

# Retail Market Procedure NI 37

## Change of Supplier Keypad

**06/06/2012**

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# Retail Market Procedure NI 37 – Change of Supplier Keypad

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# **Retail Market Procedure NI 37 – Change of Supplier Keypad**

## **1. Introduction**

### **1.1 Scope**

This document describes the Retail Market Procedure for a Change of Supplier for a keypad 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 05 New Non-Interval Metered 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 keypad metered sites and contains the following sub-processes:

- Registration validation
- Keypad Meter Transfer (no Fieldwork required)
- Keypad Fieldwork Required
- Completion

This procedure excludes:

- Registration of Non-Interval metered connections. Refer to MP NI 1 Change of Supplier Non-Interval for details of this procedure.
- Registration of Interval metered connections. Refer to MP NI 2 Change of Supplier Interval 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.

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### **1.2 History of Changes**

<b>Version</b>	<b>Source of Change</b>	<b>Description of Change</b>
0.1	NIE ES	Initial Draft
0.2	P Merkens	Updated for MCRs 1010, 1012, 1031, 1042, 1044
0.3	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
0.93	P Merkens	Rejection where an appointment ID is incorrectly provided
0.94	A Ferguson	Final Draft Issued for Supplier Review prior to SIG Approval
0.95	A Ferguson	Corrections included for time to raise CoS reading dispute and provision of CoT history not mandatory
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none"><li>• Updated for DR1110/CRID163</li><li>• MCR 1107</li></ul>
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

### **1.3 Document References**

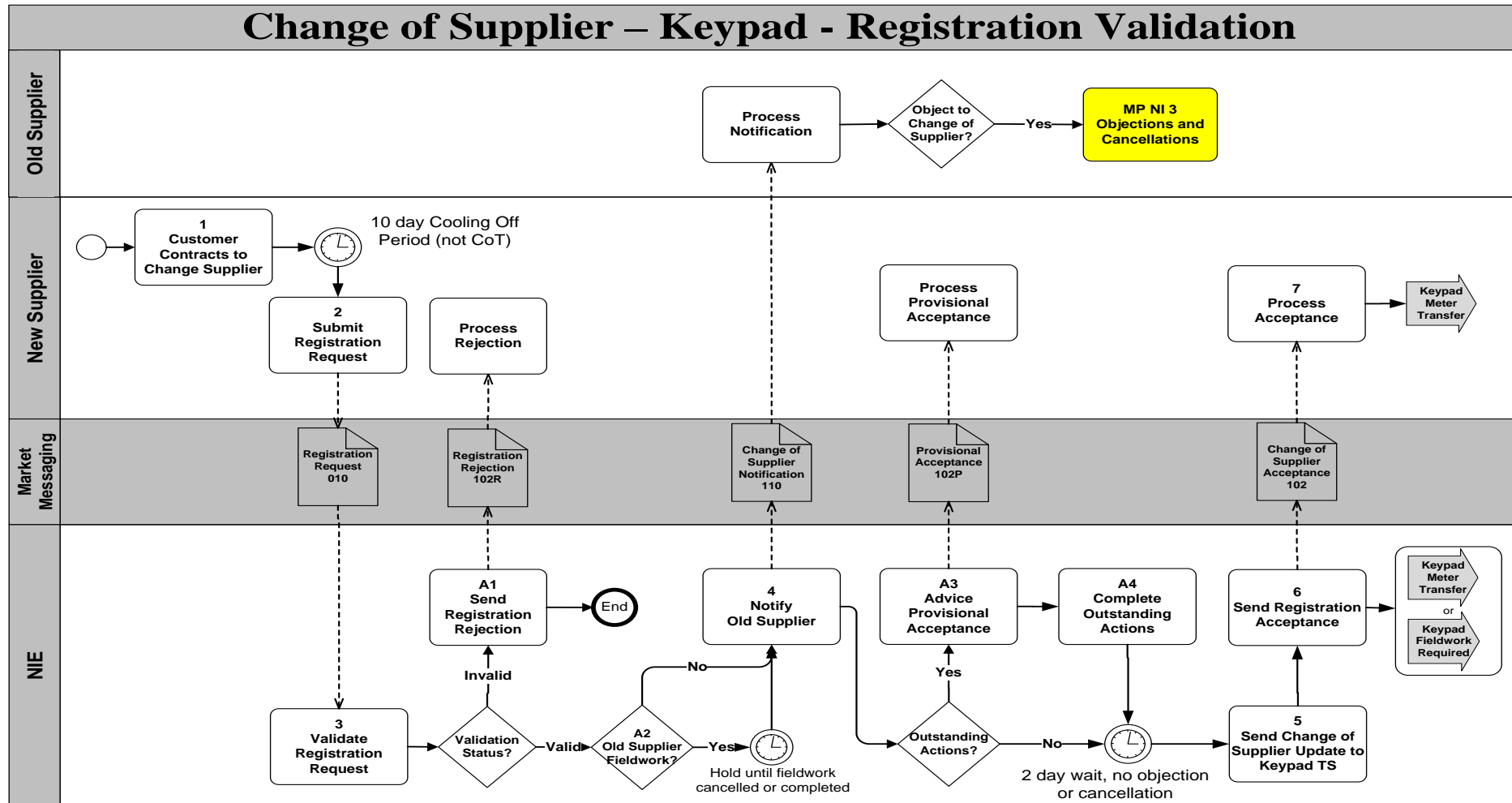
<b>Document Reference</b>	<b>Document name</b>
MP NI 3	Objections and Cancellations
MP NI 5	New Non-Interval Metered Connection
MP NI 14	Readings processing Non-Interval
MG NI 23	Supplier Data Requests
MP NI 39	NI Market Procedures - Glossary of Terms
MP NI 115	DCN Code of Practice

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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	<b>New Supplier</b>	<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	<b>New Supplier</b>	<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>Readings will not be accepted as part of a Registration Request.</p> <p>If a change of meter or meter configuration is required the required Meter Configuration Code must be provided to indicate the register configuration and a Meter Works Type must be provided.</p> <p>The Tariff Configuration Codes must be provided to indicate the Supplier tariff to be implemented<sup>1</sup>.</p> <p>All keypad meter configuration change requests, including changes to and from prepayment mode, by Suppliers will require a Fieldwork site visit by NIE.</p> <p>Where a Fieldwork visit is required Suppliers should make an Appointment for the Customer on the Market Website. Two days notice must be given to allow for the objection and debt contact period. Fieldwork includes:</p> <ul style="list-style-type: none"> <li>• Any form of metering change or re-configuration requiring a site visit</li> <li>• Energisation. Registration will be treated as an implicit request for energisation.</li> <li>• Site visit required to help the Customer for reasons of Customer Service Special Needs.</li> </ul> <p>Where a Fieldwork Appointment has been made through the Market Website, the Fieldwork Appointment Id</p>	010 to NIE

<sup>1</sup> A Supplier specific set of Tariff Configuration Codes, indicating the tariff functionality required by the Supplier, will be agreed between NIE and each Supplier.

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Step	Role	Action	Interface
		<p>must be provided.</p> <p>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, the New Supplier can provide change of tenancy history as provided by the Customer, in accordance with MP NI 115 DCN Code of Practice.</p>	
3	<b>NIE</b>	NIE will validate the Change of Supplier request (see section 2.1.3 for validation).	
A1	<b>NIE</b>	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	<b>NIE</b>	<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> <p>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.</p>	<p>e-mail to Old Supplier</p> <p>e-mail to New Supplier</p>
4	<b>NIE</b>	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	<b>NIE</b>	<p>Where the Registration is accepted but there are outstanding actions then NIE will send a Change of Supplier Provisional Acceptance message to the New Supplier together with the actions that are awaited including:</p> <ul style="list-style-type: none"> <li>• Energisation is awaited</li> <li>• Connection Card is required (where a requested MCC includes heating and the current MCC does not)</li> <li>• 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)</li> </ul>	102P to New Supplier

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Step	Role	Action	Interface
		where there is a change of tenancy)	
A4	NIE	NIE will complete any outstanding actions	
5	NIE	<p>NIE will review all Registration Requests for de-energised sites and will liaise with the New Supplier if it is considered that the Registration should not proceed.</p> <p>After a two-day wait period to accommodate any objection process has expired and provided there is no cancellation NIE will send a Change of Supplier notification to the Keypad Transaction System which will include the MPRN, Customer name, Tariff Configuration Code and identify the New Supplier. .</p> <p>The Customer will still be able to vend on their current Keypad Premises Number with their 'Old' Supplier until the retained credit process completes on the Keypad Transaction System.</p>	
6	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 Special Need exists (codes 0001 through 0008) as part of the Registration Request and an Appointment has been requested NIE will perform a site visit to obtain readings and complete the retained credit process on the required date 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>All keypad meter configuration change requests by Suppliers will require a Fieldwork site visit by NIE.</p> <p>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.</p>	<p>102 to New Supplier</p>    <p>140 to Previous Supplier</p>
7	Supplier	The New Supplier is responsible for advising its prospective new Customer to contact them within fifteen days	



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Step	Role	Action	Interface
		<p>of the Registration receipt in order to complete the Change of Supplier process by performing the retained credit/validate refund processes with the Customer at the physical keypad meter.</p> <p>The customer should be notified that they should have a positive credit balance when the retained credit process is to be performed.</p>	

### 2.1.3 Change of Supplier Keypad Validation

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

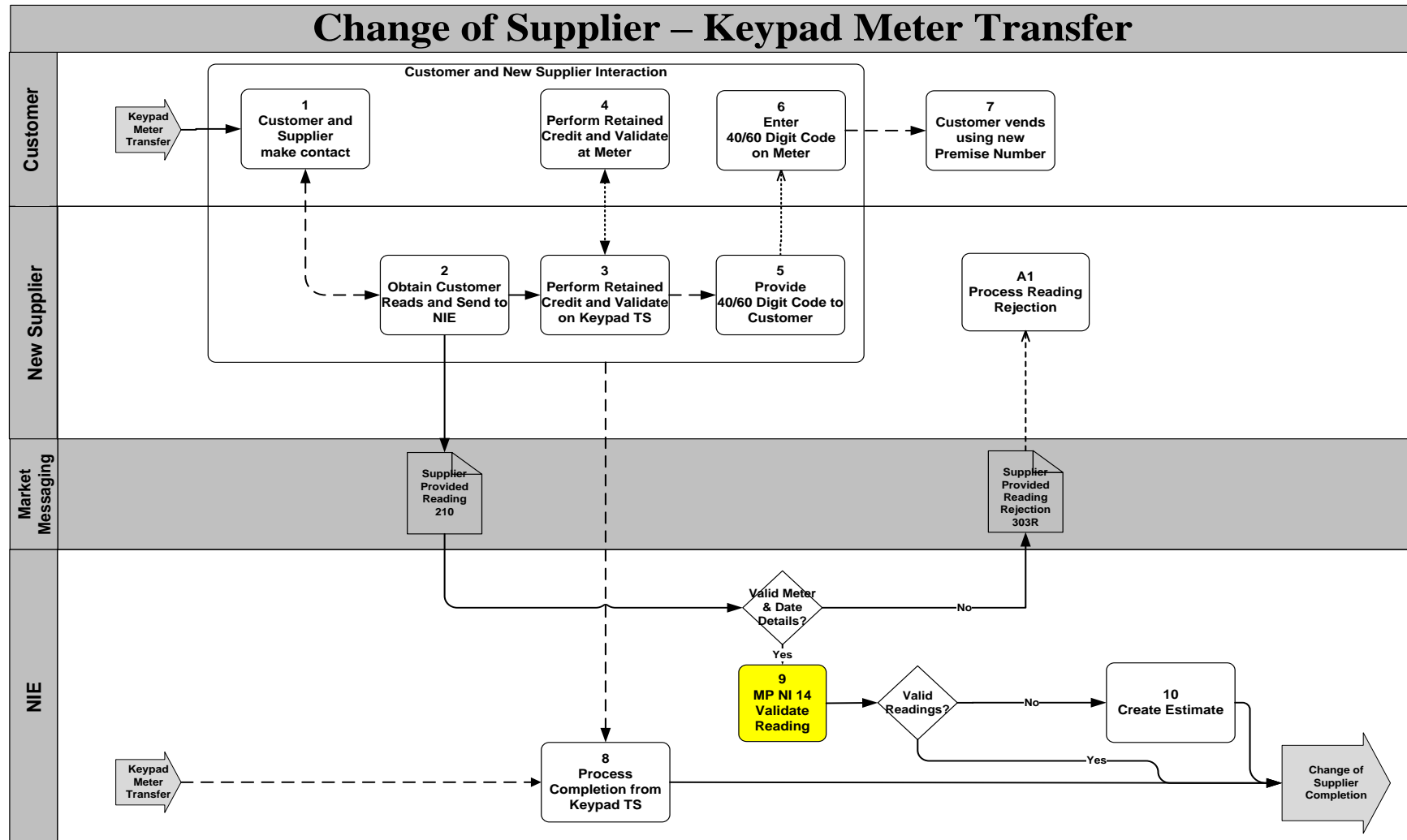
- The MPRN does not exist.
- The MPRN status is Terminated or Assigned.
- The Meter Point Address Postal Code provided does not exactly match the data held by NIE; where such data is held by NIE. The matching is case sensitive.
- The Supplier ID is not recognised by NIE
- The Supplier ID and Supplier Unit combination is not recognised by NIE
- The Supplier submitting the Registration is already registered to this MPRN for the same Supplier Unit
- 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
- The Tariff Configuration Code has not been registered for use by the Supplier or is incompatible with the Meter Configuration Code
- The required date if provided is more than fifteen days in the future.
- 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
- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Registration Request message
- The Meter Works Type is not provided when required, is invalid or does not align with the Fieldwork Appointment
- Where Fieldwork is required, the required two day notice period is not provided

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

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### 2.2 Keypad Meter Transfer (Fieldwork not Required)

#### 2.2.1 Process Flow Diagram



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### 2.2.2 Process Description

Step	Role	Action	Interface
1	<b>Customer</b>	The Customer and Supplier should complete the Change of Supplier within fifteen days of the receipt by NIE of the Registration Request. There must be a positive credit value on the meter.	
2	<b>New Supplier</b>	The New Supplier obtains the Customer reads and provides to NIE the Change of Supplier readings, which must be taken before the retained credit process is completed and dated the same day as the retained credit process has been completed. The reading must be received by NIE within two days following completion of the retained credit process.	210 to NIE
3,4	<b>New Supplier</b>	The New Supplier will perform the retained credit process and validate the refund with the Customer when the Customer is present at the keypad meter. .  The retained credit process is completed on the Keypad Transaction System.	
5,6	<b>New Supplier</b>	The New Supplier activates the skeleton New Supplier record on the Keypad Transaction System and provides 40/60 digit code to the Customer who enters this code on to the meter.  The New Supplier informs Customer of CoS completion, new Keypad Premises Number and that the New Keypad Premises Card will follow in the post.  The Keypad Transaction System will report completion of the Change of Supplier to NIE.	
7	<b>Customer</b>	The Customer can use the new Keypad Premises Number to vend once the New Supplier record on the Keypad Transaction System is enabled.	
8	<b>NIE</b>	NIE will process the completion details from the Keypad Transaction System and update the MPRN with the Keypad Premises Number, Customer name, Tariff Configuration Code and the Change of Supplier effective date.	

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Step	Role	Action	Interface
9, A1	<b>NIE</b>	<p>NIE will validate readings as described in MP NI 14 Readings Processing Non-Interval.</p> <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>	303R to New Supplier
10	<b>NIE</b>	<p>Where Supplier provided readings fail validation or are not received within two days after the retained credit process is completed then NIE will estimate the Change of Supplier readings as at the Change of Supplier Completion date provided that the retained credit process has been completed on the Keypad Transaction System. NIE will estimate the CoS Read regardless of whether or not "Change of Supplier Estimate Acceptable" has been indicated on the Registration Request.</p> <p>Refer to MP NI 14 Readings Processing Non-Interval for a description of reading estimation rules.</p>	
	<b>NIE</b>	The Registration Request will be cancelled where the Change of Supplier is not completed by fifteen days after the receipt of the Registration Request (See MP NI 3 Objections and Cancellations).	

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### 2.3 Keypad Fieldwork Required

#### 2.3.1 Process Description

1	<b>NIE</b>	<p>When a Fieldwork visit is required to install or change a keypad meter or configuration, or to help a Customer with Customer Service Special Needs, on the Appointment date the NIE field staff will contact the NIE Call Centre from the Customer premises in order that the new meter configuration and Supplier tariff is set-up for the new Supplier on the meter and the Keypad Transaction System.</p> <p>The NIE Call Centre will validate the Registration, Customer, energisation and credit details as follows:</p> <ul style="list-style-type: none"> <li>• That the Customer name agrees with accepted Registration Request</li> <li>• That the Keypad Premises Number and site address provided by the Customer match the data on the Keypad Transaction System</li> <li>• That an accepted Registration Request exists and has not been cancelled for the MPRN associated with the Keypad Premises Number</li> </ul> <p>A positive credit value must be present on any existing Keypad Meter and the site must be energised.</p> <p>If the above validations are not successful the Customer will be informed of the reason and instructed to contact their preferred Supplier.</p> <p>If the validations and the Keypad Meter installation or change are successful NIE will</p> <ul style="list-style-type: none"> <li>• Activate the skeleton record on the Keypad Transaction System</li> <li>• Enter the required codes to the meter to set up the Supplier selected meter and tariff configuration</li> <li>• Inform the Customer of Change of Supplier completion</li> <li>• Provide the new Keypad Premises Number and inform them that the New Keypad Premises Card will follow in the post.</li> <li>• Obtain the changeover readings</li> </ul> <p>Where a Keypad Meter is changed or reconfigured the retained credit process will also be performed by the fieldworker in conjunction with the NIE Call Centre.</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>131[R] to New Supplier</p> <p>131[S] to New Supplier</p>
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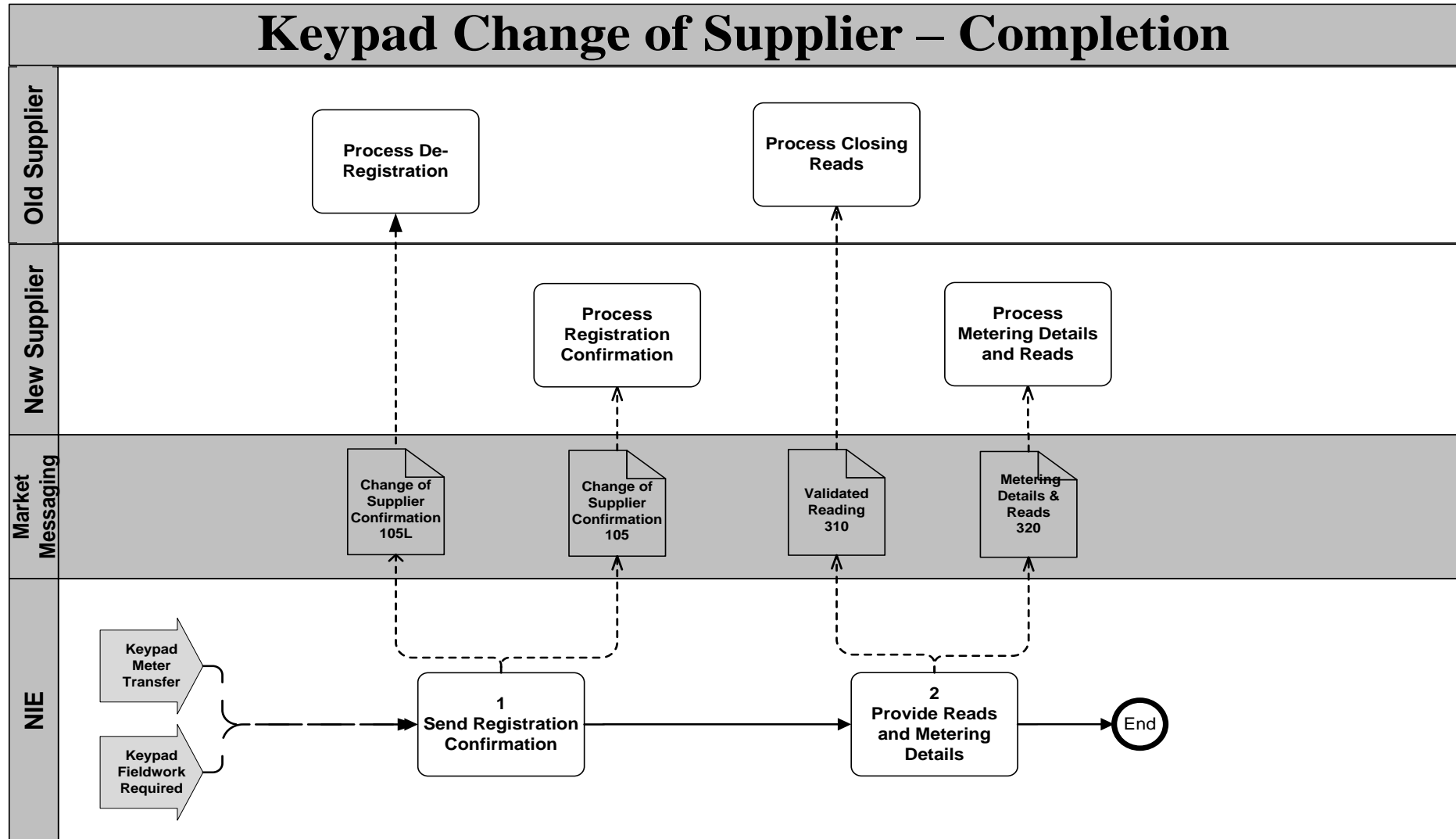
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2	<b>Customer</b>	The Customer can use the new Keypad Premises Number to vend.	
	<b>NIE</b>	The Registration Request will be cancelled where the Change of Supplier is not completed by fifteen days after the receipt of the Registration Request (See MP NI 3 Objections and Cancellations).	

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### 2.4 Completion

#### 2.4.1 Process Flow Diagram



## **Retail Market Procedure NI 37 – Change of Supplier Keypad**

### 2.4.2 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"> <li>The Change of Supplier process has been completed on the Keypad Transaction System</li> <li>Supplier and meter configuration data has been validated between the Keypad Transaction System and Supplier Registration</li> <li>The Change of Supplier has been completed on the NIE Registration system and valid readings have been obtained</li> <li>Valid readings have been received, or readings estimated, and an EUF has been established for each register in the new configuration</li> </ul> <p>The New Supplier Registration will be effective on the calendar day following the date on which the change of supplier readings were taken or on the date that Fieldwork was completed.</p> <p>The Old Supplier Registration will be effective until on 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"> <li>The effective date of the New Supplier Registration; and</li> <li>Confirmation of the connection and Customer details held by NIE; and</li> <li>The Keypad Premises Number where the meter is operated as pre-payment meter; and</li> <li>Details of keypad meter configuration together with confirmation of standard profile, EUF and opening readings</li> </ul> <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"> <li>The final date of the Old Supplier Registration; and</li> <li>Confirmation of any closing readings with any consumption since the last billed reading obtained from Keypad Meter</li> </ul> <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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Step	Role	Action	Interface
		A Supplier Switch Report will be generated by the Keypad Transaction System. The Supplier Switch report will detail values actually removed from the meter to enable the Old Supplier and New Supplier to settle associated financial transactions.	

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### **3. Supplementary Information**

#### **3.1.1 Credit Transfer**

Each Supplier will run itemised reports, grouped by other Supplier, showing the date, value, MPRN for each transaction to be settled between each Supplier. It is a Supplier responsibility to settle credit transfers between themselves and each other Supplier.

#### **3.1.2 Disputing Change of Supplier Readings**

Either Supplier may dispute a Change of Supplier reading within 65 business 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.