

CONSULTATION ON MARKET CHANGE REQUEST 5005

**New Retail Market Procedure – MP
NI 40**

**CONSULTATION PAPER
30 JUNE 2025**

About the Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland's electricity, gas, water and sewerage industries, to promote the short and long-term interests of consumers.

We are not a policy-making department of government, but we make sure that the energy and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly through financial and annual reporting obligations.

We are based at Millennium House in the centre of Belfast. The Chief Executive and two Executive Directors lead teams in each of the main functional areas in the organisation: CEO Office; Price Controls; Networks and Energy Futures; and Markets and Consumer Protection. The staff team includes economists, engineers, accountants, utility specialists, legal advisors and administration professionals.

The graphic features a dark blue background with a large green '7' shape in the top right corner. The Utility Regulator logo is in the top left. The content is organized into two columns. The left column contains 'OUR MISSION' and 'OUR VISION'. The right column contains 'OUR VALUES' followed by five specific values: ACCOUNTABLE, TRANSPARENT, COLLABORATIVE, DILIGENT, and RESPECTFUL.

Utility Regulator

OUR MISSION
To protect the short and long-term interests of consumers of electricity, gas and water.

OUR VISION
To ensure value and sustainability in energy and water.

OUR VALUES

ACCOUNTABLE:
We take ownership of our actions.

TRANSPARENT:
Ensuring trust through openness and honesty.

COLLABORATIVE:
Connecting and working with others for a shared purpose.

DILIGENT:
Working with care and rigour.

RESPECTFUL:
Treating everyone with dignity and fairness.

ABSTRACT

Market Change Request 5005 (MCR 5005) proposes a market solution that would allow an electricity supplier to voluntarily exit certain market sectors (i.e. domestic or non-domestic sectors) rather than exiting the entire market. Additionally, MCR 5005 proposes the creation of a new market procedure (MP NI 40) that would facilitate the transfer of Customers from the 'Exiting Supplier' to a 'New Supplier' via a 'Customer Bulk Transfer'.

As per the Market Registration Code (MRC) Change Control Procedure, the Utility Regulator (UR) is required to approve (or otherwise) MCR 5005 as proposed by the Central Design Authority (CDA).

MCR 5005 is being consulted upon by the UR as the implementation of MCR 5005 would potentially affect a significant number of consumers in the event a supplier decides to voluntarily exit certain market sector(s).

AUDIENCE

This document is likely to be of interest to all electricity Suppliers, government, industry groups, consumer bodies, network and transmission system operators and all consumers of electricity in Northern Ireland.

CONSUMER IMPACT

The proposed market change will impact consumers who are being transferred over to a New Supplier from an Exiting Supplier during the market exit process.

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Annex	Description
Annex A	MP NI 40 (attached separately along with this consultation)

Executive Summary

Summary

- The Central Design Authority (CDA) Board was established through the Market Registration Code (MRC). It provides a forum for key participants (NIE Networks and Suppliers) operating in the electricity retail market in Northern Ireland to engage on specific issues, which are generally technical in nature.
- The CDA has submitted a change report to the Utility Regulator (UR) with a request to approve or otherwise the change request MCR 5005. The scope of MCR 5005 is to establish a new market procedure (MP NI 40) which would enable a supplier to exit an individual market sector(s) (referred to as a partial market exit), through a removal of certification process.
- In such instances where a supplier chooses to partially exit the market, the current market procedures and MRC does not contain a mechanism to allow for the 'Bulk Transfer' of Customers to another supplier. MP NI 40 is a proposed market procedure that details the step-by-step process required to complete the Bulk Transfer of Customers from the Exiting Supplier to a New Supplier; it is intended to offer an enduring solution should such events occur.
- MP NI 40 is not being proposed as a mandatory market procedure for all suppliers. It has been proposed on a transactional basis, meaning that MP NI 40 will only be enacted when a supplier has chosen to exit a certain market sector(s), and an Exiting Supplier and New Supplier have entered into a Commercial Agreement to carry out a Customer Bulk Transfer.
- A draft copy of MP NI 40 is attached as a separate annex to this consultation paper (Annex A) and further details of the proposed procedure can be found within this consultation document.
- In line with the MRC Change Procedures (Schedule 5), the CDA Board has decided by consensus that Change Request MCR 5005 should be implemented and has subsequently submitted a Change Report to the Utility Regulator (UR) for approval (or otherwise) to proceed with the Change Request.
- This public consultation seeks views of parties that could be affected by the proposals outlined in Change Request MCR 5005. All views will be considered by the UR in making its decision to approve or reject.

Next Steps

The UR is keen to hear all stakeholder views on the proposal set out in this consultation paper. Responses to this consultation should be sent on or before 17:00 on 30 July 2025 to:

Jewel Joshy
The Utility Regulator
Millennium House
16-22 Great Victoria Street
Belfast
BT2 7BN

Email: Retailoperations@uregni.gov.uk

Once all the responses to this consultation paper are received and reviewed, the UR intends to issue a decision paper. The anticipated timeline for the decision paper is end of August 2025.

Table 1: Glossary

Terms	Description
Bulk Transfer Date	means, as the case may be, the date on which the Customer Bulk Transfer is, as agreed in or under the Commercial Agreement, due to take place or the date the Customer Bulk Transfer actually takes place.
CDA	Central Design Authority
CDA Board	A forum for key participants operating in the electricity retail market in Northern Ireland.
Change Report	Means as defined in paragraph 3.16 of Schedule 5 of the MRC.
Change Request	A request made by a Participant to change the Code Procedure and made on the form that the Central Design Authority makes available pursuant to paragraph 1.7 of Schedule 5 of the MRC.
Commercial Agreement	An agreement between one or more parties regarding specific business transactions.
CoS	Change of Supplier
Customer Bulk Transfer/Transfer of Customers/Bulk Transfer of Customers	means the transfer (in a single operation or transaction) of the registration, from the Exiting Supplier to the New Supplier, of the Meter Points which relate to or fall within the market sector for which the Exiting Supplier's Certification is, or is to be, removed.
Exiting Supplier	A Supplier who has decided to leave one or more market segments.
MCR 5005	Market Change Request 5005
MEPCT	Market Entry Process Co-ordination Team
MP NI 40	Retail Market Procedure NI 40
MPRN	Meter Point Reference Number
MRC	Market Registration Code
New Supplier	A Supplier who has entered into a commercial agreement with the Exiting Supplier.

Terms	Description
NIE Networks	Northern Ireland Electricity Networks
Partial Market Exit	Voluntary exit from an individual market sector(s).
PSO	Public Service Obligation
Supplier	The holder of a Supply Licence that is a party to the Market Registration Framework Agreement.
Supply Licence	Granted by the UR to a Supplier as per Article 10 (1) (c) of The Electricity (Northern Ireland) Order 1992.
SoLR	Supplier of Last Resort
UR	Utility Regulator
UR Bulk Transfer Assurance List	A list of assurance requirements that the UR expects the Exiting and New Suppliers to complete prior to initiating the Bulk Transfer process to ensure consumer protection.
MEPCT	Market assurance body

1. Introduction

Background

- 1.1 The electricity supply company, Electric Ireland, announced in May 2024 that following a strategic review of its operations, it had decided to exit the residential market but would continue to serve business customers in Northern Ireland. To date, there has been no instances in which an electricity supplier has chosen to voluntarily complete a partial market exit. Subsequently, the current market procedures and MRC does not contain a mechanism to allow for the Bulk Transfer of Customers to another supplier in the event of a partial market exit.
- 1.2 The current market procedures¹ outline the step-by-step process that suppliers must follow to register a new customer as part of the switching process. However, these registrations are typically done on an individual basis.
- 1.3 The only market mechanism that allows for a Bulk Transfer of Customers, is the Supplier of Last Resort (SoLR)² process. This process is only enacted in the event of a supplier failure and ensures consumer protection and continuation of energy services.
- 1.4 MP NI 4 sets out the process for a Customer Bulk Transfer as part of a SoLR event. However, a SoLR event is not applicable in this circumstance as Electric Ireland wish to retain their licence to serve non-domestic customers.
- 1.5 Electric Ireland has considered the need to create a Market Procedure, and the proposal outlined in MCR 5005 aims to establish an enduring and future-proofed solution by creating a market procedure that would allow suppliers to transfer customers in the event they decide to exit certain sectors of the market voluntarily.
- 1.6 Both NIE Networks and Suppliers have discussed the new market procedure at the CDA Board and have conducted impact assessments to identify any potential issues while drafting MP NI 40. These have been shared with the UR to consider when developing this consultation. The proposed market procedure presented to the UR for approval is attached separately in Annex A and a summary is outlined in the following sections of this consultation paper.

¹ MP NI 1, MP NI 2, MP NI 29 and MP NI 37.

² MP NI 4.

Market Registration Code & Central Design Authority Board

- 1.7 The Market Registration Code (MRC)³ was established in accordance with Condition 29 of the NIE Networks Distribution Licence⁴, and is published and maintained by NIE Networks.
- 1.8 The CDA Board was established through the MRC. It provides a forum for key participants (NIE Networks and electricity Suppliers) operating in the electricity retail market in Northern Ireland to engage on specific issues, which are generally technical in nature. The scope of the CDA Board includes (but not limited to):
- a) Development and implementation of agreed messaging and management systems standards for the liberalised electricity market;
 - b) Development and implementation of agreed procedures, codes of practice and draft operational policy to govern the retail market;
 - c) Development and agreement of a work programme for the implementation of approved market design changes;
 - d) Communication to the industry of changes to agreed market design and testing procedures; and
 - e) Encouragement of best practice and co-operation between all participants.
- 1.9 CDA Board meetings are convened normally every other month. Participants discuss relevant issues, recommend decisions and have voting rights. The UR attends the CDA Board meetings as an Observer only.
- 1.10 The MRC Change Procedures (Schedule 5) form part of the MRC and describe the processes by which participants raise, resolve and escalate Queries and Change Requests. When a Change Request is submitted to the CDA Board, all CDA Board members are asked to submit Impact Assessments that demonstrate the potential impacts for them regarding the Market Change Request. All Impact Assessments are compiled into an Impact Assessment Report following submission.

³[The Market Registration Code \(MRC\)](#)

⁴[NIE Networks Distribution Licence - effective 25.11.2024.pdf](#)

- 1.11 Once an Impact Assessment Report is complete, the CDA Board will consider and discuss the Change Request and make one of the following decisions in relation to it:
- a) Decide by consensus to defer the Change Request for consideration at the next CDA meeting.
 - b) Decide by consensus to request the CDA to procure further consideration in relation to the Change Request.
 - c) Decide by consensus that the Change Request should be implemented (either as proposed or in a modified form) and request the CDA to prepare a Change Report and request approval from the UR.
 - d) Decide by consensus that the Change Request should not be implemented.
 - e) Where it is unable to reach consensus, refer the Change Request to the UR for a decision.
 - f) By consensus, make such other decision as the CDA Board considers appropriate in relation to the Change Request.
- 1.12 The CDA has submitted a Change Report for MCR 5005 to the UR with a request for approval or otherwise.

2. Change Report (Proposed Solution)

Description of Market Change Request 5005 (MCR 5005)

- 2.1 MCR 5005 pertains to the creation of a new market procedure (MP NI 40) that would enable suppliers to complete a Customer Bulk Transfer and subsequently allow a supplier to complete a partial market exit from one or more market sector(s) on their own accord.
- 2.2 The proposed process is initiated via a Commercial Agreement between two suppliers (the Exiting and New supplier). This Commercial Agreement will cover a range of issues but some examples of the areas it seeks to address are:
- a) Transfer of rights and/or the novation of one or more Residential or Business Customers Supply Agreements from the Exiting Supplier to the New Supplier.
 - b) Customer debt and retained credit (from pre-payment meter customers).
 - c) Certain costs that are incurred by either the Exiting or New supplier (i.e. new pre-payment top-up cards).
- 2.3 For the avoidance of doubt, the above considerations are not the only areas that will be taken into account under the Commercial Agreement. The above points are only to provide an indication of the types of issues the Exiting and New Supplier will deliberate as part of the Commercial Agreement. For clarity, it is proposed that the Commercial Agreement will be between the two suppliers only; there is no regulatory involvement in relation to the Commercial Agreement.
- 2.4 Although the Commercial Agreement is exclusively between the New and Existing Suppliers, in order to ensure consumers are protected before and after the initiation of MP NI 40 process, the UR has proposed amendments to the MRC. Suppliers must comply with the MRC as per condition 4 of their electricity supply licence.
- 2.5 The proposed drafting will ensure that the Exiting Supplier engages with the UR at its earliest opportunity. Additionally, the UR will have the ability to stop or suspend the execution of MP NI 40, at any stage, prior to the Bulk Transfer Date. Suppliers and NIE Networks will be required to comply with any such directions from the UR until it confirms that the MP NI 40 can proceed, or otherwise.

- 2.6 Furthermore, the Exiting and New Supplier will be required to provide any information that the UR deems necessary to ensure consumers are protected during the process. This will enable UR to have oversight on key items such as Customer Communications, Terms and Conditions, Credit and Debt Management etc. These items are not an exhaustive list, but it is important to note, while UR may request specific information related to the MPNI 40 process, suppliers must ensure ongoing compliance with existing licence conditions and/or Codes of Practice.
- 2.7 To facilitate the transfer of customers resulting from the Commercial Agreement, the creation of a new market procedure (MP NI 40) has been proposed to enable the Bulk Transfer of Customers from the Exiting Supplier to the New Supplier. MP NI 40 details the step-by-step process that the parties must follow in relation to transfer of customers. A proposed draft of MP NI 40 has been attached separately to this consultation paper (Annex A); however, it can be summarised into three key sections:
- a) Agreement to transfer and initiation.
 - b) Customer Bulk Transfer.
 - c) Completion.
- 2.8 For clarification, MP NI 40 cannot commence without NIE Networks and Market Entry Process Co-Ordination Team (MEPCT) receiving confirmation from both the Exiting Supplier and the New Supplier that the Commercial Agreement is in place between the parties.
- 2.9 In addition to this, the Exiting Supplier must complete an MP NI 503 application to decertify from the Certification Category(ies) within the relevant market sector. The New Supplier provides notification to NIE Networks and MEPCT of intent to receive MPRNs under the Customer Bulk Transfer process from the Exiting Supplier.
- 2.10 Under the proposed Change Request, the New Supplier can be any supplier which meets the market requirements and successfully completes the Market Assurance testing.
- 2.11 A final Change Report has been received by the UR for consideration after several deliberations of the proposed market procedure at the CDA. This Change Report identifies the market procedure that would aid the Suppliers to exit market segment(s) on their own volition by establishing a commercial agreement with a New Supplier.

Impact Assessment Report

- 2.12 The most recent Impact Assessment Report contained a summary of the Impact Assessment Forms received from CDA Participants in relation to MCR 5005. Eight Impact Assessment Forms were received from the stakeholders (Suppliers and NIE Networks) including one late submission. The impacts of the proposed change on participants are summarised below.
- 2.13 Respondent A has indicated that it has no material issue with the proposed solution outlined under MCR 5005 and has stated that the process aligns with the current SoLR procedure providing an efficient and seamless transition of customers from one supplier to another. However, there are several system changes and testing that would be required. Respondent A does not have any concerns over market impact as suppliers will only initiate this process via a Commercial Agreement and has stated that the business impact of implementing this change would be around the contract discussions and negotiations which sits outside the market process.
- 2.14 Respondent B is of the opinion that the real business impact, both from the Exiting Supplier as well as New Supplier's perspective, is directly proportional to the total volume of affected customers. Respondent B has also stated that the customer communications will be key throughout the process for both suppliers and letters would have to be drafted and issued promptly. The market impact identified by Respondent B revolves around the possibility of cost element of this process being passed on to the consumer and the large influx of consumer calls from Keypad Customers to suppliers and NIE Networks that could be resultant as part of the Bulk Transfer. If Respondent B was to use the process in the future, they might have to recruit and train new staff depending on the volume of the affected customers.
- 2.15 Respondent C supports this market procedure in its current form as a transactional process between the Exiting and New Supplier as it reduces testing time, costs and resources. Respondent C has indicated that it is mandatory for the Exiting and the New Supplier to have entered into discussions with a view to agreeing, within a reasonable period, a commercial arrangement to initiate the Customer Bulk Transfer procedure. Respondent C also mentioned that IT development would be required to create the customer Bulk Transfer within the central market system.
- 2.16 Respondent C has also provided an assessment of the market impact based on the revised assurance approach by MEPCT. Secure Meters would execute the proposed Customer Bulk Transfer via a specialised tool

that enables the migration of keypad customers in bulk from one supplier to another. Secure Liberty Help Desk team upon request by Respondent C will be operating this tool which requires a file input of all keypad customers that have been requested to move into the New Suppliers Liberty Client instance and requires collaboration between Secure Meters, the Exiting Supplier, New Supplier and NIE Networks. The transfer of credit customers will be performed by Respondent C separately via their in-house mechanisms.

- 2.17 Respondent C has also mandated that both the Exiting Supplier and the New Supplier conduct system testing prior to completing the Customer Bulk Transfer in the live environment (an operational environment where systems testing is performed to mimic the real-world scenarios before performing the actual Customer Bulk Transfer) and will be required to share the results of these tests with Secure Meters. The Liberty Helpdesk will provide guidance to the Suppliers as required on how to accomplish the testing effectively.
- 2.18 Respondent D mentioned that an asset purchase agreement would be required to detail the contractual arrangements for the book sale between the two suppliers. This would ensure legal and regulatory protections for consumers. In its view the operational impacts are to be considered as part of the commercial agreement and is not relevant to the evaluation of this proposed market procedure itself.
- 2.19 Respondent E has stated that there will not be any systems/operational impacts on their end and has mentioned that market impact based on their assessment is minimal.
- 2.20 Respondent F has indicated that it is not intending to use this process hence there would not be any impact to their business. Respondent F has outlined that the procedure could have significant market impact as it would require coordination between the transacting suppliers, NIE Networks, the Utility Regulator and Secure Meters requiring allocation of significant resources from all parties resulting in additional costs for end customers. Respondent F has also pointed out that this procedure presents unique challenges as it involves transferring customers to a supplier that is not the designated SoLR and poses questions around areas such as logistics, continuity and customer experience increasing operational load and decreasing market confidence.
- 2.21 Respondent G has provided their impact assessment based on the example of 50,000 customers and the requirement to communicate new terms and payment details. Respondent G has assessed the business impact of this process and have informed that a manual intervention would be required if customer details are not fully provided by the exiting

supplier. They have emphasised that dedicated communications would have to be sent to affected customers and that the contract arrangements for these customers' needs to be assessed thoroughly. Respondent G mentioned that additional staff would be required for the successful execution of the procedure. Respondent G has also stated that it is imperative that the Opt in option for suppliers remains unchanged and that any supplier not opted in is not required to undertake system testing or changes pertaining to MP NI 40.

- 2.22 Respondent H has indicated that they do not foresee the use of this procedure in the short to medium term. From Respondent H's perspective the CSV format of the data provided by NIE Networks to the New Supplier will cause significant development and configuration effort to onboard customers. An alternative would be the inclusion of market messages (to transfer data from Exiting Supplier to New Supplier) in respect of the registration and meter read steps of the process, as well as the customer loss journey. This would be hugely beneficial in reducing cost and effort.
- 2.23 Based on the Impact Assessment Report the average timeframe required for the execution of the market procedure proposed as part of the change request is 4-5 months. There will be costs associated with the implementation of the proposed procedure which will be passed on to the New Supplier as part of the commercial agreement. Due to the involvement of NIE Networks, there can be socialised costs that could be passed on to the wider NI customer base similar to the SoLR costs that are passed on to NI customers through PSO in accordance with Condition 33 of the NIE distribution licence. We welcome stakeholder views on whether PSO condition is sufficient or if a new licence condition should be added to NIE Networks distribution licence in relation to the recovery of costs incurred if and when MP NI 40 is implemented.

Alternative Solution

- 2.24 Within the Impact Assessment Report, an alternative solution was suggested. The solution involves splitting the customer database into credit and prepayment customers, and to utilise the existing market process to complete the Change of Supplier (CoS) for credit customers. It has been suggested that Suppliers have systems and processes in place for customer acquisition therefore these can be utilised for credit customers.
- 2.25 This would allow any affected customer a 14-day cooling off period should they wish to move away from the New Supplier. This solution would also reduce the effort required as the CoS process already exists in the market and no new market procedure would be required.

- 2.26 However, it was recognised that a new process would still be required for prepayment customers, similar to the SoLR process, involving the Exiting Supplier, New supplier, NIE Networks and Secure Meters.

Proposed Solution

- 2.27 As per MCR 5005 received by the UR from the CDA Board, the proposed market procedure consists of three main stages, Agreement to Transfer and Initiation, Customer Bulk Transfer and Completion. These stages can be summarised as follows (full details of the steps involved in the proposed market procedure (MP NI 40) are available in Annex A):
- 2.28 The first stage in the Customer Bulk Transfer is the Commercial Agreement to transfer and initiation. The steps involved are as below:
- a) The Exiting Supplier and the New Supplier engages to initiate the Customer Bulk Transfer process and notifies NIE Networks, MEPCT and UR.
 - b) The Suppliers then provide two separate project information packs to NIE Networks and MEPCT for their review. MEPCT initiates a meeting with NIE Networks, Exiting Supplier and New Supplier to review project information packs.
 - c) New Supplier and Exiting Supplier will formally notify the UR of instigation to initiate the Customer Bulk Transfer process together with estimated project timelines.
 - d) 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.
 - e) 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 testing can be commenced. Following the successful completion of the dress rehearsal, MEPCT will complete their final report with their recommendations for NIE Networks approval, notifying the UR, the New Supplier and Exiting Supplier.
 - f) 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.

- g) NIE Networks confirms to Utility Regulator that it has all relevant information to facilitate the Customer Bulk Transfer and the date that the bulk transfer is planned to take place.
- h) 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). 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 Bulk Transfer Date will be transferred to the New Supplier.

2.29 Following this initiation and agreement stage of the process, the Customer Bulk Transfer would take place which involves the following steps:

- a) 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.
- b) Any fieldwork requests and Change of Supplier (CoS) pertaining to the Exiting Supplier would be considered on a case-by-case basis and addressed appropriately. All relevant customer metric files would be collated by NIE networks and distributed to relevant parties (secure meters and new supplier) prior to Bulk Transfer of customers.
- c) Following the Bulk Transfer NIE Networks will carry out a reconciliation to confirm that all customers have transferred over to the New Supplier and will carry out a residual Customer Bulk Transfer if required.
- d) Customer communications are issued by the New Supplier following successful Bulk Transfer of Customers.

2.30 The final stage of the process involves the following:

- a) Registration of meter points to the New Supplier by NIE Networks.
- b) For keypad metered sites, NIE Networks will order new keypad premises cards after completion of the transfer and send these directly to the Customer.

- c) Exiting Supplier will be advised of closing readings with any estimated or actual consumption since the last billed reading for non-interval metered points and unmetered consumption since the last bill date for unmetered meter points.
 - d) Email confirmation from Exiting Supplier to MEPCT to confirm that the customer files have been correctly processed in accordance with the CoS process and that the Customer Bulk Transfer file has correctly reconciled to the systems and records.
 - e) Relevant customer files send to the New Supplier by NIE Networks upon completion of the Customer Bulk Transfer process.
- 2.31 Additionally, it is important to note the that following Market Procedures (MP NI 501, MP NI 502, MP NI 503, MP NI 506, MP NI 508) will need to be updated to reflect the inclusion of the proposed MP NI 40. MP NI 39 Glossary of Terms and the MRC will also need to be updated.

3. Next Steps

- 3.1 MCR 5005 could potentially impact a variety of stakeholders, particularly those customers who may be subject to being included in a Customer Bulk Transfer. It is important that views from all stakeholders in relation to this Change Request are considered by the UR prior to a decision being made. We invite stakeholders to provide their views on the following questions:

General

- Please state the nature of your business (i.e. customer (domestic or non-domestic), Supplier, DNO, Charitable Organisation etc.)

MCR 5005

- Do you agree with proposal outlined in MCR 5005 and the proposed creation of a new market procedure (MP NI 40)? Please provide rationale.
- Are there any steps within MP NI 40 that require amendment or clarification? Please provide rationale for any changes.
- Are there any additional consumer protection provisions that should be added to MP NI 40, or considered alongside the procedure, to prevent customer consumer detriment and/or harm element in the event this procedure is implemented? Please provide rationale.
- Are there any other factors in relation to this proposal that you think should be considered? Please provide rationale.
- Do you have any other comments in relation to the proposal?

Consultation Responses

- 3.2 Responses to this consultation should be sent on or before 17:00 on 30 July 2025 to:

Jewel Joshy
The Utility Regulator
Millennium House
16-22 Great Victoria Street
Belfast
BT2 7BN

Retailoperations@uregni.gov.uk

The UR's preference would be for responses to be submitted by e-mail.

- 3.3 Individual respondents may ask for their responses (in whole or in part) not to be published or that their identity should be withheld from public disclosure. Where either of these is the case, the UR will also ask respondents to supply the redacted version of the response that can be published.
- 3.4 As a public body and non-ministerial government department the Utility Regulator is required to comply with the Freedom of Information Act (FOIA). The effect of FOIA may be that certain recorded information contained in consultation responses is required to be put into the public domain.
- 3.5 Note: it is now possible that all responses made to consultations will be discoverable under FOIA even if respondents ask us to treat responses as confidential.
- 3.6 It is therefore important that respondents take account of this and, in particular, if asking the UR to treat responses as confidential, respondents should specify why they consider the information in question should be treated as such.
- 3.7 This paper is available in alternative formats such as audio, Braille etc. If an alternative format is required please contact the office of the UR which will be happy to assist.

Timelines

- 3.8 Following review and consideration of the responses the UR will endeavour to publish its decision by end of August 2025.