

# **MARKET PROCESS DESIGN**

**MPD 01 – CoS Non Interval**

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# 1. Introduction

## 1.1 Scope

This Procedure describes the Change of Supplier (CoS) process for Non Interval sites.

MPD 01 caters for a CoS that starts as Non Interval but either completes as Non Interval or Half Hourly Interval

## 1.2 History of Changes

This Procedure includes the following changes:-

Version in which last change Implemented	Source of Change	Description of Change
Draft	235	Changes to Provisional Acceptance criteria for change of legal entity
Draft	B14	Restriction on MCC Changes
Draft	B21	CoS validation checks prior to sending 110 old Supplier notification
Draft	B031	Implicit energisation during Registration process
Draft	B039	Customer read may be provided as part of, or following, Registration
Draft	B066	Read Date Management
Draft	B067	Changes to validation rules and use of readings
Draft	B093	Identification of CoS and withdrawn meter readings
Draft	B097	Rejection of Customer Reads

Version in which last change Implemented	Source of Change	Description of Change
Draft		Removal of 103 flow to New Supplier to inform of delay in processing due to need for additional information
Draft		<i>Further Changes since version 3.1</i>
Draft	B099	Energisation and meter works, where requested, will not be performed by DSO till the objection period has expired
Draft	B099	Updated to include Time-out rules
Draft	B110	Updated to include token meters
Draft	MIG 3/9/03	Standardised on use of QH/NQH terminology
Draft	Design	Modified text to show that 252 MM is used to request a binding estimate rather than 208 MM
Draft	B138	Updated MPD to include processing of CoS requests mid way through meter works.
Draft		<i>Updates arising from Supplier clarifications</i>
Draft	Proposed Modification 3	Clarify diagram to show the route by which a request for a binding estimate is processed
Draft	B168 / Proposed Modifications 1 & 2	Changes to handling of Customer Own Reads
Draft	B193 – MIG 19/11/03	Updated text in section 3.1 to handle CoS at sites where QH metering is required
Draft	B204 / Written Supplier Clarification (MPD 14) 10	Updated to clarify that a Customer read received whilst a Scheduled Meter Read Order is open will be used for DUoS Billing (Section 3.2)

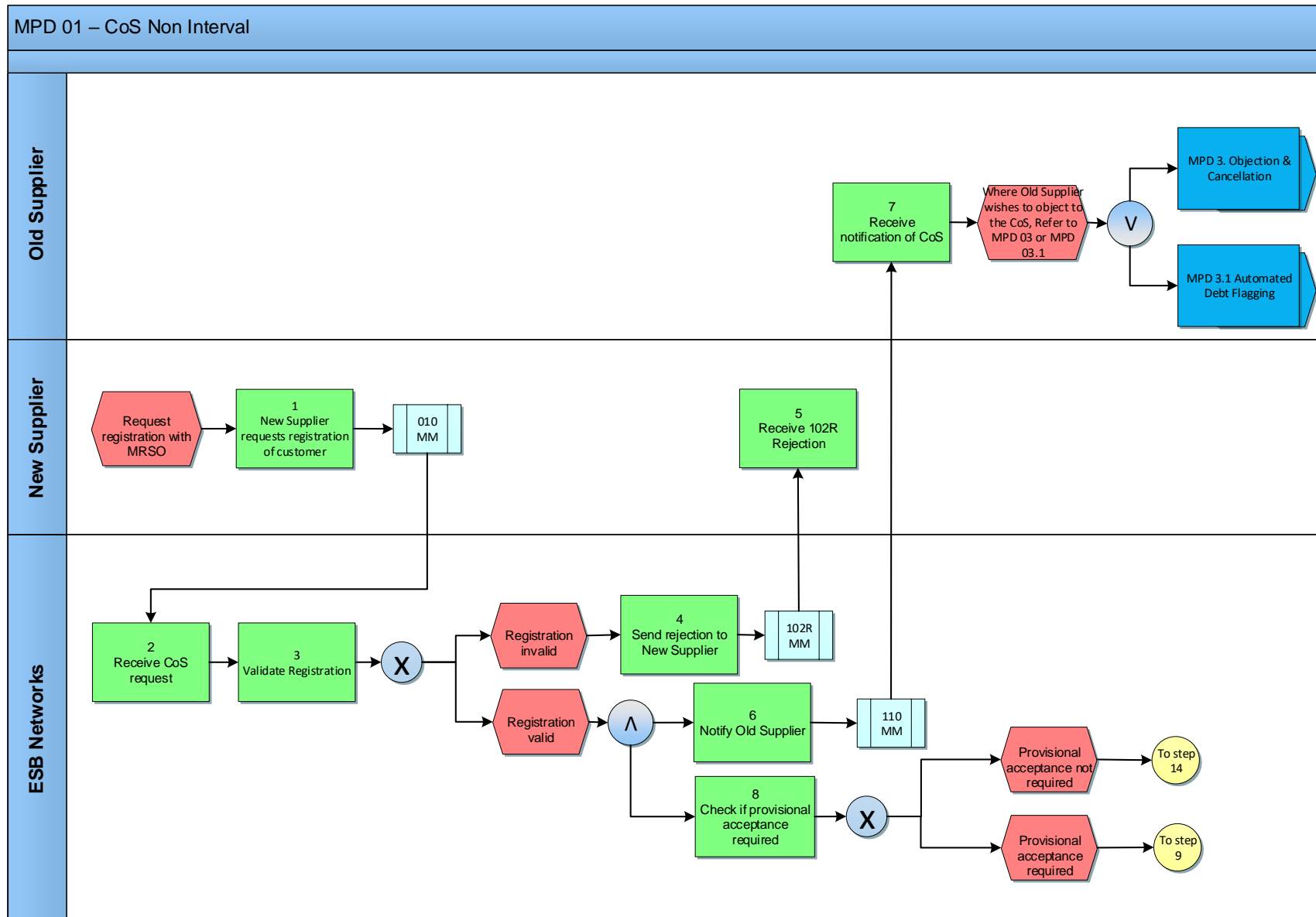
Version in which last change Implemented	Source of Change	Description of Change
Draft	B192- MIG 28/11/03	Process updated to remove delay on meter works for expiry of objection period.
Version 4.2	MCR 0021	Addition of New 105L MM (CoS Confirmation of Loss) sent to the Old Supplier
Version 4.2	MCR 0010	Addition to Supplementary Information 3.1 : EAI must be valid and not blank for sites over 30KVA
Version 4.2	MCR 0040	Updated text to Clarify wording around Page 10 ('Where a Customer read is requested then.....')
Version 4.2	MCR 0024	Steps 14, 15 updated to clarify that a Registration Request will not be fully accepted until all conditions for Provisional Acceptance have been met.
Version 4.3	DRR 0011	Updated to reflect the treatment of Special Reads used to dispute CoS reads
Version 5.1	MCR 0050	Addition to Supplementary Information-Modifications to CoS Readings Process in CoS Loss Scenario.
Version 6.0	MCR 0088	Amended validation rules to allow for the New Supplier Unit ID, to satisfy requirements of SEM implementation. A Supplier Unit entity has been added to the Data Model and will be required within CoS Processing and Market Messaging Additional validation rules will be required surrounding Trading Site Supplier Units. This will necessitate changes to:- Supplementary Information, Market Message structures, Data Definitions, Reject Codes and Reasons.
Version 8.0	RMDS QA	MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 8.0	MCR 0169	In Supplementary Info, inserted New text on warning about VC deletion. No update to process flow.
Version 8.0a	MCR 0161	Updated to reflect implementation of "MCR 0161 - Increasing the threshold for connection agreement return". Changed references of threshold from "100 kVA" to "MV (Medium Voltage)" in Supplementary Information for this MPD. Updated description of the step 'Check if prov. Acceptance is required'.
Version 10.2	MCR 1019	Updated Supplementary Information only to reflect implementation of MCR 1019. Section Processing of outstanding meter works requests updated to include process where initial MRSO check shows an

Version in which last change Implemented	Source of Change	Description of Change
		open Service Order for De-Energisation and where the 010MM has a CoLE (either Explicit or Implicit).
Version 10.5	MCR 1165 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. AIQ 2508- Supplementary Information reference to MIC replaced with Connection Voltage.
Version 11.0	MCR 1111	Updated Supplementary information regarding Automated Debt Flagging Solution. Amended process map to include reference to MPD 03 Objection & Cancellation & MPD 3.1 Automated Debt Flagging Solution. Referenced MPD 03 & MPD 3.1 in Step Table (Step 7) – Process Description.
Version 12.0	MCR 1173	<p>The following text was added to Supplementary information , Section Registration Validation Rules for a CoS (NQH Settled)</p> <ul style="list-style-type: none"> <li>- Where the code Medical Institution code 0005 is submitted on a Market Message 010 for a site with DUoS Group DG1 or DG2.</li> <li>- Where the CustomerServiceDetailsCode 0010 Other is submitted on a Market Message 010. .</li> </ul> <p>Supplementary information Section : <b><i>Treatment of Medical Equipment Special Needs</i></b> : A new heading is added above the existing text in this section viz <b>(a) Management of Medical Equipment Special Needs (MESN) flags during COS operations</b></p> <p>Supplementary information section : <b><i>Treatment of Medical Equipment Special Needs</i></b>: A new section is added under this heading viz <b>(b) Management of Medical Equipment Special Needs (MESN) flag 0005 and MM010 rejection</b></p>
Version 13.0	MCR 1159  MCR 0176	<p>Final version incorporating Draft V1.0 to V3.0 V13.0 SMART:</p> <p>MPD Name change from MPD01 CoS NQH to MPD 01 CoS Non Interval</p> <p>Step 13 rewritten to include SMART meter works</p> <p>Steps 17 &amp; 22 deleted,</p> <p>New steps 17 to 25, 32 &amp; 33, 45, 50 to 53</p>

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Version in which last change Implemented	Source of Change	Description of Change
		<p>Section: Supplementary Information – Registration Validation Roles for CoS (Non Interval Settled) updated</p> <p>Section: Processing of outstanding Meter Works requests updated</p>

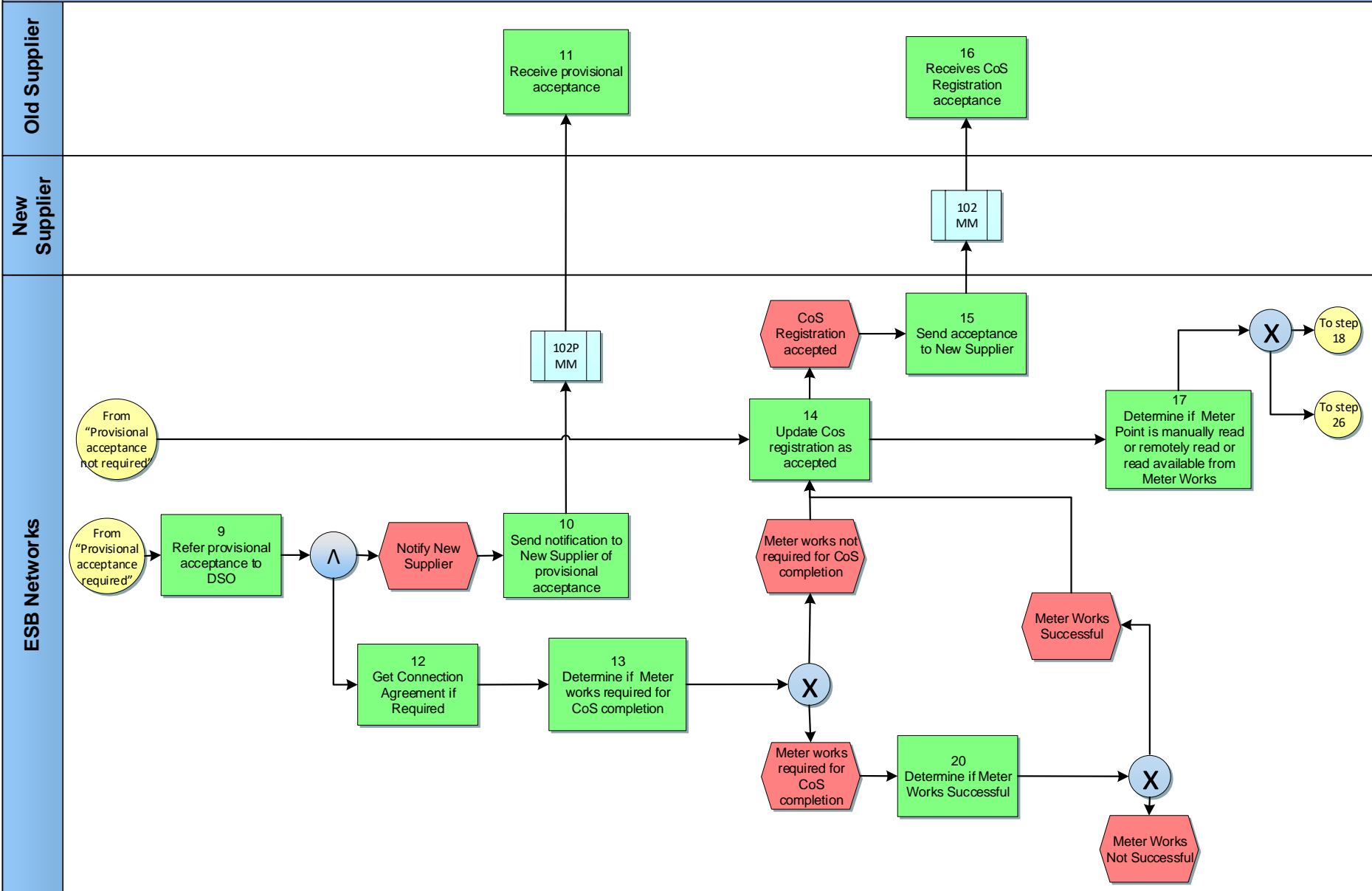
## 2 Process Map



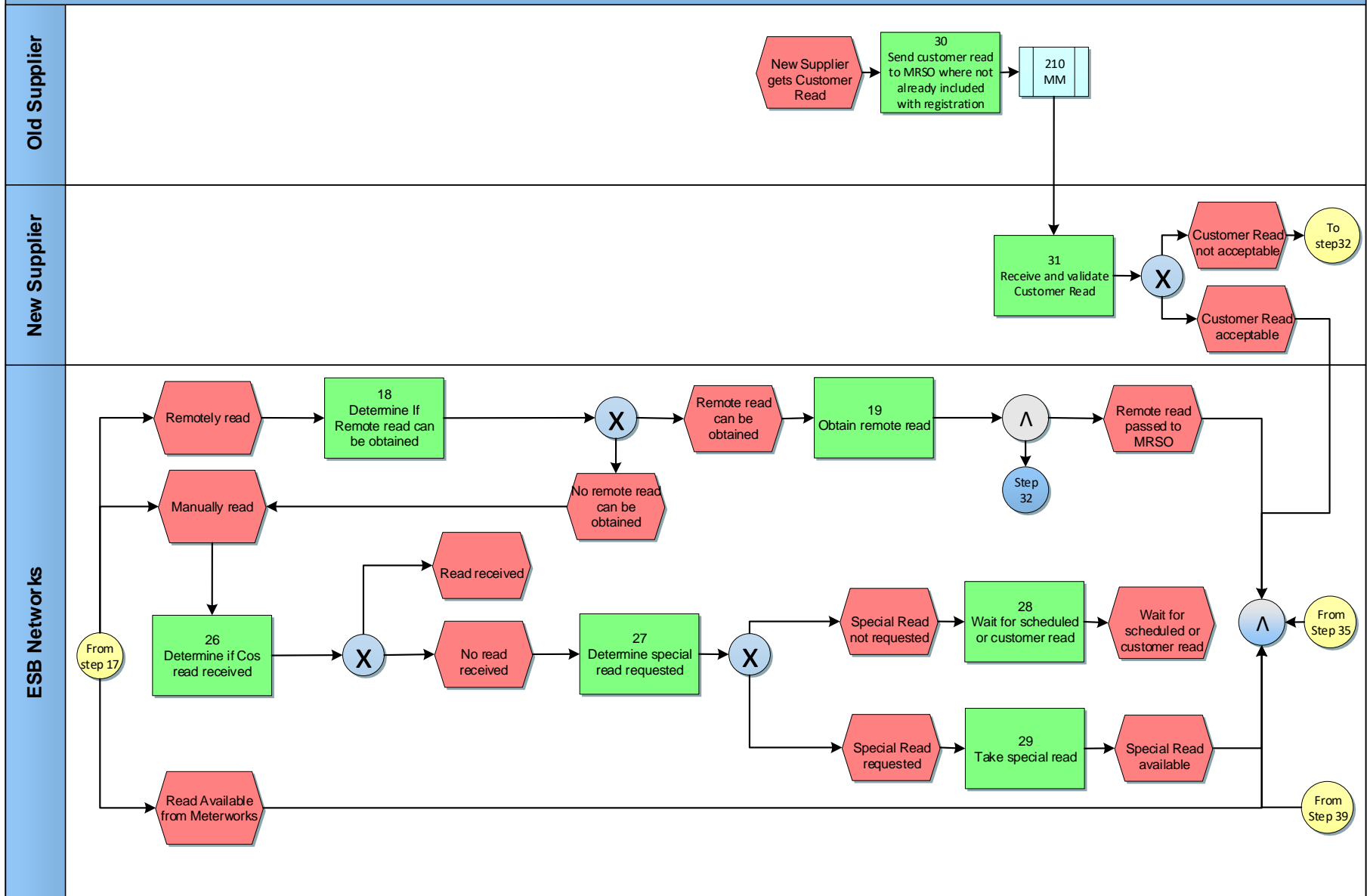
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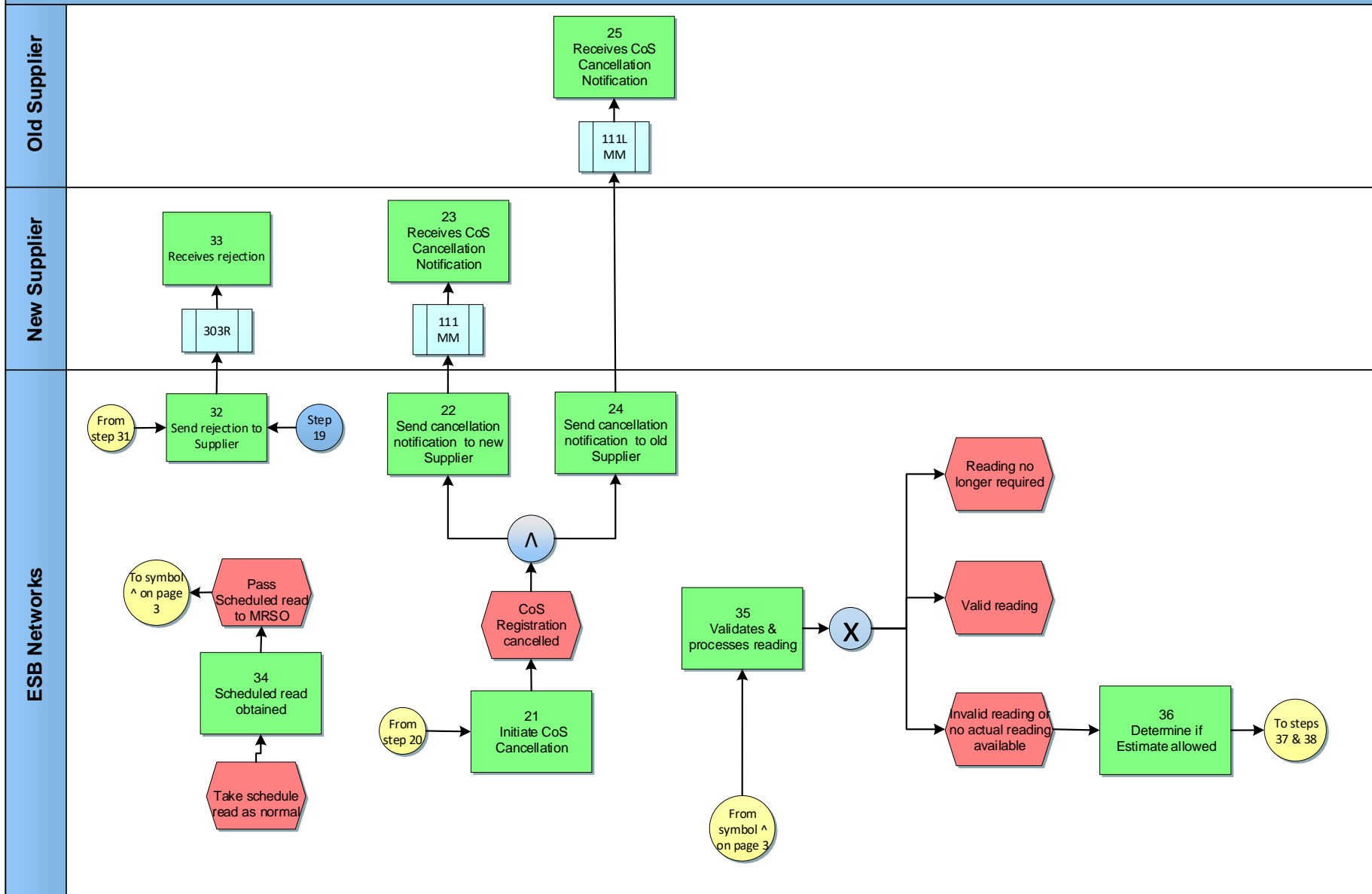


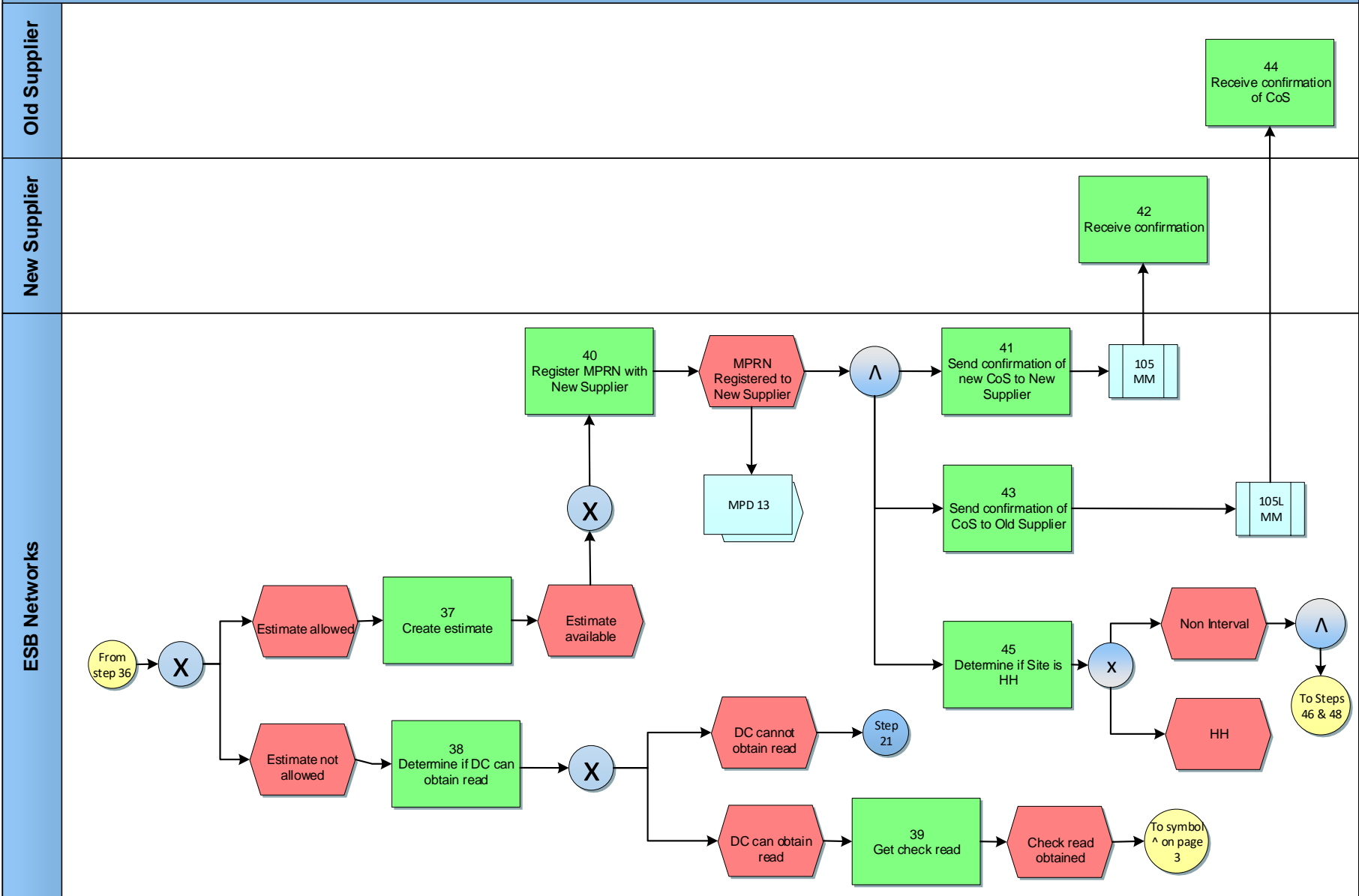
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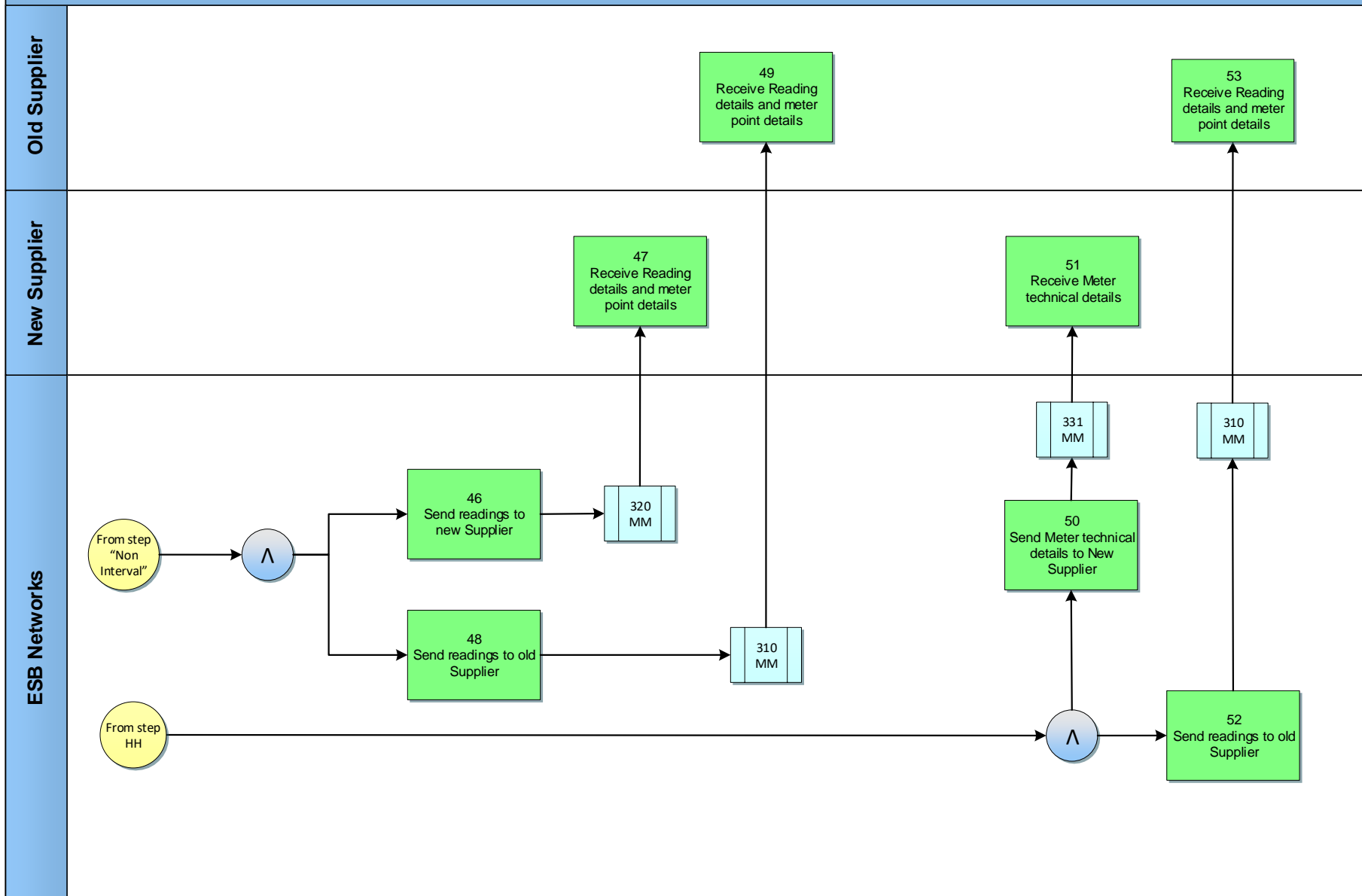






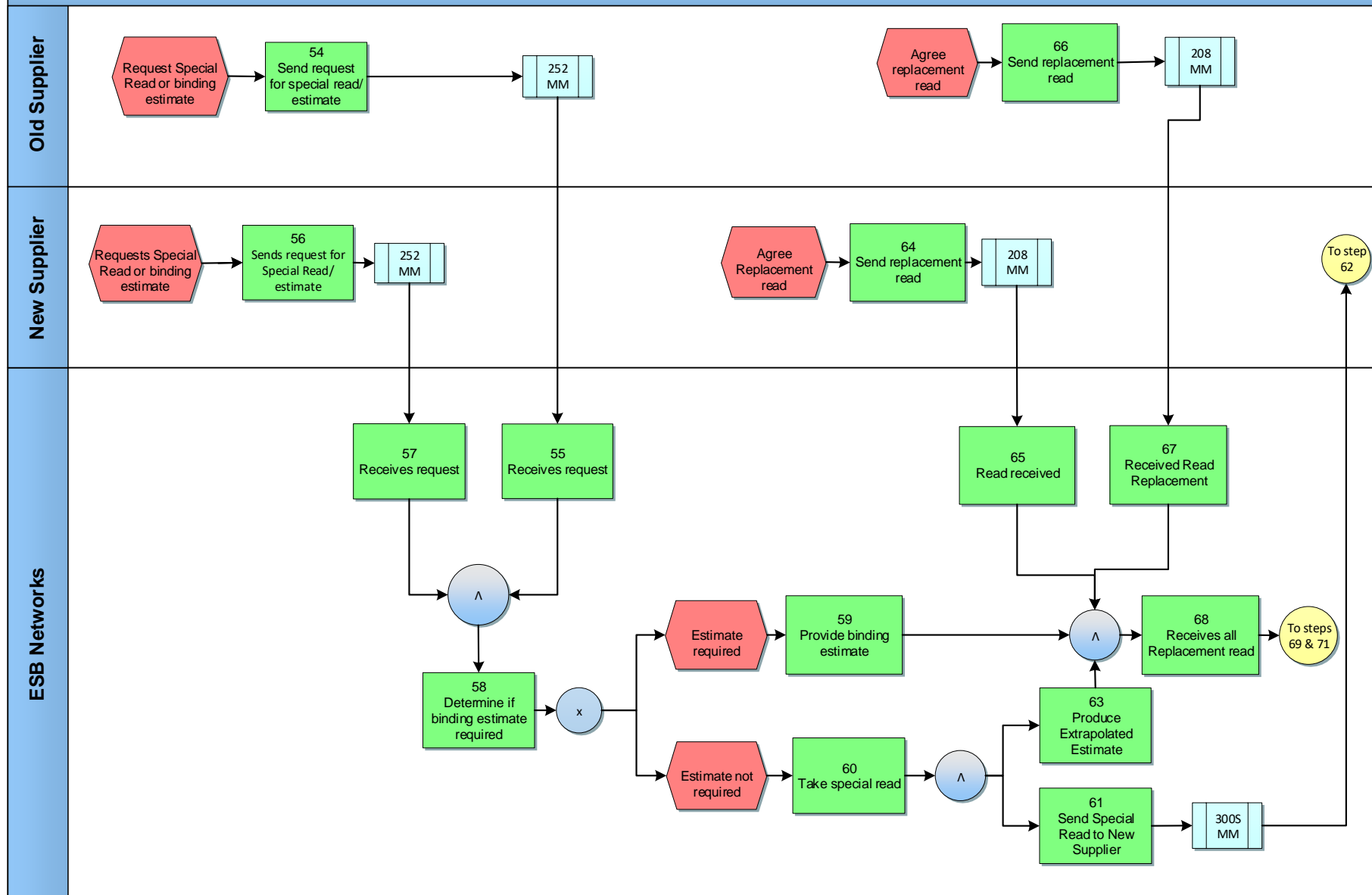
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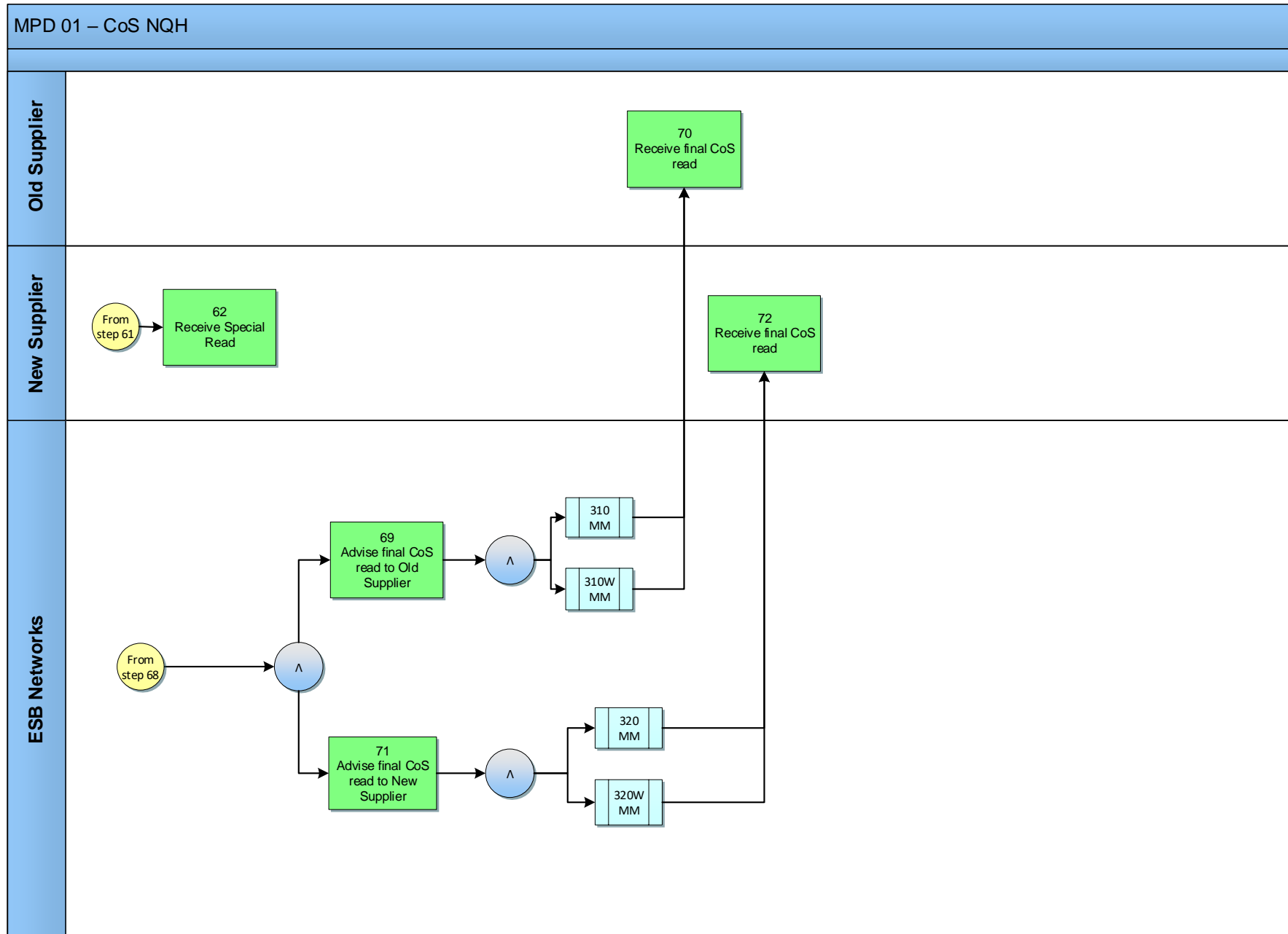
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## 2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	New Supplier requests Registration of Customer	New Supplier	The New Supplier provides a Registration Application, completed in accordance with the applicable rules, to Meter Registration System Operator (MRSO). The New Supplier may provide a Customer reading to MRSO dated at, and as part of, the Registration Request. The Supplier is responsible for the validity of all information provided for the purposes of registering a Meter Point.	010 MM
2	Receive CoS request	ESBN	ESB Networks DAC Receive Change of Supplier (CoS) Registration Request.	
3	Validate Registration	ESBN	MRSO will validate the Registration in accordance with the applicable validation rules (see Supplementary Information).  <ul style="list-style-type: none"> <li>• Registration Invalid - <b>Next Step 4</b></li> <li>• Registration Valid - <b>Next Step 6</b></li> </ul>	
4	Send Rejection to New Supplier	ESBN	Where Registration is rejected the requesting Supplier is informed of the Rejection with the reasons.	102R MM
5	Receive Rejection Message	New Supplier	Supplier receives Rejection Message.	
6	Notify Old Supplier	ESBN	If the Registration is not automatically rejected, then MRSO will notify the old Supplier that a Registration has been received.	110 MM
7	Receive notification of CoS	Old Supplier	Old Supplier receives notification of a CoS At this stage in the process the Old Supplier may object to the CoS. Refer to MPD 03 - Objection & Cancellation or MPD 03.1 - Automated Debt Flagging if the objection is on the grounds of debt.	
8	Check if Provisional Acceptance required	ESBN	MRSO checks to see if Provisional Acceptance is needed to progress the CoS. (See Supplementary Information for more details of validation checks.)  <ul style="list-style-type: none"> <li>• Provisional Acceptance not required - <b>Next Step 14</b></li> <li>• Provisional Acceptance required - <b>Next Step 9</b></li> </ul>	
9	Refer Provisional Acceptance to DSO	ESBN	If the Registration is Provisionally accepted, then MRSO will make available the Registration details to Distribution System Operator (DSO).	
10	Send notification to New Supplier of Provisional	ESBN	If the Registration is Provisionally accepted the New Supplier will be informed of the Provisional Acceptance, with reasons.	102P

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Process Step		Role	Process Step Description	Interface
	Acceptance			
11	Receive Provisional Acceptance	New Supplier	New Supplier Receives Provisional Acceptance.	
12	Get Connection Agreement if required	ESBN	ESBN receive Connection Agreement if required. DSO will obtain a connection agreement where a Registration has been accepted pending receipt of a connection agreement.	
13	Determine if Meter Works required for CoS completion	ESBN	<p>ESBN will Determine if Meter works required: -</p> <ul style="list-style-type: none"> <li>• If Meter Works are not required for CoS completion, then where appropriate update the customer record next step 14. -</li> <li>• There will be Meter Works required where</li> </ul> <p>The site is De-Energised And / Or Token meter is present and has to be removed Or Smart Interval Data Service (01) is requested and the comms are feasible and Smart Non Interval Data Service previously existed</p> <p>or Where Smart Non Interval Data Service (02) is requested and the change is from a legacy MCC to a Smart MCC.</p> <p>ESBN will initiate the Meter Works Next Step 20</p> <p>* Where the CoS does not have an explicit, or implied, CoLE and the DUoS Group is applicable to Debt Flagging, the automated raising of the Service Order will be suspended until the Debt Flagging process has run its course for the MPRN. Refer to MPD03.1 - Automated Debt Flagging.</p> <p>DSO will provide changeover readings to MRSO as follows:-</p> <ul style="list-style-type: none"> <li>• A re-energisation reading if the meter point was de-energised.</li> <li>• A meter installation reading if no meters were previously installed or exchanged.</li> <li>• Meter works reading associated with removal of token meter.</li> <li>• If there is a reconfiguration to Interval or Non Interval Data Services as part of the Re-Energisation, the CoS will complete to the Re-Energisation date.</li> <li>• Meter works reading associated with a permitted Smart Data Services MCC change as requested by the Supplier.</li> </ul>	

Process Step		Role	Process Step Description	Interface
14	Update CoS Registration as Accepted	ESBN	If the Registration is accepted, the New Supplier will be informed of the Acceptance. The Registration Request will not be fully accepted until all conditions for Provisional Acceptance have been met.	
15	Send Acceptance to New Supplier	ESBN	ESBN send Acceptance of Registration to New Supplier.	102 MM
16	Receive CoS Registration Acceptance	New Supplier	New Supplier will receive CoS Registration Acceptance message.	
17	Determine if the meter point is manually read or remotely read or read available from meterworks	ESBN	If manually read next step 26  If remotely read next step 18  If read available from Meter Works – next step 35	
18	Determine If Remote read can be obtained		Where the meter can be read remotely, a remote reading will be taken.  If Remote read can be obtained – next step 19  If No remote read can be obtained – next step 26	
19	Obtain remote read		A remote read is taken next step 35  and  A supplier provided customer read provided on MM010 will be rejected – next step 32	
20	Determine if Meter Works successful	ESBN	ESBN will determine if the Meter Works are successful.  If successful next step 14  If not successful next step 21	
21	Initiate CoS Cancellation	ESBN	ESBN will initiate CoS cancellation where no reading has been obtained and the permitted period for a change of supplier has expired: <ul style="list-style-type: none"> <li>- Where a scheduled read was requested, twenty days after the date of the next scheduled reading date.</li> <li>- Where meter works or energisation has been requested and remains outstanding, an unlimited period is allowed for completion.</li> <li>- Forty days after the registration acceptance in all other cases</li> </ul>	

Process Step		Role	Process Step Description	Interface
			<ul style="list-style-type: none"> <li>- where Smart Data Services meter works as requested cannot be completed</li> </ul> See MPD 03 Objection and Cancellation No further processing	
22	Send cancellation notification to New Supplier	ESBN		111 MM
23	Receive CoS cancellation notification	New Supplier	New Supplier will receive the CoS cancellation notification.	
24	Send cancellation notification to old Supplier	ESBN		111L MM
25	Receive CoS cancellation notification	Old Supplier	Old Supplier will receive the CoS cancellation notification.	
26	Determine if CoS read received	ESBN	Supplier provided Customer read can be received via the MM010. MRSO will reject the readings where customer reads fail the following validation or a remote reading has been obtained (see MPD 14):  ESBN determine if CoS read received:- <ul style="list-style-type: none"> <li>• If CoS read received - <b>Next Step 35</b></li> <li>• If CoS read not received - <b>Next Step 27</b></li> </ul>	
27	Determine Special Read requested	ESBN	ESBN determine if Special Read Requested:- <ul style="list-style-type: none"> <li>• If Special Read not requested - <b>Next Step 28</b></li> <li>• If Special Read requested - <b>Next Step 29</b></li> </ul>	
28	Wait for scheduled or Customer read	ESBN	ESBN wait for Scheduled or Customer Read.	

Process Step		Role	Process Step Description	Interface
29	Take Special Read	ESBN	The Data Collector (DC) will collect Special Read in accordance with instructions from the Supplier and make these available to MRSO.  <ul style="list-style-type: none"> <li>Special Read obtained - <b>Next Step 35</b></li> </ul>	
30	Send Customer read to MRSO where not already sent	ESBN	The New Supplier may also provide a Customer reading to MRSO at any time subsequent to the Registration Request before the completion of the CoS.	210 MM
31	Receive and validate Customer Read	ESBN	MRSO will reject the readings where Customer reads fail the following validation: - <ul style="list-style-type: none"> <li>Readings cannot be matched to meters at the Meter Point.</li> <li>Meter Point is a Maximum Demand site.</li> <li>A complete set of readings is not provided.</li> <li>Meter Point has been remotely read</li> <li>Meter Readings have been provided from Meter Works</li> <li>Customer Read acceptable - <b>Next Step 35</b></li> <li>Customer Read not acceptable - <b>Next Step 32</b></li> </ul>	
32	Send Rejection to Supplier	ESBN		303R
33	Receives rejection	Supplier		
34	Scheduled read obtained	ESBN	Scheduled Read obtained and passed to MRSO.	
35	Validates & processes reading	ESBN	MRSO will select and validate the CoS reading as follows, Where a meter can be read remotely , an ESN obtained remote read. Or Where a meter cannot be read remotely a reading will be obtained in accordance with the instructions provided by the New Supplier special, scheduled, re-energisation or Customer read for use as the CoS reading. This selection shall not be made before the required date (or scheduled date if a scheduled, reconfiguration, read was requested). Rules are described in the Supplementary Information.  <ul style="list-style-type: none"> <li>If read is Valid - <b>Next Step 40</b></li> <li>If read is Invalid or no actual reading available - <b>Next Step 36</b></li> </ul>	
36	Determine if Estimate	ESBN	MRSO Determine if Estimate Allowed.	

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Process Step		Role	Process Step Description	Interface
	allowed		<ul style="list-style-type: none"> <li>If Estimate is Allowed - <b>Next Step 37</b></li> <li>If Estimate is not Allowed - <b>Next Step 38</b></li> </ul>	
<b>37</b>	Create estimate	ESBN	ESBN will generate Estimate Read - <b>Next Step 40</b>	
<b>38</b>	Determine if DC can obtain read	ESBN	<p>ESBN will Determine if Data Collection (DC) can obtain Read.</p> <ul style="list-style-type: none"> <li>DC can obtain read - <b>Next Step 39</b></li> <li>DC cannot obtain read – Next Step 17.5 Initiate CoS Cancellation</li> </ul>	
<b>39</b>	Get check read	ESBN	<p>Where a scheduled read could not be obtained and an estimate is not allowable the DC will arrange for the provision of the non-chargeable Special Read to MRSO. The DC may, at their option, (but not for MD sites) provide a Customer read.</p> <ul style="list-style-type: none"> <li>Reading obtained - <b>Back to Step 35</b></li> </ul>	

Process Step		Role	Process Step Description	Interface
40	Register MPRN with New Supplier	ESBN	<p>If Site is Non Interval MRSO will complete the CoS, within the permitted period**, when the following are complete: -</p> <ul style="list-style-type: none"> <li>• Five days have elapsed after the notification to the old Supplier.</li> <li>• Any reasons for Provisional Acceptance have been resolved.</li> <li>• Any outstanding objection expires or is withdrawn.</li> <li>• A full set of valid CoS readings is available:- The CoS is completed using the effective reading date (The effective reading date is the date that DSO collects the reading or, for a Customer read provided by the Supplier, the date specified by the Supplier) to determine the CoS date. The CoS will be effected at 00h00 on the CoS date (The changeover date is, for a Customer, Special or scheduled read, the day following the read and for a meter exchange, or meter reconfiguration, the day of the meter exchange or reconfiguration), meaning that consumption on that date will be provided to and settled by the New Supplier.</li> </ul> <p>** The permitted period for a CoS is:-</p> <ul style="list-style-type: none"> <li>• Where a scheduled read was requested, twenty days after the date of the next scheduled reading date.</li> <li>• Where meter works or energisation has been requested and remains outstanding, an unlimited period is allowed for completion.</li> <li>• Forty working days after the Registration Acceptance in all other cases where a CoS has not been completed five days prior to the permitted period then a warning report will be sent to the New Supplier.</li> <li>• Where Smart Data Services meter works as requested cannot be completed within the permitted time (up to ten working days), the CoS will automatically be cancelled.</li> </ul> <p>Where the Supplier requests valid SNP details removal, or a CoLE where the previous customer had SNP, initiate MPD 13</p>	
41	Send confirmation of New CoS to New Supplier	ESBN	MRSO will confirm the completion of the CoS to the New Supplier.	105 MM
42	Receive confirmation	New Supplier	New Supplier will receive confirmation of the CoS.	
43	Send confirmation of	ESBN	MRSO will confirm the completion of the CoS to the Old Supplier.	105L MM

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Process Step		Role	Process Step Description	Interface
	CoS to old Supplier			
44	Receive confirmation of CoS	Old Supplier	Old Supplier will receive confirmation of CoS.	
45	Determine if Site is HH		ESBN checks if site is HH  If Non Interval – Next step 46 and step 48  If HH – Next step 50	
46	Send readings to New Supplier	ESBN	MRSO will send CoS Readings to New Supplier.	320 MM
47	Receive Reading details and Meter Point details	New Supplier	New Supplier will receive reading details and meter details.	
48	Send readings to Old Supplier	ESBN	MRSO will send CoS readings to Old Supplier.	310 MM
49	Receive Reading details and Meter Point details	Old Supplier	Old Supplier will receive reading and meter details.	
50	Send Meter technical details to New Supplier	ESBN	MRSO will send Meter Technical details to New Supplier.	331
51	Receive meter technical details	New Supplier	New Supplier receives meter details.	
52	Send readings to Old Supplier,	ESBN	MRSO will send the closing read to the Old Supplier where the date of meter reconfiguration of the Non Interval meter to Half Hourly coincides with the date of Loss of the MPRN	310
53	Receive Reading details and meter point details	Old Supplier	Old Supplier will receive reading and meter details.	
54	Request for Special Read estimate	Old Supplier	Either Supplier has the option to dispute a CoS reading by requesting a Special Read. This will be chargeable to the requesting Supplier if the original read proves to be valid. Alternatively, either Supplier may request a binding estimate as at the CoS date.  Old Supplier sends request for Special Read to ESBN.	252 MM

Process Step		Role	Process Step Description	Interface
55	Receives request	ESBN	ESBN receives Special Read request from Old Supplier.	
56	Request for Special Read estimate	New Supplier	<p>Either Supplier has the option to dispute a CoS reading by requesting a Special Read. This will be chargeable to the requesting Supplier if the original read proves to be valid. Alternatively, either Supplier may request a binding estimate as at the CoS date.</p> <p>New Supplier sends request for Special Read to ESBN.</p>	252 MM
57	Receives request	ESBN	ESBN receives Special read request from New Supplier.	
58	Determine if binding estimate required	ESBN	<p>MRSO determine if binding estimate is required.</p> <ul style="list-style-type: none"> <li>• If Estimate is required - <b>Next Step 59</b></li> <li>• If Estimate is not required - <b>Next Step 60</b></li> </ul>	
59	Provide binding estimate	ESBN	Where requested, MRSO will provide a binding estimate for use as the Replacement Read.	
60	Take Special Read	ESBN	Where requested, the DC will arrange for the provision of a Special Read to MRSO.	
61	Send Special Read to New Supplier	ESBN	Where a Special Read has been provided by the DC for the purposes of a CoS read dispute MRSO will provide the Special Read to the new Supplier.	300S MM
62	Receive Special Read	New Supplier	New Supplier receives Special Read.	
63	Produce Extrapolated Estimate	ESBN	Where a Special Read has been provided by the DC for the purposes of a CoS read dispute then MRSO will use this Special Read to extrapolate an estimate as at the original read date.	
64	Send Replacement Read	New Supplier	<p>Either Supplier has the option to dispute a CoS reading by providing a Replacement Read.</p> <p>New Supplier sends a Replacement Read.</p>	208 MM
65	Read received	ESBN	ESBN receive Replacement Read from New Supplier.	



Process Step		Role	Process Step Description	Interface
66	Send Replacement Read	Old Supplier	Either Supplier has the option to dispute a CoS reading by providing a Replacement Read. Old Supplier sends a Replacement Read.	208 MM
67	Receives Replacement Read	ESBN	ESBN receives Replacement Read from Old Supplier.	
68	Receives all Replacement Read	ESBN	MRSO will replace the change of supplier read, in accordance with Supplier instructions, with:- <ul style="list-style-type: none"> <li>• An estimate as at the CoS date calculated from the Special Read</li> <li>• An estimate as at the CoS date, provided this is agreed by both Suppliers</li> <li>• A Replacement Read provided by an Old or New Supplier provided this is agreed by both Suppliers</li> <li>• A dispute concerning a CoS meter reading does not affect the CoS date. The original readings are withdrawn and Replacement Reads will be provided to the Old and New Suppliers.</li> </ul>	
69	Advise final CoS read to Old Supplier	ESBN	Market Message 310 issues with the Replacement Read. Market Message 310W withdraws original CoS reading.	310 MM 310W MM
70	Receive final CoS read	Old Supplier	Old Supplier receives withdrawal of agreement CoS and Replacement final Read.	
71	Advise final CoS read to New Supplier	ESBN	Market Message 320 issues with the Replacement Read. Market Message 320W withdraws original CoS reading.	320 MM 320W MM
72	Receive final CoS read	New Supplier	New Supplier receives final CoS read.	

## a) Supplementary Information

### ***Registration Validation Rules for a CoS (Non Interval Settled)***

For a CoS that starts as Non Interval, the Non Interval Validations apply.

Failure of the following validations will cause the Registration to be rejected:-

- The Supplier must have provided all mandatory information.
- The MPRN must have been assigned and not terminated.
- The Supplier ID is a valid one and the Supplier has a DUoS agreement.
- The Supplier must be entitled to register a Meter Point under the legislation and in accordance with the Trading and Settlement Code.
- The Supplier must warrant that a supply agreement exists with the Customer at the Meter Point being registered.
- The Supplier must provide a Supplier Unit that is valid for the Supplier.
- The Supplier Unit must not be a Trading Site Supplier Unit.
- The Supplier must provide a sub-aggregation code (SSAC) that is valid for the Supplier Unit and for the class of metering.
- A separate CoS may not be in progress for this meter point.
- A CoS was completed with an effective date less than twenty days before the required date for the requested Change of Supply. This rule does not apply if the CoS includes a change of tenancy or legal entity.
- Any Meter Configuration change request must be from the list of permitted Meter Configuration code changes.
  - In cases where the change requires a wiring certificate, connection agreement or quotation then the Meter Configuration change is not permitted.
  - If a Meter Configuration change is not permitted then the CoS must be completed before the Meter Configuration change can be considered. The New Supplier will be required to submit a separate meter works request.
- The read arrangements for the CoS are valid.
  - A Customer read is not allowable for a Maximum Demand site.
- Required date must be no more than forty days after the Registration receipt (required date is not required for a scheduled read).
- Required date is mandatory if a Customer read is to be used and may not be more than three calendar days prior to receipt date.
- Required date must provide at least five days notice for a Special Read or meter works site visit.
- 
- Meter point is listed as eligible to change Supplier only if QH metering is installed and QH metering and communications have not yet been installed. In this instance DSO will be requested to prioritise QH meter and communications installation and, following this, the Supplier will be asked to re-submit the Registration as a QH Metered Registration.
- EAI must be valid & not blank for sites over 30Kva.
- Where the Medical Institution code 0005 is submitted on a Market Message 010 for a site with DUoS Group DG1 or DG2.
- Where the CustomerServiceDetailsCode 0010 Other is submitted on a Market Message 010.
- Where an invalid email address is submitted on a Market Message 010.
- For Smart Non Participation Details codes, no addition of the Non Technical Non Participation (02), Multiple Visit No Access (03) or Smart Meter Exchange Deferred (04) is allowable. In addition for COS with COLE the removal of Non Technical Non Participation (02), or Multiple Visit No Access (03) is also not allowable.
- A CoS with a request for a change to Smart Data Services will be rejected where the CTF values do not support the requested Smart Data Service

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- A CoS with a request for a change to Smart Data Services will be rejected where the requested MCC is invalid for the Smart Data Service requested
- A CoS with a request for a change to Smart Data Services will be rejected where the requested MCC is not allowable

Following validations will cause the Registration to be rejected unless the DSO agrees that the exception is allowable:-

- Meter Point Address advised by Supplier is materially inconsistent with Meter Point Address known to MRSO. DSO may accept or reject the new address submitted by the Supplier.

Failure of the following validations will cause the Registration to be Provisionally accepted, unless rejected above, pending approval by the DSO:-

- The Meter Point is de-energised. In this case the CoS will be effected using the re-energisation reading.
- The Connection Voltage is equal to or exceeds MV (Medium Voltage) and there is no Connection Agreement in place or there is a change of Customer name or registered company number. In this case the DSO must confirm the existence of a signed Connection Agreement before the Registration is accepted.
- A token meter is installed. In this case the DSO is requested to remove the token meter and the CoS is effected using the readings taken at removal. Requests for the use of a scheduled, Customer or Special Read will be cancelled.
- Where a change to the Smart Data Services is requested. In this case the CoS will be effected using the readings on the reconfiguration date.

### ***Treatment of Requests for Estimates***

An estimate is not allowable for Maximum Demand sites or where there has been no actual read in the previous twelve months. In these circumstances MRSO will disregard a request for an estimate but shall not reject the Registration.

### ***CoS Read Selection***

MRSO will endeavour to select a CoS reading in accordance with the instructions of the New Supplier.

However, the following situations can occur:-

Where the read arrangement is CR and the site is a remotely read Smart Non Interval site then ESNB will seek a remote read and where this has been received the customer read is not required and will be rejected using 303R if provided on the 010 or 210

Where a **Customer Read** is requested and the site is manually read or failed to get a read remotely then:-

- If a meter works, re-energisation or Special Read becomes available in the five days following the required date then this will be selected and used in preference to a Customer reading.
- If a Customer reading is requested but not provided & validated with the Registration Request then if no valid reading becomes available in the five days following the required date the MRSO will estimate a reading, dated at the required date, if an estimate is allowable and the New Supplier has indicated an estimate is acceptable.
- A Customer reading provided by a Supplier may not be dated more than three days prior to the DSO receipt date.
- An estimate shall not be used in preference to a Customer reading.

Where a **Special Read** is requested but does not become available within five days of the required date, then:-

- If a meter works, re-energisation or scheduled read is available in the five days following the required date then this will be selected and used.
- If no valid reading becomes available in the five days following the required date the MRSO will estimate a reading, dated at the required date, if an estimate is allowable and the New Supplier has indicated an estimate is acceptable.

Where a **Scheduled Read** is requested the following should be noted:-

- If a scheduled read which is usable for a CoS is collected during the five day objection period, MRSO will not issue a 300 MM for this reading and then withdraw it when the CoS is completed subsequently.
- Similarly where an estimate is used the 305 MM is not sent and subsequently withdrawn. These CoS readings are sent only on the 310 MM / 320 MM.
- If the New Supplier indicates 'No' to an estimate, and the read is an estimate, a 305 MM will issue to the Old Supplier and then be withdrawn if the New Supplier subsequently agrees to use the estimate for the CoS. (The estimate could result from a planned estimated read, or an implausible Scheduled Read or Customer Read which is subsequently adjusted to an estimate.)
- If the site is Provisionally accepted, and a read is received while awaiting for conditions to be met, the 300 MM / 305 MM will issue to the existing Supplier (Old Supplier) and when the conditions are met and complete the COS back to the read - we will withdraw the 300 MM / 305 MM and issue 310 MM to the old Supplier.

The issue of 300 MM / 305 MM is suppressed by means of a billing block. The billing block can be removed manually by a user. Where a user does remove the billing block while the CoS is still in progress, a 300 MM / 305 MM will issue and then subsequently be withdrawn if used for the CoS.

Where a **Scheduled Read** is requested then while the meter reading order is open:-

- If a meter works, re-energisation or Special Read becomes available then this will be used for the CoS.
- If a Customer read becomes available and is allowable then the Customer read will be used for the CoS.

Where a **Scheduled Read** is requested, but the meter reading order is closed and no reading has been obtained then:-

- If a Customer read becomes available and is allowable then the Customer read will be used for the CoS.
- If an estimate is not allowable because the site is a Maximum Demand site MRSO will request a non-chargeable Special Read.
- If an estimate is allowable MRSO will estimate a reading, dated at the scheduled read date, for use as the CoS reading.

Where no reading becomes available or can be estimated under the above rules then MRSO will inform the New Supplier of the situation.

- If an estimate is not allowable because there has been no read in the previous twelve months, then the Supplier may either:-
  - Provide a Customer read.
  - Provide an access arrangement to allow DSO to collect a non-chargeable Special Read.
- In other circumstances the Supplier should contact MRSO to determine an alternative read arrangement.

An estimate is not allowable for Maximum Demand sites or where there has been no actual read in the previous twelve months.

### ***Change of Read Arrangements***

If a Supplier opts to alter the read arrangements for a CoS read then, provided a valid read has not already been obtained and the new arrangements are valid the MRSO will instruct DSO accordingly.

### ***Processing of outstanding Meter Works requests***

When a CoS request is received by MRSO a check will be made for any open service orders. Where such orders exist, MRSO will manually notify both the old and New Supplier of any outstanding Meter Works or de-energisation request. As a result of this notification then:-

- The Old Supplier may cancel the work order subject to the applicable DSO/MO rules. In this case the New Supplier will be informed of the cancellation of the work order, where a CoLE is implied, MRSO can cancel the work order with supplier agreement.
- The New Supplier may cancel the Registration Request.

In the event that neither Supplier cancels their request, both the meter work and CoS proceed as normal then the Old Supplier will remain liable for any charges arising from the work they have requested.

### ***Processing of outstanding Smart Data Services requests***

Where the open service order is for a change to Smart Data Services, MRSO will cancel the work order, allowing the CoS to proceed.

### ***Treatment of Medical Equipment Special Needs***

#### **a) Management of Medical Equipment Special Needs (MESN) flags during COS operations**

Special arrangements are in place for the management of Medical Equipment Special Needs (MESN) flags during COS operations which are not also COLE. These arrangements include the restoration of previous MESN flags in cases where completed COS operations are subsequently cancelled and MESN details could otherwise have been lost. These arrangements relate only to the two Medical Equipment Special Needs (MESN) flags of Life Support (0003) and Non-Life Support (0004) and do not affect Customer Service Special Needs (CSSN) flags.

Specifically:-

1. Where there is an MESN associated with an existing Customer and the 010 MM submitted includes an MESN, the existing MESN will be deleted and replaced with the submitted MESN value and VCAttributeDeleted="false" will appear on the 102 MM.
2. Where there is an MESN associated with an existing Customer and the 010 MM submitted does not include an MESN, the existing MESN will be deleted and VCAttributeDelete="true" will appear on the 102 MM.

3. The presence or absence of CSSN flags, either associated with an existing Customer or submitted on the 010 MM, will not impact in any way on the processing of MESNs above. For example, if an MESN is associated with an existing Customer and only CSSN flags are submitted on the 010, then a warning message will issue as in point 2 above.

In summary,

- The deletion of an MESN will always be flagged where no Replacement MESN has been submitted on the 010 MM.
- The deletion of CSSNs is done without warning.

The deletion of MESN flags is effective only when the CoS completes. If the CoS is subsequently cancelled after completion, the previous MESN value, if any, is restored.

#### **b) Management of Medical Equipment Special Needs (MESN) flag 0005 and MM010 rejection**

Where the code Medical Institution code 0005 (under MESN above) comes in a 010 message for a DG1 and DG2 reject the message in its entirety.

### ***Smart Data Services and Smart Non Participation Details***

The requesting of a change of Smart Data Services as part of the Non Interval CoS process will initiate a Smart meter reconfiguration.

A Non Interval CoS, which requests Smart Interval Data Services (01) and associated MCC, will initiate a meter reconfiguration to Half Hourly where a Smart meter is installed and Comms Technically Feasible. This CoS will complete to the meter reconfiguration date. The Non Interval closing read will be the End of Day (EoD) read and will be sent to the losing supplier on the Market Message 310. The gaining Supplier will receive Meter Technical details for the HH configuration on MM331 and subsequently the Interval data from 00:00.

A Non Interval CoS, which requests Smart Non Interval Data Services (02) and associated Smart MCC, where a legacy MCC exists, will initiate a meter reconfiguration to Non Interval where a Smart meter is installed. This CoS will complete to the meter reconfiguration date. The

legacy closing read will be the End of Day (EoD) read and will be sent to the losing supplier on the Market Message 310. The gaining Supplier will receive the opening reads for the Non Interval configuration on MM320.

There will be meter works required where Non Technical Non Participation (02) or Multiple Visit No Access (03) previously existed and no longer exists. ESNB will initiate meter exchange to smart as per MPD 13 Planned Meter Exchange and on completion update the customer record where relevant. The CoS will continue to completion independent of this Meter works. **Treatment of De-Energised Sites**

Where the site is De-Energised and Comms is Technically Feasible and the customer is requesting Smart Interval Data Services(01) then ESNB will re-energise and re-configure to Half Hourly.

Where a site with a Smart meter with a legacy MCC is De-Energised and the customer is requesting Smart Non Interval Data Services(02) and Smart MCC, then ESNB will re-energise and re-configure to Non Interval.

Where the site is de-energised and the existing customer requests the removal of Non Technical Non Participation (02) or Multiple Visits No Access (03) or when CoLE and previous customer was a Non Technical Non Participation (02) or Multiple Visits No Access (03) then ESNB will re-energise and separately add the MPRN to the schedule to exchange to a Smart Non Interval meter as part of Smart Metering Deployment.



## ***Objection & Cancellation***

### **MPD 03 - Market Process for Objection & Cancellation**

This Procedure describes the process for the objections 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'.***

[Refer to MPD 03.](#)

[Refer to Working Practice 24.](#)

### **MPD 03.1 - Market Process for Automated Debt Flagging**

This MPD describes the process for Automated Debt Flagging via the Objection/Cancellation process 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

At the end of the SWP, unless the Gaining Supplier has cancelled the Registration Request, the CoS process will complete.

[Refer to MPD 03.1.](#)