

# **Consultation on Market Change Request 5005**

**Utility Regulator**

## **Power NI Response**

29 July 2025

## Introduction

Power NI welcomes the opportunity to respond to the Utility Regulator (UR) regarding Market Change Request 5005. Power NI have engaged with NIE Networks and the Utility Regulator over the last year on this specific Market Change Request and believe this proposal is a welcome market solution that allows for an electricity supplier to voluntarily exit certain market sectors, rather than the entire market, which falls outside of the current Supplier of Last Resort (SoLR) process.

## Specific Questions

### General

***Please state the nature of your business (i.e. customer (domestic or non-domestic), Supplier, DNO, homeowner/landlord etc.)***

***Power NI response:***

Energy Supplier.

### MCR5005

***Do you agree with the proposal outlined in MCR 5005 and the proposed creation of a new market procedure (MP NI 40)? Please provide rationale.***

***Power NI response:***

Yes.

On review of the proposal outlined in MCR 5005, Power NI have reflected on its role as the current designated SoLR and have no material issue with what is proposed, welcoming the process being aligned to the current market process for SoLR. Ensuring this alignment means if enacted it should ensure customers are dealt with efficiently and provide a seamless transition from one supplier to another.

***Are there any steps within MP NI 40 that require amendment or clarification? Please provide rationale for any changes.***

***Power NI response:***

Power NI are content with the steps outlined. The steps allow for engagement with MEPCT to ensure all appropriate Assurance activities are undertaken and provide confidence to all stakeholders that the process will be implemented to market satisfaction.

***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.***

***Power NI response:***

Power NI believe that the focus for this procedure is to manage the technical transfer of customers from one supplier to another within a timely manner. From a commercial

perspective any additional elements of consumer protection should sit alongside this process as part of a commercial agreement between the Exiting and New Supplier, ensuring that customers are protected throughout this process. This commercial agreement should also ensure engagement with the Utility Regulator and provide oversight of key areas including, but not limited to, customer communications, debt management, Terms and Conditions etc.

***Are there any other factors in relation to this proposal that you think should be considered? Please provide rationale.***

***Power NI response:***

No specific response.

***Do you have any other comments in relation to the proposal?***

***Power NI response:***

Power NI believes this believe this proposal is a welcome market solution and would urge the UR to give it due consideration particularly given the renewed focus within the UR on prioritising consumer protection and those in vulnerable circumstances.