

Retail Market Procedure NI 25

Change of Legal Entity

06/06/2012

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| <i>Current Status:</i> | Baseline |
| <i>Issue Date:</i> | 06/06/2012 |
| <i>Version:</i> | 2.1 |

Retail Market Procedure NI 25 – Change of Legal Entity

Table of Contents

| | | |
|------------|-----------------------------------------|-----------|
| 1. | Introduction..... | 3 |
| 1.1 | Scope | 3 |
| 1.2 | History of Changes..... | 3 |
| 1.3 | Document References | 5 |
| 2. | Procedure Description | 6 |
| 2.1 | Change of Legal Entity | 6 |
| 2.1.1 | Process Flow Diagram | 6 |
| 2.1.2 | Process Description | 7 |
| 2.1.3 | Change of Legal Entity Validation | 11 |
| 2.2 | Supplementary Information..... | 12 |
| 2.2.1 | Additional NIE Processes | 12 |

Retail Market Procedure NI 25 – Change of Legal Entity

1. Introduction

1.1 Scope

This document describes the Retail Market Procedure for a Change of Legal Entity or Tenancy in Northern Ireland.

This process will be followed when a change of legal entity or tenancy request is received for a Meter Point whose status is 'Energised' or 'De-Energised'. Change requests for Meter Points that are 'Terminated (De-Commissioned)' or that are not yet 'Assigned' will be rejected.

This process also provides the facility for Suppliers to provide a reading for Non-Interval credit metered sites or request a Change of Usage.

The Procedure applies to the following:

- Interval Metered Meter Points
- Non-Interval Meter Points (both Credit and Keypad Metered)

The Procedure contains the following sub-process:

- Change of Legal Entity

This Procedure excludes:

- Changes to Customer Details not concurrent with a Change of Legal Entity. Refer to MP NI 24 Changes to Customer Details
- Changes to Meter Point Address. Refer to MP NI 24 Changes to Customer Details
- Grouped Unmetered Sites. Refer to MP NI 32 Change of Legal Entity – Grouped Unmetered

1.2 History of Changes

| Version | Source of Change | Description of Change |
|---------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0.1 | NIE ES | Initial Draft |
| 0.2 | P Merkens | Updated for MCRs 1012, 1016, 1023 |
| 0.91 | P Merkens | Issued for SIG Review and for DR 1065 |
| 0.92 | P Merkens | Update following SIG Workshop; Keypad Transaction System update added to diagram and for CRID 145 and to remove applicability to Single Point Unmetered |
| 0.93 | P Merkens | Clarify rejection if there is an open Meter Works Service Order |
| 0.94 | J-E Smith | Final Draft Issued for Supplier Review prior to SIG Approval |
| 1.0 | A Ferguson | Baseline SIG Approval |
| 2.0 | J-E Smith | Baseline CDA Board Approved |

Retail Market Procedure NI 25 – Change of Legal Entity

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|-----|------------|------------------------------------------------------------------------------|
| | | <ul style="list-style-type: none">• Updated for DR1110/CRID163 |
| 2.1 | A Ferguson | Updated to reflect MP NI 39 Glossary of Terms |

Retail Market Procedure NI 25 – Change of Legal Entity

1.3 Document References

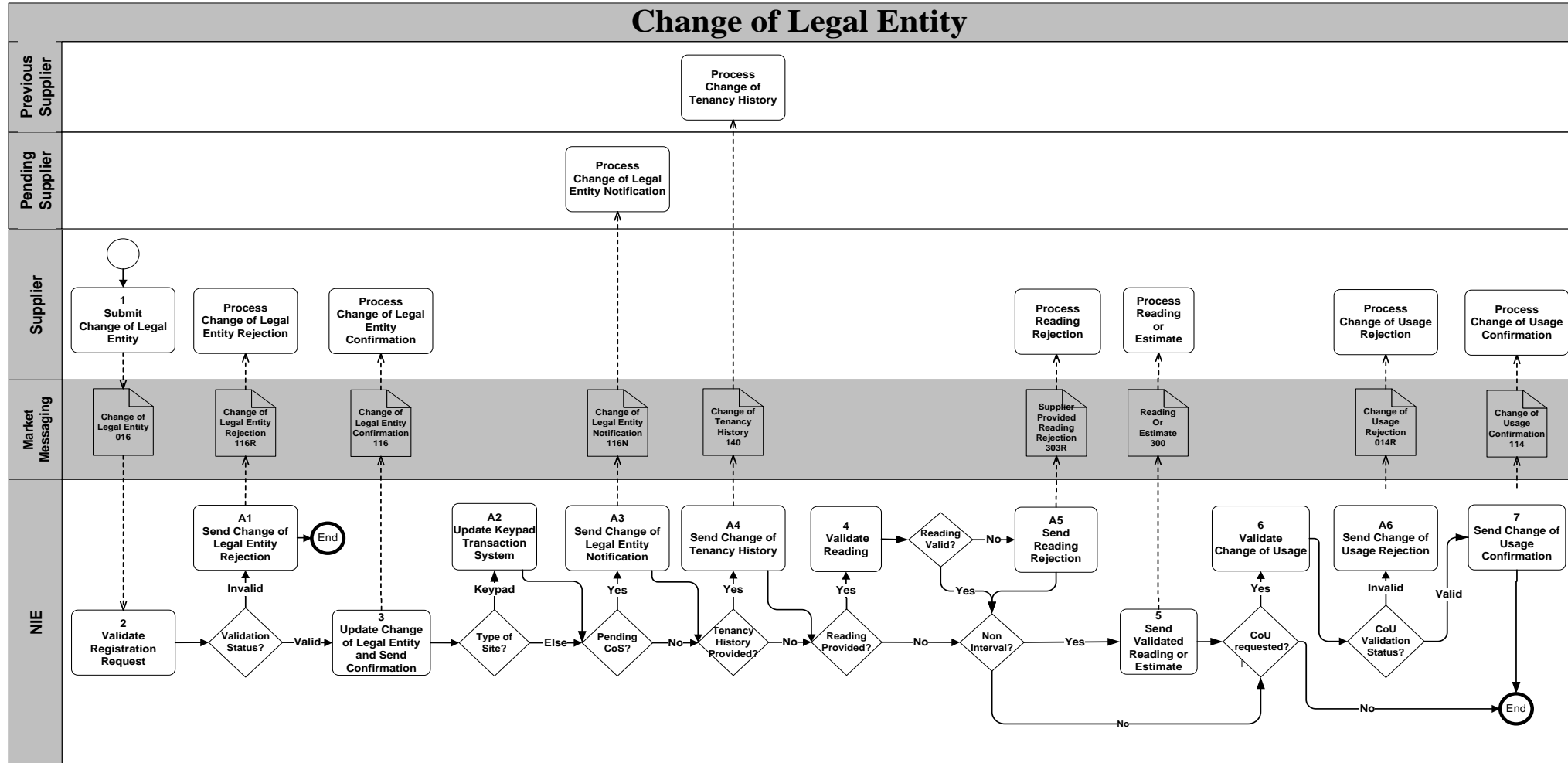
| Document Reference | Document name |
|---------------------------|--------------------------------------------|
| MP NI 5 | New Non-Interval Metered |
| MP NI 6 | New Interval Metered |
| MP NI 1 | Change of Supplier Non-Interval |
| MP NI 2 | Change of Supplier Interval |
| MP NI 14 | Readings Processing Non Interval |
| MP NI 24 | Change of Customer Details |
| MP NI 32 | Change of Legal Entity – Grouped Unmetered |
| MP NI 33 | Change of Supplier Unmetered |
| MP NI 37 | Change of Supplier Keypad |

Retail Market Procedure NI 25 – Change of Legal Entity

2. Procedure Description

2.1 Change of Legal Entity

2.1.1 Process Flow Diagram



Retail Market Procedure NI 25 – Change of Legal Entity

2.1.2 Process Description

| Step | Role | Action | Interface |
|------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 1 | Supplier | <p>The Registered Supplier must send a Change of Legal Entity request to advise NIE of the following Customer and site data whenever they become aware that a change of tenancy or legal entity has occurred and the identity of the new owner or occupier is known.</p> <p>The Supplier must indicate whether a Supply Agreement exists.</p> <p>Suppliers should include in the message the following data:</p> <ul style="list-style-type: none"> • Customer Name • Usage Type • Economic Activity Indicator • Medical Equipment Special Needs • Customer Service Special Needs • Customer Contact details, that NIE can use to contact the Customer in an emergency or to make any Appointments. This should not be an agent. • Notification Address, which may be those of an authorised agent, that NIE should use to contact a Customer if this is different from the Meter Point address. Where a Supplier has a Customer who wishes to use a correspondence address other than that which a Supplier would provide to NIE then the Supplier should advise the Customer to contact NIE directly. • Technical Contact <p>Suppliers may submit future dated Change of Legal Entity requests which NIE will retain and apply at the required date.</p> <p>A Change of Usage cannot be future dated or pre-date the last DUoS Bill.</p> <p>Suppliers may also report a change of customer details and/or a change of tenancy or legal entity in conjunction with a Registration Request. Refer to the following documents:</p> <ul style="list-style-type: none"> • MP NI 5 New Non-Interval Metered and MP NI 6 New Interval Metered • MP NI 1 Change of Supplier Non-Interval, MP NI 2 Change of Supplier Interval, MP NI 33 Change of Supplier Unmetered and MP NI 37 Change of Supplier Keypad. <p>Where a change of tenancy has occurred Suppliers should also follow the agreed Code of Practice to inform the previous Supplier of the customer of the customers previous address and customer account number.</p> | 016 to NIE |

Retail Market Procedure NI 25 – Change of Legal Entity

| Step | Role | Action | Interface |
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| | | | |
| 2 | NIE | <p>NIE will validate the Change of Legal Entity request (see section 2.1.3 for validation).</p> <p>NIE will ignore a required date and use the message receipt date for Non-Interval metered sites where a retrospective required date for change-over is provided but DUoS billing has occurred since the required date.</p> <p>NIE will use the message receipt date if the required date is omitted.</p> <p>NIE will raise an exception when a future dated Change of Legal Entity is received and the required date is greater than six months in the future.</p> | |
| A1 | NIE | <p>Where a Change of Legal Entity request fails validation NIE will send a Change of Legal Entity Rejection message to the Supplier. This will end the Change of Legal Entity process.</p> <p>Where there is a future dated Change of Legal Entity pending completion and a second valid Change of Legal Entity is received with an earlier required date, then the pending request will be rejected.</p> | 116R to Supplier |
| 3 | NIE | <p>Where a valid Change of Legal Entity is received NIE will apply the changes at the appropriate date and send a Change of Legal Entity Confirmation message to the Supplier.</p> <p>The required date (or the message receipt date if required date is omitted or not valid) is taken to be the move in date for the new tenant.</p> | 116 to Supplier |
| A2 | NIE | For Keypad customers, NIE will update the Customer name on the Keypad Transaction System. | |
| A3 | NIE | 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 of the change of tenancy by sending a Previous Tenancy History message. | 140 to Previous Supplier |

Retail Market Procedure NI 25 – Change of Legal Entity

| Step | Role | Action | Interface |
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| A4 | NIE | Where there is a pending Change of Supplier for a site where a valid Change of Legal Entity has been received, NIE will send the pending Supplier of the CoS a Change of Legal Entity notification. | 116N to New Supplier |
| 4 | NIE | <p>Where readings are included as part of a Change of Legal Entity request, NIE will validate the reading. (Refer to MP NI 14 Readings Processing Non Interval for validation details).</p> <p>NIE will not process readings if:</p> <ul style="list-style-type: none"> the site is not a Non-Interval Metered Site; or the Change of Legal Entity is future dated; or the required date is on or before the date of the last DUoS Bill (or the date of any subsequent billable reading); or no required date is provided. | |
| A5 | NIE | NIE will send a Supplier Provided Reading Rejection where a reading fails meter details or read date validation. | 303R to Supplier |
| 5 | NIE | <p>For Non-Interval metered sites NIE will send a Validated Non Interval Reading message to the Supplier for an estimated or valid reading.</p> <p>NIE will estimate readings for a Change of Legal Entity at a Non Interval Metered site as at the required date (or as at the message receipt date where the required date is not valid or is omitted) where the readings fail validation, are implausible, are ignored or are not provided.</p> | 300 to Supplier |
| 6 | NIE | <p>Where a Change of Usage has been requested as part of the Change of Legal Entity, NIE will validate the Change of Usage. (See section 2.1.3 for validation).</p> <p>A Change of Usage will take effect from the move-in date for the Change of Legal Entity.</p> | |
| A6 | NIE | NIE will send a Change of Usage Rejection where a Change of Usage fails validation. | 014R to Supplier |
| | | | |

Retail Market Procedure NI 25 – Change of Legal Entity

| Step | Role | Action | Interface |
|------|------|-----------------------------------------------------------------------------------------------|-----------------|
| 7 | NIE | NIE will send a Change of Usage Confirmation where a valid Change of Usage has been received. | 114 to Supplier |

Retail Market Procedure NI 25 – Change of Legal Entity

2.1.3 Change of Legal Entity Validation

A Change of Legal Entity or Tenancy will be rejected and the Supplier advised if:

- The MPRN does not exist.
- The MPRN status is Terminated or Assigned.
- The Supplier ID is not recognised by NIE.
- The Supplier submitting the request is not registered to this MPRN.
- The Supplier has not indicated that a Supply Agreement exists with the customer.
- Where the connection is HV and there is no existence of a Connection Agreement signed by the customer.
- The Economic Activity Indicator is not valid.
- The Medical Equipment Special Needs if provided is not valid
- The Customer Service Special Needs if provided if not valid
- The Read Reason is not valid
- There is an open meter works service order
- The Supplier has not indicated that a Supply Agreement exists.

Note the NI Market Message Implementation Guide – Customer Data and Agreements provides validation and allowable values at a message field level.

Elements of a Change of Legal Entity will be rejected if:

- A Change of Usage is inconsistent with the current meter configuration.

Retail Market Procedure NI 25 – Change of Legal Entity

2.2 Supplementary Information

2.2.1 Additional NIE Processes

Where NIE detects a possible change of tenancy or occupancy other than from a Supplier then NIE will inform the Supplier and, if in contact with the Customer, advise the Customer to contact the Registered Supplier.

In cases where the Supplier indicates that there is not a Supply Agreement then if a Supply Agreement is not obtained within one month then NIE is entitled to initiate de-energisation of the Meter Point.

In cases where the Supplier does not have a Supply Agreement with the Customer that includes a clause to cover Customer acceptance of the NIE Connection Conditions, NIE will take appropriate action to obtain a Connection Agreement.

NIE is entitled to initiate de-energisation of the Meter Point in accordance with its Connection Agreements and Connection Conditions, including termination of a Connection Agreement through any cause.

The MIC remains unchanged where there is a change of tenancy or legal entity and the new Customer or their authorised agent does not subsequently request a change. Where the Chargeable Service Capacity is higher than the MIC then the new Customer or their authorised agent may apply to NIE for a change of MIC or to have the Chargeable Service Capacity reduced to the MIC.