

Retail Market Procedure NI 40

Customer Bulk Transfer

25/02/2025

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1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for a Customer Bulk Transfer, where a Supplier intends to exit an individual market sector(s) (referred to as a partial market exit), through decertification (the Exiting Supplier), therefore requiring a bulk transfer of customers by NIE Networks from the Exiting Supplier to a New Supplier.

This process is initiated by the Exiting Supplier notifying NIE Networks and MEPCT of the intention of the Exiting Supplier and a New Supplier to enter into a Commercial Agreement which sets out, the commercial basis for the transfer of customers to the New Supplier following a partial market exit by the Exiting Supplier. [The procedure cannot be commenced without NIE Networks and MEPCT receiving confirmation from both the Exiting Supplier and the New Supplier that the Commercial Agreement is in place between the parties].

MP NI 40 procedure is a Transactional Procedure, whereby only the two participating Suppliers, the Exiting Supplier and the New Supplier, who enter into a Commercial Agreement are opting in to enact the procedure on a transactional basis only, and are engaged to facilitate a Customer Bulk Transfer.

MP NI 40 procedure is to be followed where one supplier has indicated its intention to exit a market sector and decertify in one or more certification categories for the various market sectors namely:

- **Interval Commercial**
- **Non Interval Commercial**
- **Non Interval Residential Credit Metered**
- **Non Interval Residential Keypad Metered**
- **Unmetered**

The Exiting Supplier must have entered into discussions with a view to agreeing within a reasonable period, a Commercial Arrangement (the Agreement) whereby under the terms of the Agreement, Exiting and New Supplier provides a notification to NIE Networks and MEPCT of their intention to initiate the MP NI 40 procedure.

The Procedure applies to all types of metered and unmetered sites (for both I&C and Residential customers) and contains the following sub-processes:

- **Agreement to Transfer and Initiation**
- **Customer Bulk Transfer**
- **Completion**

Pre-requisite

MP NI 40 procedure is to be followed where two suppliers have engaged to initiate the Customer Bulk Transfer.

This procedure excludes the following customer transfers

- Change of Supplier for non-interval metered connections for individual customer-initiated transfers. Refer to MP NI 1 Change of Supplier Non Interval Credit for details of this procedure.
- Change of Supplier for interval metered connections for individual customer-initiated transfers. Refer to MP NI 2 Change of Supplier Interval for details of this procedure.
- Supplier of Last Resort (utilised for a full market exit) transfers for multiple customers transferring to the designated SoLR in a SoLR event. Refer to MP NI 4 Supplier of Last Resort for details of this procedure.
- Change of Supplier Grouped Unmetered connections for individual customer-initiated transfers. Refer to MP NI 29 Change of Supplier Grouped Unmetered for details of this procedure.
- Change of Supplier for keypad metered connections for individual customer-initiated transfers. Refer to MP NI 37 Change of Supplier - Keypad for details of this procedure.

All references to days are referenced to business days unless otherwise stated.

1.2 History of Changes

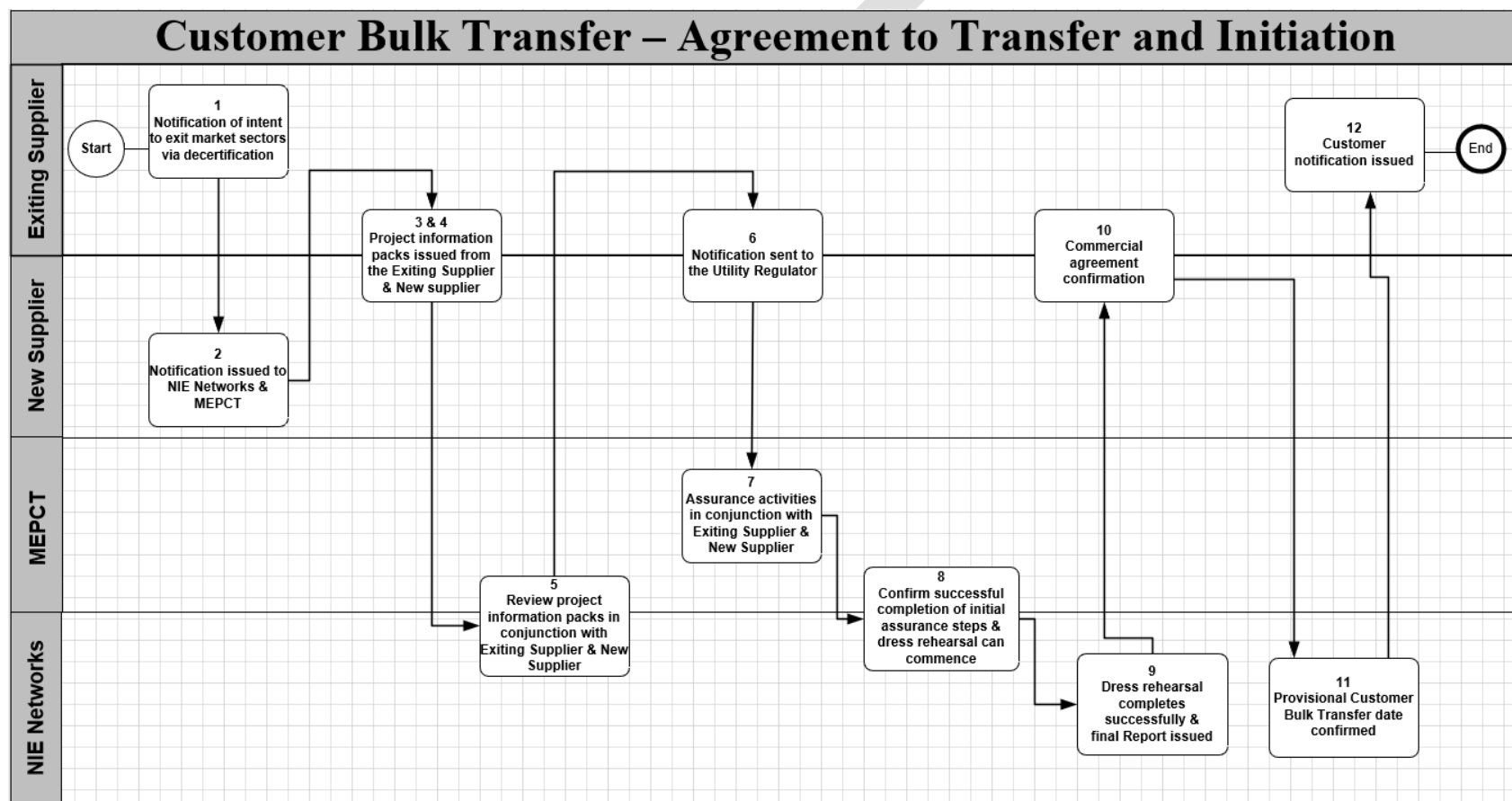
Version	Source of Change	Description of Change
0.2	Electric Ireland	Working Draft
0.3	NIE Networks	Rewording across Procedure Description
0.4	Electric Ireland	Version submitted to CDA
0.5	NIE Networks	Rewording across Procedure Description and Flow diagram added to 2.1
0.6	NIE Networks	Final version of CDA Board Review
0.7	NIE Networks	Re wording of procedure to reflect as a “transactional process”
0.8	NIE Networks	Re wording of procedure to reflect “market sector(s)” and “certification category(ies)” and redefining scope
0.9	NIE Networks	Wording update to Scope
0.10	NIE Networks	Wording change to 2.1.2.1
1.0 (V2)	NIE Networks	V2 of Customer Bulk Transfer Procedure (Based on a Transactional Process)
2.1	NIE Networks	Wording changes to step 4 in 2.1.2
2.2	NIE Networks	Wording changes to section 1.1 Scope. Bulk Transfer re-worded to reflect Customer Bulk Transfer throughout the procedure.
2.3	NIE Networks	Removal of wording 2.1.2.11 & 2.1.2.12
2.4	NIE Networks	Amendment made to 2.1 Customer Bulk Transfer - Bulk Transfer and Completion flow diagram

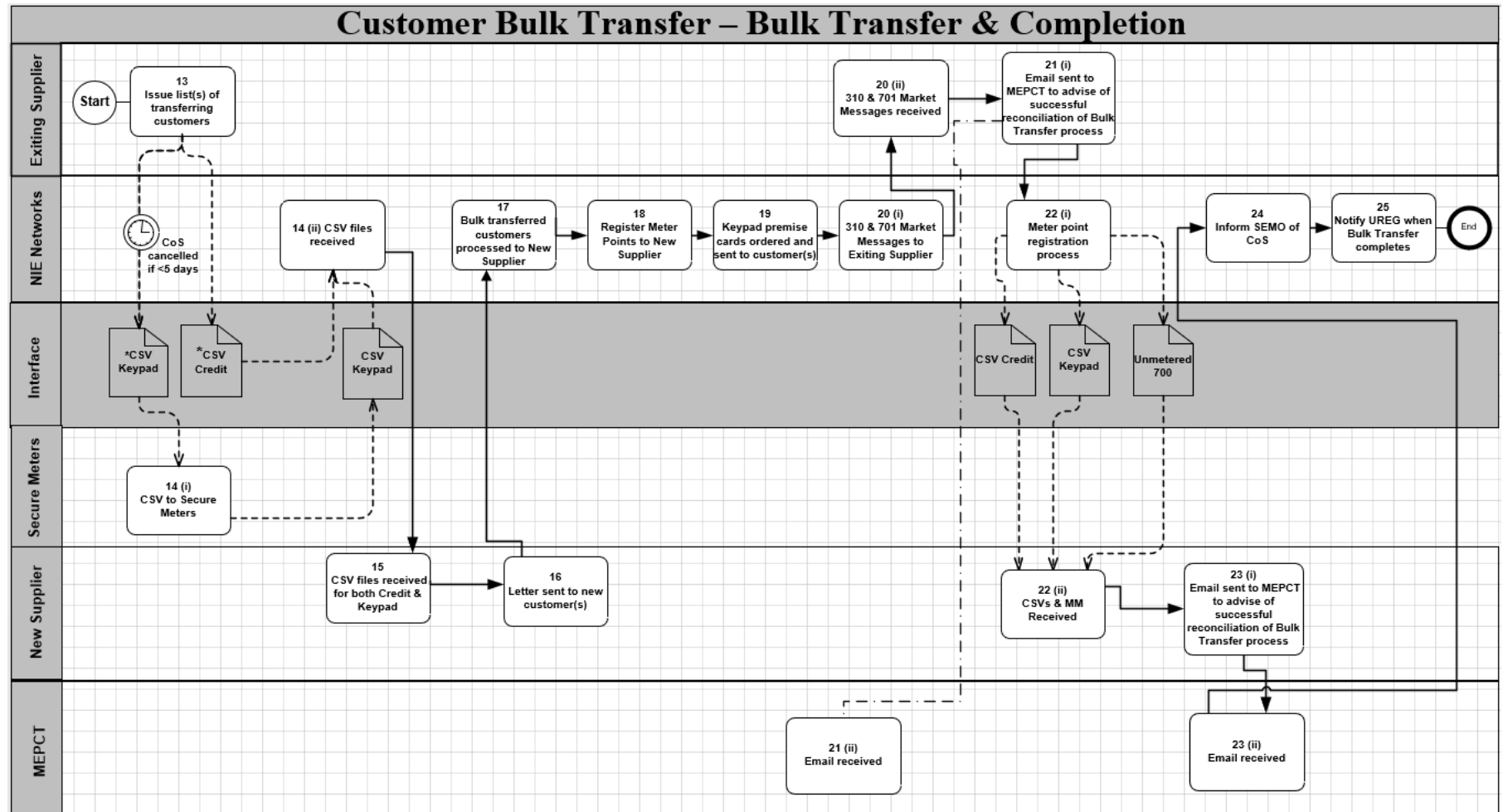
1.3 Document References

Document Reference	Document name
MP NI 3	Objections and Cancellations
MP NI 14	Readings Processing Non-Interval
MG NI 23	Supplier Data Requests
MP NI 39	NI Market Procedures - Glossary of Terms
MP NI 115	DCN Code of Practice

2. Procedure Description

2.1 Process Flow Diagram





2.1.1 Process Description

2.1.2 Agreement to Transfer and Initiation

Step	Role	Action	Interface
1	Exiting Supplier	<p>Exiting Supplier provides notification to NIE Networks, MEPCT and Utility Regulator of their intent to initiate the Customer Bulk Transfer process outlining the market sector(s) they want to leave together with an MP NI 503 application to decertify from the Certification Category(ies) within the relevant market sector.</p> <p><i>Note. Working assumption, the steps required for MP NI 503 Removal of Certification are not covered within MP NI 40. The process MP NI 503 must be initiated in conjunction with MP NI 40 in accordance with the same timeline as MP NI 40. Nonetheless, it should be noted that final decertification of the Exiting Supplier will take place no earlier than on such date as may be agreed by the Exiting Supplier with NIE Networks (Exiting Supplier Decertification Date).</i></p>	Joint engagement between Exiting Supplier, NIE Networks, MEPCT and Utility Regulator
2	New Supplier	<p>New Supplier provides notification to NIE Networks and MEPCT of;</p> <ul style="list-style-type: none"> a. Intent to receive MPRNs under the Customer Bulk Transfer process from the Exiting Supplier; and b. Confirmation of existing certification for each certification category(ies) for the relevant market sector(s) where the receiving customers will reside; or c. Completion of an MP NI 502 application to seek certification from MEPCT, for the relevant market sector(s) certification category(ies). d. Confirmation of discussions with Utility Regulator. 	Joint engagement between New Supplier, NIE Networks and MEPCT
3	New Supplier	<p>New Supplier will provide a project information pack for review by NIE Networks and MEPCT containing;</p> <ul style="list-style-type: none"> a. Proposed project timelines; b. An outline of how New Supplier can undertake the process steps within the Customer Bulk Transfer process and how satisfaction of Assurance requirements will be met; c. Provision of a high-level impact assessment of the technical changes required where any system changes will be required; 	Project plan and impact assessment

4	Exiting Supplier	<p>Exiting Supplier will provide project information pack for review by NIE Networks and MEPCT containing;</p> <ul style="list-style-type: none"> a. Proposed project timelines; b. An outline of how Exiting Supplier will undertake the process steps within the Customer Bulk Transfer process and how satisfaction of Assurance requirements will be met; c. Provision of a high-level impact assessment of the technical changes required where any system changes are required; 	Project Plan and impact assessment
5	MEPCT, NIE Networks, Exiting Supplier and New Supplier	<p>MEPCT will call for a meeting with NIE Networks, Exiting Supplier and New Supplier to review above submission packs with an aim to:</p> <ul style="list-style-type: none"> a. Provide feedback on submissions provided and to outline any missing elements; b. Provide an indication of any market constraints which NIE Networks may have to fulfil regulatory instructions (i.e. technical market changes); c. Confirm the key stages of Assurance that will be required (e.g. Business Design Audit for the Customer Bulk transfer process, Internal Test Assessment and IPT (dress rehearsal)); d. Agree a high-level timeline that will be suitable for all parties (i.e. Exiting Supplier, New Supplier and NIE Networks); e. Agree a project governance structure that will accommodate the Customer Bulk Transfer process. 	Meeting
6	Exiting Supplier and New Supplier	New Supplier and Exiting Supplier will formally notify the Utility Regulator of instigation to initiate the Customer Bulk Transfer process together with estimated project timelines.	Letter
7	Exiting Supplier, New Supplier and MEPCT	<p>MEPCT in conjunction with the Exiting and New Supplier will undertake Assurance activities to provide confidence that the Customer Bulk Transfer Process will be undertaken to market satisfaction. Whilst the specific steps will need to be agreed (given differing circumstances of the transfer), the following steps are an indication of the likely main steps involved;</p> <ul style="list-style-type: none"> a. Business process design assurance <ul style="list-style-type: none"> i. Exiting Supplier will provide the documentation relevant to them (i.e. manual business and automated System steps) outlining how their process aligned with the Customer Bulk Transfer process ii. New Supplier will provide the documentation relevant to them (i.e. manual business and automated System steps) outlining how their process aligned with the Customer Bulk Transfer process b. Internal test evidence review 	Assurance activities

		i. Exiting and New Supplier will provide evidence to MEPCT of how they have satisfied themselves through testing, of their ability to complete all relevant steps (to them) and procedures with the Customer Bulk Transfer process.	
8	Exiting Supplier, New Supplier, NIE Networks and MEPCT	MEPCT, NIE Networks, Exiting Supplier and New Supplier will then meet to confirm successful completion of initial Assurance steps and to confirm that the dress rehearsal (IPT) testing can be commenced.	Meeting
9	MEPCT	Following the successful completion of the dress rehearsal (IPT), MEPCT will complete their final report with their recommendations for NIE Networks approval, notifying the Utility Regulator, the New Supplier and Exiting Supplier.	Assurance Report
10	Exiting Supplier and New Supplier	Exiting Supplier and New Supplier will provide NIE Networks with any relevant information as requested by NIE Networks, to facilitate the Customer Bulk Transfer Process and confirmation that a Commercial Agreement has been entered into.	Joint engagement between Exiting Supplier and New Supplier
11	NIE Networks	NIE Networks confirms to Utility Regulator that it has all relevant information to facilitate the Customer Bulk Transfer and the date that the Customer Bulk Transfer is planned to take place.	Letter from NIE Networks to UR (Exiting and New Supplier in cc)
12	Exiting Supplier	<p>After entry into a Commercial Agreement, the Exiting Supplier must notify all customers who will be the subject of the Customer Bulk Transfer process to give them an opportunity to opt out of the transfer during a minimum 21-days contract variation period (21 business days).</p> <p>The notification to customers must reflect a proposed Customer Bulk Transfer date, following expiry of any required contract variation period. Any customer still registered with the Exiting Supplier at the Customer Bulk Transfer Date will be transferred to the New Supplier.</p>	Letter from Exiting Supplier to all relevant Customers

2.1.3 Bulk Transfer

13	Exiting Supplier	<p>Customer Bulk Transfer – Change of Supplier Registration</p> <p>The Exiting Supplier will provide a list of MPRNs and such other detail as may be required by NIE Networks at least five business days ahead of the Bulk Transfer Date. This list of MPRNs will facilitate a transfer of such customers by NIE Networks at the agreed Bulk Transfer Date between NIE Networks and the Exiting Supplier.</p>	*CSV from Exiting Supplier to NIE Networks (* File format can be agreed with NIE Networks)
14	Exiting Supplier/ NIE Networks	<p>Customer Bulk Transfer</p> <p>Any CoS in progress to the Exiting Supplier for the market segment from which they are exiting, will be cancelled by NIE Networks.</p> <p>Exiting Supplier will cancel any relevant fieldwork requests. NIE Networks will consider any open fieldwork requests on a case-by-case basis and update.</p> <p>NIE Networks will provide Secure Meters with the New Supplier ID, exiting Keypad Premise Numbers (for Exiting Supplier transferring the customer sites) and the required Tariff Configuration Code of the New Supplier.</p> <p>NIE Networks will receive new Keypad Premise Numbers for the New Supplier from Secure Meters, and provide such list to the New Supplier.</p> <p>NIE Networks will issue via a secure server a final list(s) of affected customers to the New Supplier. In addition, NIE Networks will provide new Keypad Premise Numbers to the New Supplier.</p> <p>NIE Networks will instruct Secure Meters to perform the transfer process for those affected Customers.</p> <p>Following the Customer Bulk Transfer NIE Networks will carry out a reconciliation to confirm that all customers on the CSV* file received from the Exiting Supplier have transferred as required. NIE Networks will provide a report of any inconsistencies to Exiting Supplier. Where there are customers that for whatever reason have not transferred, NIE Networks will carry out a residual Customer Bulk Transfer of these customers if required.</p>	<p>CSV from NIE Networks to Secure Meters</p> <p>CSV from Secure Meters to NIE Networks</p> <p>CSV from NIE Networks to New Supplier</p>
15	New Supplier	New Supplier will receive the detailed list(s) of affected Customers (a separate list will be issued for Credit and Keypad as applicable). New Supplier will receive list of new Keypad Premise Numbers for provision to customers.	CSV from NIE Networks

16	New Supplier	Customer receives letter from New Supplier.	Letter from New Supplier
17	NIE Networks	<p>NIE Networks processes the Customer Bulk Transfer to the New Supplier in respect of the affected Customers, to take effect on the Customer Bulk Transfer Date.</p> <p>NIE Networks will estimate readings for metered Non-Interval Meter Points, dated as at the Customer Bulk Transfer Date.</p> <p>See MP NI 14 Readings Processing Non-Interval for estimation rules. Note that in the absence of actual reads, estimates will be used to complete a Customer Bulk Transfer to the New Supplier.</p> <p>Supplier Provided Readings dated after the Customer Bulk Transfer Date will not be used for the Customer Bulk Transfer.</p>	CSV from NIE Networks

2.1.4 Completion

18	NIE Networks	When a Registration has been processed through the Customer Bulk Transfer, NIE Networks will register the Meter Point to the New Supplier as at the date of the Customer Bulk Transfer Event. NIE Networks will register the Meter Point to the New Supplier as at the date of the Customer Bulk Transfer event for de-energised and for un-metered sites if applicable.	
19	NIE Networks	For keypad metered sites, NIE Networks will order new keypad premises cards after completion of the transfer and send these directly to the Customer.	Keypad Premise Card to Customer
20	NIE Networks	On completion the Exiting Supplier will be advised: <ul style="list-style-type: none"> For Non-Interval metered Meter Points, of closing readings with any estimated or actual consumption since the last billed reading; and For unmetered Meter Points, of unmetered consumption since the last bill date. 	310 to Exiting Supplier 701 to Exiting Supplier
21	Exiting Supplier	Exiting Supplier to provide confirmation that the customer files have been correctly processed in accordance to their Change of Supplier (Old Supplier) process. Confirmation that the Customer Bulk Transfer file has correctly reconciled to the systems and records according to the Exiting Supplier.	Email to MEPCT
22	NIE Networks	For each Meter Point registered to a New Supplier, at the point the Registration is processed and is valid, the New Supplier will be advised of: <ul style="list-style-type: none"> The effective date of the Registration to the New Supplier, together with confirmation of the connection and Customer details held by NIE Networks and; For Interval metered Meter Points, details of Interval metering; or For Non-Interval metered Meter Points, details of metering together with the Load Profile, EUF and the actual (where available) or estimated opening readings; or For Unmetered Meter Points, the New Supplier will be advised of the unmetered characteristics. For each de-energised Meter Point registered to a New Supplier, the New Supplier will be advised of: <ul style="list-style-type: none"> The effective date of the Registration to the New Supplier, together with confirmation of the connection held by NIE Networks and; For Interval metered Meter Points, details of Interval metering; or For Non-Interval metered Meter Points, details of metering together with the Load Profile, EUF and 	CSV file from NIE Networks 700 to New Supplier CSV file from NIE Networks

		the actual (where available) or estimated opening readings; or <ul style="list-style-type: none"> For unmetered Meter Points, details of the Unmetered Inventory 	
23	New Supplier	New Supplier to provide confirmation that the customer files have been correctly processed in accordance to their Change of Supplier (New Supplier) process. Confirmation that the Customer Bulk Transfer file has correctly reconciled to the systems and records for the New Supplier.	Email to MEPCT
24	NIE Networks	Where the Meter Point forms part of a trading site, NIE Networks will inform SEMO of the Change of Supplier.	Email
25	NIE Networks	Notifies the Utility Regulator when the Customer Bulk Transfer has been completed and that all affected Customers have been transferred.	Email from NIE Networks to Utility Regulator (Exiting and New Supplier cc)

3. Supplementary Information

As part of this process there will be two CSV files in total; One for Credit customers and one for Keypad customers.

3.1 Lists of affected Customers (Sample CSV file)

The list(s) of affected Customers provided by NIE Networks to the New Supplier shall contain the following information for each MPRN affected for Credit and Keypad (excluding De-energised sites), as applicable:

1. MPRN
2. Connection System
4. Voltage
5. Tariff Group
6. Register Group
7. DUoS Tariff
8. Meter Category
9. PPM Meter Flag
10. KPN Number
11. Meter Type
12. MIC
13. Meter Configuration Code
14. Load Profile
15. Load Factor

- 16. Months Read Cycle
- 17. SIC Code
- 18. Address Type A1
- 19. Address Type A2
- 20. Address Type A3
- 21. Customer Name
- 22. Customer Contact Details
- 23. MESN
- 24. CSSN
- 25. TCC
- 26. CSC
- 27. Number of Meters
- 28. Serial Number
- 29. Number of Registers
- 30. Meter Register Sequence

3.2 Considerations

Retained credit and debt arrangements to form part of the commercial agreement between the Exiting and New Suppliers.

Registrations are mandatory to the New Supplier for a standard period of twenty business days.

Pre-payment keypad card costs (including courier costs) will be absorbed by the New Supplier.