

# Retail Market Procedure NI 4

## Supplier of Last Resort

**13/05/2015**

<i>Current Status:</i>	Baseline
<i>Issue Date:</i>	13/05/2015
<i>Version:</i>	2.1.3

# Retail Market Procedure NI 4 – Supplier of Last Resort

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# Retail Market Procedure NI 4 – Supplier of Last Resort

## 1. Introduction

### 1.1 Scope

This document is the Retail Market Procedure for Supplier of Last Resort

The Procedure applies to all types of metered and unmetered sites and contains the following sub-processes:

- Suspension and Direction
- Notification and Registration
- Completion

### 1.2 History of Changes

Version	Source of Change	Description of Change
0.1	P Merkens	Initial draft version.
0.2	P Merkens	Updated following NIE review
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop
0.93	J-E Smith	Final Draft for Supplier Review prior to SIG Approval
0.94	A Ferguson	Clarification on de-energised sites excluded from SoLR processes.
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></ul>
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
2.1.1	J-E Smith	Updated for DR1144/CRID 182 following instruction from the UR
2.1.2	J-E Smith	Updated following CDA Board Supplier review comments
2.1.3	J-E Smith	Updated for CDA Board review Baseline CDA Board Approved/Change Report UR Approved

### 1.3 Document References

Document	Document Reference
MP NI 14	Readings Processing Non Interval
MP NI 39	NI Market Procedures - Glossary of Terms

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### **1.4 Outstanding Issues**

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### 2. Procedure Description

#### 2.1 Suspension and Direction

This section is provided for background and guidance only.

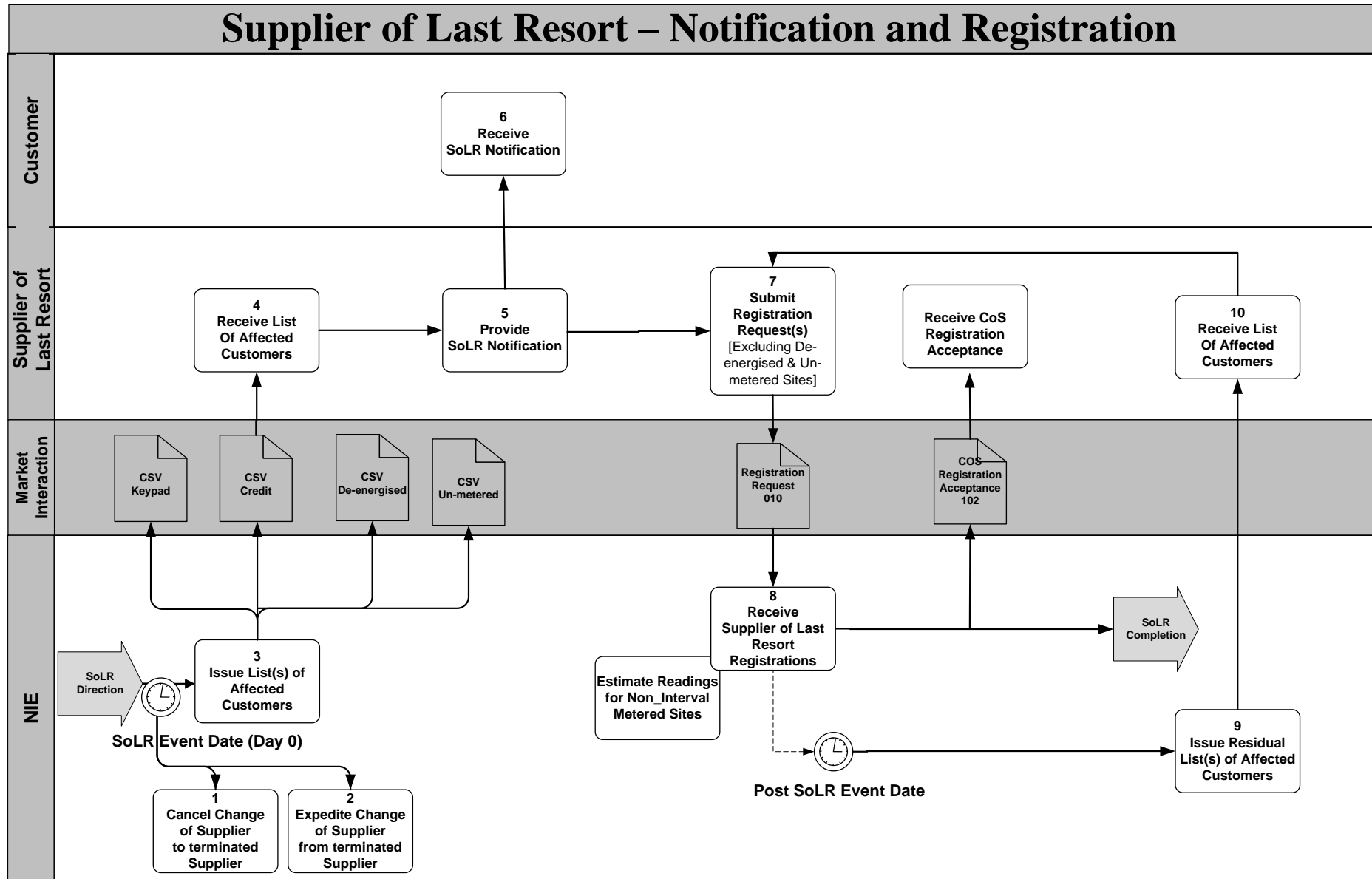
Step	Role	Action	Interface
1	<b>SMO/ Relevant Stakeholder</b>  <b>UR</b>	<p>The SMO or other relevant stakeholder informs the Regulatory Authority of the defaulting Supplier and issues a Suspension Order to the defaulting Supplier.</p> <p>The UR issues written notice to revoke the licence to the defaulting Licensee. This will identify the date and time (“Day 0”) at which the licence will be revoked.</p> <p>The UR will simultaneously contact NIE and the Supplier of Last Resort, both verbally and formally in writing, to advise that SoLR is due to commence on Day 0.</p> <p>NIE and the Supplier of Last Resort can prepare for Day 0 but cannot put in motion any action that cannot be reversed.</p>	
2	<b>NIE</b>	Within one day of being informed by UR NIE calculate the percentage market share of the defaulting Supplier and forwards this information to the Supplier of Last Resort.	
3	<b>Regulatory Authority</b>	<p>In the case that the defaulting Supplier is not successful in averting the SoLR event, the Regulatory Authority may suspend the defaulting Supplier and issue the SoLR Direction.</p> <p>The SoLR direction will identify the SoLR event date at which any Registrations will be transferred from the defaulting Supplier.</p>	
4	<b>SMO</b>	The SMO terminates the defaulting Supplier and informs NIE of the termination.	
5	<b>NIE</b>	NIE removes the terminated Supplier from aggregation.	

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### **2.2 Notification and Registration**

#### 2.2.1 Process Flow Diagram

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### 2.2.2 Process Description

Step	Role	Action	Interface
1, 2, 3	<b>NIE</b>	<p>NIE receives the SoLR Direction from the Regulatory Authority.</p> <p>NIE will cancel Changes of Supplier that are in progress to the terminated Supplier.</p> <p>NIE will process any Changes of Supplier that are in progress from the terminated Supplier to be effective at the SoLR event date.</p> <p>NIE will provide Secure Meters with the SoLR ID, existing Keypad Premise Number for defaulting Supplier sites and the required TCC of the SoLR.</p> <p>NIE will receive new Keypad Premise Numbers for the SoLR from Secure Meters.</p> <p>NIE will issue via a secure server a list(s) of affected customers to the Supplier of Last Resort.</p> <p>NIE will instruct Secure Meters to perform to the SoLR process.</p>	<p>CSV to Secure Meters</p> <p>CSV to NIE</p> <p>CSV to Supplier of Last Resort</p> <p>Email</p>
4	<b>Supplier of Last Resort</b>	<p>Supplier of Last Resort will receive the detailed list(s) of affected Customers (a separate list will be issued for Credit, Keypad, De-energised and Un-metered as applicable).</p> <p>Upon request by the Supplier of Last Resort NIE can provide a separate sample CSV file containing the structure of the file.</p>	CSV from NIE
5	<b>Supplier of Last Resort</b>	<p>For energised sites, the Supplier of Last Resort will inform the affected Customers by letter of their options.</p> <p>For keypad metered Customers the letter must include the new Keypad Premises Number.</p>	Letter to Customers
6	<b>Customer</b>	Customer receives letter from Supplier of Last Resort.	Letter from SoLR





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### 2.2.3 Lists of Affected Customers

The list(s) of affected Customers provided to the Supplier of Last Resort contains the following information for each MPRN affected for Credit, Keypad and De-energised sites (excluding Unmetered sites).

- MPRN
- Keypad Premises Number, if applicable
- Meter Point Address
- Customer Name
- Connection System
- DUoS Group
- MIC
- Meter Configuration Code, if applicable
- Distribution Loss Factor
- Contact Name, if applicable
- Read Frequency, if applicable
- Read Cycle Day, if applicable
- Customer Contact Details, if applicable
- Notification Address, if applicable
- Technical Contact Details, if applicable
- Technical Contact Address, if applicable
- Medical Equipment Special Needs, if applicable
- Customer Service Special Needs, if applicable
- Tariff Group
- TCC, if applicable
- Register Group
- Meter Category
- PPM Meter Flag
- Load Profile
- Load Factor
- Voltage
- SIC Code

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The list(s) of affected Customers provided to the Supplier of Last Resort contains the following information for each MPRN affected for Un-metered sites.

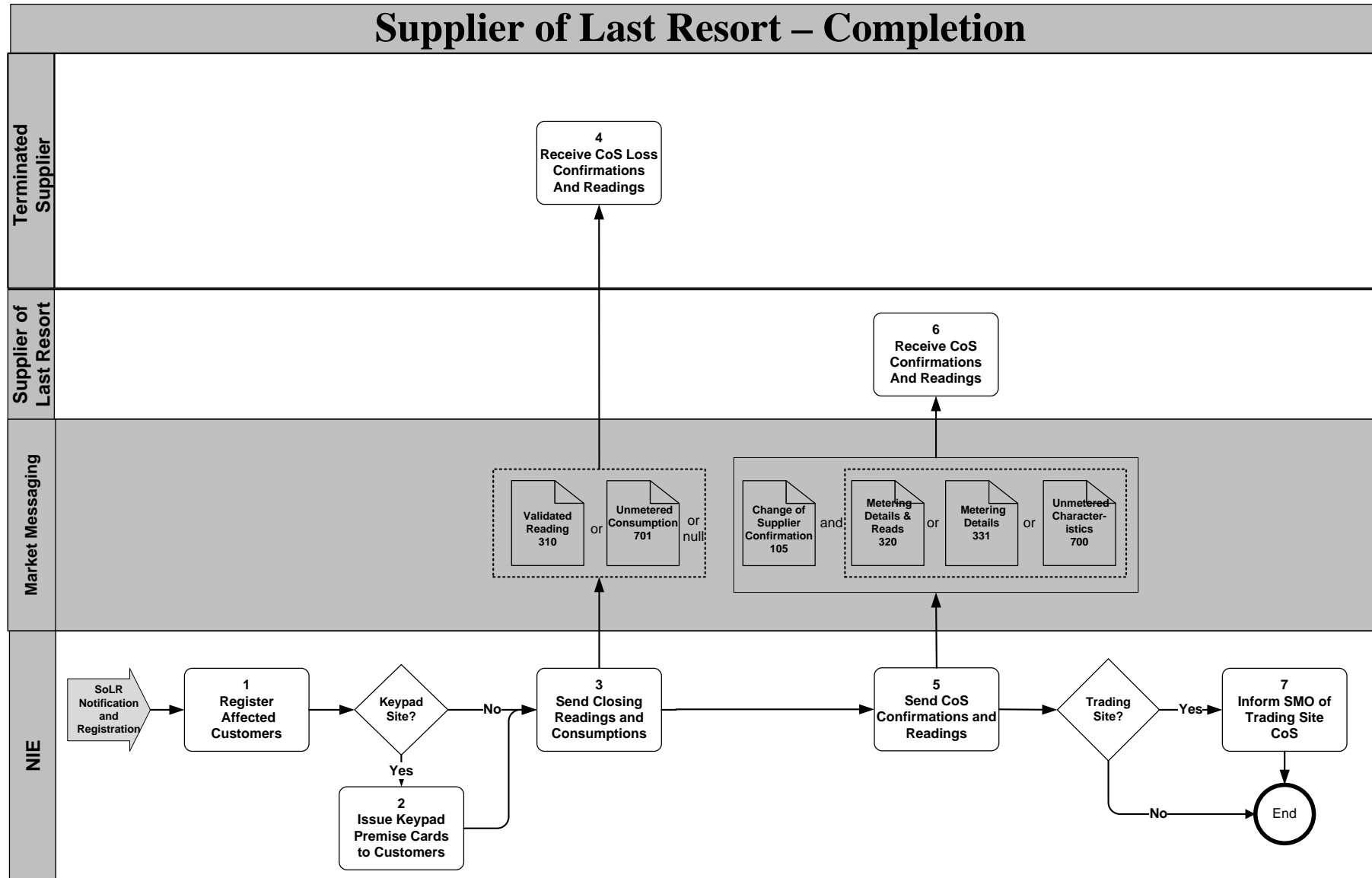
Grouped MPRN  
Technical MPRN.  
Meter Point Status  
Burn Hour Calendar Code  
Burn Hour Calendar Text  
Repetition Factor  
Unmetered Type Code  
Unmetered Type Text  
Actual Wattage  
Billable Wattage

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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	NIE	<p>When a Registration has been received for a Supplier of Last Resort, NIE will register the Meter Point to the Supplier of Last Resort as at the date of the SoLR Event.</p> <p>NIE will register the Meter Point to the Supplier of Last Resort as at the date of the SoLR Event for de-energised and for un-metered sites.</p>	
2	NIE	<p>For keypad metered sites, NIE will order new keypad premises cards after completion of the transfer on the Keypad Transaction System and send these directly to the Customer.</p> <p>No retained credit process is performed.</p>	Keypad Premise Card to Customer
3, 4	NIE	<p>On completion the terminated Supplier will be advised:</p> <ul style="list-style-type: none"> <li>• for Non-Interval metered Meter Points, of closing readings with any estimated or actual consumption since the last billed reading; and</li> <li>• for unmetered Meter Points, of unmetered consumption since the last bill date.</li> </ul>	<p>310 to Term. Supplier</p> <p>701 to Term. Supplier</p>
5, 6	NIE	<p>For each Meter Point registered to a Supplier of Last Resort, at the point the Registration message is received and is valid, the Supplier of Last Resort will be advised of:</p> <ul style="list-style-type: none"> <li>• The effective date of the Registration to the Supplier of Last Resort, together with confirmation of the connection and Customer details held by NIE and;</li> <li>• for Interval metered Meter Points, details of Interval metering; or</li> <li>• for Non-Interval metered Meter Points, details of metering together with the Load Profile, EUF and the actual (where available) or estimated opening readings; or</li> <li>• for unmetered Meter Points, details of the Unmetered Inventory</li> </ul> <p>For each de-energised Meter Point registered to a Supplier of Last Resort, the Supplier of Last Resort will be advised of:</p>	<p>105 to Supplier</p> <p>331 to Supplier</p> <p>320 to Supplier</p> <p>700 to Supplier</p>

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Step	Role	Action	Interface
		<ul style="list-style-type: none"> <li>• The effective date of the Registration to the Supplier of Last Resort, together with confirmation of the connection and Customer details held by NIE and;</li> <li>• for Interval metered Meter Points, details of Interval metering; or</li> <li>• for Non-Interval metered Meter Points, details of metering together with the Load Profile, EUF and the actual (where available) or estimated opening readings; or</li> <li>• for unmetered Meter Points, details of the Unmetered Inventory</li> </ul>	<p>105 to Supplier</p> <p>331 to Supplier</p> <p>320 to Supplier</p> <p>700 to Supplier</p>
7	NIE	Where the Meter Point forms part of a trading site, NIE will inform the SMO of the Change of Supplier.	

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### **2.4 Supplementary Information**

For keypad metered Meter Points:

- The retained credit process is not performed as part of the keypad meter transfer.

NIE will consider any open Fieldwork service orders on a case by case basis and cancel these if appropriate.

Registrations are locked in to the Supplier of Last Resort for a standard period of twenty days.

The terminated Supplier does not receive the Change of Supplier Confirmation (105L) and Notification to Old Supplier (110) market messages when Meter Points are registered under a Supplier of Last Resort process.