

Retail Market Procedure NI 1

Change of Supplier Non-Interval Credit

31/08/2016

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Table of Contents

1.	Introduction.....	3
1.1	Scope.....	3
1.2	History of Changes.....	4
1.3	Document References	4
2.	Procedure Description	5
2.1	Registration Validation	5
2.1.1	Process Flow Diagram	5
2.1.2	Process Description	6
2.1.3	Change of Supplier Non-Interval Validation	9
2.2	Readings and Fieldwork	11
2.2.1	Process Flow Diagram	11
2.2.2	Process Description	12
2.3	Completion.....	15
2.3.1	Process Flow Diagram	15
2.3.2	Process Description	16
2.4	Supplementary Information.....	17
2.4.1	Disputing Change of Supplier Readings	17

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

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.

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

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 CRID142
0.91	P Merkens	Issued for SIG Workshop
0.92	P Merkens	Updated following SIG Workshop and for MCR 1057 and CRID143
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/CRID159 • 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
V3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

1.3 Document References

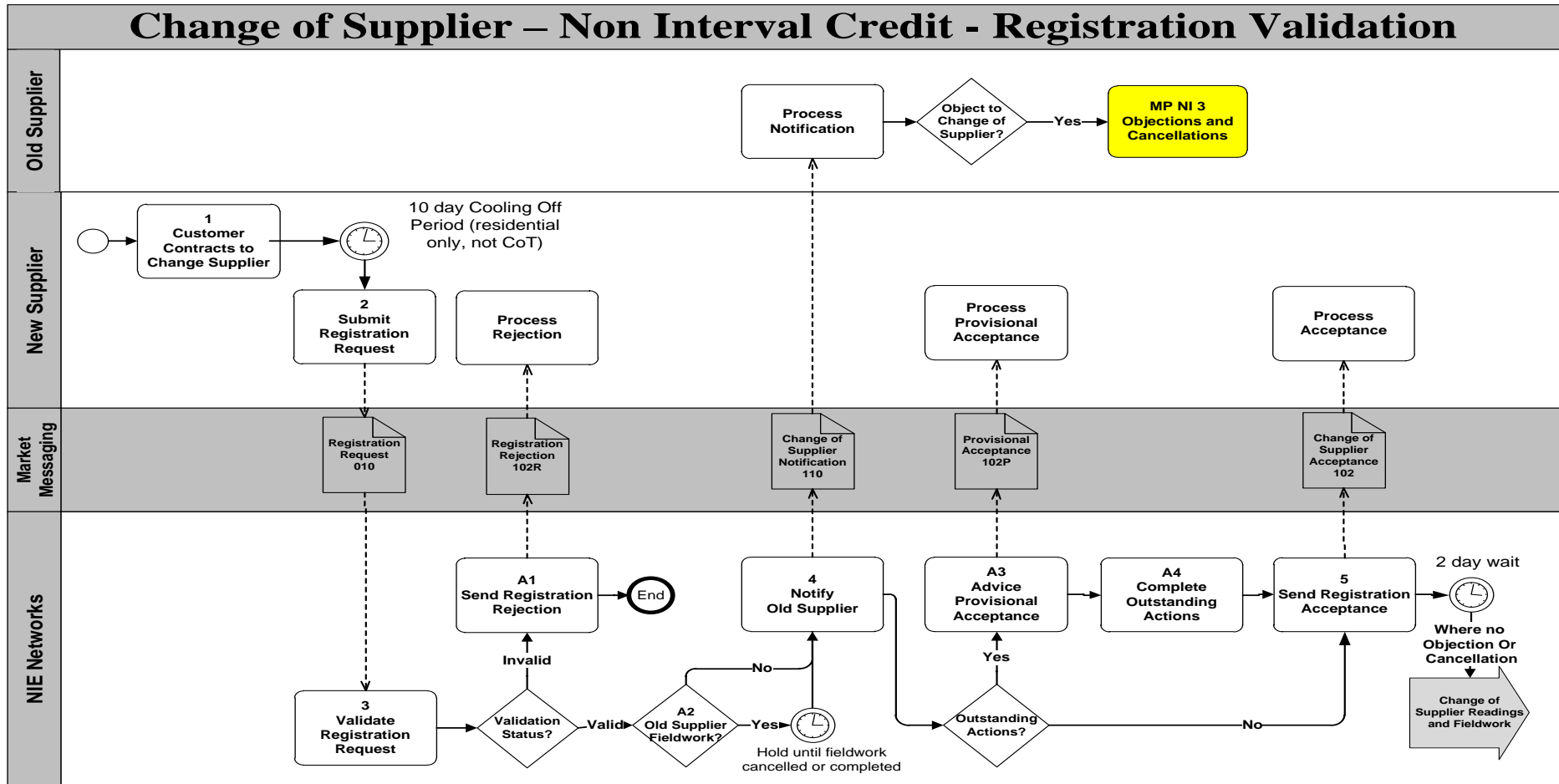
Document Reference	Document name
MP NI 3	Objections and Cancellations
MP NI 14	Readings Processing Non-Interval
MG NI 23	Supplier Data Requests
MP NI 39	NI Market Procedures - Glossary of Terms
MP NI 115	DCN Code of Practice

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

2. Procedure Description

2.1 Registration Validation

2.1.1 Process Flow Diagram



Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

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 Networks 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>	010 to NIE Networks

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

Step	Role	Action	Interface
		<p>Where the Supplier requires a metering configuration change from that currently implemented at the Meter 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 Networks 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 Networks	NIE Networks will validate the Change of Supplier request (see section 2.1.3 for validation).	
A1	NIE Networks	Where a Change of Supplier request fails validation NIE Networks will send a Change of Supplier Registration Rejection message to the New Supplier.	102R to New Supplier
A2	NIE Networks	<p>Where there is outstanding Fieldwork requested by the Old Supplier then, NIE Networks will contact the old Supplier by email to get any Old Supplier outstanding Fieldwork completed or cancelled.</p> <p>NIE Networks will hold further processing of the Change of Supplier request until this Fieldwork has been cancelled or completed.</p>	e-mail to Old Supplier

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

Step	Role	Action	Interface
		<p>NIE Networks 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>NIE Networks 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>	

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 Networks; where such data is held by NIE Networks. The matching is case sensitive.
- The Supplier ID is not recognised by NIE Networks
- The Supplier ID and Supplier Unit combination is not recognised by NIE Networks
- 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 Networks 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

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

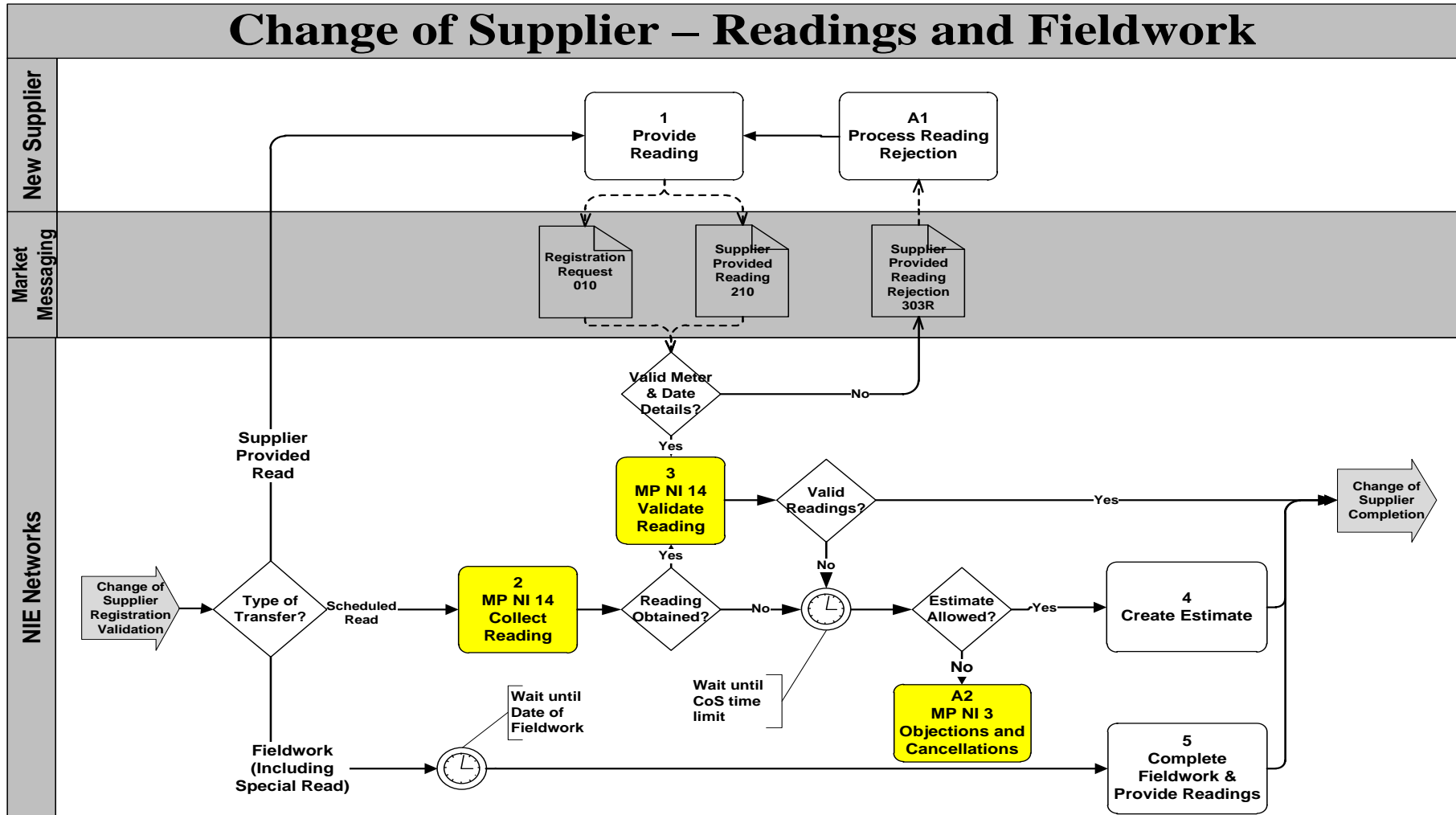
- The Meter Works Type is not provided when required, is invalid or does not align with the Fieldwork Appointment
- The CoS Read Arrangement specified on Registration is not recognised or is not valid for the Metering Class
- A Registration Request for a trading site is not consistent with Registration 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.

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

2.2 Readings and Fieldwork

2.2.1 Process Flow Diagram



Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

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 Networks</p> <p>210 to NIE Networks</p>
A1	NIE Networks	<p>Where the metering details or read date on a Supplier provided reading fail validation NIE Networks 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 Networks	<p>Where a scheduled read was requested, the site will be visited within four days of the scheduled read date. NIE Networks 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 Networks for processing as Change of Supplier readings.</p>	
3	NIE Networks	<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 Networks will contact the New Supplier by email to look for another Customer reading or to allow an estimate.</p>	E-mail to New Supplier

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

Step	Role	Action	Interface
4	NIE Networks	<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 Networks 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 Networks	<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 Networks 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 Networks	<p>NIE Networks will endeavour to perform Fieldwork on the Appointment date and time. NIE Networks 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 Networks will advise the Supplier of this and of any non-standard charges.</p> <p>Where NIE Networks reschedule Fieldwork NIE Networks will send a Fieldwork Status to the New Supplier</p> <p>Where the Supplier is requested to reschedule Fieldwork NIE Networks will send a Fieldwork Status to the New</p>	<p>Manual advice of non-standard conditions.</p> <p>131[R] to New Supplier</p> <p>131[S] to New</p>

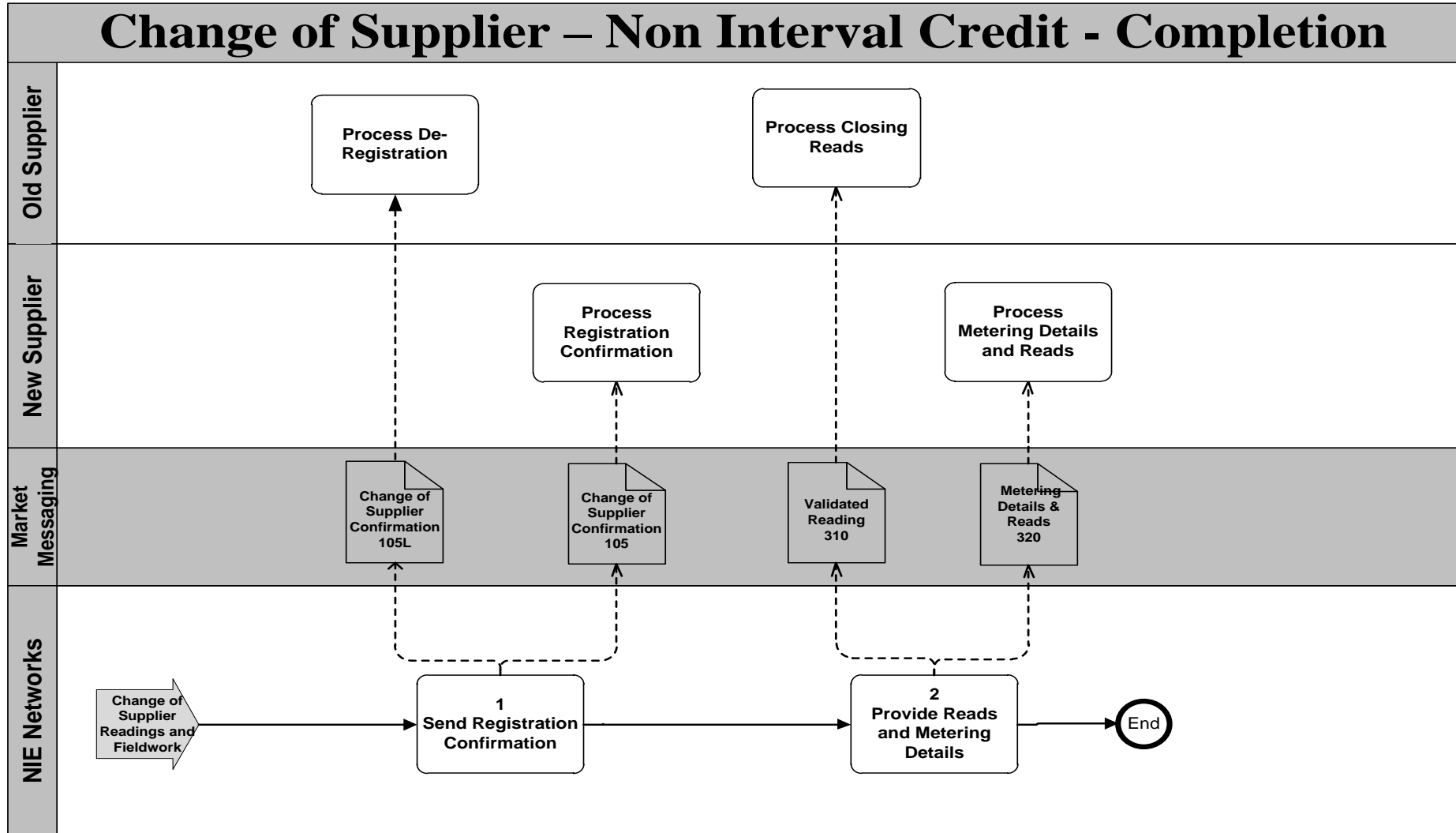
Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

Step	Role	Action	Interface
		<p>Supplier.</p> <p>When complete, the meter details and readings will be provided to NIE Networks for processing as Change of Supplier readings.</p>	Supplier
	NIE Networks	<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 readings 2. Special readings 3. Scheduled readings 4. Supplier provided readings. 	

Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

2.3 Completion

2.3.1 Process Flow Diagram



Retail Market Procedure NI 1 – Change of Supplier Non-Interval Credit

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.