

Retail Market Procedure NI 1

Change of Supplier Non-Interval Credit

06/06/2012

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1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for a Change of Supplier for a Non-Interval credit metered Customer in Northern Ireland.

This process will be followed when a Registration Request is received for a Meter Point whose status is 'Energised' or 'De-Energised'. Where a Registration is received for a Meter Point whose status is 'Assigned' then the MP NI 5 New Non-Interval Connection process is followed. Registrations for Meter Points that are 'Terminated (De-Commissioned)' or that are not yet 'Assigned' will be rejected.

The Procedure applies to all Non-Interval credit metered sites and contains the following sub-processes:

- Registration Validation
- Readings and Fieldwork
- Completion

This procedure excludes:

- Nomination by Suppliers of Contracted Generation. Refer to MP NI 7 Generator Nominations for details of this procedure.
- Change of Supplier for interval metered connections. Refer to MP NI 2 Change of Supplier Interval for details of this procedure.
- Change of Supplier for keypad metered connections. Refer to MP NI 37 Change of Supplier - Keypad for details of this procedure.
- Change of Supplier for Unmetered connections. Refer to MP NI 29 Change of Supplier Grouped Unmetered for details of this procedure.
- Change of SSAC and/or Supplier Unit. Refer to MP NI 20 Change of SSAC and/or Supplier Unit for details of this procedure.
- Objections and Cancellations – Refer to MP NI 3 for details of this procedure
- Requests to SEM-O by an existing Supplier for changes to or additional Supplier Units.

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

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1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE ES	Initial Draft
0.2	NIE ES	Updated following Internal Review
0.3	P Merkens	Updated for MCRs 1010, 1012, 1044 Website Publication removed to MG NI 23 Supplier Data Requests
0.4	P Merkens	Updated following NIE review and for MCRs 1053, 1054, 1058 and CRID 142
0.91	P Merkens	Issued for SIG Workshop
0.92	P Merkens	Updated following SIG Workshop and for MCR 1057 and CRID 143
0.93	P Merkens	Rejection where an appointment ID is incorrectly provided
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
0.95	A Ferguson	Clarification on Old Supplier outstanding fieldwork
V1.0	A Ferguson	Baseline SIG Approval
V2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/163• Updated for DR 1100/CRID 159• Updated for MCR 1107
V2.1	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1118/CRID167
	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

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

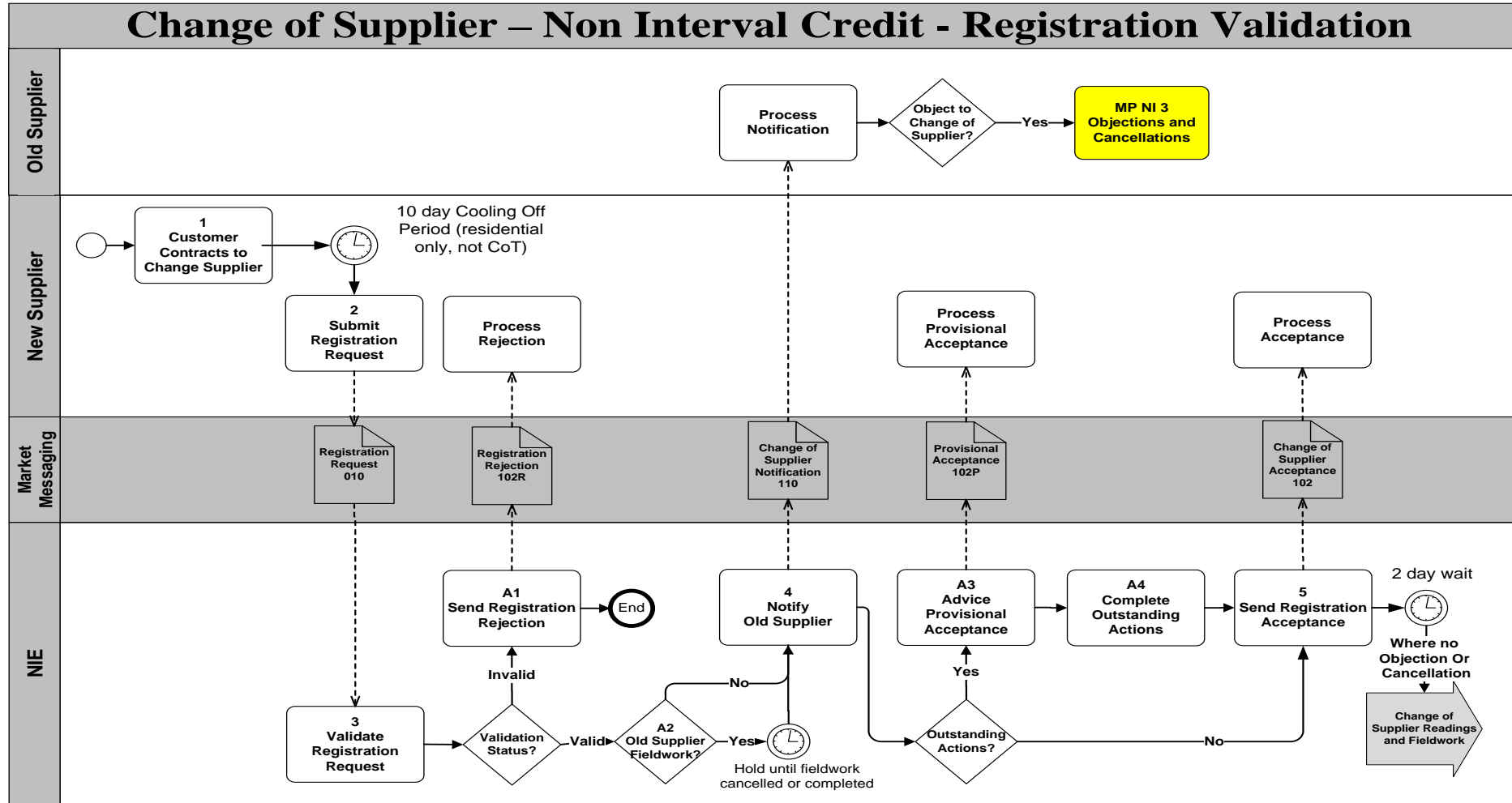
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2. Procedure Description

2.1 Registration Validation

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1	New Supplier	<p>The Supplier and the Customer enter into a contract for a Change of Supplier.</p> <p>A Supplier may validate the details of a Meter Point by reference to information published on the Market Website (see MG NI 23 Supplier Data Requests).</p> <p>Prior to submitting any Registration, the New Supplier will allow a Residential customer a ten day cooling off period, except in cases of change of tenancy.</p>	
2	New Supplier	<p>Change of Supplier Registration</p> <p>Following any required cooling off period, the New Supplier will request a Change of Supplier by sending a Change of Supplier Registration Request to NIE completed in accordance with the message implementation rules.</p> <p>The CoS Read Arrangement must indicate the requirement for any Fieldwork or the reading type to be used.</p> <p>Where required, Suppliers should make an Appointment, to take place within fifteen days of the Registration Request, for the Customer on the Market Website (refer to MP NI 38 for rules on where Fieldwork Appointments must be made by the Supplier). Two days notice must be given to allow for objection and debt contact period.</p> <p>Fieldwork includes:</p> <ul style="list-style-type: none"> • Any form of metering change or re-configuration • Energisation. Registration will be treated as an implicit request for energisation • Collection of a special reading. • Collection of readings for a Customer with customer service special needs – this is not required when the Supplier provides readings or scheduled readings are to be requested. <p>Where a Fieldwork Appointment has been made through the Market Website, the Fieldwork Appointment Id must be provided.</p> <p>Where the Supplier requires a metering configuration change from that currently implemented at the Meter</p>	010 to NIE

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Step	Role	Action	Interface
		<p>Point then the required metering configuration must be indicated and a Meter Works Type provided. Where the Supplier requires a change of DUoS Tariff not associated with a Change of Usage, the Supplier should request a meter change. If no change is required it is not required to specify a metering configuration.</p> <p>A Supplier provided customer read may be provided for all Non-Interval meter types where there is a not a requirement for Fieldwork. The New Supplier may provide this reading as part of the Registration application. The complete Meter Serial Number and Timeslot must be provided to identify the meter registers for which readings are provided. Where a reading is provided on the Change of Supplier request the required date must be provided and this date, if valid, will be used for the Change of Supplier.</p> <p>For residential customers the New Supplier may use the 'Debt Transfer Flag' to indicate acceptance of debt transfer from the Old Supplier.</p> <p>Where there is a change of tenancy associated with the Registration Request for a Residential Meter Point, the New Supplier will provide change of tenancy history as provided by the Customer, in accordance with MP NI 115 DCN Code of Practice.</p> <p>The Default Supplier may be contacted by NIE to provide a Change of Supplier Registration Request to facilitate accelerated energisation / registration of a site currently registered with a Supplier. This will occur where a new tenant requires urgent energisation ahead of the two working day Guaranteed Standard and has failed to enter into an agreement for supply with another Supplier.</p>	
3	NIE	NIE will validate the Change of Supplier request (see section 2.1.3 for validation).	
A1	NIE	Where a Change of Supplier request fails validation NIE will send a Change of Supplier Registration Rejection message to the New Supplier.	102R to New Supplier
A2	NIE	<p>Where there is outstanding Fieldwork requested by the Old Supplier then, NIE will contact the old Supplier by email to get any Old Supplier outstanding Fieldwork completed or cancelled.</p> <p>NIE will hold further processing of the Change of Supplier request until this Fieldwork has been cancelled or completed.</p>	e-mail to Old Supplier

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Step	Role	Action	Interface
		Where there will be a material delay, change of meter configuration or change of Meter Point status, NIE will also notify the New Supplier by email. In the event that the Fieldwork goes ahead and results in the original 010 being invalid (e.g. the MCC code changed) then the 010 should be resent.	e-mail to New Supplier
4	NIE	NIE will advise the Old Supplier of the change of supplier request by sending a Change of Supplier Notification message	110 to Old Supplier
A3	NIE	Where the Registration is accepted but there are outstanding actions then NIE will send a Change of Supplier Provisional Acceptance message together with the actions that are awaited including: <ul style="list-style-type: none"> • Energisation is awaited • Connection Card is required (where a requested MCC includes heating and the current MCC does not) • Connection Agreement required for connections at HV • Connection Agreement required where the Supply Agreement does not cover Customer acceptance of the NIE Connection Conditions (NIE will need to obtain a Connection Agreement from the Customer where there is a change of tenancy) 	102P to New Supplier
A4	NIE	NIE will complete any outstanding actions	
5	NIE	<p>Where there are no outstanding actions or where NIE has completed outstanding actions then NIE will advise the New Supplier by sending a Change of Supplier Registration Acceptance message.</p> <p>Where the Supplier has indicated a qualifying customer service need (codes 0001 through 0008) as part of the Registration Request and an Appointment has been requested NIE will make a site visit to obtain readings as per the Appointment Id provided in the Change of Supplier request.</p> <p>Where NIE is informed through market messaging of a change of tenancy and is provided with the identity of the Previous Supplier of the Customer then NIE will inform the Previous Supplier by sending a Change of Tenancy message.</p> <p>NIE will review all Registration Requests for de-energised sites and will liaise with the Supplier if it is considered that the Registration should not proceed.</p>	<p>102 to New Supplier</p> <p>140 to Previous Supplier</p>

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Step	Role	Action	Interface
		NIE will manually advise any non-standard charges for Fieldwork to the New Supplier (Standard charges will be published). Non-standard charges cannot be determined until a site visit is made.	

2.1.3 Change of Supplier Non-Interval Validation

A Registration will be rejected and the New Supplier advised if:

- The MPRN does not exist.
- The MPRN status is Terminated or Assigned.
- The Meter Point Address Postal Code provided does not exactly match the data held by NIE; where such data is held by NIE. The matching is case sensitive.
- The Supplier ID is not recognised by NIE
- The Supplier ID and Supplier Unit combination is not recognised by NIE
- The Supplier submitting the Registration is already registered to this MPRN
- The current Supplier has been Registered at the Meter Point for less than 20 days as at the required date where a required date is specified or as at the Appointment date where an Appointment Id is specified or as at the receipt date in all other cases
- A Registration from another Supplier is pending completion.
- The SSAC is not a valid arrangement for the Supplier Unit with respect to the Settlement Class of the Meter Point.
- The Supplier has not indicated that a Supply Agreement exists with the customer. Where the Supplier has an agency agreement then for LV connected customers this must include a clause to cover customer acceptance of the NIE Connection Conditions.
- The Meter Configuration Code is not valid in combination with the MIC and MEC.
- The Meter Configuration Code is not valid in combination with the existing Usage Type
- Where a Supplier provided read is included in the Registration Request:
 - For a residential Customer the required date if provided is more than twelve days in the past or is in the future.
 - For a commercial Customer the required date if provided is more than two days in the past or is in the future.
- Where a Supplier provided read is not included as part of the Registration Request any required date provided is:
 - For a residential Customer, more than twelve days in the past
 - For a commercial Customer, more than two days in the past
 - More than fifteen days in the future.
- Where Fieldwork is required, the required two day objection notice period is not provided
- Where a Fieldwork Appointment is required to be made by the Supplier an Appointment with a matching Appointment Id has not been made by the Supplier
- The Meter Works Type is not provided when required, is invalid or does not align with the Fieldwork Appointment
- The CoS Read Arrangement specified on Registration is not recognised or is not valid for the Metering Class

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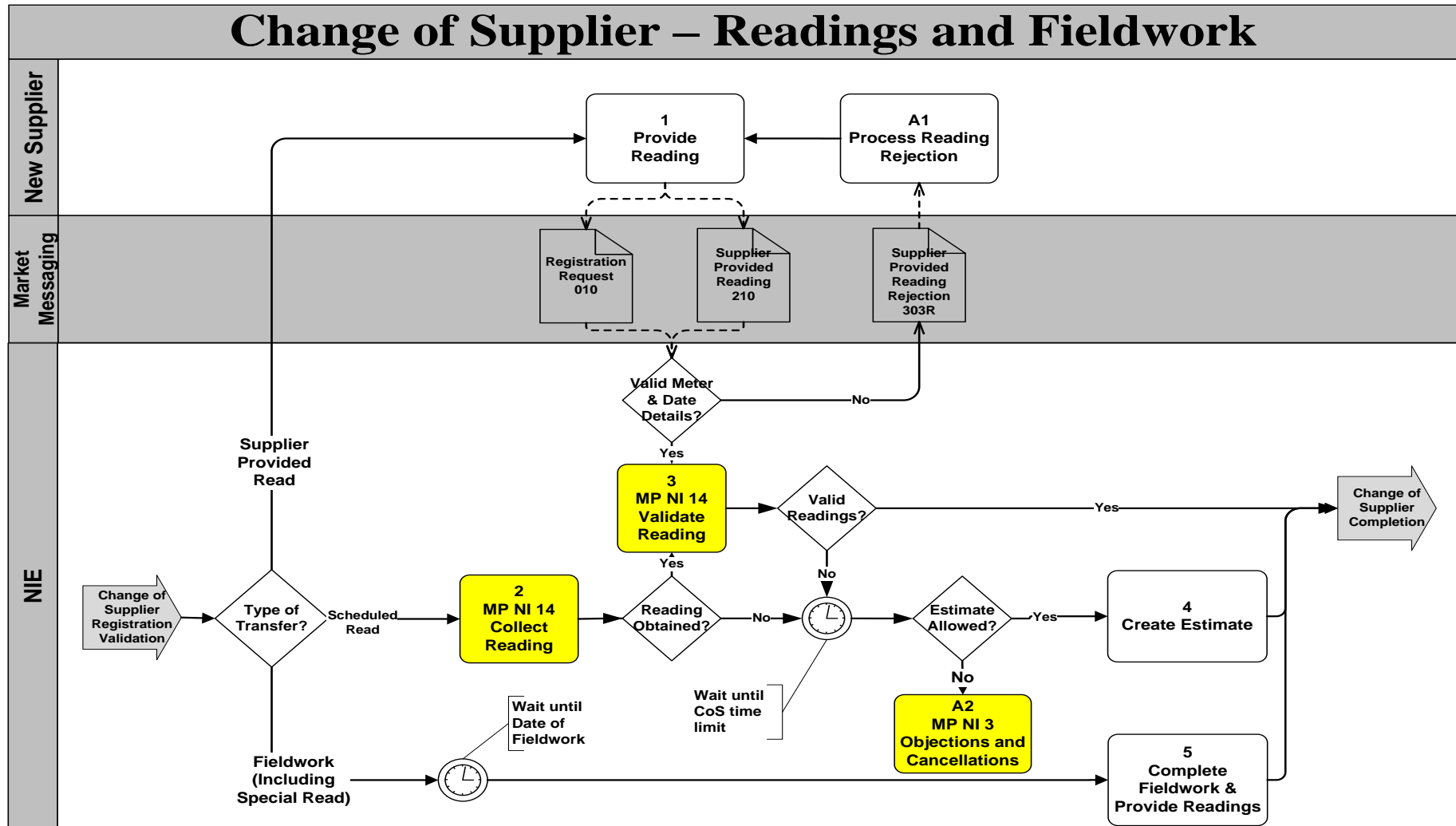
- A Registration Request for a trading site is not consistent with Registration data obtained from the SEM-O under SEM Agreed Procedure 1
- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Registration Request message

Note the NI Market Message Implementation Guide – Meter Registration provides validation and allowable values at a message field level.

2.2 Readings and Fieldwork

2.2.1 Process Flow Diagram

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2.2.2 Process Description

Step	Role	Action	Interface
1	New Supplier	<p>A New Supplier may provide changeover readings for Non-Interval Meter Points that do not require Fieldwork.</p> <p>The required date will be used as the read date for readings provided on the Registration Request.</p> <p>Readings may also be provided at a later stage on a Supplier Provided Reading message.</p>	<p>010 to NIE</p> <p>210 to NIE</p>
A1	NIE	<p>Where the metering details or read date on a Supplier provided reading fail validation NIE will send the New Supplier a Supplier Provided Reading Rejection message.</p> <p>The New Supplier can provide new readings using the Supplier Provided Reading message following receipt of this rejection message.</p>	303R to New Supplier
2	NIE	<p>Where a scheduled read was requested, the site will be visited within four days of the scheduled read date. NIE may extend the read window around public holidays.</p> <p>Where a scheduled reading (including a Customer reading or Supplier Provided Reading obtained within the scheduled read window) was obtained these readings will be provided to NIE for processing as Change of Supplier readings.</p>	
3	NIE	<p>Readings will be validated in accordance with the process used for validating readings outlined in MP NI 14 Readings Processing Non-Interval.</p> <p>If a Supplier provided Customer reading is implausible and the Supplier has not indicated for an estimate to be used NIE will contact the New Supplier by email to look for another Customer reading or to allow an estimate.</p>	E-mail to New Supplier

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Step	Role	Action	Interface
4	NIE	<p>Except where Fieldwork was requested or an HV Connection Agreement is awaited, when the Change of Supplier time limit is reached (15 days from Registration receipt for a requested Supplier Provided read or 20 days from the date of a requested scheduled read) NIE will create an estimate for the completion of the Change of Supplier request where:</p> <ul style="list-style-type: none"> • no valid reading has been received; and • the New Supplier has indicated that an estimate is acceptable; and • an actual read has been received in the last 12 months. <p>Refer to MP NI 14 Readings Processing Non-Interval for a description of reading estimation rules.</p>	
A2	NIE	<p>Where Supplier provided readings or scheduled readings were requested and no valid readings were obtained by the time the Change of Supplier time limit is reached then:</p> <ul style="list-style-type: none"> • If an estimate is not possible because there is no reading within the last twelve months then NIE will contact the Supplier to obtain contact details such that a special read can be obtained. If no reading can be obtained the Registration will be cancelled; or. • If an estimate is indicated by the Supplier to be not acceptable the Registration will be cancelled. <p>Refer to MP NI 3 Objections and Cancellations for details of the cancellation process.</p>	
5	NIE	<p>NIE will endeavour to perform Fieldwork on the Appointment date and time. NIE will not despatch Fieldwork until all the following conditions are satisfied:</p> <ul style="list-style-type: none"> • There is not an outstanding objection; and • For connections at HV, a Connection Agreement is in place. • For connections at LV where the Supplier does not have an agency agreement; a Connection Agreement is in place <p>Where Fieldwork cannot be completed due to any non-standard reason such as rewiring, NIE will advise the Supplier of this and of any non-standard charges.</p> <p>Where NIE reschedule Fieldwork NIE will send a Fieldwork Status to the New Supplier</p> <p>Where the Supplier is requested to reschedule Fieldwork NIE will send a Fieldwork Status to the New Supplier</p>	<p>Manual advice of non-standard conditions.</p> <p>131[R] to New Supplier</p> <p>131[S] to New</p>

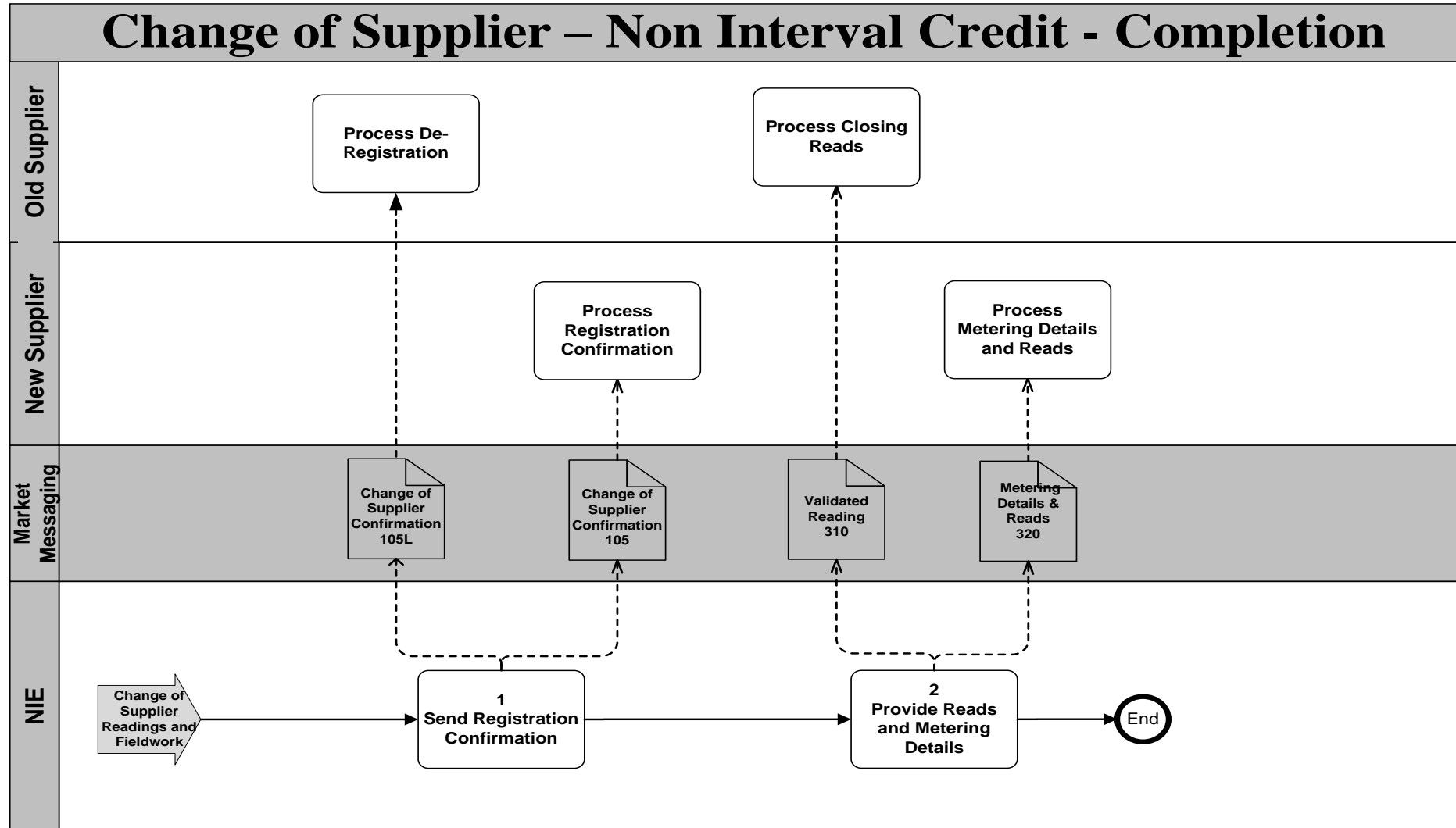
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Step	Role	Action	Interface
		When complete, the meter details and readings will be provided to NIE for processing as Change of Supplier readings.	Supplier
	NIE	<p>The readings used to complete the Change of Supplier will be the highest priority readings that are available, valid and dated on or since the required date. If more than one set of readings of the same priority are available, the latest will be used.</p> <p>The order of preference for the usage of readings is:</p> <ol style="list-style-type: none">1. Meter Works or Energisation readings2. Special readings3. Scheduled readings4. Supplier provided readings.	

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2.3 Completion

2.3.1 Process Flow Diagram



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2.3.2 Process Description

Step	Role	Action	Interface
1,2	NIE	<p>NIE will confirm the completion of a Change of Supplier when all of the following conditions are met:</p> <ul style="list-style-type: none"> • The objection period for debt or contract default has expired • Any required Fieldwork has been completed • Valid readings have been obtained or estimated • For connections at HV; a Connection Agreement is in place • For connections at LV where the Supplier does not have an agency agreement; a Connection Agreement is in place. <p>Where Fieldwork is required or where Fieldwork readings were used, the New Supplier Registration will be effective from the start of the calendar day on which the work is completed.</p> <p>In all other cases the New Supplier Registration will be effective from the start of the calendar day following the date of the readings being used or estimated to complete the Change of Supplier.</p> <p>The Old Supplier Registration will be effective until the end of the calendar day before the effective date of the New Supplier Registration.</p> <p>On completion, the New Supplier will be advised of:</p> <ul style="list-style-type: none"> • The effective date of the New Supplier Registration, together with confirmation of the connection and Customer details held by NIE and; • Details of metering together with confirmation of the Load Profile, EUF and opening readings. <p>Refer to MP NI 14 Readings Processing Non-Interval for a description of the rules for Profile allocation and EUF calculation.</p> <p>On completion, the Old Supplier will be advised of:</p> <ul style="list-style-type: none"> • The final date of the Old Supplier Registration; and • Confirmation of any closing readings with any consumption since the last billed reading obtained from Non-Interval metering <p>NIE will record any new Customer details collected as part of the Registration process.</p>	<p>105 to New Supplier 320 to New Supplier</p> <p>105L to Old Supplier 310 to Old Supplier</p>

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2.4 Supplementary Information

2.4.1 Disputing Change of Supplier Readings

Either Supplier may dispute a Change of Supplier reading within 65 days of the effective date of the Change of Supplier.

The procedure for Change of Supplier reading disputes is described in MP NI 14 Readings Processing Non-Interval.