will be manually contacted to determine the appropriate course of action. DSO will endeavour to cancel these works if required to do so by the old Supplier. Meter Technical details will be passed to the supplier as per the appropriate meter works MPD (i.e. MPD 10 – Re-energisation or MPD 11 – Changes to Meter Configuration.) where work has been completed as part of the CoS.

If a cancellation request is accepted and meter works have been started or completed and must be reversed then the cost of this will be chargeable to the Supplier requesting the cancellation

Cancellation Codes

Cancellation reason code OS is a valid reason code for the 011 MM during the 10 day objection period. It is not a valid cancellation reason code and must not be used on the 011 MM once the originating Change of Supplier has completed. The Gaining Supplier has an obligation to respond to the 012 MM within 10 days.

The reason for the above 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 (or expired). It is therefore not appropriate for the Gaining Supplier to respond to the objection outside the objection period with a cancellation reason OS. OS is a code only applicable for cancellations within the objection period.

If the Gaining supplier does not respond within the 10 day objection window (obligation within Market design to do so) the 011 must NOT contain OS as a cancellation reason but rather contain SE. this will ensure that the 111A is correctly populated. OS is not a valid code on the 111A message. The 111A is auto populated with the cancellation code from the 011MM and therefore if OS is used incorrectly on the 011, it will be populated on the 111A message which may cause issues for some Suppliers.

Cooling off Cancellation

When the New Supplier wishes to cancel a CoS due to a customer changing their mind (in accordance with cooling off period rules) then the New Supplier sends a 011 MM with the reason code 'ME'

If the CoS has completed (i.e. 105 MM and 105L MM have been sent) then the Old Supplier will be sent a 111A MM with the reason code 'ME'. The Old Supplier should respond in good faith with a 011A MM with the "CancellationAgreementFlag" set to 'Y'

Automated Debt Flagging – MPD 03.1

This MPD describes the automated process of Debt Flagging via the Objection/Cancellation process and using existing Messages.

DUoS Groups applicable to Debt Flagging are: DG1, DG2, DG3, DG4, DG5, DG5A, DG5B, DG6, DG6A, DG6B.

The introduction of 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. There are two '48' hour wait periods. The wait periods are timed so that the Debt Flagging process finishes within the current 5 day CoS window.

- First Wait Period (FWP) starts from when the 110 MM is outbound and ends a max. of 48hrs later.
- Second Wait Period (SWP) starts from when the 112 MM is outbound and ends a max. of 48hrs later.

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

If the Old Supplier wishes to debt flag

- 012 MM with objection reason code 'DCN' must be sent within 48hrs (FWP) of receiving the 110 MM.

If the Gaining Supplier chooses to cancel the CoS

- 011 MM with cancellation reason 'DE' must be sent with 48hrs (SWP) of receiving the 112MM.

At the end of the SWP if the Gaining Supplier has not cancelled the Registration Request, the CoS process will complete.

[Refer to MPD 03.1.](#)